Develop your CQI Super Skill: Putting Partnership First
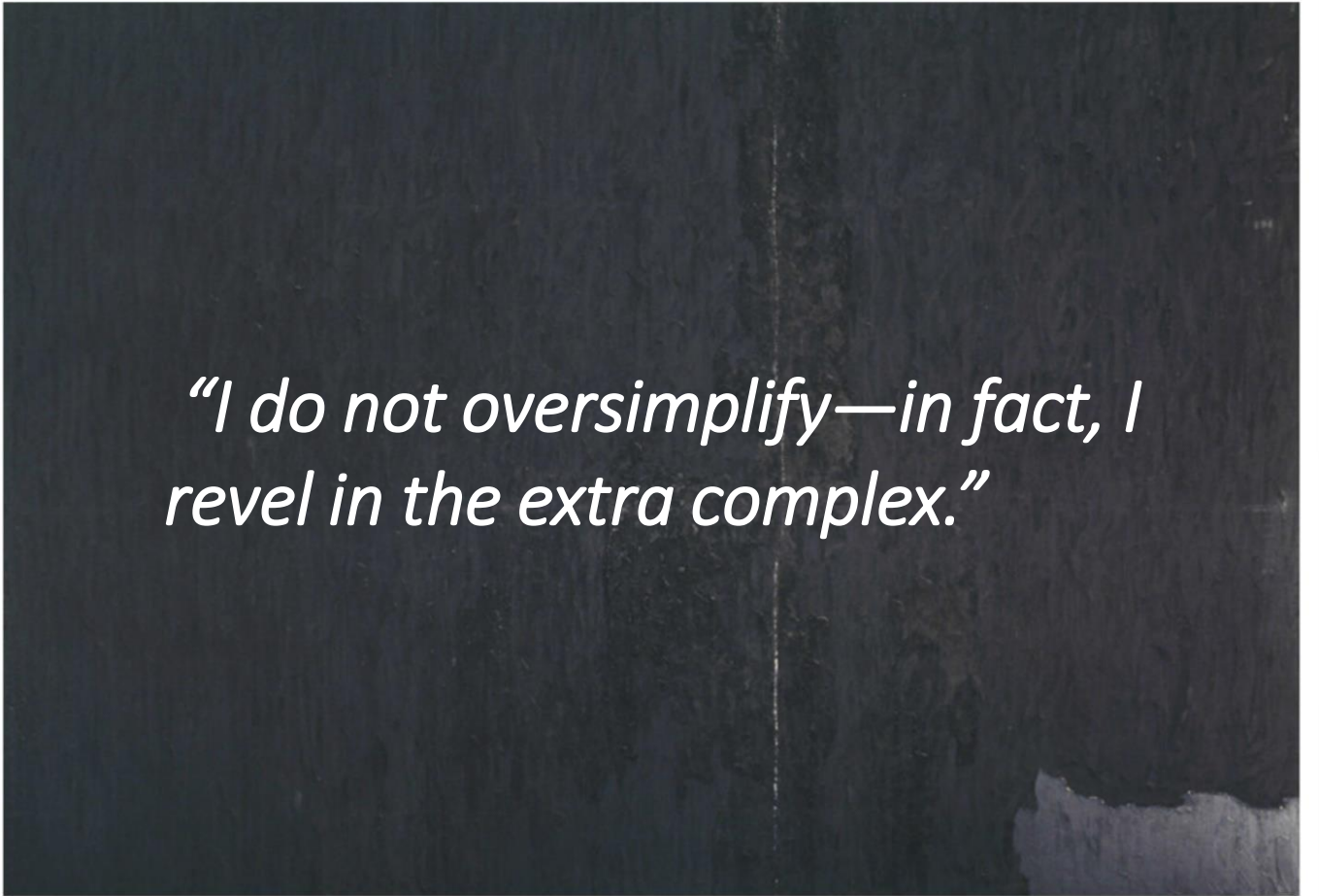
THRESHOLDS

Vanessa Vorhies Klodnick, PhD, LCSW

Aug 2022

Objectives

- Get to know my philosophy to facilitating CQI.

- Realize your power in a CQI role.

- Embrace collaboration & partnership as #1.

"I do not oversimplify—in fact, I revel in the extra complex."

My favorite painting at Art Institute of Chicago: *1951-52* by Clyfford Still

Native-Land.ca | Our home on native land

Indigenous Peoples Acknowledgement

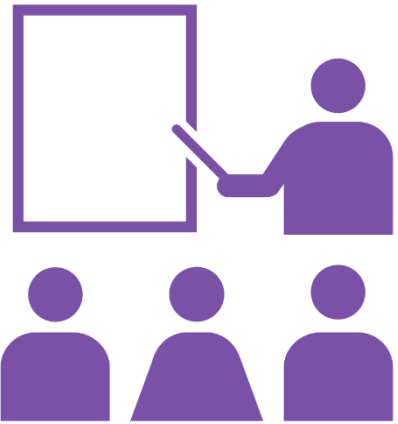## Illinois:

- Kaskaskia
- Kiikaapoi (Kickapoo)
- Meskwaki
- Myaamia
- Niuchi
- Očhéthi Šakówiŋ
- Osage
- Peoria
- Potawatomi
- Sauk

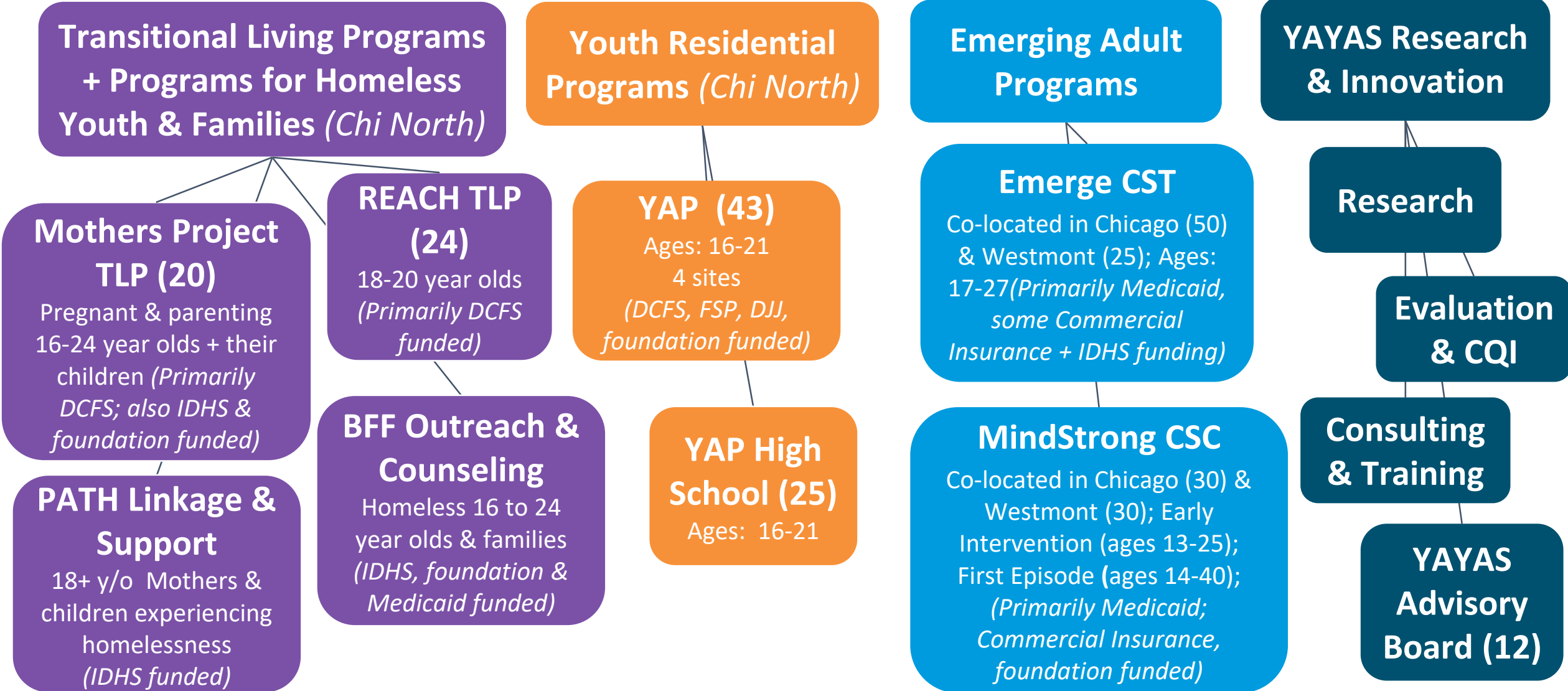# Thresholds Youth & Young Adult Services (YAYAS)

Educates the community about mental health & how to access services

Provides evidence-based, **developmentally attuned**, non-stigmatizing, appealing services for adolescents & young adults with serious mental health needs

Conducts **research** to improve service & system effectiveness

THRESHOLDS

Thresholds YAYAS (Youth & Young Adult Services)

Transitional Living Programs + Programs for Homeless Youth & Families *(Chi North)*

Youth Residential Programs *(Chi North)*

Emerging Adult Programs

YAYAS Research & Innovation

Mothers Project TLP (20)
Pregnant & parenting 16-24 year olds + their children *(Primarily DCFS; also IDHS & foundation funded)*

REACH TLP (24)
18-20 year olds
(Primarily DCFS funded)

YAP (43)
Ages: 16-21
4 sites
(DCFS, FSP, DJJ, foundation funded)

Emerge CST
Co-located in Chicago (50) & Westmont (25); Ages: 17-27 *(Primarily Medicaid, some Commercial Insurance + IDHS funding)*

Research

Evaluation & CQI

PATH Linkage & Support
18+ y/o Mothers & children experiencing homelessness *(IDHS funded)*

BFF Outreach & Counseling
Homeless 16 to 24 year olds & families *(IDHS, foundation & Medicaid funded)*

YAP High School (25)
Ages: 16-21

MindStrong CSC
Co-located in Chicago (30) & Westmont (30); Early Intervention (ages 13-25); First Episode **(**ages 14-40); *(Primarily Medicaid; Commercial Insurance, foundation funded)*

Consulting & Training

YAYAS Advisory Board (12)

Thresholds YAYAS
Research & Innovation

Mixed-Methods Research → Program Development & Evaluation → Continuous Quality Improvement → Grant Writing → YAYAS Advisory Board → Knowledge Translation → Consulting, Training & TA
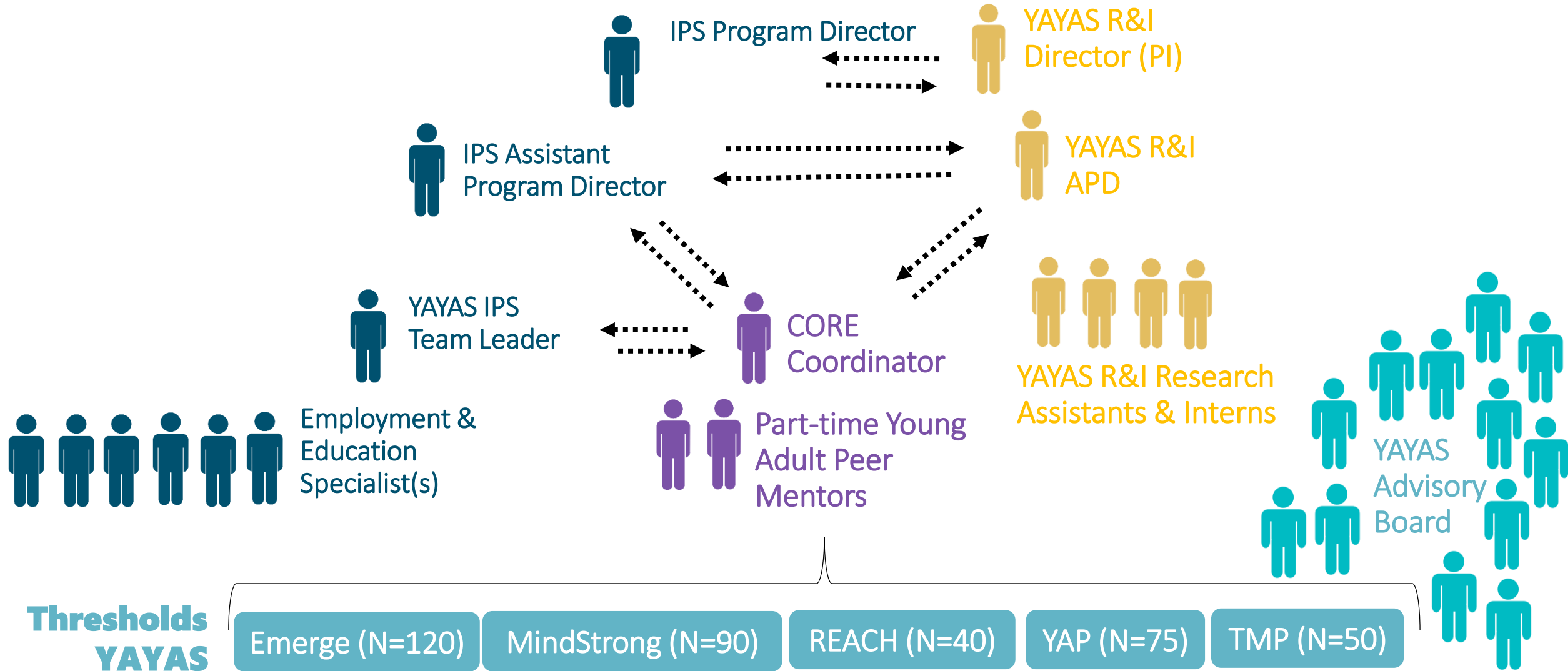
THRESHOLDS

Roles as an Implementation Scientist

- Project Partner & Collaborator

- Translator between Stakeholders

- Educator & Mentor

- Consultant & Coach

- Leader of Capturing Change

- Holder of Big Picture: Past, Present & Future

- Data Analyst & Interpreter

- Maker of Diagrams & Change Processes

- Innovator & Recommendation Generator

CORE – a major QI

IPS Program Director

YAYAS R&I Director (PI)

IPS Assistant Program Director

YAYAS R&I APD

YAYAS IPS Team Leader

CORE Coordinator

YAYAS R&I Research Assistants & Interns

Employment & Education Specialist(s)

Part-time Young Adult Peer Mentors

YAYAS Advisory Board

Thresholds YAYAS

| Emerge (N=120) | MindStrong (N=90) | REACH (N=40) | YAP (N=75) | TMP (N=50) |

Describe effective partnership.

What does it:
- Look like?
- Sound like?
- Feel like?
- Taste like?
- Smell like?

THRESHOLDS

My CQI Mantra

Partner.   Focus.   Dig.   Respect.   Be Open.

Stay Curious. Not Critical.

Make no assumptions (especially when frustrated).

Ask how & why all the time. What would that look like for you?

Consult with your CQI Peers.

THRESHOLDS

[America's Pandemic Failures - The New York Times (nytimes.com)](nytimes.com)

Recognize & Leverage your Partners' Motivators...

Data for Publication (External) — — — — — — —

-Demonstration for buy-in or grant proposal

-Marketing/fundraising

-b/c someone said we had to collect & submit

Data for Action (Internal)

-QI work akin to a test-kitchen with strong feedback loops & scientifically rigorous examination of implementation process + outcomes (& related facilitators & barriers)

THRESHOLDS

What can you do to better align in your Goal/Vision? (+what to avoid)

- Add
- Add
- Add

THRESHOLDS

What can you do to better align around Tasks & Responsibilities? (+what to avoid)

- Add
- Add
- Add

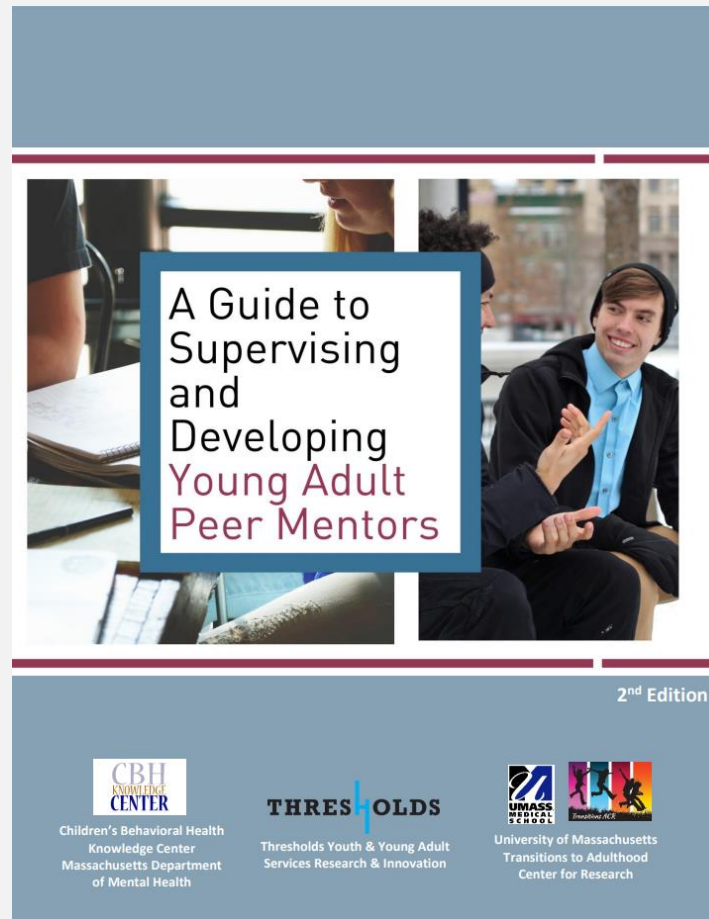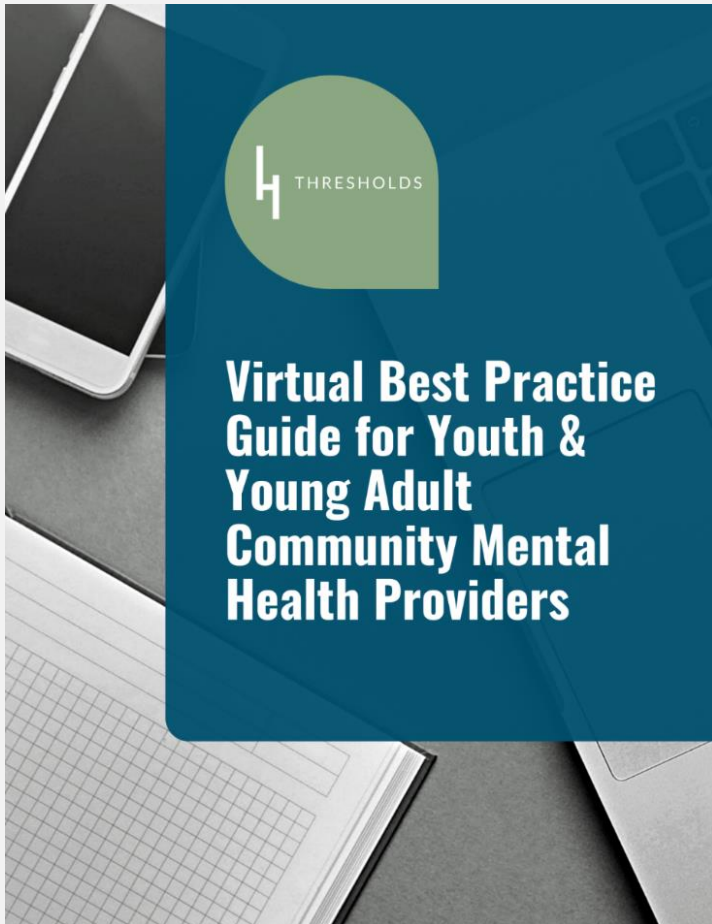# What can you do to improve your bond(s)? (+ what to avoid)

- Add
- Add
- Add

What are you committing to work on this month?

- What is 1 thing that you are going to do differently this month to partner more effectively?

- What will be most likely to get in the way?

- How will you address what you think will get in the way?

THRESHOLDS

Sharing Some of our Practice Tools

Virtual Best Practice Guide for Youth & Young Adult Community Mental Health Providers

THRESHOLDS

A Guide to Supervising and Developing Young Adult Peer Mentors

2nd Edition

CBH KNOWLEDGE CENTER
Children's Behavioral Health Knowledge Center Massachusetts Department of Mental Health

THRESHOLDS
Thresholds Youth & Young Adult Services Research & Innovation

UMASS MEDICAL SCHOOL
University of Massachusetts Transitions to Adulthood Center for Research

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THRESHOLDS

How to Use Email Effectively

Email is a major form of communication in our work, yet we receive limited training on how to use email effectively. Use these guidelines to improve email communication in your work.

Email Best Pratices

I. Include a brief signature block that includes pronouns, title & contact number. Example: *Rae Johnson | Community Support Specialist, Thresholds Youth & Young Adult Services Pronouns: they/them | Work cell: 832-440-6211*

II. Choose an easy to read font type + size and stay consistent. Utilize the default email fonts. Be careful when copying and pasting that fonts stay consistent.

III. Don't write anything that you would not want everyone to see. Do not put private or confidential information in emails. Be mindful of emotional and angry emails. Consult with your supervisor or colleague first to determine the best way to communicate if you are unsure.

IV. Use the autoreply function when you are out of office or unavailable. You can create autoreplies that say: "I will return your email when I am back in the office on ___ (date). However, if you have an urgent need, please contact _____ (colleague name + contact info).

V. Keep your email message short and to the point. Make sure that your intent and "ask" are clear. The reader should know why you are sending the email and your email should result in acknowledgment & action. Include one line in bold that highlights your ask. Use bullet points to break up info. If your email is long, consider scheduling a meeting or picking up the phone.

Checking & Responding to Emails:

I. Respond to email in a timely fashion. Know who you need to respond to immediately (e.g., company executive), and who can wait 24-hours for a response. Ask your supervisor what email expectations are. Schedule 2-3 times daily for checking and responding to email.

II. Install your email app(s) on your smartphone. This will improve your email responsiveness. Silence new email notifications during non-work hours. Change your phone app email signature to match your signature of your desktop email and remove any "from phone..." statements.

III. Briefly acknowledge emails. If you get an email from an individual asking you to do a task that will take time to complete, respond that you are on it, and will follow-up with questions.

THRESHOLDS

Thank you!

✉ Vanessa.Klodnick@thresholds.org

v.v.klodnick@gmail.com

📞 773.844.7380

in https://www.linkedin.com/in/vvklodnick/

Podcast. *Engaging youth in mental health services* (with Dr. Vanessa Klodnick) - S.T.A.Y. Tuned: Supporting transition-age youth with mental health conditions | Podcast on Spotify

What is the CQI Community?

The **mission** of the CQI Community is to promote and enhance the value of Continuous Quality Improvement (CQI) through a community of human services professionals providing opportunities for professional development, peer support, and collaboration.

CQI Community Quality Improvement Professional Mentoring Program Pilot

Seeking Mentors for the Inaugural Cohort

Do you have an interest in sharing your knowledge and experience with someone new(er) to the CQI field?

Have you benefitted from a great mentorship experience and are interested in being that person for someone else?

Would you like to gain or enhance your mentoring skills?

Then we want YOU!

Apply:
https://www.surveymonkey.com/r/CQICommunityMentorApp
Applications Due: September 30

Basic Structure

- 6-month program: April to September 2023

- Program Kickoff meeting in March

- 1:1 Mentor/Mentee Pairs

- Expectation: Meet at least 4x during the 6 months

- Goal: Build mutually beneficial relationships that will strengthen skillsets and support career growth.

- More details to come!

CQI CONFERENCE

2022: NURTURING YOUR CQI GARDEN

Illinois CQi Community Group

School of Social Work
UNIVERSITY OF ILLINOIS URBANA-CHAMPAIGN

- Register: https://my.socialwork.illinois.edu/eventreg/register.asp?id=1801

- Early Bird Registration Fee of $175 extended through September 15.

- Featured Speaker, Workshop Information and Schedule now on the website

- IHOTEL Updates
  - 3 other hotel options within a mile of the IHotel if it is fully booked.
  https://cqi.cfrc.illinois.edu/con_info.php

Presentation Resources

- Virtual Best-Practice Toolkit: https://www.thresholds.org/wp-content/uploads/2021/08/Virtual-Best-Practice-Guide-V2_8.17.21.pdf

- Young Adult Peer Mentor Supervision Toolkit & YAPM Integration Org Toolkit (this tool uses the NIRN framework): https://www.cbhknowledge.center/yapm-supervisor-tool-kit

- Bridging the Gap Peer Kit: https://socialwork.nyu.edu/content/dam/nyusilver/faculty-and-research/yyamh-g/btg-peer-kit-june-2022.pdf

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III. Briefly acknowledge emails. If you get an email from an individual asking you to do a task that will take time to complete, respond that you are on it, and will follow-up with questions.

Tips for Replying

I. Think twice about "reply all." Use when appropriate. Do NOT "reply all" to full company emails (e.g., from CEO announcing policy change) or list serves. However, make sure that you are "relying all" when important to do so. For instance, when your team is discussing a case or project – and everyone is adding their thoughts to the email chain.

II. Label your attachments, & group them into a compressed folder when necessary. Make sure attachments are properly labeled so recipients know what they are opening up to review. Consider zipping files or sending a folder location if more than two attachments are needed.

III. CC appropriately. CC when you want to make someone aware of a message, but you do not expect them to respond. Examples: (1) when you want colleague(s) or supervisor to see the email, (2) to keep people updated, (3), to make email a higher priority for the recipient because you've copied someone higher up in company, or (4) to keep an out-of-office colleague in the loop upon their return. Avoid using BCC unless sending an email to many recipients and you want to avoid recipients replying all, and clogging in-boxes.

I**V. Forward emails correctly. Add a small note saying "FYI" or "See below."** Review what you are forwarding for any sensitive or confidential information. If forwarding a lengthy email chain, tell recipient where to look for the info. You might even highlight the relevant parts for them.

V. Don't take not getting a prompt email response personally. Politely follow-up with individuals who you have sent an email to, especially if urgent.

Before you hit send:

I. Include a clear, direct subject line. Keep it short, 5 words or less. The entire subject line should be visible for recipient to read. Use direct language to share email purpose and needed response date. For example, *Due 3.28.2022_BLANK document for your review*.

II. Use a proper opener & closer. Include a "Hi" or "Hello" + the name of who you are emailing. Keep your email closing friendly & brief. "Thanks!" "Best." "Stay tuned."

III. Proofread subject line & email content. Double check that you have the correct recipient. (AKA: Do you have the right Mark or Annie?) Ensure names and pronouns used in your email are correct. Use the spell check function. It's there to help you!

IV. Are there any sentences that you could remove? (e.g., the backstory or the "why"). If you find yourself writing more than 1 sentence of backstory, pick up the phone or schedule a meeting so you can explain the back story.

V. Check tone. Avoid sarcasm. Frame your email using positive words (e.g., benefit, improvement) instead of negative words (failure, mistake).