Continuous Quality Improvement (CQI) for Probation Child Welfare

UC-Davis
March 29, 2018
Introduction to CQI

• What is CQI?
• What is DDDM?
• How does CQI and DDDM work together?
• What is our ultimate goal?
Hypothesis Testing: Rigor in Strategy Selection AND Tracking

Conceptual model originally from John and Scott Cleave, Experience Builders, Chicago, IL
Operationalizing the Framework
9-Step Tool

Observation
– What are you looking to change?
– How do you measure this phenomenon?
– How much variation do you see?

Explanation
– Why are you getting the performance that you’re seeing?

Intervention
– In light of your explanation, what do you have control over that you will do differently?
– How will you know if you’re making a difference/gaining ground?

Track and Adjust
– Set up a work plan
– Track relentlessly
– Formally report out what you’ve learned
Some Lessons Learned

• Leadership: it can’t just be an assignment; they’re watching your feet. Does your leadership reflect your practice model?

• Focus on well-identified and well-understood issues – take the time to provide CLARITY

• Repeat, Repeat, Repeat...until it comes back to you

• Numbers=Kids and Families. Don’t just move the #s; change the practice that gives you the #s.

• Collaboration with all stakeholders is KEY
DATA DRIVEN DECISION MAKING

• What does the data tell us?

• How do we use the data to change policies, improve practices, reallocate funds?

• Examples of how data tells the story
Cross-Over youth or youth with extensive DCFS contact make up approximately 75% of the probation foster youth population. 39% are 17 years and older.

<table>
<thead>
<tr>
<th>2017</th>
<th>Review Month</th>
<th>Youth</th>
<th>300 WIC</th>
<th>17 +</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>November-16</td>
<td>108</td>
<td>70</td>
<td>42</td>
</tr>
<tr>
<td>February</td>
<td>December-16</td>
<td>89</td>
<td>73</td>
<td>37</td>
</tr>
<tr>
<td>March</td>
<td>January-17</td>
<td>87</td>
<td>52</td>
<td>26</td>
</tr>
<tr>
<td>April</td>
<td>February-17</td>
<td>91</td>
<td>68</td>
<td>28</td>
</tr>
<tr>
<td>May</td>
<td>March-17</td>
<td>114</td>
<td>99</td>
<td>44</td>
</tr>
<tr>
<td>June</td>
<td>April-17</td>
<td>75</td>
<td>66</td>
<td>27</td>
</tr>
<tr>
<td>July</td>
<td>May-17</td>
<td>94</td>
<td>69</td>
<td>43</td>
</tr>
<tr>
<td>August</td>
<td>June-17</td>
<td>91</td>
<td>73</td>
<td>38</td>
</tr>
<tr>
<td>September</td>
<td>July-17</td>
<td>82</td>
<td>47</td>
<td>35</td>
</tr>
<tr>
<td>October</td>
<td>August-17</td>
<td>78</td>
<td>66</td>
<td>23</td>
</tr>
<tr>
<td>November</td>
<td>September-17</td>
<td>71</td>
<td>62</td>
<td>34</td>
</tr>
<tr>
<td>December</td>
<td>October-17</td>
<td>90</td>
<td>62</td>
<td>38</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>1070</td>
<td>807</td>
<td>415</td>
</tr>
</tbody>
</table>

75% 39%
Cross-Over youth or youth with extensive DCFS contact make up approximately 75% of the probation foster youth population. 39% are 17 years and older.
CONCLUSION

IDEAS & BEST PRACTICES ACROSS THE STATE