Continuous Quality Improvement

**Desired Outcomes of Meeting**

- Identify current performance trend for Department and Offices and Unit for Federal Measure 3-P1 Exit to Permanency in 12 Months for Children Entering Foster Care;
- Achieve enhanced understanding of definition and practice application of CFSR Case Review Item 13; and
- Commit to discuss and share agenda items from this meeting at Bureau/Office/Program/Division meetings.

**Welcome and Opening Comments**

**Cohort 1 vs. Cohort 75**  What do you see?

**I. Report Back**

**Service Excellence Strategic Plan Objective team (SPOT) staggered work hours pilot**

The Department has been exploring the possibility of piloting staggered work hours at regional offices. The staggered work hours would allow staff to have later start times and would create opportunity to work with families who need CSWs to be available later in the day due to work/school schedules. An initial survey was completed in March 2017 at the Santa Fe Springs Office to determine whether the need for staggered work hours could be met. At the July 19, 2017, DCFS Stat meeting, the SPOT was asked to open up the survey to the Antelope Valley and other interested offices.

1. Please provide recommendations

**II. Quantitative Data Review**

The Department is focusing Continuous Quality Improvement (CQI) efforts on Child and Family Services Review (CFSR) indicator 3-P1 Exit to Permanency in 12 months (child entering foster care).
Services Bureau 2- Vermont Corridor Office

2. Please discuss indicator and performance (Department/Office/Race)
3. Please report on steps to analyze and respond to performance related to the indicator.

III. Qualitative Data Review

The Child and Family Services Review (CFSR) - Case Review process includes a tool used by the State and Federal government to provide a qualitative review of practice. The tool is called the Onsite Review Instrument. The review instrument includes 18 items and 3 outcome indicators. Today Well-being Outcome 1, Item 13 is being highlighted.

Services Bureau 1- Asian Pacific Program

4. Please explain Item 13.
5. Please discuss current status of Department performance for Item 13.
6. Why focus on case planning and the Asian Pacific Program?

IV. Qualitative Case Review - Kay’s Story Services Bureau 1- West Los Angeles Office

The West LA Office completed a formal qualitative case review using a case that exited to permanency in 12 months of the child entering foster care. The office used the CFSR Case Review Tool to look at the case through the lens of Item 13 case planning. The following area was explored for Kay’s story:

☐ Were concerted efforts made to involve parents and child in the case planning process on an ongoing basis?

West Los Angeles Case Review Team

7. Through your case review, describe how case planning ties to permanency.
8. Please discuss the process of qualitative review, your discoveries and lessons learned.

Closing Comments

Next DCFS Stat Meeting:
Monday, March 19, 2018 – 2:00 p.m.
Agenda Items:
Exit to Permanency in 12 Month (child entering foster care)
Visitation
Court Services
Santa Fe Springs Office