



NCCD | National Council on
Crime & Delinquency

Strengthening Social Service Agency CQI Efforts

San Francisco Human Services Agency and NCCD



Agenda

Introduction

CQI as part of Comprehensive Reform

Examples of CQI Efforts

Measuring Fidelity

Supporting Practice Improvement

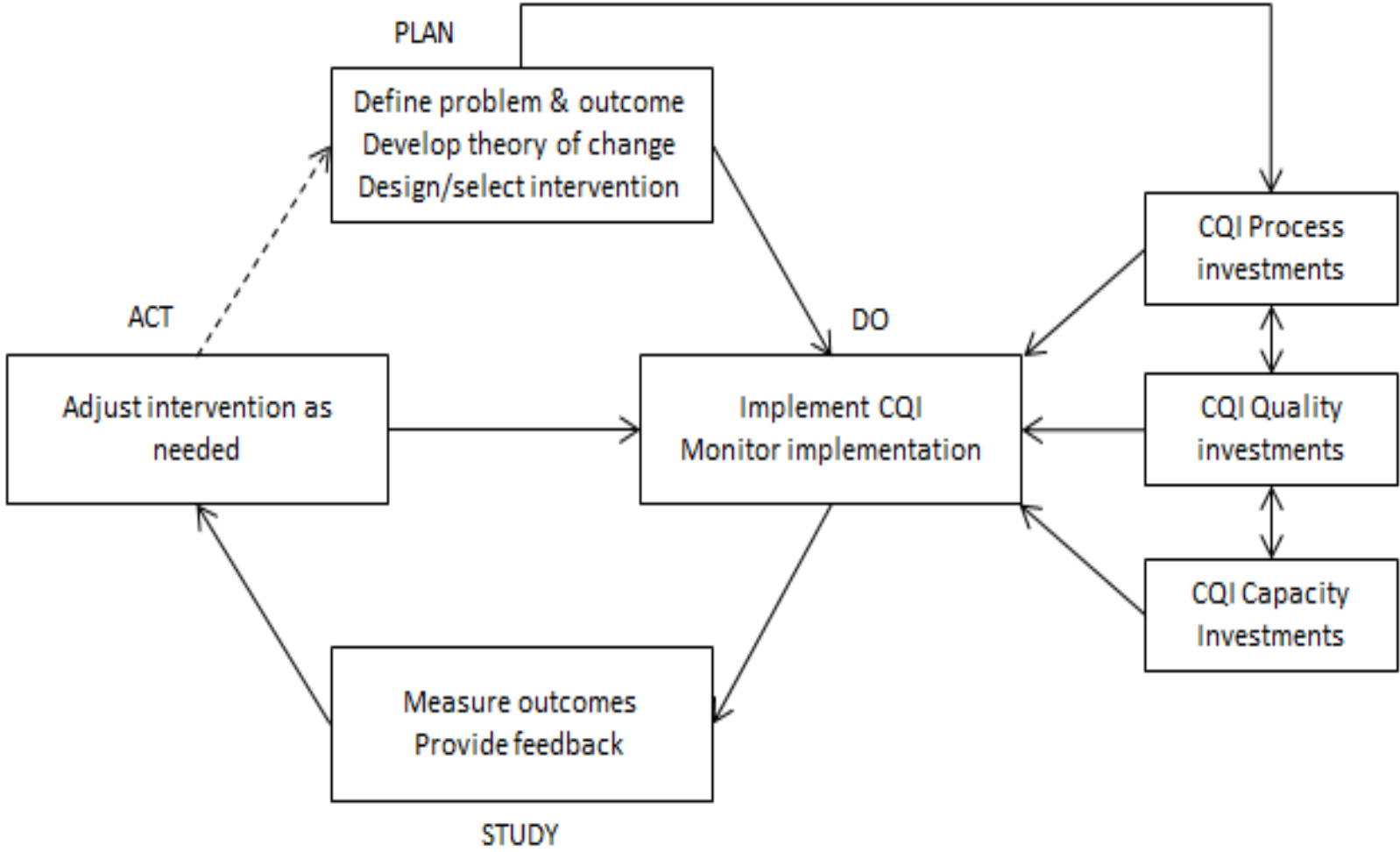
Q&A and Assessing Your CQI Efforts

I M A G I N E



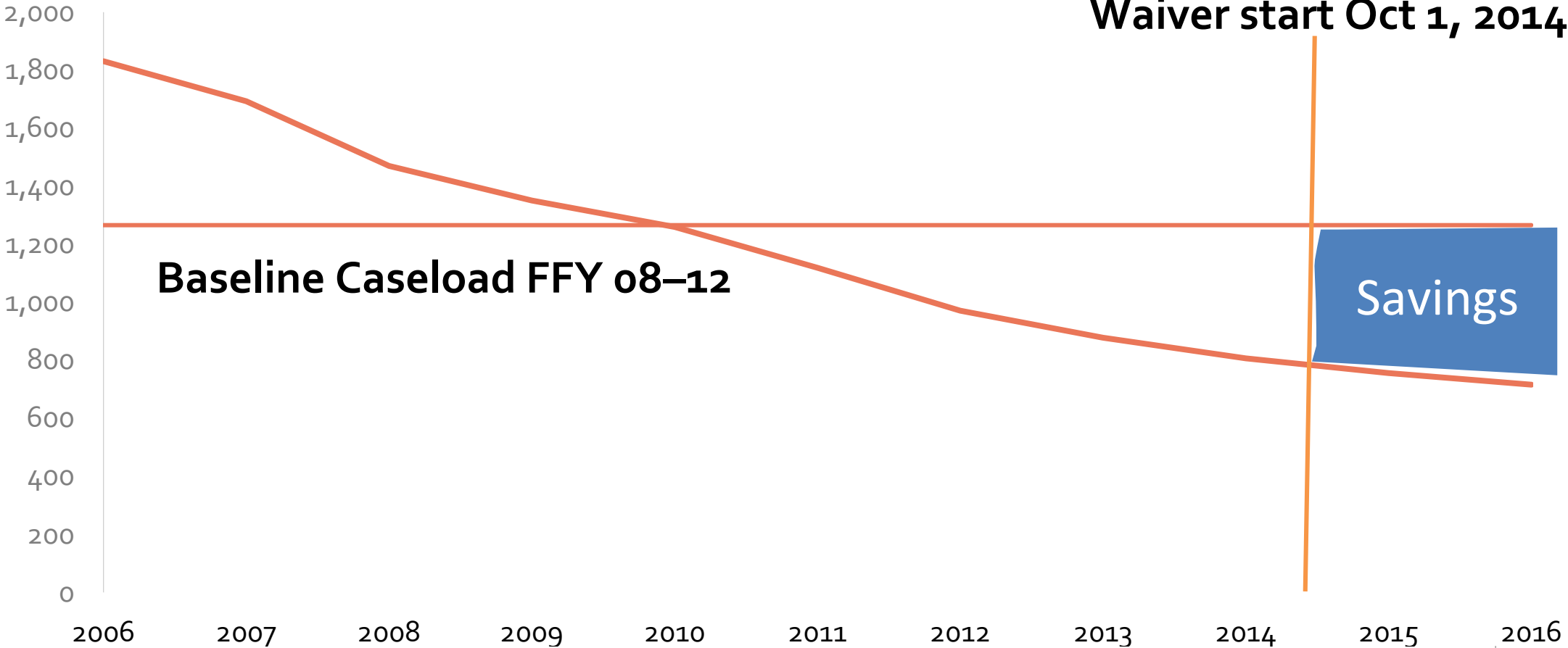
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CQI: The Process of Getting Better



CQI Example: The Well-Being Project

Children in Foster Care, Ages 0–17



CQI Example: The Well-Being Project



Theory of Change

I observe that...children stay in foster care too long.

I think it's because...parents aren't given clear, behaviorally-based goals to achieve for reunification.

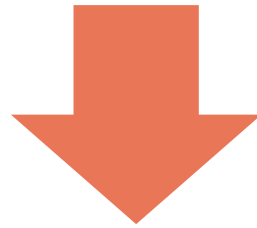
So I plan to...implement Safety Organized Practice.

Which will result in...faster and more likely permanency.

Does Funding Flexibility . . .



. . . support counties in better targeting services that address the unique cultural and individual needs of children, youth and families?



. . .so that children, youth and families are more likely to be engaged, benefit from direct services and experience improved functioning?



. . .so that children remain safely in their homes?

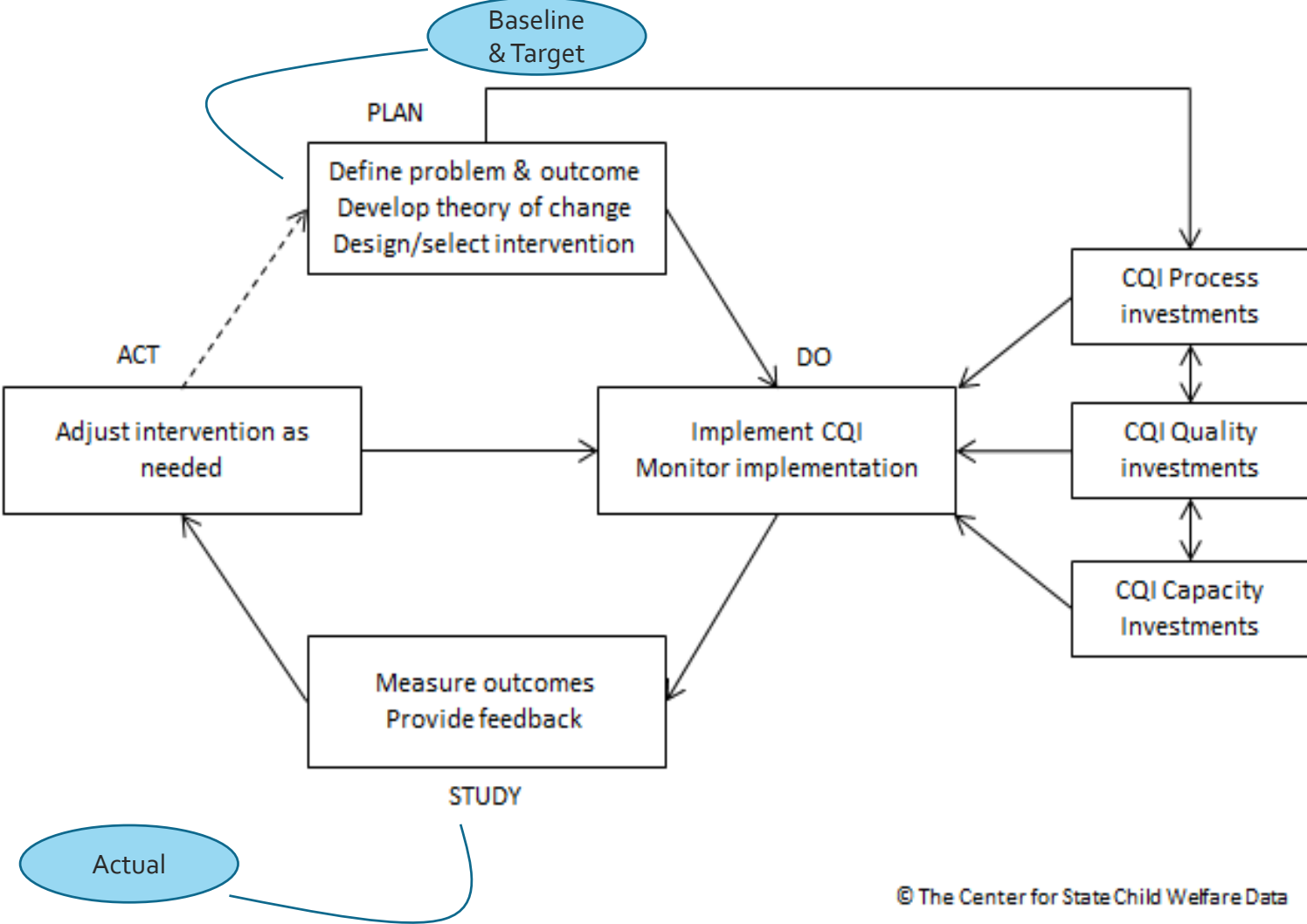
Observe a Baseline, Set a Target



Duration Reduction Model, All Ages

Family-Based Care	All Admits (3 year average)	Median Caredays	FY11/12 Per Diem (All ages and placement types)	Cost
SF	327	482	\$93.59	\$14,736,057
Comparison Counties		393		\$12,015,084
Difference (savings)		89		\$2,720,973

Observe a Baseline, Set a Target



© The Center for State Child Welfare Data

CQI Example: Performance-based Contracting

California - San Francisco County

2 Year Baselines

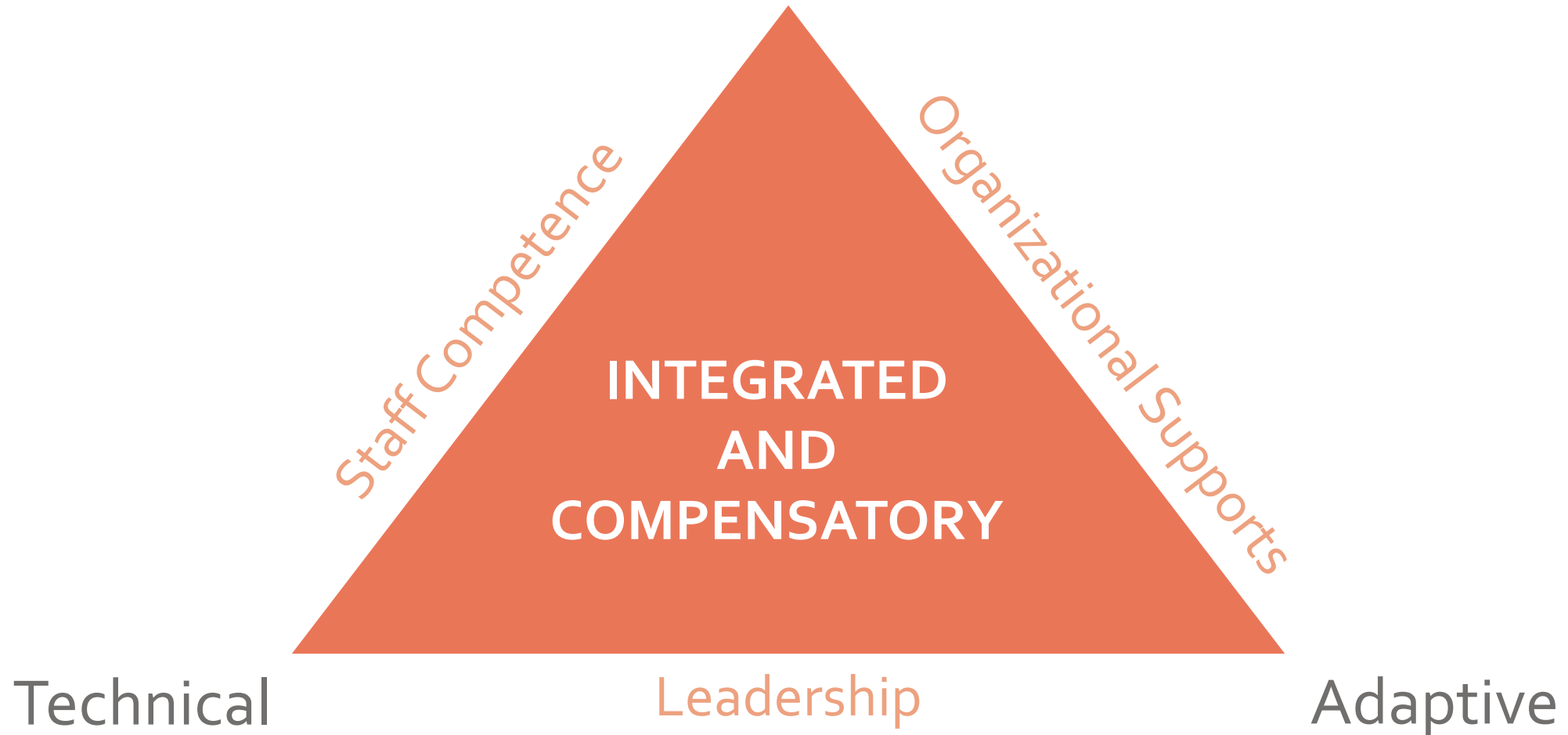
California - San Francisco County											
2 Year Baselines											
		Permanent Exits		Other Non-perm		Transfers		Caredays		Reentry	Stability
Population/Strata	Starting*	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline	Baseline
Admissions - 7/1/2015 -6/30/2016	Population	Counts	Percent	Count	Baseline	Count	Baseline	Avg	Total	Percent	Percent
Under 1 Yr at Entry	2	1	38%	0	0%	1	41%	240	480		
Between 1 - 13 Yrs at Entry	18	8	44%	0	1%	7	37%	250	4,494		
14 Yrs or older at Entry	6	1	11%	1	9%	3	45%	290	1,742		
Total	26	9	36%	1	3%	10	39%	258	6,716	19%	3%

Measuring Fidelity: The Well-being Project

- Assessment completion Measures
- Tracking Team Meeting Occurrence
- Number of contacts with family members
- Coding to indicate high engagement efforts (FEE)
- 360 Degree Review of Practice Model Implementation by staff
- Surveying Families for perspective on engagement
- Web survey of staff, providers and stakeholders for perspective on engagement and other goals of practice

Implementing and Supporting Practice Improvement

Outcomes/ Evaluation



Supportive Reform Efforts



Organizational Core Competencies

Personal Effectiveness

Work Effectiveness

Communication

Customer Service

Job Function Core Competencies

Critical Evaluation

Relating to Others

Professional Expertise

I M A G I N E



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Assessing CQI Efforts

- What fidelity measures are you tracking?
- Which do you wish you were tracking?
- What outcome measures are you tracking?
- Which do you wish you were tracking?
- How are you measuring the success of family engagement?



Thank you!

For more info, contact
Bridgette Lery (Bridgette.lery@sfgov.org), or
Kristen Johnson (kjohnson@nccdglobal.org), or
visit www.nccdglobal.org.

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