

Ohio

**Department of
Job and Family Services**

John R. Kasich, Governor
Cynthia C. Dungey, Director

Office of Families
and Children

CQI and Caseworker Visits: Improving Ohio's Performance

Partners for Ohio's Families
Advisory Board Meeting
August 20, 2015

Carla Carpenter & Jennifer Justice
Office of Families and Children

Topics for Today's Roundtable

- Caseworker Visits Performance-Based Incentive
- Statewide Continuous Quality Improvement Planning
- Next Steps for Statewide CQI Work



CFSR Round 2

- **2008:** Initial Federal Findings: Ohio was not in substantial conformity with 7 CFSR outcome measures and three of the seven systemic factors.
- **2009 – 2010:** Program Improvement Plan developed & baseline data gathered
- **2011 – 2012:** Implementation of PIP
- **2013:** Non-overlapping year to demonstrate improved outcomes:
 - Improvement Goals met for all areas except:
 - Recurrence of Maltreatment
 - Caseworker Visits with Children
 - Caseworker Visits with Parents

CFSR Round 2 cont...

- **July 13, 2015:** Communication from OFC
 - Ohio assessed amount that should have been withheld for the failed measures totaling \$3,847,780.00
 - Announced the withholding of SCPA funds to create visitation incentives to improve performance
 - Using the SACWIS Comprehensive Visitation Report to measure performance
- **August 5, 2015:** Additional communication based on agency feedback
 - Performance Based Incentive Q & A
 - 3 documents specific to generating and understanding the SACWIS comprehensive visitation report

Performance Benchmarks

- National Standard for visitation is 95%

<u>Visits with Children</u>	<u>Visits with Parents</u>
90% or higher = 100% of funds	90% or higher = 100% of funds
85% up to 89.99% = 90% of funds	85% up to 89.99% = 90% of funds
75% up to 84.99% = 80% of funds	75% up to 84.99% = 80% of funds
65% up to 74.99% = 70% of funds	65% up to 74.99% = 70% of funds

- Looking at both in-home and out-of home for both children and parents
- Lowered initial performance benchmarks to allow for those case that might have been found in compliance had the entire case record been reviewed



Incentive Fund Timeframes

When will the data be pulled for determination of county incentives?

- February 1st, 2016 – Quarter 2 data (Oct – Dec)
- May 1st, 2016 – Quarter 3 data (Jan – March)
- Counties will continue to receive monthly summary reports on the 15th of each month.

Caseworker Visits: Current Data

CPOE 9 & 10 Results

○ CPOE 9

- Visits with Children (In-home cases) – 76%
- Visits with Children (Substitute Care cases) – 82%
- Visits with Parents (In-home cases) – 65%
- Visits with Parents (Substitute Care cases) – 60%

○ CPOE 10 (22 counties)

- Visits with Children (In-home cases) – 76%
- Visits with Children (Substitute Care cases) – 95%
- Visits with Parents (In-home cases) – 80%
- Visits with Parents (Substitute Care cases) – 69%

Statewide SACWIS Data

○ SACWIS Statewide 2015 (Jan – Jun)

- Visits with Children (In-home cases) – 69.64%
- Visits with Children (Substitute Care cases) – 92.9%
- Visits with Parents (In-home cases) – 58.66%
- Visits with Parents (Substitute Care cases) – 48.8%



SACWIS Report

Why is the SACWIS Comprehensive Visitation Report being used?

- Data can be provided to counties regularly
- Includes in-home cases as well as substitute care cases
- Includes data on visits with parents and children
- Federal Title IV-B compliance focuses only visits with children (under 18) in substitute care – BIC Visitation Report matches these federal reporting parameters

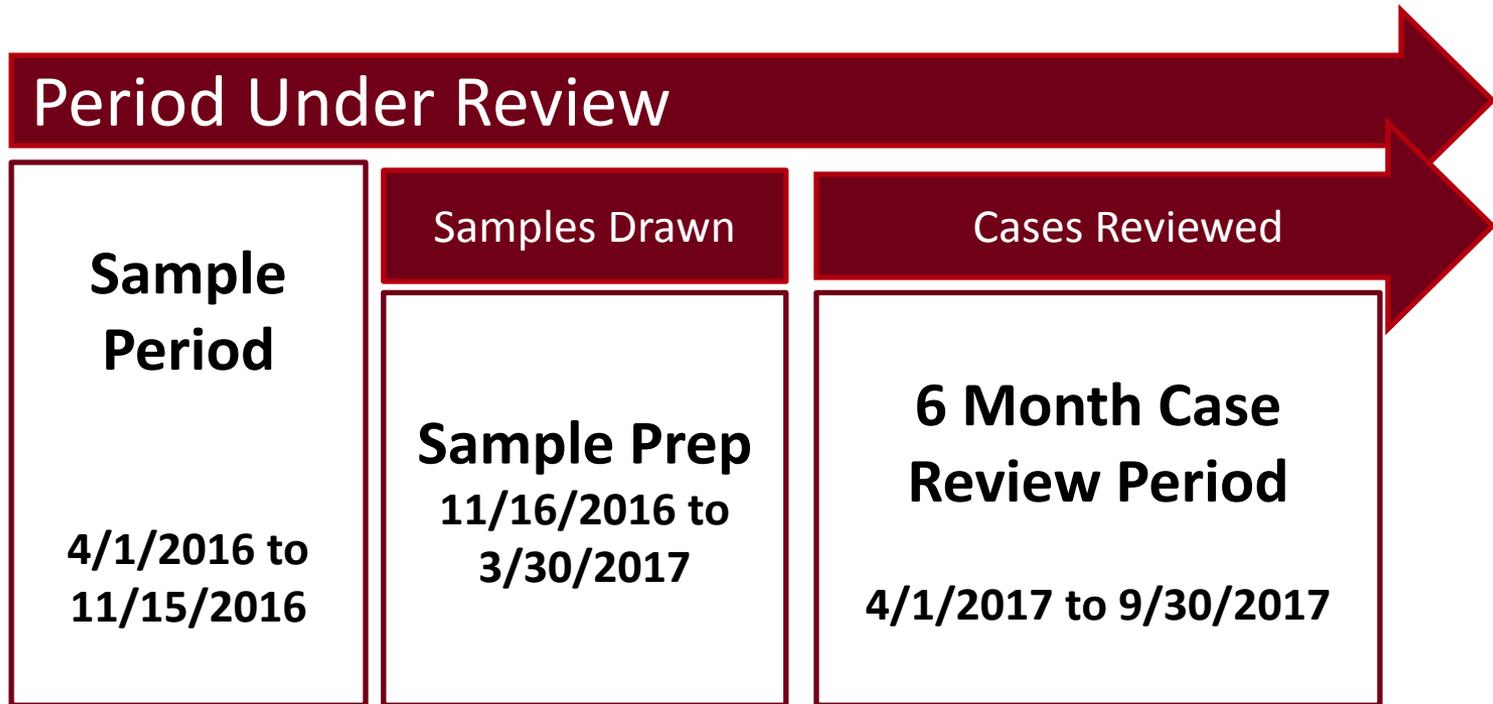
Exceptional Circumstances: Report Population



- Upcoming change to the current report
- When there is a child in care with siblings remaining in the home, the report will only pull in-home children who are active case plan participants.
- Consistent with CFSR review standards on visits measures
- **However**, CFSR review standards also require ongoing assessment of safety and risk (item 3) for both the child in care AND all remaining children in the home.

As a reminder.....

CFSR Round 3: Timeline for Case Record Reviews





STATEWIDE CQI PLANNING

“....(CQI) is the complete process of identifying, describing, and analyzing strengths and problems and then testing, implementing, learning from, and revising solutions.”

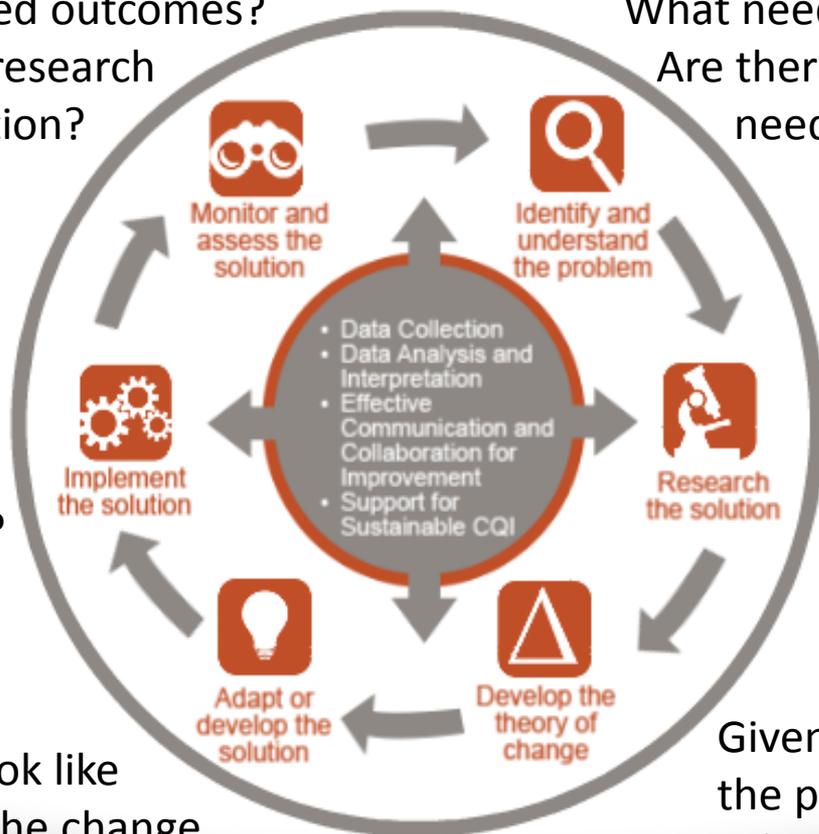
– Casey Family Programs &
The National Child Welfare Resource Center
for Organizational Improvement

CQI Cycle

Are we seeing improved outcomes?
If not, do we need to research
another possible solution?

What needs to improve?
Are there trends in our data that
need to be addressed?

Will we pilot the change
or just roll it out?
How will we ensure
consistency and fidelity?



What is causing us to fall short? What are the underlying conditions causing or contributing to the problem? What are possible ways to address these underlying causes?

What does our implementation plan look like and how will we make the change work in our environment?

Given what we think is causing the problem, what can we do to solve it?

CQI Cycle

Are we seeing improved outcomes?
If not, do we need to research
another possible solution?

What needs to improve?
Are there trends in our data that
need to be addressed?

Will we pilot the change
or just roll it out?
How will we ensure
consistency and fidelity?



What is causing us to fall short? What are the underlying conditions causing or contributing to the problem? What are possible ways to address these underlying causes?

What does our implementation plan look like and how will we make the change work in our environment?

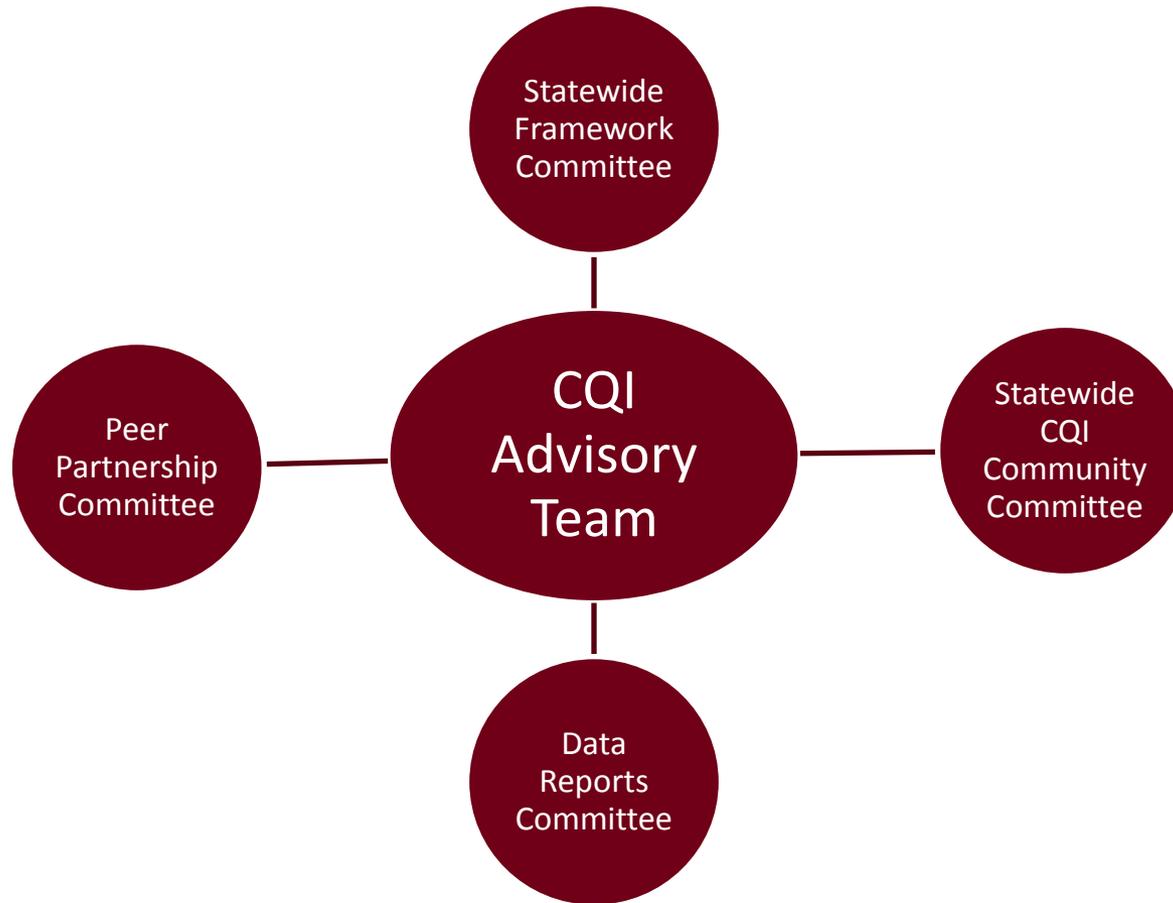
Given what we think is causing the problem, what can we do to solve it?

Federal Expectations for State CQI Systems

- **Administrative structure** to oversee effective CQI system functioning
- **Quality data** collection
- Method for conducting ongoing **case reviews**
- Process for **analysis and dissemination of data** on all performance measures
- Process for **providing feedback** to stakeholders and decision makers and, as needed, **adjusting state programs and policies**

States are required to address these areas of their statewide CQI system in the Title IV-B Child & Family Services Plan. States will be assessed on the quality of their statewide CQI systems during the federal Child & Family Services Review.

How are we Getting There?



CQI Advisory Team Early Accomplishments

- Preliminary recommendations for Statewide CQI Vision, Principles and Proposed Infrastructure
- Development of a webinar to introduce statewide CQI & launch outreach
- Provision of actionable data directly to PCSA directors and administrators



Shining the light;
leading the change.

PARTNERS
FOR OHIO'S FAMILIES

Preliminary Recommendations

Regional “CQI Forums”

- “Trial run” at PCSAO SW Region Meeting
- Caseworker visits through a CQI-lens:
 - Historical and current data
 - Discussion of how we are measured through the CFSR
 - Overview of the SACWIS report
 - Strategies for improvement:
 - Data integrity
 - Practice considerations
- Initial feedback was positive!

Preliminary Recommendations cont...

- Other avenues for sharing data AND creating feedback loops:
 - Integration with OFC Regional Teams
 - PCSAO or OACCA
 - Webinar/online forums
- Continued but changing role for the CQI Advisory Team
- Topic/issue-specific work groups – e.g., CFSP



Preliminary Recommendations cont...

- Auto-generated reports with critical data elements
- Designated agency “CQI Lead”
- Platforms for partnership across agencies to facilitate sharing of CQI-related information & resources
- Inter-agency peer review process

Statewide CQI Next Steps

- Next Advisory Team meeting is in October.
- CQI Framework Team plans to present a draft framework document at this meeting.
- Advisory Team will review & recommend:
 - Further revision by the subcommittee OR
 - Distribution for additional feedback
- CQI webinar to launch this fall:
 - Introduction of Statewide CQI
 - Overview of the CQI process with practical examples from Advisory Team agencies

We need your feedback!

What do you think about the direction of the CQI Advisory Team?

Are we on the right track with the preliminary recommendations being explored?

