

UPDATED 2-11-08

Impact Year Two Implementation Work Plan for Strategy 2: Developing new and strengthening existing services/supports and integration of policies and procedures that are outcome-driven

Goals addressed by Strategy 2:

- Families will receive seamless, integrated treatment and a comprehensive array of community-based and culturally and linguistically appropriate interventions from a variety of service agencies, based upon the services needed by each family.
- Every child, regardless of ethnicity, religion, or background, will live with his/her family at the best level of functioning capable for that child.

Activities	Status of Activities and Quarterly CQI Data	Work Group Recommendations
<p>1. System partners conduct outreach to families and youth with serious emotional disturbance, per current eligibility criteria for the system of care.</p>	<p>1. a. The System Assessment, Services & Supports monthly progress reports include the number of families newly receiving services by quarter and cumulative by year. Target number is 125 families per year. (Impact enrollment data and Enrollment and Demographic Information Form data [EDIF]).</p> <p>1. b. The System Assessment, Services & Supports monthly progress reports include the number of families referred from the court and DHS.</p>	<p>Quarter 3: The work group recommends revising the intake tracking log to reflect that attention is given to discussion of the family’s culture.</p> <p>Quarter 3: The work group suggests that the Learning Community further develop the process for engaging in cultural discovery and identify a method for sharing the approach with all system partners.</p>
<p>2. Diagnostic assessments are conducted in a timely manner by master’s level home-based mental health therapists, using a bio-psycho-social assessment process, including CAFAS.</p>	<p>2. a. <i>Quarterly Continuous Quality Improvement (CQI) data include the proportion of families offered assessments and proportion of families with completed assessments within 14 days of initial contact, by appropriate staff and including CAFAS (SOC database).</i></p>	

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<p>3. Families, youth, and agency staff participate in the Child and Family Team to identify and assess the needs and strengths of the family, develop a plan to meet needs, and monitor the implementation of the plan. Comprehensive assessment of the specific care management needs of youth and families occurs shortly after intake by the Child and Family Team and is reflected in the plan. The Child and Family Team is guided by the Child and Family Team Facilitator.</p>	<p>3.a. The System Assessment, Services & Supports monthly progress reports include information on the level of team member participation in Child and Family Teams.</p> <p>3.b. <i>Quarterly CQI data include the proportion of plans that include needs of family and youth, written objectives, and action steps (SOC Community Team checklist administered by the SOC Coordinator).</i></p> <p>3.c. <i>Quarterly CQI data include the level of satisfaction of families, youth, and agency staff with the Child and Family Team process (Dialogue sessions and/or structured interviews with families, youth, and agency staff).</i></p> <p>3.d. <i>Quarterly CQI data include the proportion of youth and families reporting satisfaction with involvement in plan development (YSS & YSS-F question 2).</i></p>	<p>Quarter 3: The work group recommends that the SOC Coordinator gather input from Child and Family Team facilitators and the SOC Community Team to propose the documentation that will reflect that a process of cultural discovery has occurred in the development of the Child and Family Team plans.</p>
<p>4. System partner agencies participate in the System of Care Community Team to share resource information, review the Child and Family Team Plans, and confirm enrollment into the system of care.</p>	<p>4.a. The System Assessment, Services & Supports monthly progress reports include information on Impact partner agency participation in the SOC Community Team (SOC Community Team attendance records).</p> <p>4.b. The System Assessment, Services & Supports monthly progress reports include information on the SOC Community Team actions, i.e., approval of plans, budgets, and enrollments.</p>	

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<p>5. Services in the plan are timely, based on individual family needs, delivered in a variety of community settings such as homes, schools, clinical offices, etc, and reflect cultural proficiency.</p>	<p>5.a. OUTCOME <i>Quarterly CQI data include the documentation of the degree to which SOC families report that services meet their needs, e.g., services are culturally proficient. Target is 90% of clients so reporting. (YSS and YSS-F questions 10 and 11; Dialogue sessions and/or structured interviews with families).</i></p> <p>5.b. <i>Quarterly CQI data include information on the average interval between diagnostic assessment and the family's receipt of accepted services. (SOC database)</i></p> <p>5.c. <i>Quarterly CQI data include the degree to which SOC clients report that the time to access SOC was acceptable. Target is 90% of clients so reporting. (Dialogue sessions and/or structured interviews with families)</i></p> <p>5.d. <i>Quarterly CQI data include the degree to which SOC families report that interpretation/translation services are effectively utilized to meet their needs. (Dialogue sessions and/or structured interviews with families)</i></p>	
<p>6. Evidence-based practice, practice-based evidence, and promising practices are used to provide effective interventions to meet the needs of diverse youth and families in the community (e.g., development of manuals for</p>	<p>6.a. The System Assessment, Services & Supports monthly progress reports include description of Impact partner agencies efforts to use evidence-based practice, practice-based evidence, and promising practices.</p>	

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<p>services with demonstrated effectiveness, such as home-based mental health services for children with SED).</p>	<p>6.b. OUTCOME <i>Quarterly CQI data include the proportion of families, by race, reporting satisfaction with services. (YSS and YSS-F question 1).</i></p> <p>6.c. OUTCOME <i>Quarterly CQI data include the proportion of youth and families that report that the services they receive are effective with respect to helping youth function at their best level. (YSS and YSS-F question 16)</i></p> <p>6.d. OUTCOME <i>Quarterly CQI data include the proportion of youth who demonstrate improved youth functioning, i.e., improved school attendance.(EQ-R questions 3 and 3a)</i></p> <p>6.e. OUTCOME <i>Quarterly CQI data include the proportion of families that demonstrate improved family functioning.(YSS and YSS-F question 21)</i></p> <p>6.f. OUTCOME <i>Quarterly CQI data include the proportion of youth who demonstrate improved youth functioning. (CAFAS).</i></p> <p>6.g. OUTCOME <i>Quarterly CQI data include the average length of stay in out-of-home placement for children and youth receiving system of care services. (local evaluation data)</i></p> <p>6.h. OUTCOME <i>Quarterly CQI data include the proportion of children/youth who have a new delinquency petition on file with the family court since receiving Impact system of care services. (local evaluation data)</i></p> <p>6.i. OUTCOME <i>Quarterly CQI data include the</i></p>	

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	<i>proportion of families who have a substantiated complaint on file with children's protective services since receiving Impact system of care services. (local evaluation data)</i>	
7. Gaps in services are identified based on review of outcome data and evidence-based practice .	7.a. The System Assessment, Services & Supports monthly progress reports include description of gaps identified and reported to the Stakeholder Group.	