

UPDATED 2-11-08

Impact Year Two Implementation Work Plan for Strategy 5: Quality improvement and assurance

Goals Addressed by Strategy 5:

- All children with severe emotional disorder (SED) who are at high risk for out-of-home/community placement and have issues sufficient for multi-system involvement will receive comprehensive, coordinated, interagency service plans.

Activities	Status of Activities and Quarterly CQI Data	Work Group Recommendations
<p>1. Develop and implement a problem-solving process for system partners and families and youths to achieve consensus and resolve conflict around the Child and Family Team plan in instances where concerns about service access or delivery arise (this process will be used as a proactive strategy prior to a formal grievance process is begun).</p>	<p>1.a. The System Assessment, Services & Supports monthly progress reports describe the status of development and implementation of a problem-solving process.</p> <p>1.b. <i>Quarterly Continuous Quality Improvement (CQI) data include the degree to which system partners report that the problem-solving process is effective in reducing grievances. (Dialogue sessions and/or structured interviews with agency staff).</i></p> <p>1.c. <i>Quarterly CQI data include the degree to which youth and family members report that the problem-solving process helped them to efficiently and effectively resolve their issues. (Dialogue sessions and/or structured interviews with families)</i></p>	
<p>2. Design and implement CQI process in conjunction with evaluation team and staff.</p>	<p>2. a. The System Assessment, Services & Supports monthly progress reports describe the status of development and implementation of the CQI process.</p>	

Activities	Status of Activities and Quarterly CQI Data	Work Group Recommendations
3. Use data provided from local and national evaluation to improve all strategies, activities, and outcomes.	3.a. The System Assessment, Services & Supports monthly progress reports document data reporting, recommendations to the Stakeholder Group emerging from work groups, revisions made to the activities in work plans based on Stakeholder Group approval, and revisions made to the Impact Theory of Change.	
4. The System of Care Community Team reviews and approves Child and Family Team plans.	4.a. The System Assessment, Services & Supports monthly progress reports document SOC Community Team reviews and approvals. (SOC Community Team checklist)	
5. The System of Care Coordinator and the System of Care Community Team provide quality assurance review ensuring that services are appropriate, unified, and consistent with the Child and Family Team plan.	5.a. The System Assessment, Services & Supports monthly progress reports describe the status of quality assurance review procedures by the SOC Coordinator and SOC Community Team that will ensure that services are appropriate, unified, and consistent with the Child and Family Team plan.	
6. The System of Care Coordinator reviews the quarterly written report provided by the Child and Family Team facilitator. The report will identify the Child and Family Teams' updates and revisions to the plans. The System of Care Coordinator will: <ul style="list-style-type: none"> ▪ Consult with the Child and Family Teams to assist in overcoming roadblocks or barriers to implementation. ▪ Identify systemic issues to bring to the attention of the System of Care Team. 	6.a. The System Assessment, Services & Supports monthly progress reports describe the status of efforts to assist Child and Family Teams in overcoming roadblocks or barriers. 6.b. The System Assessment, Services & Supports monthly progress reports include systemic issues that have been identified and brought to the attention of the System of Care Team.	