

**Year One
Pinnacle Point 5 – Quarter 1**

Date Submitted: 10/17/12	Pinnacle Point Lead: Jami Ledoux
Goal: To know if the work is of good quality, be transparent about the outcomes, and hold all staff (front-line, management, and program) and providers accountable.	Applicable Performance Areas: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15

Initiative	Initiative Lead	Evidence of Completion	Target Date	Documentation of Needs				Quarterly Update
				Technical Asst.	KIDS Changes	Research	Workgroup	
1. By September 1, 2013, OKDHS will create a Performance Quality Assurance (PQA) team led by a deputy director. PQA will include the use of standardized review processes for measuring casework and outcomes associated with individual children. This team will also develop and provide leadership for a statewide continuous quality improvement plan involving all staff across the agency as well as external stakeholders, providers, community partners, service recipients, and resource parents. The plan will provide ongoing assessment of key processes and metrics, include commitments to evaluate child protection and maltreatment in care, and integrate lessons learned from abuse and neglect in care into ongoing quality assurance and practice improvement. The continuous quality improvement plan will be submitted to the Co-Neutrals by July 1, 2013. The plan is subject to the approval of the Co-Neutrals and upon approval, will be incorporated into the Pinnacle Plan.	Jami Ledoux		9/1/13	X	X	X	X	Jami Ledoux has been selected as the Deputy Director for the Quality Assurance and Staff Development Team. Two new Program Supervisor positions for Quality Assurance have posted. Interviews will be held October 17, 2012 and October 18, 2012. Once these two positions are filled, the remaining members of the new QA and Staff Development Team will be selected. This includes 13 Program Field Representatives. Technical Assistance has been requested through the Children’s Bureau, and multiple planning calls have been conducted. A workgroup involving CQI staff has convened and is meeting regular to plan the development of the state’s PQA plan. A timeline of activities to be accomplished over the next four quarters leading up to the target date for this initiative has been developed. Deputy Director and Program Manager Cheryl Coponiti attended the National Working CQI Meeting in Washington D.C. in August 2012 for an opportunity to learn about CQI practices in other states and identify specific T/TA opportunities available.