

Year One
Pinnacle Point 5 – Quarter 2

Date Submitted: January 20, 2013	Pinnacle Point Lead: Jami Ledoux, Deputy Director QA, Staff Development, SACWIS
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	CQI Focus Group Discussion Guide CQI Focus Group A	9/1/13	X	X	X	X	This initiative has required the creation of 12 new quality assurance positions. Five of those positions have been filled, and the goal is to have the remainder filled by the first week of February. The CQI team has spent the last quarter conducting focus groups within all five regions across the state. The purpose of the groups was to assist in retention and agency development at all levels by improving communication and practice. The focus was to brainstorm ideas and obtain feedback from multiple levels of the division to strengthen the OKDHS Child Welfare continuous quality improvement processes. Additionally, a significant amount of time has been spent researching practices in other states, peer to peer networking, and on seeking input and feedback through technical assistance with the NRCOI. A workgroup has convened to look at all five components of an effective CQI system as outlined in the Information Memorandum from ACF regarding "Establishing and Maintaining CQI Systems in State Child Welfare Agencies. The work group has begun looking at the current reality of our system, strengths, weaknesses, and brainstorming of solutions related to each of the five areas with a goal of develop a comprehensive CQI Plan.

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								In December OKDHS staff traveled to a “Managing by Data” meeting in New Jersey to learn new strategies for deploying initiatives related to utilization of data to manage and improve outcomes. Casey Family Programs and the National Child Welfare Resource Center for Organizational Improvement are working with OKDHS to develop training strategies related to CQI.