

**Year One
Pinnacle Point 5 – Quarter 3**

Date Submitted: April 20, 2013	Pinnacle Point Lead: Jami Ledoux, Deputy Director for QA/Staff Development
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	
<p>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.</p>	Jami Ledoux		9/1/13					<p>This initiative required the creation of 12 new quality assurance positions. During this quarter the final vacant positions were filled. The newly hired staff will start at the end of April.</p> <p>The CQI Team has spent the last quarter working on developing the framework for what will be the comprehensive CQI Plan for Oklahoma. Casey Family Programs and the National Child Welfare Resource Center for Organization Improvement have been involved in supporting the work and providing technical assistance. One major focus has been on developing a training strategy in order to build capacity of the newly formed CQI team to implement the CQI Plan within the division.</p> <p>The comprehensive training plan includes attendance by each staff member at a Training of Trainers, a CW Data/Reports Training, a Chapin Hall webinar, and a 5-day training Academy scheduled for the month of May. These trainings will serve as a foundational component of Oklahoma's CQI System.</p> <p>The draft CQI plan will be submitted to the co-</p>

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								neutrals by July 1, 2013.