

YSBIV Performance & Quality Improvement 2017

Annual Report

YSBIV is a community-based agency, whose Mission is “to help young people and families succeed by serving them in their home, school, and community”. YSBIV strives to promote a culture that values quality and the efforts made to accomplish these performance results for the people we serve. The agency continues its efforts at improving the overall performance of its programs, and its function as an agency. The following is a summary of Quality Improvement efforts by the agency for 2017:

Agency Wide Continuous Quality Improvement (CQI) Process:

The agency continues to engage in an agency wide and team level CQI process, with quarterly CQI team meetings. The agency-wide CQI meetings occur with all the CQI team leaders, quarterly, as well. The CQI Executive Summary report is prepared, quarterly, and shared with the Board, Staff and posted on the agency website for stakeholders. The Q.I. Department continues to provide support and guidance to the CQI teams and their CQI Leader in this process and participates in each team’s CQI meeting. The Q.I Department imports and downloads the IL DCFS Dashboards for the Foster Care and Intact Programs. Quality Improvement also monitors the data on permanencies achieved, to ensure the agency’s data is accurate. The agency is continually looking at ways to improve its CQI process.

Quality Improvement staff attends the monthly Administrative Team meetings, and reports on the ILDCFS Dashboard progress, and any other related COA or quality improvement items. The Administrative Team meeting minutes are posted on the internal agency website, to promote communication and transparency.

Outcome Measures, Analysis and, Improvement Planning:

Each program has established outcome measurements, and tools for collecting this data. The program outcome data is reviewed, and discussed, during the quarterly team meetings. Each program’s data is recorded in the Program CQI Reports. Several programs have routinely met their outcomes in most areas. Improvement Plans were developed as appropriate to address areas of improvement, such as contact with parents in Child Welfare cases or moving cases toward permanency.

In 2017, the IL Department of Children of Family Services implemented the Eckerd Rapid Safety Protocol, which focused on children ages 0-5, and the likelihood of harm or death due to neglect or abuse within the next 12 months. They began using this protocol to review cases open under the Intact Family Services program statewide. This prompted red flags in casework practice, documentation and decisions to close cases. YSBIV’s cases came under review and indicated a need to improve its performance. An internal file audit revealed missing assessments/documentation and the need for improved casework practices. A Corrective Action Plan was implemented in January 2017 for the Intact Program that addressed case documentation, casework practice, increased home visit requirements with children ages 0- 5yrs, and a case closing protocol. Improvements were noted during the year, with some improvements in the quality of case documentation and contact with children and parents. This plan remained in effect at the end of 2017.

Data generated from the internal database continues to be monitored for its validity. A review of the data during CQI team meetings, has led some programs to redefine their outcomes. An example of this included the Redeploy Program, who after reviewing their data, realized the clients who were dropped from the program due to ineligibility at the time of referral were included in the outcome of Unsuccessful Discharge. This resulted in a higher percentage of unsuccessful discharges that included clients that never engaged in the

program. The program now tracks clients who were dropped due to ineligibility prior to engagement in the program, separate from the unsuccessful discharges. The program is now able to get a truer indication of their outcome for unsuccessfully discharged clients.

Information Technology:

To improve interagency communication, the agency has been researching different phone systems to upgrade the existing system that does not have the capability to connect all the area offices on one system. The plan is to start in the Ottawa office, and gradually add all the offices. This will require some offices to upgrade to a fiber optic cable. The task of changing the phone systems should begin in 2018 and is expected to take some time to accomplish this task. The new phone system will allow staff to connect with other staff via an extension directly to their desk, versus calling the main number for each area office.

Maintain the agency's compliance with COA standards, policy and procedures:

The Q.I. Department completed the Maintenance of Agency report in October 2017 as required by COA. The Q.I. Department will be responsible for filing required COA Self-Reports, should the situation arise. No Self-Report incidents occurred in 2017.

Summary:

The Agency's CQI process remained consistent this past year, and all teams participated in the quarterly teams meetings, and in the Agency-wide CQI Meeting. The agency will continue to work towards improving our internal processes.

The agency's focus for 2018 will be on Staff Development, in addition to the areas mentioned in this report.

Respectfully Submitted,

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Quality Improvement Department