

 <p><b>Children's Services Agency</b></p> <p><b>Communication Issuance</b></p>	<b>Subject/Title</b> <b>Strengthening Our Focus Practice Spotlight: Using Data Plan for Continuous Quality Improvement</b>
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	<b>Contact Name</b> Business Service Center Directors & Child Welfare Field Operations Director
	<b>Distribution</b> <input checked="" type="checkbox"/> CSA Central Office Managers/Staff <input checked="" type="checkbox"/> MDHHS BSC and County Directors <input type="checkbox"/> MDHHS Juvenile Justice Managers/Staff <input checked="" type="checkbox"/> MDHHS Child Welfare Managers/Staff <input checked="" type="checkbox"/> Native American Tribes <input checked="" type="checkbox"/> Private Agency Child Welfare Managers/Staff <input type="checkbox"/> Private Residential Juvenile Justice Managers/Staff <input type="checkbox"/> Other:

The Strengthening Our Focus Advisory Committee's (SOFAC) Communications Sub-team created a work group to assess and improve the utilization of MiSACWIS Data Reports. Throughout these work sessions, MDHHS and PAFC supervisors, directors, and central office staff partnered to design a Practice Spotlight activity that highlights ways field staff can effectively manage their child welfare programs using the available data reports. The enclosed exercise will provide guidance on incorporating data reports into daily management of child welfare caseloads.

This exercise was created to increase familiarity with the Michigan Practice Model's Continuous Quality Improvement (CQI) concepts, including data plans. CQI, at its core, is a strategy which involves all staff, as experts in the fields, continually engaging with one another, their supervisors, and leaders to assess child welfare practices and how well the needs of children and families are being met. This ongoing learning and improvement process is a critical responsibility for all child welfare professionals.

Data is an indispensable tool for staff to utilize for the purposes of improving child safety through organizing and case planning. The day-to-day child welfare practice tasks and responsibilities are extensive. The data management reports can assist in navigating this complex system by providing visual and statistical analysis of case events. Examining these reports can help staff and supervisors to identify trends and anomalies which can guide decision making. This is a quantitative way to examine current practices and make a plan of improvement in identified areas of need.

Prior to beginning the exercise, supervisors should discuss their local data plan with upper management. Many directors and managers participated in a Data Summit at the end of 2015 which oriented them to the use of data in daily child welfare management activities. This conversation should include discussion of roles and responsibilities of local leadership and management as well as expectations of front line workers regarding data utilization.

For this exercise, supervisors will become familiar with locating and analyzing the Face to Face Contacts report for the appropriate program (CPS, Foster Care, or Adoption). This report should be utilized frequently for at least 30 days. During the initial days of this exercise, supervisors should run the report and engage staff to develop a plan which examines the root cause of any identified problems, the desired outcomes, and the action plan to achieve this goal. Once the exercise is completed, MDHHS offices are to submit the attached completed template to their respective Business Service Center Director (BSC), while PAFC providers are to submit the document to Wendy Campau at [CampauW@Michigan.gov](mailto:CampauW@Michigan.gov), no later than Friday, March 25<sup>th</sup>, 2016.

Attached you will find several documents that will assist you in this Spotlight exercise. In addition to the job aids on data warehouse reports, you will also find a Data Plan document which provides more detailed information about creating and using data plans; this document is an excerpt from the extensive CQI plan found in the CSA Communication Issuance 14-100 released last year which can be found at [http://www.michigan.gov/documents/dhs/14-100\\_Strengthening\\_our\\_Focus\\_and\\_Children\\_and\\_Families\\_467470\\_7.pdf](http://www.michigan.gov/documents/dhs/14-100_Strengthening_our_Focus_and_Children_and_Families_467470_7.pdf).

Also attached are resources from field staff who are already beginning the use of data plans and continuous quality improvement activities in their offices. There are many leaders among us working to incorporate continuous quality improvement into daily child welfare practice, as evidenced by their involvement in these activities in the last several months. Many thanks to the directors, managers and staff in the following offices and agencies that have contributed to the work of this Spotlight: Mecosta/Osceola, Lenawee, Kent, Shiawassee/Livingston, Genesee, St. Clair/Sanilac, and Wayne MDHHS; Lutheran Social Services of Michigan; Wellspring Lutheran Services; Spaulding for Children; Family Services & Children's Aid of Jackson; and Orchards Children's Services.

If there are any questions or concerns during the completion of this exercise, please contact your BSC or Child Welfare Field Operations child welfare analyst for assistance.

*Attachments:*

- Practice Spotlight Exercise Template: Use of Data Plans for CQI
- Continuous Quality Improvement - Data Plan (Excerpt from CI 14-100)
- Available Data Warehouse (DW) Reports – MiSACWIS Communication
- Initial Setting Up Preferences for InfoView
- Social Work Contact Standards Powerpoint – CPS
- Narrative Experiences from front line managers- Mecosta/Osceola & Family Services & Children's Aid of Jackson