

Bucks County Improvement Plan (CIP)

County Name: BUCKS

Date of Plan: 02/01/2018

Initial

Update

Section I. Team Members

The Bucks County Office of Children and Youth Management Team serves as continuous quality improvement (CQI) Sponsor Team. The Management Team meets monthly to review agency operations and practice requirements, including CQI efforts.

Team members include:

Lynne Kallus-Rainey, Director

Marjorie McKeone, Assistant Director

Michelle Fronheiser, Fiscal Administrator

Kelly Gahan Taylor, Manager General Protective Services Ages Birth-5

Christine Lilley, Manager General Protective Services school age

Ginny Trea, Manager Intake Services

Robert Yochum, Manager Intake Services

Karen Robos, Manager Permanency Division

Tammy O' Donnell, Manager Continuous Quality Improvement

In 2015, the Continuous Quality Improvement unit was created to include a Manager and Program Specialist II with the Housing Program Specialist I added in 2016. This unit serves as the lead for the agency's CQI efforts. The Agency committed to the CQI process and agreed to move forward with our first Quality Service Review in April of 2017.

A Quality Service Review (QSR) Continuous Improvement Team (CI Team) was formed to review and analyze our 2017 QSR results and recommend changes based on the review.

The team includes:

Sara Miller, Housing Program Specialist I

Lea Wiggins, Permanency Division Caseworker

Diane C. Meyer, Quality Assurance Program Specialist II

Jennifer Parke, General Protective Services Caseworker

Jamie Hedrick, General Protective Services Supervisor

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Leslie Honer, General Protective Services Supervisor
Rebecca Kennedy,
Linda Dudek,
Tammy O' Donnell, Manager Continuous Quality Improvement

Section II. Background and Development of the Desired Future State including Priority Outcomes

Bucks County participated in the DAPIM process to develop the plan.

The agency is committed to maintaining a high level of standards to successfully achieve safety, permanency, and well-being for children and youth. We are proud of the best practices firmly in place and evident in the QSR findings. Notable strengths (those with a performance rating of 80% or higher) include:

Children/Youth and Family Status Indicator	Practice Performance Indicator
Safety - Exposure to Harm	Teaming
Safety - Risk to Self & Others	Cultural awareness & responsiveness
Living Arrangement	Assessment & understanding
Physical Health	Long-term view
Emotional Well-Being	Efforts to timely permanence
Early Learning And Development	Intervention adequacy & resource availability
Academic Status	Tracking & adjusting

Section III. Plan Strategies and Action Steps to be Implemented and Monitored

Although many of the QSR indicators below are indicative of effective casework practice, we find several themes within the indicators where practice could be strengthened. We have identified two areas needing improvement, 1) Engagement and 2) Planning.

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Outcome # 1: Engagement

Bucks County will increase engagement with all members of families receiving services.

Engagement involves using a methodical process to effectively communicate and partner with families. Engagement skills include relationship building and goal oriented discussions with all members of the family included in the process. This outcome incorporates early identification of family team members, sharing of information, and preparing families for involvement with the agency. The end goal for QSR 2020 is to increase the acceptable rating from 77% to 85% with specific increases in the engagement of significant others, fathers, and paternal relatives, increasing maintenance of family relationships.

	Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
	<p>Bring awareness to supervisors regarding focus on engagement, assessment, and planning process through supervisor meetings</p> <p>Bring awareness to staff regarding focus on engagement, assessment, and planning process through division meetings</p>	<p>Supervisor and Division meeting minutes</p>	<p>Sponsor Team and Supervisors</p> <p>CI Team</p>	<p>Administrators and supervisors will ensure all the staff has the relevant information for this focus.</p>
	<p>Provide clarity to agency clients at the front end about involvement with the agency, expectations of family involvement, and the need to identify key supports during agency involvement.</p> <p>Continued and increased family finding efforts throughout the case history. Interview the family; both nuclear and extended including significant others of parents. Request an increase in NBP&B to support this effort.</p>	<p>Case records and case notes</p> <p>Direct social service staff will consistently model family engagement skills in practice</p>	<p>Caseworkers and Supervisors</p> <p>Sponsor Team</p>	<p>Administrators and supervisors will routinely review and measure actual impact through use of group and individual supervision sessions; look specifically for increased presence of family members and key supports on both sides at home visits, in court, and at child visits.</p> <p>Pull data from ACYS</p>

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	Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
	Create an agency orientation booklet to provide to families upon involvement to insure consistent messages and assist in providing clarity.	A booklet is produced for families	CI Team; Engagement work group	CI Team will routinely check in on progress of this project. Information will be shared with Sponsor Team as it progresses.
	Implementation of Motivational Interviewing (MI) for all direct social service staff and Administrators	Training records	Sponsor Team and Supervisors CI Team	Track training dates and ensure all who need to be trained have the opportunity
	Hold Quarterly Support Sessions by division around engagement strategies		Sponsor Team and Supervisors CI Team	Sign in sheets to see who is attending and utilizing the support

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Outcome # 2: Planning

Bucks County will improve collaboration around Planning between Agency, Community partners, and all members of families, receiving services.

Planning involves using collected information through engagement and assessment to connect individuals and families to intervention strategies that meet identified needs and improve functioning. This outcome emphasizes the use of, and access to, available resources and guides families to develop a network of supports. This outcome incorporates the early identification of family needs, appropriates resources and members the team to assist the family in reaching its goals. The end goal for QSR 2020 is to increase the acceptable rating from 71% to 80% with specific increases in the inclusion of the mother, father and substitute caregivers in the planning process.

	Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
	Use of a strength-based, family-centered approach in case planning process	Case notes and case records	Admin Team and Supervisors Identified CQI task force	Administrators and supervisors will routinely review and measure actual impact through use of group and individual supervision sessions
	Streamlined referral process for all providers and increased oversight of outcomes to determine efficacy of interventions	Provider review records	Admin Team and Supervisors Identified CQI task force	Administrators and supervisors will routinely review and measure actual impact through use of group and individual supervision sessions
	Utilization of Family Team meetings to build on the strengths of the family in case planning.	Agency policy and procedure is	Identified CQI task force	Administrators and supervisors will routinely review and measure actual impact through use of group and individual supervision sessions

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	Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
	Develop a work group to implement basic family team strategies across the agency	developed for Family Team		
	Review current provider contracts ensure they are comprehensive and meeting family needs.	Family goals met within FSP time frame.	Admin Team, Supervisors, CQI division and Fiscal departments	Audits and Site visits will take place
	QA will create and implement a resource assessment process to collaborate with the service team around appropriate services for families. Reviews will be held to evaluate the effectiveness of these services.	Summary of meeting outcomes.	CQI, Supervisor and Caseworker	Sign in Sheets

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Enter monitoring plan here: CI Team will meet quarterly to review and update the plan

Month and Year for the next state-supported Quality Service Review: April 2020

State-supported QSRs must occur at least every 3 years, but frequency cannot occur more than once every year.