Welcome and Introductions

- **Attendees:** Jeanne Edwards (Co-Facilitator), Natalie Perrin (Co-Facilitator), Ann M. Long, Brenda Lawrence, Erin Arthur, Gail Minnich, Jane Zupancic, Jennifer Kerr, Kathleen Swain, Lori Baier, Lori Ruddy, Maryann Marchi, Marilou Doughty, Mike Kovacevic, Nadine Miller and Nichole Rosendahl

- **New Members**
  - Jennifer Sobjak – Practice Improvement Specialist – CWRC
  - Kimberly Lyon – Quality Assurance – Warren CCYA
  - Lori Baier – Quality Improvement Specialist – Lycoming CCYA
  - Lori Ruddy – Quality Assurance Program Specialist – Cumberland CCYA
  - Marilou Doughty – Professional Services and Practice Development Administrator – Montgomery CCYA
  - Nadine Miller – Program Improvement Administrator – Montgomery CCYA

- **History/Background of Sustaining Change Workgroup**
  - Jeanne discussed the purpose of the Sustaining Change Workgroup (SC WG) and how member’s experiences contribute to our work

- **Review 12/10/2014 Sustaining Change Workgroup Meeting Minutes**

- **Review 1/7/2015 Agenda**

- **Review 1/2/2015 Action Item Chart**
  - Discussed the action item chart.

Child and Family Services Plan (CFSP)/Child and Family Service Review (CFSR) Updates

- **CFSP**
  - Still working on uploading 2015 – 2019 CFSP to Department of Human Services (DHS) website.

- **CFSR**
  - Discussions continue regarding appropriate structure for meaningful engagement of stakeholders in the development of the 2016 Annual Progress and Services Report (APSR) submission and CFSR state self-assessment; further information to come.
  - Pennsylvania is scheduled for their CFSR for 2017. On-site review will occur during this time.
    - This is the Round III for CFSR. Instructions for this Round have changed:
Each state will have to submit whether they would like to continue to do the traditional approach to the CFSR (on-site review of 65 cases inclusive of in-home and out-of-home over the course of one week within 3 different jurisdictions within the state, including the largest metropolitan area {Philadelphia}).

States have the option of using their own existing Continuous Quality Improvement efforts to complete the Federal CFSR tool (on-site review of 65 cases inclusive of in-home and out-of-home over the course of one week within different multiple jurisdictions within the state, including the largest metropolitan area {Philadelphia}).

- Reviews would have to be over April to September 2017.
- We need to review the criteria document from the Federal government to make determinations if we could meet the standards.

 ✓ No decisions have been made as to which submission process Pennsylvania will opt to take.

 Members of this group will be solicited for advice on which process would be appropriate for Pennsylvania.

 We piloted the Federal tool recently to explore the possibility of using this.

 - Provided information to the federal government on this usage.

➤ Online monitoring system (OMS) went online 1/5/2015

 ✓ Brief demonstration if access is available

CQI Project Management Updates

❖ Round IV (4)

➤ Waiting for one county to submit their finalized roll-up sheets and written case summaries

 ✓ After collection of last items we will begin to post county final reports and County Improvement Plans (CIPs) and send communication to County Administrators.

 ➤ Statewide Report

 ✓ Currently looking at the format of the report.

❖ Round V (5)

➤ Beaver County

 ✓ Currently recruiting reviewers.

➤ Mifflin County

 ✓ Natalie and Jeanne will be conducting Site Lead Training or Technical Assistance (TA) Session at the end of January 2015.

 ➤ Philadelphia County
Quality Service Review (QSR) on-site review completed on December 1-3 and 8-10, 2014.
Currently in their Quality Assurance (QA) process.

Union County
- Holding pre-notification meeting this Friday, January 9th.
  - Will schedule Site Lead Training or TA Session.

Casey Family Program Funds
- 2014 funds will not be used to purchase $10 gift cards for children, youth and families who complete reviewer feedback forms during 2015.
  - We will explore other options of how to accomplish this in the future.
- Books have all been received.
- Reviewed the finalized QSR brochures.
  - Parents/Caregiver – 1000 brochures purchased
  - Reviewer – 1500 brochures purchased
  - Stakeholder – 1500 brochures purchased
  - Youth – 1000 brochures purchased
- Snacks and beverages for all counties in Round V.

QSR Reviewer Online Application
- Up and running
  - Workgroup shown the changes incorporated from the SC WG feedback.

SharePoint Website

Sustaining Change Strategic Planning – identifying specific activities the workgroup will undertake during 2015
- Overview of Strategic Plan Chart
  - Discussed link to charter elements

- Reviewed Goal and Objective 1
  - Identified specific workgroup driven strategies for 2015.
    - Revisit CQI Strength/Gap Analysis document
    - Address Federal feedback on analysis
  - CQI Training Academy
  - Suggestions to improve the team reviews
    - What’s working?
    - What’s not working?
- Talk about the debriefing purpose, timeframe and the timing.
  - Discussion about the roles of the reviewer and site lead.
    - What is their role within the county after the QSR leading into CQI?
  - Who should this information come from?
Reviewer evaluation forms
Reviewer
Experienced local and state site lead teams (ones who have worked together on multiple occasions and function well as a unit)
Newer local and state site lead teams.

- Revisit discussion about focus groups.
  - Issues to give guidance on
  - What is most useful for the county?
  - Are counties having focus groups after an extended time.
  - Trying to integrate the focus groups to meet multiple purposes.

- Focus is very heavy on QSR.
- Connect with ACF on how to monitor reviewers and how to build skill.
  - In the future we can possibly look into the tools and training by Utah and Indiana (possibly other states) around the mentor mentee for reviewers.
  - Jeanne will compile a database of work by other states.

- Reviewed Goal and Objective 2
  - Identified specific workgroup driven strategies for 2015.
    - What are priority activities?
      - Are there areas of our QSR process that we think need targeted for improvement, or changes that will be crucial to support capacity to conduct the QSRs schedule for Round VI (6)?
    - Have the site lead be more involved with the county after the QSR.
    - Need to consider the site lead capacity and capability.
      - Regional site lead versus county by county
      - Technical Assistance (TA) Collaborative – is there a way to make connections from the QSR to the budget and other items?
      - Obtain provider help with this piece.

- Reviewed Goal and Objective 3
  - Identified specific workgroup driven strategies for 2015.
    - Steps to better communicate and make use of the QSR data.
    - Possibly looking at revising the state QSR format.

**Action Items and Next Steps**
- Review action items and update chart
- Agenda topics for next meeting: February 11, 2015