Welcome and Introductions

- **Attendees:** Jeanne Edwards (Co-Facilitator), Natalie Perrin (Co-Facilitator), Ann Long, Bernadette Bianchi, Chris Reese, Emily Patterson, Erin Arthur, Jane Zupanicic, Jennifer Kerr, Kathleen Swain, Kiesha Martin, Lori Ruddy, Lynne M. Napoleon, Marsha Lynch, Maryann Marchi, Melanie Brodhead, Nichole Rosendahl, and Catherine Collins-McDaniels

- Meeting Minutes from 2/11/2015
  - Reviewed the 2/11/2015 minutes

- Agenda for 3/4/2015
  - Reviewed the 3/4/2015 agenda

- Action Item Chart from 3/2/2015
  - Reviewed 3/2/2015 action item chart

CQI Project Management Updates

- **Round 4**
  - Statewide Report – review report, discuss, recommendations
    - Erin reviewed mock-up report (HO4 Mock-up Statewide Report)
      - Items that have been changed in this mock-up report
        - Removed everything that was considered non-essential information
        - New section is child/youth case information summary
        - Recommend removing pie charts and updating tables to exclude unnecessary elements (Ns and 1-6 ratings), and break out by case type.
          - Included a tabular 100% stacked bar graph
        - Child/Youth Demographics section
          - Edited to include all data points from page 1 of the Roll-up Sheets
        - Child/Youth Case Information Summary section – new section
        - Appendix A – new color coding
        - Appendix C – suggestion to include all demographic/case information tables in the body of the report
        - Appendix D (QSR Round Four Likert Scale Indicator Ratings 1-6) – recommending new appendix with all the ratings for round four

- Discussion
  - What do you like?
Sustaining Change Workgroup
Meeting Minutes
March 4, 2015
1 pm – 3 pm

- Members like figures broken out by case type (in home and out of home), as they find that information useful
- Members like the summary results broken out as well
- Some like the use of “n”
- Some like the use of pie charts

What don’t you like?
- Group decision is to remove the in home and out of home columns from page 8 mock up (Figure 10: “Child/Youth & Family Domain” Ratings by Sub-Indicators)
- Some don’t like the use of “n”
- Some don’t like the use of pie charts

What should we do differently?
- Report needs to be done in a black/white/greyscale that will work for those that are not able to print the report in color.
- Consider adding footnotes to the chart

Final recommendations:
- Have an Executive Summary report that can be referenced as a hardcopy report as well as an electronic version of the data via a dashboard so that a variety of users can do further analysis of the data elements

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Round 5
- Counties
  - Philadelphia – Data is finalized; Final Report being created; County Improvement Plan (CIP) development
  - Union – May 13 – 15; Site Lead TA held; Sampling/Exclusions
  - Beaver – May 19 – 21; Site Lead TA held; Sampling/Exclusions
  - Fulton – May 19 – 21; Site Lead TA held; Sampling/Exclusions
  - Schuylkill – July 2015 – dates not yet selected
  - Mifflin – November 4 – 6
  - Lebanon – date is unknown

Monitoring
- Evaluation of Quality Service Review (QSR) Reviewers – setting the stage for future discussion
  - Discussion about evaluating a QSR reviewer’s performance.
  - Resources for further future discussions.
    - HO 5 Areas of Performance Evaluation for Reviewers
    - HO 6 Wisconsin – Certification Process Timeline
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HO 7 Wisconsin – Mentor’s Manual
HO 8 Wisconsin – Mentor Assessment of Shadow Form
ACTION: These materials should be reviewed in advance of our discussion about how best to assess and evaluate a QSR reviewer’s skills/abilities.
ACTION: We will also share data that has been compiled on the feedback from QSR reviewers.

Child and Family Service Plan (CFSP)/Child and Family Service Review (CFSR) Updates
❖ CFSP – plan is on the website
  ➢ http://www.dhs.state.pa.us/publications/pennsylvanias5yearchildandfamilyserviceplan20152019/index.htm
  ➢ It is up on the website as of today
    ✓ All the APSRs will now be included on this page.
    ✓ If you want the attachments please contact Natalie Perrin.

❖ Receipt of Administration for Children and Families (ACF) Letter dated 2/25/15 – outlines systemic factor feedback
  ➢ Reviewed HO9 ACF Letter dated 2/25/2015
    ✓ The State Self-Assessment is not due February 2017, but we will be reporting on areas of the self-assessment as part of the APSRs
    ✓ Question: Is ACF looking for qualitative or quantitative data?
      Answer: They are looking for both
    ✓ Discussion about Case Review System
      • Lynne noted that there are some data pieces through CPCMS that should be able to support the quantitative elements that are requested
    ✓ Discussion about Quality Assurance System
      • ACTION: Natalie would like feedback from the workgroup on how they view the Quality Assurance System
    ✓ Discussion about Staff and Provider Training
      • Bernadette noted that surveying providers may be an option to gather additional information about some of the systemic factors regarding training; Maryanne noted that CWRC can provide some information on the training systemic factors
        o Natalie will loop back with Bernadette as well as Maryrose McCarthy and Mike Byers from CWRC
    ✓ Discussion about Service Array
      • Further discussion with ACF is essential to find out what they are looking for in this area
      • Are there current discussions about areas where the needs are not being met by the current services?
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- There are some discussions on this area, but there needs to be clarification in this area.
  - Could we use FGDM or Demonstration Project data to meet this inquiry?
    - With the Demonstration Project information there are only 5 counties participating and they are implementing new items that will not provide in depth information we think ACF is seeking.

- Continuation of Data Inventory work
  - Follow up from Safety, Permanency, and Well-Being data elements
    - Collect/forward any additional pieces of feedback on Safety, Permanency, and Well-Being
  - Discussed Systemic Factors outlined on HO10 (Data Inventory) in conjunction with the ACF letter

Action Items and Next Steps
- Review action items and update chart HO3 Action Item Chart

- Agenda topics for next meeting, scheduled for April 1, 2015
  - Refer to HO11 Sustaining Change Strategic Plan
    - CFSR/CFSP – updates
    - Ongoing monitoring of CQI/QSR
    - Mock-up Executive Summary and Dashboard
    - QSR Reviewer Evaluation
      - ACTION: Please read and come prepared to discuss HO #5 - #8
      - Any other activities outlined in strategic plan that we want to address?