

NEBRASKA CONTINUOUS QUALITY IMPROVEMENT (CQI)



Child Protection & Safety

Tribes (Omaha, Ponca, Santee Sioux and Winnebago Tribes)

Our Vision: Children are safe and healthy and have strong, permanent connections to their families.

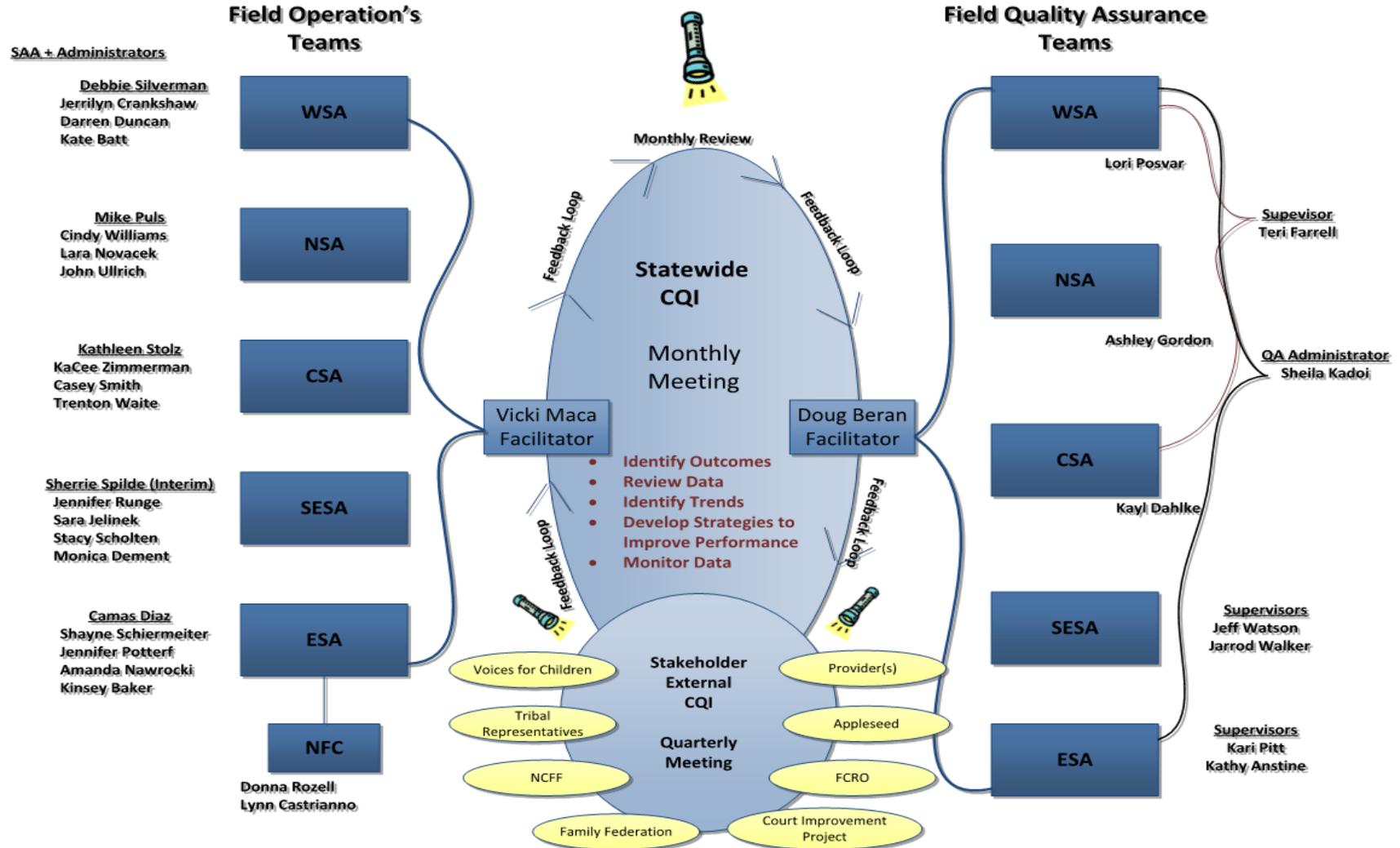
Our Commitments:

1. Children are our #1 priority
2. We respect and value parents and families
3. We value partnerships
4. We are child welfare professionals

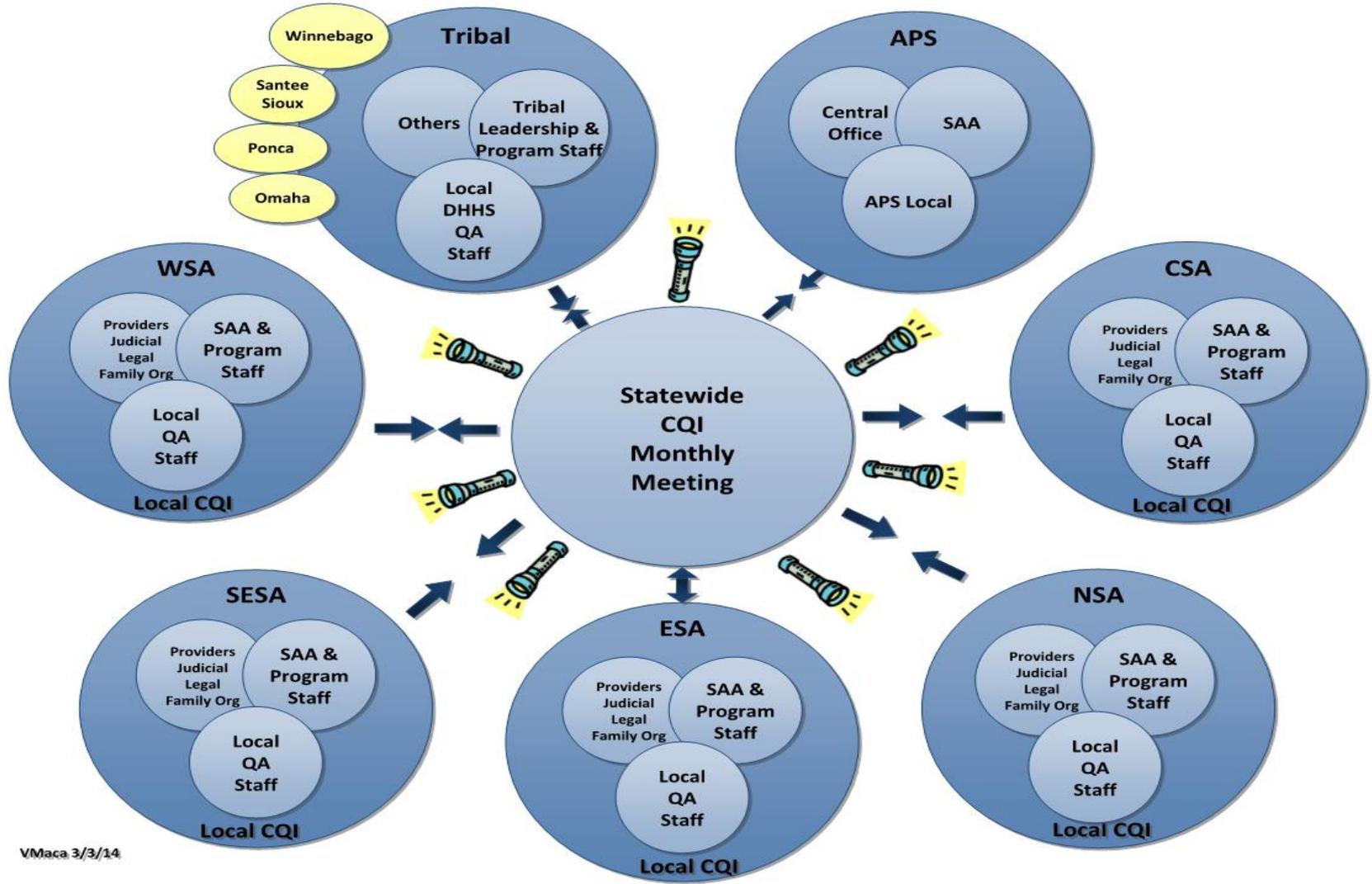
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Statewide CQI Process



Local CQI Process



Priority Outcomes/Measures

1a. Caseworker Monthly Face to Face Contact with the Child

1b. Caseworker Monthly Face to Face Contact with the Child in Out of Home Care (Federal Measure)

2. Family Team Meetings

3. Placement Documentation within 72 hours

Priority #1a: Caseworker Monthly Contact with the Child

Strengths/Opportunities:

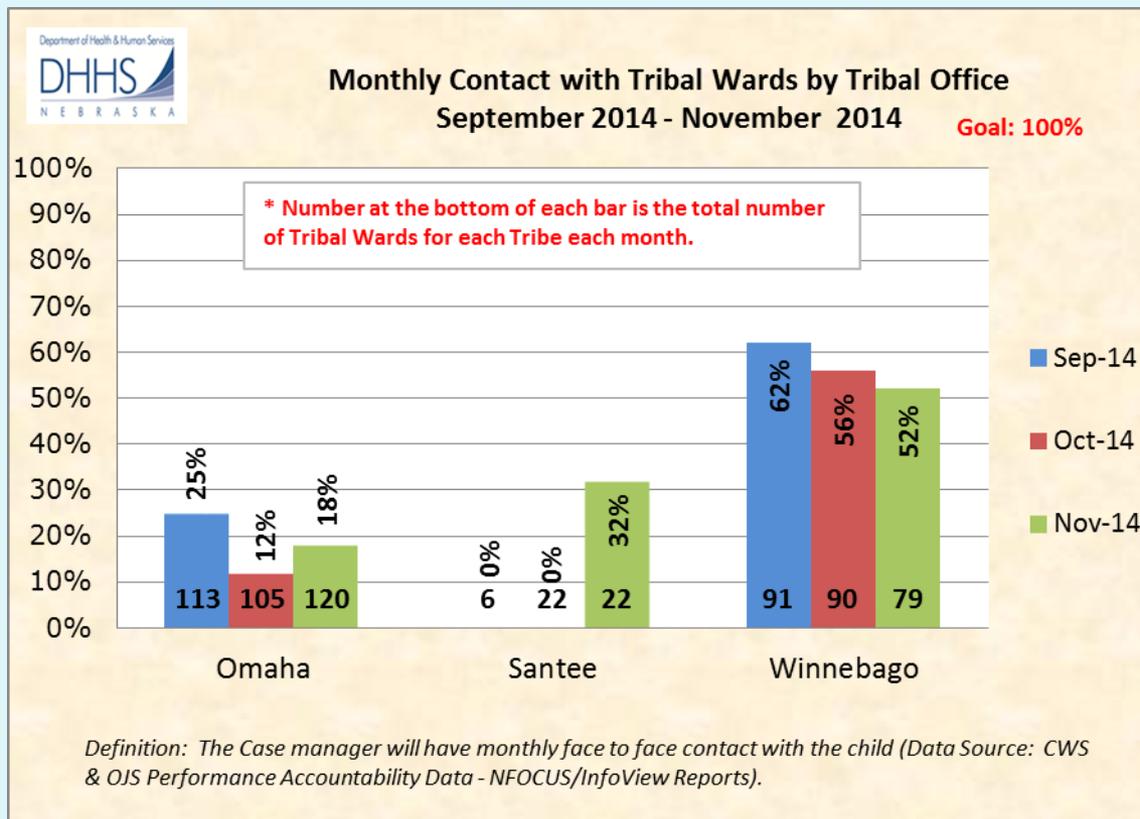
???Are the total numbers applicable truly reflective of the youth and cases in each area??

Barriers:

- Need N-FOCUS Training & updated Manual
- Lack of Staff Time/Resources
- Need to load cases that are on hard copy but have not been loaded onto N-FOCUS

Action Items:

- 1.) DHHS created a separate InfoView report folder for the tribes and provide training on how to access and utilize reports. **Done**
- 2.) DHHS created an ongoing case management due date report for tribal staff. **Done**
- 3.) DHHS Team will explore providing Dragon speak software for each tribe to help with data entry. **(Dragon Speak is available now – need to set up training.)**
- 4.) DHHS Team will explore the possibility of providing mentors or additional assistance to get the tribes load all cases and get caught up with getting cases loaded and documentation on N-FOCUS. **(Sherri Eveleth is working on this)**
- 5.) DHHS Team will identify contact person for all SDM related questions. **(Contact Sherri Haber)**
- 6.) DHHS Training Team will provide N-FOCUS Training for the Tribes **(Contact Paulette Sombke or Brian Poppe)**
- 7.) Nathan will provide a master case list for all cases that are currently open on N-FOCUS so action steps can be created to correct assignments, close cases that need to be closed etc. **(Provided in November 2013 – What is the progress in cleaning up cases on N-FOCUS?)**
- 8.) Sheila will share copies of Case Closure checklists for guides to close cases on N-FOCUS. **Distributed in the meeting in October.**
9. Loading of Cases to N-FOCUS:
 - * Decision was made that on November 1st forward all new cases voluntary and non-court will go on Nfocus right away. Intake; load CFS Case etc. Keep up to date on things that happen on those cases.
 - * Next meeting bring ideas as to what you need to get old cases on and up to date. Diversion cases need to be loaded on to N-FOCUS.
 - * Decision was made that on December 31st have ALL current/Open cases loaded and documentation entered on N-FOCUS.
 - * N-FIOCUS Assistance provided by DHHS staff in February.



Note: Documentation for activities captured for this measure must be entered on N-FOCUS on the 10th of the following month to show as completed for the month (i.e. February documentation must be entered by March 10th).

Note: Ponca Tribal Data is not included in these charts as DHHS provides case management to children and families from the Ponca Tribe.

Strengths/Opportunities:

???Are the total numbers applicable truly reflective of the youth and cases in each area??

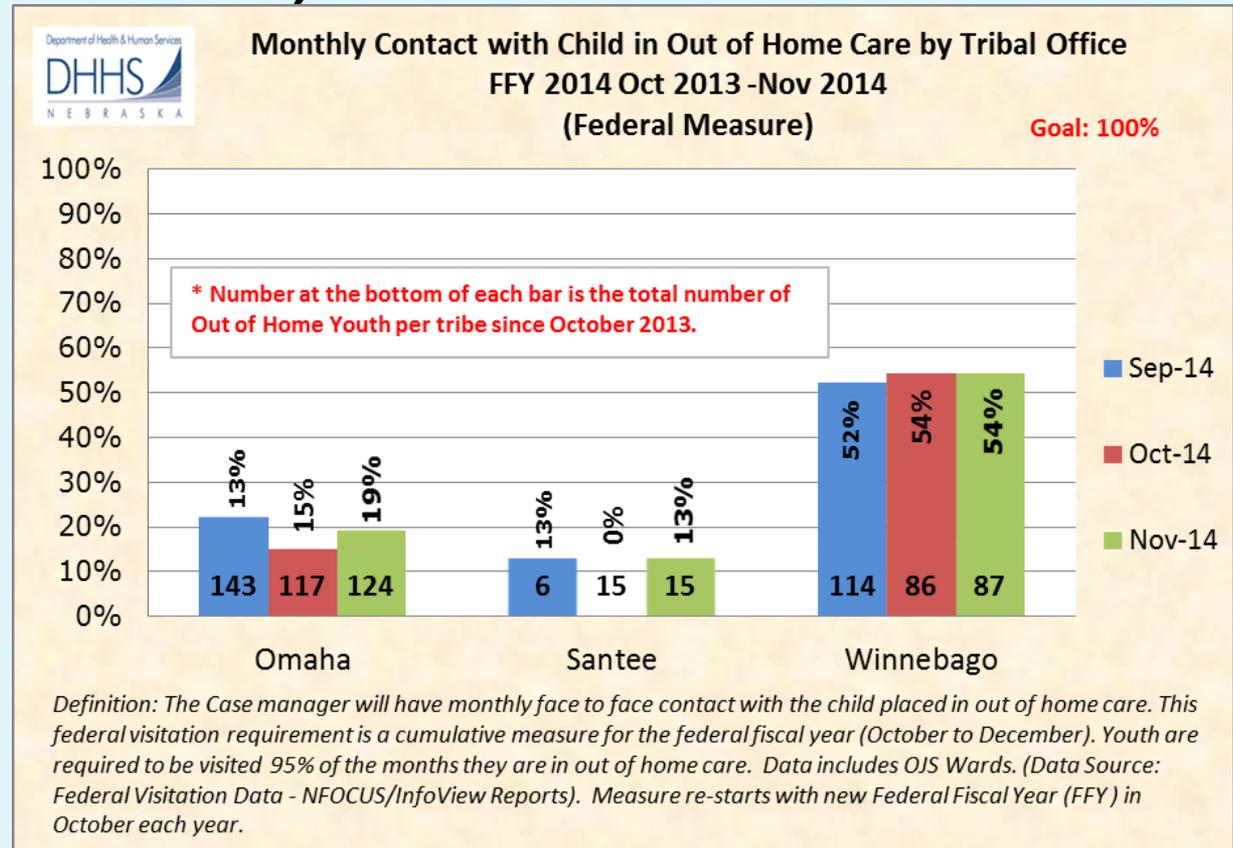
Barriers:

- Need N-FOCUS Training & updated Manual
- Lack of Staff Time/Resources
- Need to load cases that are on hard copy but have not been loaded onto N-FOCUS

Action Items:

- 1.) DHHS created a separate InfoView report folder for the tribes and provide training on how to access and utilize reports. **Done**
- 2.) DHHS created an ongoing case management due date report for tribal staff. **Done**
- 3.) DHHS Team will explore providing Dragon speak software for each tribe to help with data entry. **(Dragon Speak is available now – need to set up training.)**
- 4.) DHHS Team will explore the possibility of providing mentors or additional assistance to get the tribes load all cases and get caught up with getting cases loaded and documentation on N-FOCUS. **(Sherri Eveleth is working on this)**
- 5.) DHHS Team will identify contact person for all SDM related questions. **(Contact Sherri Haber)**
- 6.) DHHS Training Team will provide N-FOCUS Training for the Tribes **(Contact Paulette Sombke or Brian Poppe)**
- 7.) Nathan will provide a master case list for all cases that are currently open on N-FOCUS so action steps can be created to correct assignments, close cases that need to be closed etc. **(Provided in November 2013 – What is the progress in cleaning up cases on N-FOCUS?)**
- 8.) Sheila will share copies of Case Closure checklists for guides to close cases on N-FOCUS. **Distributed in the meeting in October.**
9. Loading of Cases to N-FOCUS:
 - * Decision was made that on November 1st forward all new cases voluntary and non-court will go on Nfocus right away. Intake; load CFS Case etc. Keep up to date on things that happen on those cases.
 - * Next meeting bring ideas as to what you need to get old cases on and up to date. Diversion cases need to be loaded on to N-FOCUS.
 - * Decision was made that on December 31st have ALL current/Open cases loaded and documentation entered on N-FOCUS.
 - * N-FOCUS Assistance provided by DHHS staff in February.

Priority #1b: Caseworker Monthly Contact with the Child (Federal Measure)



Note: Documentation for activities captured for this measure must be entered on N-FOCUS on the 10th of the following month to show as completed for the month (i.e. February documentation must be entered by March 10th).

Note: Ponca Tribal Data is not included in these charts as DHHS provides case management to children and families from the Ponca Tribe.

Priority #2: Family Team Meetings

Strengths/Opportunities:

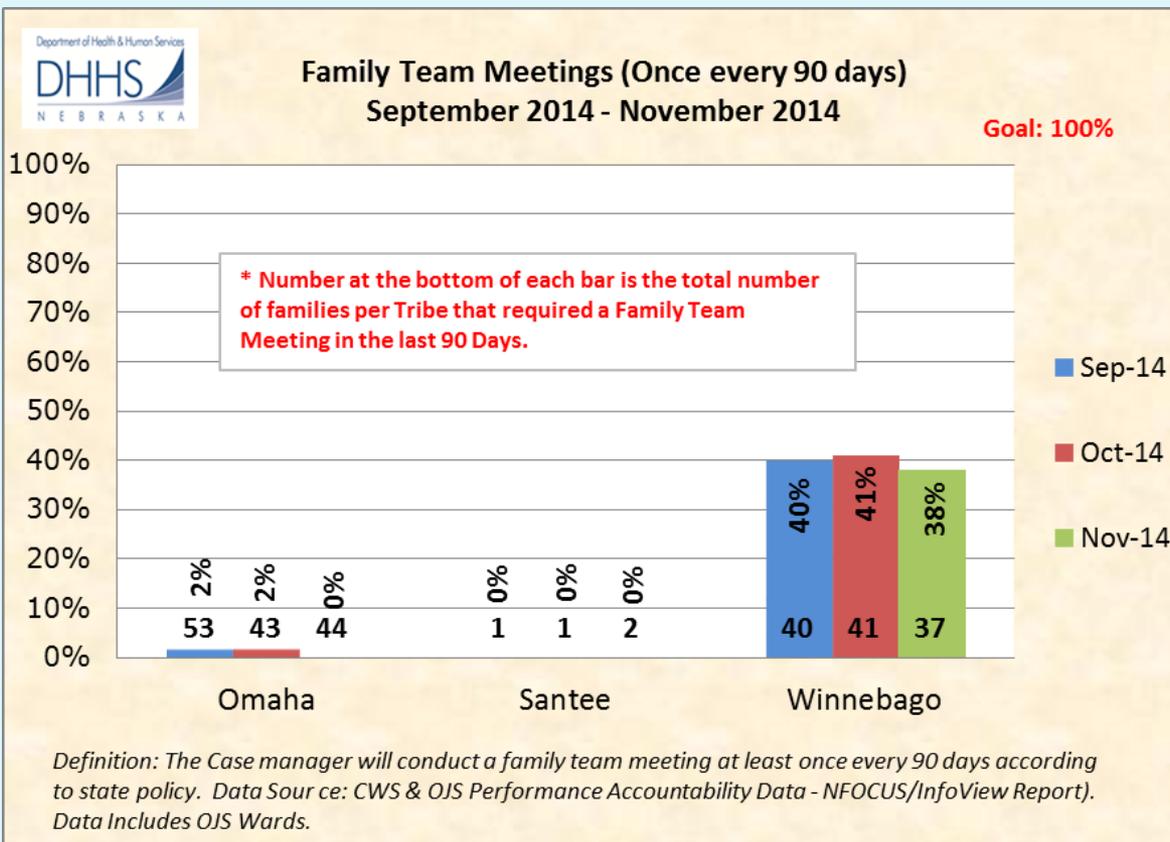
???Are the total numbers applicable truly reflective of the youth and cases in each area??

Barriers:

- Need N-FOCUS Training & updated Manual
- Lack of Staff Time/Resources
- Need to load cases that are on hard copy but have not been loaded onto N-FOCUS

Action Items:

- 1.) DHHS created a separate InfoView report folder for the tribes and provide training on how to access and utilize reports. **Done**
- 2.) DHHS created an ongoing case management due date report for tribal staff. **Done**
- 3.) DHHS Team will explore providing Dragon speak software for each tribe to help with data entry. **(Dragon Speak is available now – need to set up training.)**
- 4.) DHHS Team will explore the possibility of providing mentors or additional assistance to get the tribes load all cases and get caught up with getting cases loaded and documentation on N-FOCUS. **(Sherri Eveleth is working on this)**
- 5.) DHHS Team will identify contact person for all SDM related questions. **(Contact Sherri Haber)**
- 6.) DHHS Training Team will provide N-FOCUS Training for the Tribes **(Contact Paulette Sombke or Brian Poppe)**
- 7.) Nathan will provide a master case list for all cases that are currently open on N-FOCUS so action steps can be created to correct assignments, close cases that need to be closed etc. **(Provided in November 2013 – What is the progress in cleaning up cases on N-FOCUS?)**
- 8.) Sheila will share copies of Case Closure checklists for guides to close cases on N-FOCUS. **Distributed in the meeting in October.**
9. Loading of Cases to N-FOCUS:
 - * Decision was made that on November 1st forward all new cases voluntary and non-court will go on Nfocus right away. Intake; load CFS Case etc. Keep up to date on things that happen on those cases.
 - * Next meeting bring ideas as to what you need to get old cases on and up to date. Diversion cases need to be loaded on to N-FOCUS.
 - * Decision was made that on December 31st have ALL current/Open cases loaded and documentation entered on N-FOCUS. Brian and Paulette coming on October 30th and 31st to train the staff in Omaha and Winnebago.
- 10.) DHHS Team will gather FTM guides and templates and email to this team. **(FTM Guides were shared during the Oct Meeting).**
11. DHHS Team will provide FTM Training for Staff **(Contact Paulette Sombke)**



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Note: Ponca Tribal Data is not included in these charts as DHHS provides case management to children and families from the Ponca Tribe.

Priority #3: Placement Documentation within 72 Hours

Strengths/Opportunities:

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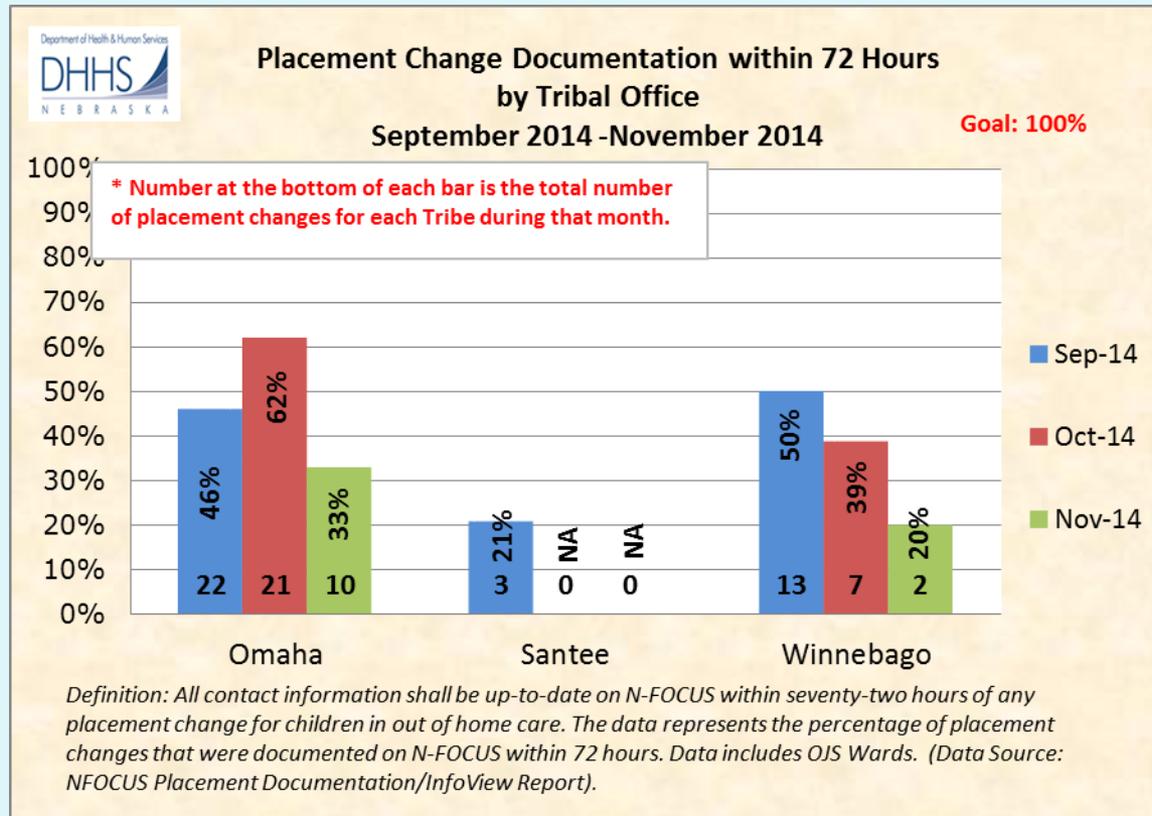
Barriers:

- Need N-FOCUS Training & updated Manual
- Lack of Staff Time/Resources
- Need to load cases that are on hard copy but have not been loaded onto N-FOCUS

Action Items:

**Planned:*

- 1.) DHHS will create a separate InfoView report folder for the tribes and provide training on how to access and utilize reports. **Done**
- 2.) DHHS will create an ongoing case management due date report for tribal staff. **Done**
- 3.) DHHS Team will explore the possibility of providing mentors or additional assistance to get the tribes load all cases and get caught up with getting cases loaded and documentation on N-FOCUS. **(Sherri Eveleth is working on this).**
- 4.) DHHS Training Team will provide N-FOCUS Training and placement documentation instructions for the Tribes. **(Contact Paulette Sombke & Brian Poppe)**



Note: Documentation for activities captured for this measure must be entered on N-FOCUS on the 10th of the following month to show as completed for the month (i.e. February documentation must be entered by March 10th).

Note: Ponca Tribal Data is not included in these charts as DHHS provides case management to children and families from the Ponca Tribe.

Other Measures

- 1. IA Not Finalized**
- 2. Priority Contact Timeframes**
- 3. Case Plans within 60 Days**

Strengths/Opportunities:

- **There are 213 IA's not finalized for all tribes combined as of 09/30/2014.**
 - **This measure includes all assessments not finalized past 30 days after the intake closure date.**
 - **The following must be completed in order for the IA to be considered finalized:**
 - **A finalized Safety Assessment must be tied to the intake.**
 - **Risk Assessment must be in Final Status.**
 - **Finding(s) must be entered for all Allegations.**

Barriers:**Action Items:**

Initial Assessments Not Finalized

As of 12/09/2014

INITIAL ASSESSMENT									
ASGN SUPV	(All)			FINDING ENT	(All)			COMPLETED	(blank)
ASGN WORKER	(All)			SAFETY ASS	(All)			OVER 30 DAY	YES
ASSESSMENT REQUIR	Yes			COURT PENC	(blank)			CURR STAT	(Multiple It)
As of Dec. 9, 2014									
Count of INTAKE NBR		LOC SVC	ASGN OFF						
		Tribal		Tribal Total		Grand Total			
YEAR RECEIVED	MONTH R	MACY	SANTEE TRIE	WINNEBAGO	TRIBE-NEBR				
2014	November	0	1	1	2	2			
	October	7	2	2	11	11			
	September	8	5	1	14	14			
	August	2	2	4	8	8			
	July	2	0	3	5	5			
	June	6	1	3	10	10			
	May	4	1	4	9	9			
	April	8	4	4	16	16			
	March	4	0	5	9	9			
	February	4	1	3	8	8			
	January	8	2	1	11	11			
2014 Total		53	19	31	103	103			
2013		50	15	23	88	88			
2012		46	6	6	58	58			
Grand Total		149	40	60	249	249			

Note: Ponca Tribal Data is not included in these charts as DHHS provides case management to children and families from the Ponca Tribe.

Strengths/Opportunities:

Barriers:

Action Items:

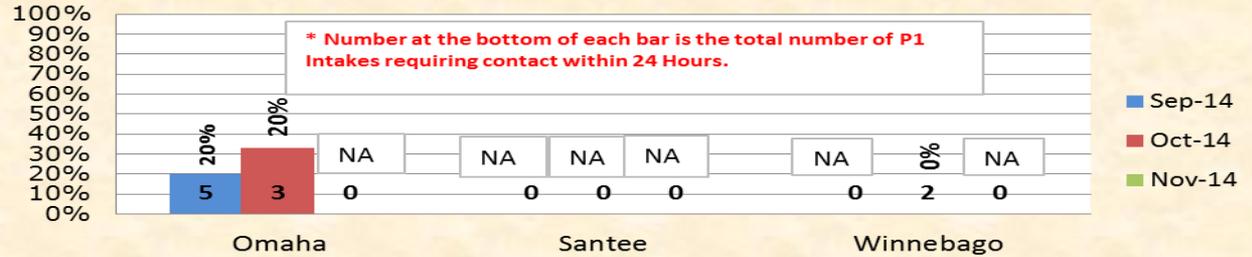
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Priority Contact Timeframes



Accepted P1 Intakes - Contact within 24 Hours

Goal: 100%

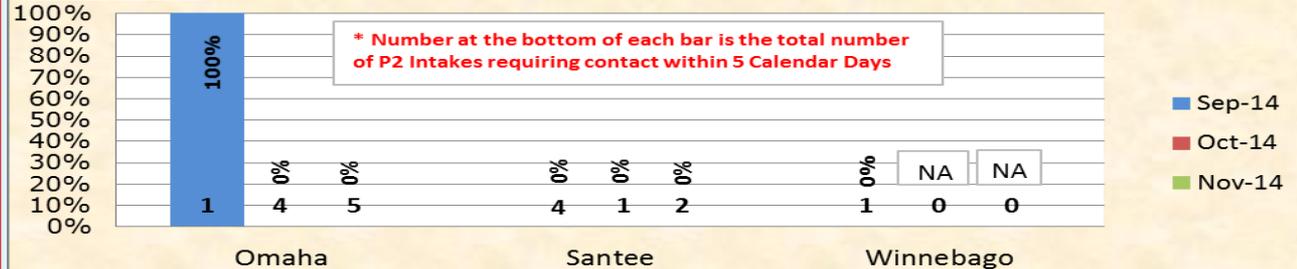


Definition: The number of Priority 1 intakes received during the reported month. The percentage shows how many face to face contacts were made in the required time frame. (Data Source: Performance Accountability Report/InfoView Report).



Accepted P2 Intakes - Contact within 5 Calendar Days

Goal: 100%

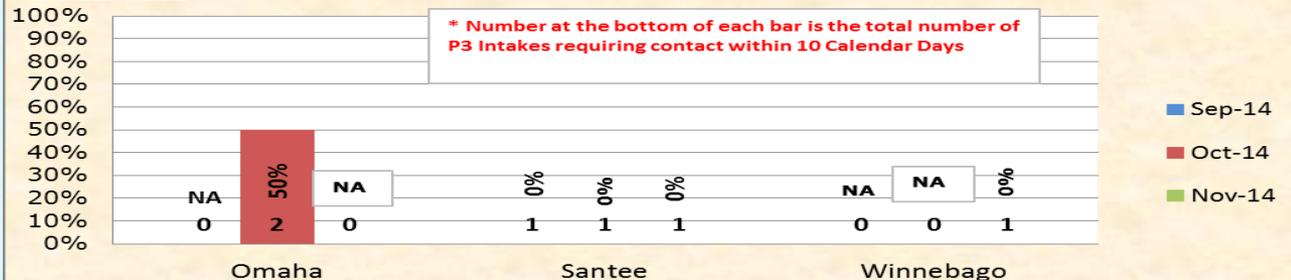


Definition: The number of Priority 2 intakes received during the reported month. The percentage shows how many face to face contacts were made in the required time frame. (Data Source: Performance Accountability Report/InfoView Report).



Accepted P3 Intakes - Contact within 10 Calendar Days

Goal: 100%



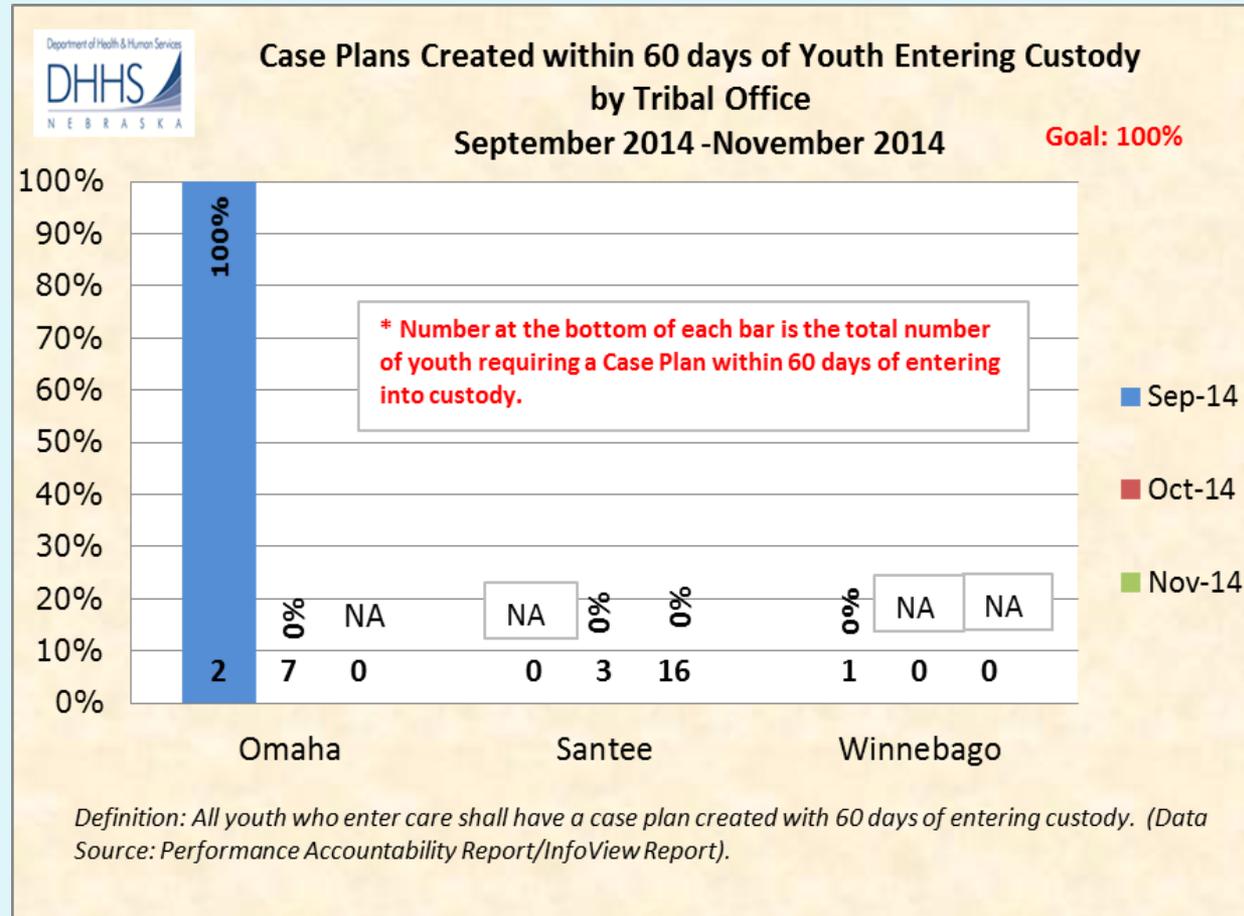
Definition: The number of Priority 21 intakes received during the reported month. The percentage shows how many face to face contacts were made in the required time frame. (Data Source: Performance Accountability Report/InfoView Report).

Strengths/Opportunities:

Barriers:

Action Items:

Case Plans within 60 Days



Note: Documentation for activities captured for this measure must be entered on N-FOCUS on the 10th of the following month to show as completed for the month (i.e. February documentation must be entered by March 10th).

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