

CQ EYE



Department of Children's Services



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State CQI Team *By Tony Nease, MSW*

What happens when a local CQI Team sends a referral to the State CQI Team? That is a question that several employees have had that I have talked to in the past few weeks. The process is actually very simple.

Regional CQI Coordinators, Group Home Directors, YDC Superintendents, Central Office Directors and others send the request to have an issue presented to the State CQI Team to the CQI Program Coordinator via e-mail. That request must be accompanied with the CQI Minutes from the originating CQI Team with information on proposed solutions to the issues identified. Those requests must be sent to the CQI Program Coordinator at least two weeks prior to the State CQI Team meeting. Once the CQI Program Coordinator has received the request and attachments, the information is forwarded on the Central Office staff members to determine if the issue can be addressed prior to the State CQI meeting. If the issue can be resolved, feedback is then given back to the region or facility prior to the State CQI meeting. Most issues are handled on this level prior to the State CQI meeting.

If the issue can not be resolved, the request is placed on the next State CQI Agenda. The Regional CQI Coordinator and a member of the originating CQI team are then invited to present their request to the State CQI team members. At that point the State CQI team will make one of four decisions: 1.) approve the request; 2.) deny the request; 3.) send the request back to the originating team to request more information; or 4.) form an action step for a State CQI Team member to follow up on the issue and report back to both the State CQI team and the originating CQI team. Action steps from previous meetings are followed up at the beginning of each State CQI meeting. Any requests that were resolved prior to the meeting are also shared with the group.

The members of the State CQI Team include all of the Regional CQI Coordinators, the CQI Program Coordinator, Central Office Program Directors and Executive Directors, Deputy Commissioners, the Commissioner, the Inspector General, the General Counsel, and any individuals presenting a request or involved in a request being presented. Smaller special CQI Teams can be formed by the State CQI team that work with specific requests and issues.

The State CQI team met for their fourth quarter meeting on Tuesday, November 10th. Two of the topics that were discussed was Policy 27.1 and Policy 16.60. A request in revision to Policy 27.1 was made by a Juvenile Justice FSW team from South Central Region. This policy deals with when the use of restraints on youth adjudicated delinquent is appropriate. The State CQI team agreed that this was a dicey subject and an action step was made to form an independent group to look at this policy. That group is made up of individuals from the Policy, Well-Being, and Juvenile Justice divisions. That independent group has already begun to work on the policy and any projected revisions to the policy. A CPS CQI team from Northwest Region requested a change be made to Policy 16.60. Specifically the team requested that the policy read that once CPS Assessment cases are transferred to an FSW at the end of 120 days, those cases could be filed similar to a custody case. Currently the policy states that those cases be filed the same as a CPS Assessment case if filed. However, the originating team found that it was more beneficial to the FSW to file those cases under the guidelines of Policy 31.5.

The State CQI team was in agreement that this would make for consistency with the way FSW(s) file their cases. An action step was made that a team would be formed to review (Continued on page 4).





*To be satisfied
with a little, that
is the greatest
wisdom; and he
that increaseth
his riches,
increaseth his
cares; but a
contented mind
is a hidden
treasure, and
trouble findeth
it not.*

Akhenaton



Social Workers Corner: DCS Values:Community Partnership

By Carrie Johnson

Have you noticed that community partnership has exploded over the past couple of years? Community partnership began taking off after the department adopted the MRS process. Community partnership helps make the MRS process successful in most regions.

DCS uses community partners to meet the needs of many families referred to the department. DCS collaborates with many different agencies for mental health treatment, alcohol and drug treatment, parenting classes, anger management, domestic violence classes, and many others. When the state began using the MRS process, Community Advisory Boards (CAB) were developed in each community to serve a link between the community and DCS. Some Community Advisory Boards are more involved than others, but it is the hope that all CAB(s) will become fully functioning.

One example of community partnership occurred recently in Claiborne County. When the CAB in Claiborne County received the news, regarding the Claiborne County DCS office closing they immediately went into action. The CAB members located a building within the city of Tazewell, and approached the Mayor about this space. The Mayor and the County Commission then approached the Department with a contract for the office space at little to no cost to the state. The CAB reports that they are not giving up, and that they are determined to keep a DCS office in Claiborne County for the children and family who live there.

National Association of Social Workers: Preamble to the Social Worker Code of Ethics

The primary mission of the social work profession is to enhance the human well being and help meet the basic human needs of people, with particular attention to the needs and empowerment of people who are vulnerable, oppressed, and living in poverty. A historic and defining feature of social work is the profession's focus on individual well being in a social context and the well being of society. Fundamental to social work is attention to the environmental forces that create, contribute to, and address problems in living.

Social workers promote social justice and social change with and on behalf of clients. "Clients" is used inclusively to refer to individuals, families, groups, organizations, and communities. Social workers are sensitive to culture and ethnic diversity and strive to end discrimination, oppression, poverty, and other forms of social injustice. These activities may be in the form of direct practice, community organizing, supervision, consultation administration, advocacy, social and political action, policy development and implementation, education, and research and evaluation. Social workers seek to enhance the capacity of people to address their own needs. Social workers also seek to promote the responsiveness of organizations, communities, and other social institutions to individual's needs and social problems.

The mission of the social work profession is rooted in a set of core values. These core values, embraced by social workers throughout the profession's history, are the foundation of social work's unique purpose and perspective:

- Service
- Social justice
- Dignity and worth of the person
- Importance of human relationships
- Integrity
- Competence.

QUALITY SERVICE REVIEW WORD FIND PUZZLE

A F L O N G E T E R M V I E W Y D I G G Q L Y Q O
 T T H T D Q S C H I L D S T A T U S U D A Y K N Z
 Q P A N I M P L E M E N T A T I O N I T I R R G B
 E I J D X M H Q K A E Z L Y S T R E N G H T S V L
 T I I E R E N G A G E M E N T A G Q G W C Z U P P
 V I N G E E C N A M R O F R E P C A E E O F K A Y
 W O F U L G K J G M Y X T G A Y L M V G A O T J T
 T S O Y B K O M A V O V T T L S O O D M P J N K I
 G N R C A U C D E W J M R E D T R Z I S C D E S L
 B F M N T B B P N C F A A N I P I L L T L Z M A A
 O D A E P Y T Y N O N R E O M V Y X O K U S S T U
 R A L N E X G Z R S N R N I D F X E F M O L S I Q
 E M S A C Q G C I I T A S S U K N R Y Q O T E S A
 W P U M C H A T N F L Y I N Z K E V W Q Z W S F V
 E X P R A S I G S K S P C I P O Y G E E W C S A G
 I O P E T O Q Q S E I T I N U T R O P P O T A C W
 V O O P N G T Y Q F I S G A D D S S L J Z E Y T H
 E S R S K E S X O O A N E H C A O C B G F G W I E
 R G T V A H A J N W I Y E V P E I S F I Z J F O S
 J T S M A L Q I N K Q B N A H Y Z Q G R T U B N M
 B N I D A E N F C K U P I S T A B I L I T Y D Z F
 S N O O T G S A Y H E W L U B H X C J C D I Q L W
 G W S C Y B R D U N F E C Z N E X T S T E P S D F
 J B V E R T V U D J H W E F S Y S T E M H W Z D E
 K P U P L A N N I N G I D C S H E A L T H Q X T T

- | | | | |
|------------|----------------|--------------|--------------------|
| ACCEPTABLE | IMPLEMENTATION | REVIEWER | ASSESSMENT |
| IMPROVE | SATISFACTION | CHILD STATUS | INFORMAL SUPPORTS |
| SHADOW | COACH | LEARNING | STABILITY |
| DATA | LONG-TERM VIEW | STRENGTHS | ENGAGEMENT |
| DECLINE | NEXT STEPS | SYSTEM | PERFORMANCE |
| EMOTIONAL | OPPORTUNITIES | TEAMING | TRACKING |
| TRENDS | PERMANENCY | TRANSITIONS | FAMILY FUNCTIONING |
| PLANNING | TRANSITIONS | HEALTH | QUALITY |



*“You must not
loose faith in
humanity.*

*Humanity is an
ocean; if a few
drops of the
ocean are dirty,
the ocean does
not become
dirty.”*

*Mohandas
Gandhi*



State CQI Team *(Continued)*

how these cases could be filed in the future.

Another agenda item was a report out on the cost savings ideas that were coming from employees across the state. Several of those ideas were handed out to team members at the meeting and reviewed. It was decided by the team that a special team be formed to determine which of these cost savings ideas were already implemented and if they had produced an actual cost saving. This special team will also look at any new cost savings ideas that are sent in and determine which can be implemented. This will be an ongoing special team.

The November meeting also included a review of the agency-wide Disciplinary Action and Administrative Appeals report, as well as a follow up on all the action steps from previous State CQI meetings.

Once the State CQI meeting minutes are completed and approved they are placed on the Y Drive. The Regional CQI Coordinators are also provided a copy of the minutes via e-mail. If you have any questions about the State CQI team or need to make a referral/request to the team please contact your Regional CQI Coordinator, your CQI designee if you are with a facility, or Tony Nease, CQI Program Coordinator, if you are a Central Office employee.

Hamilton County CQI Success Story *By Mary Rivers*

The Ruth Auls and Linda Moore FSW teams in Hamilton County meet together as one CQI team. This team noticed that their compliance rates for EPSD&T Dentals were lower for younger children.

The team then used the CQI process to brainstorm around possible causes for this problem and possible solutions.

The team discovered that one of the issues was that the Hamilton County Health Department was not providing dental services for three year-old children.

One of the actions steps that this team came up with was to ask their Regional Health Unit Nurse, Chip Dantzler to contact the Hamilton County Health Department and ex-

plain to them the issues the FSW teams were having in finding dental care for three year-old children.

The Hamilton County Health Department agreed to begin providing dental care to three year-olds in foster care, and this has been a big help for all of the FSW(s) in Hamilton.

Congrats Hamilton County !!!

Employee Survey

The Department of Children's Services annual employee survey will be sent to employees via GroupWise during the first two weeks of December. The Office of Performance and Quality Improvement would ask each of you to make certain that you complete the survey by December 31, 2009. The survey is collected on-line and is totally anonymous.

The results from the survey will be processed and feedback will be given to regions, facilities, and central office divisions. The results will be analyzed by the State CQI Team, and a smaller CQI team will be developed made up of employees from facilities, central office, and regions. That smaller team will then use the data collected to brainstorm around changes that could be made in order to improve staff satisfaction and morale.

So, please make certain that you complete your survey. It's your opportunity to share your opinions.

The State Budget Crisis and You: Cost Savings Ideas

With the economy and the state budget crisis we all need to be doing what we can to perform our jobs more efficiently. There are many things out there that each of us can do to cut costs.

A lot of people, however, don't think about what they do at work on a daily basis that could save money. Most of us think that we are just one person and there is no way that some little thing that we could do would make a difference in the great scheme of things.

However, if you look at the big picture, those little things make a huge savings.

If you were to do something so minimal that it would only save the state \$1 per month, you would save the state \$12 per year. Now, admittedly \$12 alone isn't going to save the Department from financial stress. However, there are 4,605 DCS employees across the state. If each employee would save the Department just \$12 per year that would be a cost savings of \$55,260. That's a little more significant amount of money.

So, saving the Department \$1

a month is easy. Any of us can do that. However, if we pushed that farther and each of us saved the Department \$1 per day, or \$5 per week, the cost savings is then more substantial: \$1,197,300.00.

So, how big of a difference does those little things you do make? It makes a huge difference. Just saving a few sheets of paper, planning those home visits so that you don't incur unnecessary mileage, turning off that unused light, all add up.

The State CQI team has formed a special working CQI team that is going to be reviewing your cost savings ideas. This team is headed by Tom Riss, Executive Director for the Office of Performance and Quality Improvement.

Each region has been asked to name one representative to serve on this team. Those team members will be collecting your cost savings ideas and researching those ideas to determine if they provide a real savings (i.e. Is it cheaper to save electricity by turning off florescent lights compared to replacing florescent lights more frequently since they

have only a limited number of starts before they need replaced). This team will then be instrumental in sharing those cost savings ideas with everyone and encouraging regions and facilities to implement them.

As of publication of this issue the following individuals have been named as representatives for this team:

Andrea Baker

Caterina Heatwole

Chris Griffy

Denice Poston

Mary Rivers

Tracy Theobald

Stephanie Coleman

Please send any ideas that you have to your the representative from your region. If your region does not have a representative at this time, or you are with Central Office please feel free to forward your ideas to Tony Nease, CQI Program Coordinator.



“Success is to be measured not so much by the position that one has reached in life as the obstacles which he as overcome.”

Booker T. Washington

Shelby County CQI Success Story Follow-Up

Leigh O'Hay, CQI Coordinator for Shelby County Region, would like to thank Tonni Chew and Mildred McCrary who were instrumental in coordination of getting the drug testing training for employees in their region. Shelby County reported out on this CQI Success story in the last issue of the CQ Eye. Since that issue, Shelby County has created a local protocol for the testing and has already administered approximately sixty in-house drug tests to clients. Staff members have reported that they are happy with the new protocol and are very happy that they no longer are having to wait to get the results of drug tests that are needed.



DEPARTMENT OF
CHILDREN'S SERVICES

Putting the Pieces Together

A PUBLICATION OF THE
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AND QUALITY IMPROVEMENT

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DECEMBER IS ...

National Write a Business Plan Month

Safe Toys and Gifts Month

Universal Human Rights Month

Tolerance Week (Dec. 1–7)

Hanukkah (Dec. 2–9)

Kwanzaa (Dec. 26–Jan. 1)

Special Kids Day (Dec. 1)

World Aids Day (Dec. 1)

Special Education Day (Dec. 2)

World Peace Day (Dec. 21)

Christmas Eve (Dec. 24)

Christmas Day (Dec. 25)

Boxing Day (Dec. 26)

National Chocolate Day (Dec. 28)

Ode to a CQI Team *By Tracy Theobald*

I looked at our numbers and I let out a yelp
I flew to my team as I needed some help
And they were there ready with a CQI
I knew with their help we all would get by
Why are things going the way that they are
The increase in numbers seems a little bizarre
My team knew just the right questions to ask
In their proficiency, I am happy to bask
We came up with a plan on how to address
The challenge that caused my statistical stress
In no time flat the issue was worked out
My team is the best, of that there is no doubt
So schedule a meeting and let me come too
I need to observe the fine teaming you do.

