SUMMARY REPORT – ITEMS

Dimensions of Capacity/Item Ratings	Ratings

Dimensions of Capacity: R = Resources **I** = Infrastructure **KS** = Knowledge and Skills **CC** = Culture and Climate **EP** = Engagement and Partnership **Item Rating Key: 1** = Not Present/Minimal Capacity **2** = Emerging/Developing Capacity **3** = Good Capacity **4** = Excellent Capacity

Subdomain: Leadership Support and Modeling	1	2	3	4
Item 1: Leadership sets clear expectations for the use of evidence throughout the CQI process.		2		
Item 2: The agency is organized and prepared to use data appropriately and effectively.		2		
Item 3: Leadership models CQI behavior inside and outside of the agency.			3	
Item 4: Agency programs and strategies are linked to outcomes by the search for root causes and underlying conditions that explain or hypothesize current performance.		2		
Item 5: Leadership focuses on quality, as well as compliance.		2		

Subdomain: Staff and Stakeholder Engagement	1	2	3	4
Item 6: Staff of all levels of the child welfare system have opportunities to actively participate and assume meaningful roles in all phases of the CQI process.		2		
Item 7: Staff of all levels of the child welfare system are prepared and supported to participate in all phases of the CQI process.	1			
Item 8: The agency provides opportunities for participation and meaningful roles in the CQI process for child, youth, family, and other stakeholder representatives in a manner that is sensitive to their perspectives and vulnerabilities.		2		
Item 9: The agency provides the level of preparation and support necessary to facilitate the roles of children, youth, families, and other stakeholder representatives in the CQI process.	1			

Subdomain: Communication	1	2	3	4
Item 10: Communication activities align with and support CQI goals.			3	

Subdomain: Foundational Administrative Structure to Oversee and Implement CQI	1	2	3	4
Item 11: CQI processes and activities are grounded in best practices literature and guided through clearly articulated standards and procedures.		2		

	1	2	3	4
Item 12: The agency executes a written CQI plan that is comprehensive and developed with staff and stakeholder involvement.		2		
Item 13: A teaming structure that supports the active involvement of staff and stakeholders at all levels of the CQI process is operational throughout the agency.		2		
Item 14: The agency has an appropriate level of qualified and trained staff who are expressly dedicated to overseeing and providing needed support to all CQI processes and activities.		2		
Item 15: Staff receive formal, introductory, ongoing, and specialized training specific to their roles and responsibilities in the agency's CQI process.	1			
Item 16: Staff are afforded access to up-to-date technology and other resources to assist in the use of data/evidence needed to make informed decisions.			3	

Subdomain: Quality Data Collection, Infrastructure, Extraction, Analysis, and Dissemination	1	2	3	4
Item 17: Comprehensive data collection methodologies and modalities facilitate the ability to gather high-quality data.			3	
Item 18: Data systems promote ease of data entry and data sharing.		2		
Item 19: Comprehensive procedures are in place to promote quality data extraction.			3	
Item 20: The agency possesses or accesses analytical competencies and skills of sufficient sophistication to answer questions about performance and elucidate root causes.		2		
Item 21: Quality data are disseminated broadly and utilized by agency staff and stakeholders.		2		

Subdomain: Case Record Review Process	1	2	3	4
Item 22: Uniform case record review instruments are utilized to continually and consistently evaluate identified program goals and processes across ALL program areas (i.e., foster care, in home, residential/group, etc.) and throughout the entire agency.			3	
Item 23: Case review tools collect case-specific data that can be aggregated and detect both areas of compliance with best casework practices and the quality of services provided under critical areas of case practice.			3	
Item 24: Written policies, instructions, and quality controls are utilized to effectively guide and support reviewers in the case record review process.			3	
Item 25: Written sampling guidelines are utilized in determining the appropriate number and types of cases to be reviewed.			3	
Item 26: The agency utilizes a well-defined process for selecting and training qualified case record reviewers.				4

Item	1	2	3	4
Item 27: Case record review data are routinely aggregated and disseminated in a timely manner.			3	
Subdomain: Application of CQI Findings	**1**	**2**	**3**	**4**
Item 28: CQI processes are used to drive systemic change and improve outcomes for children and families.			3	

Dimensions of Capacity/Item Ratings	Ratings			

Dimension of Capacity: Resources	**1**	**2**	**3**	**4**
Item 9: The agency provides the level of preparation and support necessary to facilitate the roles of children, youth, families, and other stakeholder representatives in the CQI process.	1			
Item 14: The agency has an appropriate level of qualified and trained staff who are expressly dedicated to overseeing and providing needed support to all CQI processes and activities.		2		
Item 16: Staff are afforded access to up-to-date technology and other resources to assist in the use of data/evidence needed to make informed decisions.			3	

Dimension of Capacity: Infrastructure	**1**	**2**	**3**	**4**
Item 1: Leadership sets clear expectations for the use of evidence throughout the CQI process.		2		
Item 11: CQI processes and activities are grounded in the best practices literature and guided through clearly articulated standards and procedures.		2		
Item 12: The agency executes a written CQI plan that is comprehensive and developed with staff and stakeholder involvement.		2		
Item 17: Comprehensive data collection methodologies and modalities facilitate the ability to gather high-quality data.			3	
Item 18: Data systems promote ease of data entry and data sharing.		2		
Item 19: Comprehensive procedures are in place to promote quality data extraction.			3	
Item 22: Uniform case record review instruments are utilized to continually and consistently evaluate identified program goals and processes across ALL program areas (i.e., foster care, in home, residential/group, etc.) and throughout the entire agency.			3	
Item 23: Case review tools collect case-specific data that can be aggregated and detect both areas of compliance with best casework practices and the quality of services provided under critical areas of case practice.			3	

Item	1	2	3	4
Item 24: Written policies, instructions, and quality controls are utilized to effectively guide and support reviewers in the case record review process.			3	
Item 25: Written sampling guidelines are utilized in determining the appropriate number and types of cases to be reviewed.			3	
Dimension of Capacity: Knowledge and Skills	**1**	**2**	**3**	**4**
Item 7: Staff of all levels of the child welfare system are prepared and supported to participate in all phases of the CQI process.	1			
Item 15: Staff receive formal, introductory, ongoing, and specialized training specific to their roles and responsibilities in the agency's CQI process.	1			
Item 20: The agency possesses or accesses analytical competencies and skills of sufficient sophistication to answer questions about performance and elucidate root causes.		2		
Item 21: Quality data are disseminated broadly and utilized by agency staff and stakeholders.		2		
Item 26: The agency utilizes a well-defined process for selecting and training qualified case record reviewers.				4

Dimension of Capacity: Culture and Climate	**1**	**2**	**3**	**4**
Item 2: The agency is organized and prepared to use data appropriately and effectively.		2		
Item 3: Leadership models CQI behavior inside and outside the agency.			3	
Item 4: Agency programs and strategies are linked to outcomes by the search for root causes and underlying conditions that explain or hypothesize current performance.		2		
Item 5: Leadership focuses on quality, as well as compliance.		2		
Item 10: Communication activities align with and support CQI goals.			3	
Item 27: Case record review data are routinely aggregated and disseminated in a timely manner.			3	
Item 28: CQI processes are used to drive systemic change and improve outcomes for children and families.			3	

Dimension of Capacity: Engagement and Partnership	**1**	**2**	**3**	**4**
Item 6: Staff of all levels of the child welfare system have opportunities to actively participate and assume meaningful roles in all phases of the CQI process.		2		
Item 8: The agency provides opportunities for participation and meaningful roles in the CQI process for child, youth, family, and other stakeholder representatives in a manner that is sensitive to their perspectives and vulnerabilities.		2		
Item 13: A teaming structure that supports the active involvement of staff and stakeholders at all levels of the CQI process is operational throughout the agency.		2		

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