

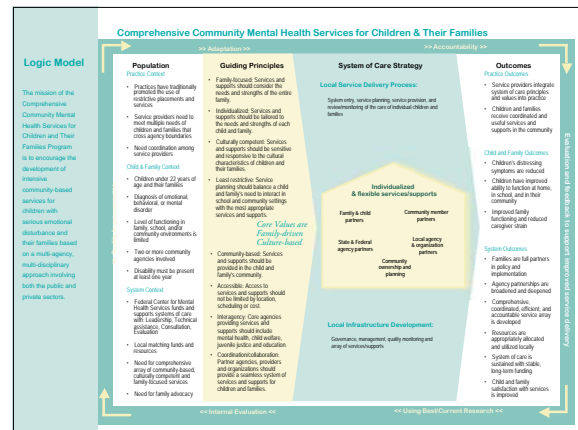




### (1): Start with the Logic Model

- What is desired and what are the strategies to achieve the goals?
- Logic Model Components
  - Population
  - Guiding Principles
  - Strategies
  - Outcomes

### (2): Identify Process and Outcome Measures

- Process:
  - How will you know how the guiding principles are implemented (process)?
  - How will you know that your system of care strategy is being implemented?
- Outcomes:
  - How will you know that the strategies are working as expected?

### (3): Develop a Tool

- Develop data collection strategies
- Define performance indicators
  - Must be measurable and actionable
- Set benchmarks
- Develop a reporting mechanism






### CQI Progress Report

COMPREHENSIVE COMMUNITY MENTAL HEALTH SERVICES FOR CHILDREN AND THEIR FAMILIES PROGRAM  
CONTINUOUS QUALITY IMPROVEMENT (CQI) PROGRESS REPORT  
Community, December 2006



Date Services Started: Jan-05  
Number Enrolled in the Descriptive Study: 276  
Number Enrolled in the Outcome Study: 220

	ACTUALS		CHANGE		INDEX	
	Performance Mark	Raw Score	Previous Raw Score	Change From Previous Report	Baseline	Max Points
<b>TOTAL SITE SCORE</b>	<b>✓++</b>				<b>98.88</b>	<b>12.84</b>
<b>System Level Outcomes</b>						
1. Number of children served (with descriptive data)	✓++	85	355	+	418	418
2. Long-term Compliance Rate	✓++	88.8%	90.1%	+	91.7%	94
3. Agency Implementation Rate-Service Provision	✓++	4.98	4.97	-	4.13	3.94
4. Caregiver Satisfaction Rate-Access to Services	✓++	4.42	4.39	+	4.42	3.97
5. Timeliness of Services (average days)	-	44.2	36.77	-	10.01	1.30
<b>Service Delivery</b>						
6. Agency Implementation Rate-Treatment Planning	✓++	38.9%	45.0%	+	64.1%	3.00
7. Informal Supports Rate	✓++	49.3%	62.0%	+	61.4%	1.48
8. Caregiver Satisfaction Rate-Quality of Services	✓++	4.98	4.97	-	4.13	3.94
9. Youth Satisfaction Rate-Quality of Services	✓++	3.96	3.84	+	4.00	3.03
10. Caregiver Satisfaction Rate-Outcomes	-	3.18	3.16	+	3.61	3.96
11. Youth Satisfaction Rate-Outcomes	✓	3.96	3.84	+	3.92	4.04
<b>Service Appropriateness</b>						
12. Individualized Education Plan (IEP) Development (% of 6 mos)	✓++	62.8%	7.6%	+	65.0%	94
13. Substance Use Treatment Rate	-	45.0%			47.8%	3.26
<b>System Level Outcomes Subtotal</b>	-				<b>32.90</b>	<b>27.69</b>

### (4): Monitor your Progress

- Use data-driven tools to monitor your progress
- Measure whether you are achieving what was defined in your logic model
- Identify what is working and what is not working
- Identify strategies to achieve your goals

## CCMHS Program Logic Model and CQI Progress Report Crosswalk



## Logic Model System Level Outcomes

- ▶ Families are full partners in policy and implementation
- ▶ Agency partnerships are broadened and deepened
- ▶ Comprehensive, coordinated, efficient, and accountable service array is developed
- ▶ Resources are appropriately allocated and utilized locally
- ▶ System of care is sustained with stable, long-term funding
- ▶ Child and family satisfaction with services is improved

	ACTUALS		CHANGE		INDEX	
	Performance Metric	Raw Score	Previous Raw Score	Change from Previous Report	Raw Points	Actual Points
<b>TOTAL SITE SCORE</b>		47.44			100.00	73.33
<b>System Level Outcomes</b>						
1. Number of children served (with description data)		454	103	+	100	
2. Longitudinal Continuity Rate	47.44	84.4%	84.4%	0	81.7%	2.90
3. Agency Investment Rate-Service Provision	47.44	86.0%	84.4%	+	82.0%	3.60
4. Longitudinal Continuity Rate-Access to Services	47.44	8.1%	8.1%	0	8.4%	1.40
5. Continuity of Services (average days)	47.44	13.50	13.50	0	10.10	3.24
<b>Service Level Outcomes</b>						
6. Agency Investment Rate-Treatment Planning	47.44	53.7%	53.7%	0	64.1%	3.30
7. Cultural Competency Rate	47.44	89.4%	89.4%	0	91.4%	3.07
8. Longitudinal Continuity Rate-Quality of Services	47.44	3.3%	3.3%	0	4.1%	3.30
9. Youth Satisfaction Rate-Quality of Services	47.44	2.9%	2.9%	0	4.0%	2.94
10. Longitudinal Continuity Rate-Outcomes	47.44	1.4%	1.4%	0	3.4%	2.72
11. Youth Satisfaction Rate-Outcomes	47.44	3.2%	3.2%	0	3.5%	3.47
<b>Family Level Outcomes</b>						
12. Investment Rate-Service Provision	47.44	6.0%	6.0%	0	10.4%	3.07
13. Investment Rate-Service Provision	47.44	6.0%	6.0%	0	10.4%	3.07
System Level Outcomes Subtotal	47.44				97.90	26.03

## Logic Model Child and Family Level Outcomes

- ▶ Children's distressing symptoms are reduced
- ▶ Children have improved ability to function at home, in school, and in their community
- ▶ Improved family functioning and reduced caregiver strain

<b>Child and Family Outcomes</b>						
<b>Child Level</b>						
14. School Attendance Rate	47.44	100.0%	100.0%	0	97.8%	1.44
15. School Attendance Rate (90% of the total)	47.44	100.0%	100.0%	0	97.8%	1.44
16. School Performance in Improvement Rate (90% of the total)	47.44	100.0%	100.0%	0	97.8%	1.44
17. Stability in Living Situation (90% of the total)	47.44	100.0%	100.0%	0	97.8%	1.44
18. Stability in Living Situation (90% of the total)	47.44	100.0%	100.0%	0	97.8%	1.44
19. Stability in Living Situation (90% of the total)	47.44	100.0%	100.0%	0	97.8%	1.44
20. Stability in Living Situation (90% of the total)	47.44	100.0%	100.0%	0	97.8%	1.44
21. Stability in Living Situation (90% of the total)	47.44	100.0%	100.0%	0	97.8%	1.44
22. Stability in Living Situation (90% of the total)	47.44	100.0%	100.0%	0	97.8%	1.44
<b>Family Level</b>						
23. Family Functioning Improvement Rate (90% of the total)	47.44	100.0%	100.0%	0	97.8%	1.44
24. Family Functioning Improvement Rate (90% of the total)	47.44	100.0%	100.0%	0	97.8%	1.44
25. Family Functioning Improvement Rate (90% of the total)	47.44	100.0%	100.0%	0	97.8%	1.44
26. Family Functioning Improvement Rate (90% of the total)	47.44	100.0%	100.0%	0	97.8%	1.44
27. Family Functioning Improvement Rate (90% of the total)	47.44	100.0%	100.0%	0	97.8%	1.44
28. Family Functioning Improvement Rate (90% of the total)	47.44	100.0%	100.0%	0	97.8%	1.44
29. Family Functioning Improvement Rate (90% of the total)	47.44	100.0%	100.0%	0	97.8%	1.44
30. Family Functioning Improvement Rate (90% of the total)	47.44	100.0%	100.0%	0	97.8%	1.44
Child and Family Outcomes Subtotal	47.44				97.90	26.03

## Logic Model Practice Level Outcomes

- ▶ Service providers integrate system of care principles and values into practice
- ▶ Children and families receive coordinated and useful services and supports in the community

<b>Practice Level Outcomes</b>						
<b>Satisfaction of Services</b>						
31. Caregiver Overall Satisfaction	47.44	3.9%	3.9%	0	4.0%	3.90
32. Youth Overall Satisfaction	47.44	3.9%	3.9%	0	4.0%	3.90
<b>Coordination with Services Subtotal</b>						
33. Youth Satisfaction Rate-Participation	47.44	4.0%	4.0%	0	4.0%	3.90
34. Youth Satisfaction Rate-Participation	47.44	4.0%	4.0%	0	4.0%	3.90
35. Youth Satisfaction Rate-Participation	47.44	4.0%	4.0%	0	4.0%	3.90
36. Youth Satisfaction Rate-Participation	47.44	4.0%	4.0%	0	4.0%	3.90
37. Youth Satisfaction Rate-Participation	47.44	4.0%	4.0%	0	4.0%	3.90
38. Youth Satisfaction Rate-Participation	47.44	4.0%	4.0%	0	4.0%	3.90
39. Youth Satisfaction Rate-Participation	47.44	4.0%	4.0%	0	4.0%	3.90
40. Youth Satisfaction Rate-Participation	47.44	4.0%	4.0%	0	4.0%	3.90
Practice Level Outcomes Subtotal	47.44				97.90	26.03

## Summary

- ▶ CQI starts with a logic model
- ▶ Continuously monitor progress toward meeting goals as outlined in your program logic model
- ▶ A data-driven approach to CQI requires:
  - A team approach
  - Consensus on process and outcome measures and a usable "tool"
  - Dialogue and action to improve performance

"Only through data do we know what we are doing is working."



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