



**Series** 800: Quality Management

**Policy Name** **Quality Management Process**

**Policy Number** 801

**Origination Date** 11/1/2013

**Revision Date:** 5/3/2023

**Regulation** N/A

**Attachments** Quality Management Plan

**Policy** It is the policy of Communities Connected *for Kids* to create a system of quality control, quality assurance and continuous quality improvement to ensure that services are provided to children and families consistent with the contract and service delivery model, and in compliance with state and federal law, administrative rule, and Department of Children and Families operating procedures.

## **Procedure**

### General Information:

1. Communities Connected *for Kids* is responsible for overall system performance and for attaining outcomes for children and families that are consistent with state and federal mandates and contract requirements.
2. Communities Connected *for Kids* will work collaboratively with community stakeholders – Including DCF, the Alliance, providers, and children and family representatives; e.g. foster families, and other community representatives – to define the indicators of “success”, to establish the quality management data collection and reporting system; and to periodically review performance and initiate changes at the system and case levels that will ensure continual improvement.
3. Communities Connected *for Kids* tracks and reports the outcomes and performance measures contained in the DCF services contract, with a goal of expanding capacity to report on the other outcomes and indicators developed with community stakeholders.
4. The responsibility for Communities Connected *for Kids* quality assurance and improvement efforts resides in the support by the Continuous Quality Improvement (CQI) Committee – a multi-agency, advisory group.
5. Communities Connected *for Kids* utilizes satisfaction surveys from community stakeholders (clients of the provider network, parents, the Guardian Ad Litem program, the courts and other groups or individuals that interface with Communities Connected *for Kids* and its provider network) to assess performance and to plan for improvements.
6. Communities Connected *for Kids* has data collection systems that are used to support the quality management system.



7. Data is analyzed on an ongoing basis to support organization-wide planning and correction of problem areas.
8. Communities Connected *for Kids* tracks and reports outcome data in the domains that are consistent with federal and state mandates.
9. Customer satisfaction data from children and families, providers, the courts, and DCF is reviewed to identify and remedy areas of weakness or concern.
10. In addition to satisfaction data, Communities Connected *for Kids* also identifies and assesses overall system performance through data analysis relative to:
  - a) Access to services (indicators include length of time it takes to initiate services, # of children placed out-of-circuit, wait lists)
  - b) Quality of services (indicators include number of accredited providers, caseload standards, complaints, grievance and appeals, critical incidents, runaways, staff vacancy/turnover rates, etc.)
  - c) Efficiency and effectiveness (indicators include tracking of costs by program area to determine whether resources are appropriately allocated/redirected, utilization data to determine total numbers served and patterns of use—with a preference for more children and families served with positive outcomes at the least restrictive levels of care, more in-home services paid for by previous out-of-home care resources, expansion of aftercare and prevention services, etc.)
11. Any significant variances in findings in all data collection domains are reported in the management meetings and at CQI monthly meetings.
12. Communities Connected *for Kids* ensures a comprehensive contract compliance system to effectively monitor adherence to DCF requirements and community standards of care. This effort includes qualitative and quantitative record reviews. Data is utilized in the quality assurance process of documenting case practice and performance.

#### Components of the Quality Management System

The quality management process is built on the following components:

1. *Quality Control* - narrow focus; the actual measurement and assessment of output to determine whether specifications are being met.
2. *Quality Assurance* - broader focus; any activity that impacts the maintenance of quality at the desired level. Refers to entire system of policies, procedures, and guidelines the project has established to achieve and maintain quality; extends from the design of services and processes through to the quality assessment of system outputs.
3. *Continuous Quality Improvement* - broadest focus; integrative management concept directed at continuous improvement in the quality of services by involving all levels and functions of Communities Connected *for Kids* and the overall system providers. Goal is to build in quality from the beginning by making quality everyone's concern and responsibility.
4. COA – Performance and Quality Improvement (PQI) – these standards encourage organizations to use data to identify areas of needed improvement and implement improvement plans in support of achieving performance targets, program goals, client satisfaction, and positive client outcomes.



5. *Consumer Handbook* – The Consumer Handbook is provided to youth and families which detail and include their consumer rights and responsibilities, civil rights, confidentiality of client information, HIPAA and the consumer grievance procedure.

Please refer to the *Quality Management/Performance and Quality Improvement Plan* for a detailed description of activities and procedures.

Approved: DocuSigned by: Carol Deloach  
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