

# CONTINUOUS QUALITY IMPROVEMENT IN CHILD WELFARE SERVICES

NORTHERN CALIFORNIA  
TRAINING ACADEMY

CENTER FOR SOCIAL  
SERVICES RESEARCH,  
UC BERKELEY

CHAPIN HALL AT THE  
UNIVERSITY OF  
CHICAGO

**UC DAVIS**  
**EXTENSION**  

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**CENTER FOR HUMAN SERVICES**



CONTINUING AND PROFESSIONAL EDUCATION

# CONTINUOUS QUALITY IMPROVEMENT IN CHILD WELFARE SERVICES

The Northern California Training Academy, in partnership with the Center for Social Services Research at the UC Berkeley School of Social Welfare and Chapin Hall at the University of Chicago, developed the Continuous Quality Improvement in Child Welfare Services series as a hybrid learning experience comprised of several interactive workbooks and video-based modules that focus on a number of topics that relate to the development of the CQI process.

Hosted at the CQI section of the Northern California Training Academy's Communities of Practice website, this series explores a number of topics related to CQI in child welfare. Each topic, or module, features video lecture and discussion supplemented by an interactive workbook specific to each topic.

## CQI Modules

### Module 1: Introduction to CQI

This self-paced module provides a brief introduction to CQI in the context of child welfare services.

### Module 2: Creating a CQI Culture

This module explores strategies for cultivating a CQI culture within a bureaucratic system that actively wants to adopt a CQI approach to program services.

### Module 3: The Denominator

This is the first of several modules which focus on the best practices in measurement and methods that are critical to supporting effective CQI.

### Module 4: Duration

This module related to measurement focuses more specifically on the correct approach to measure duration in a child welfare program.

### Module 5: The Window

The third module related to measurement focuses on skills and knowledge necessary to understand prospective change.

### Module 6: Qualitative Case Reviews

This module focuses on the qualitative analysis necessary to the CQI process and developing and conducting case reviews.

### Module 7: Evaluation

This module provides an overview of the different types of evaluations and provides some pointers for how to think about their design.

### Module 8: CQI in Action

The final module walks participants through the Plan-Do-Study-Act cycle using a specific example and employing the skills and methods discussed in previous modules.

## CQI Series Presenters

The CQI series features presentations by and conversations with statewide and national experts on CQI and child welfare data, including:

- Lily Alpert, Researcher, Chapin Hall at the University of Chicago
- Jennifer Haight, Senior Researcher, Chapin Hall at the University of Chicago
- Bridgette Lery, Planner, San Francisco Department of Human Services
- Brittany Orlebeke, Senior Researcher, Chapin Hall at the University of Chicago
- Peter Watson, Children, Youth and Families Director, Cutler Institute for Health and Social Policy
- Daniel Webster, Project Director, California Child Welfare Indicators Project, School of Social Welfare, UC Berkeley

## Watch the videos

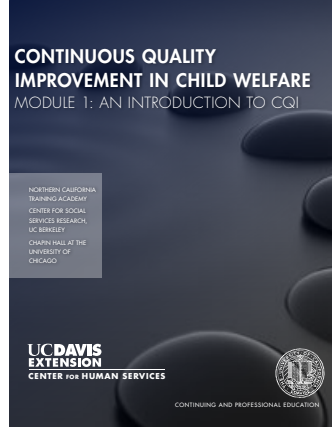
The CQI series videos are available at the Northern California Training Academy's Communities of Practice website. Go to [humanservices.ucdavis.edu/academy](http://humanservices.ucdavis.edu/academy) and select "Communities of Practice." You can also access the videos on the Center for Human Extension Services' official YouTube page. [youtube.com/user/ucdechs](http://youtube.com/user/ucdechs)



## Download the workbooks

Workbooks can be accessed in the Modules section of the CQI website. YouTube viewers can access the workbooks by following the links within each module's description.

[youtube.com/user/ucdechs](http://youtube.com/user/ucdechs)



## Earn a CQI Certificate of Completion

Each CQI module is followed by a brief survey. Participants who complete the survey for all eight CQI modules will receive a Certificate of Completion from the Northern California Training Academy.

## Attend an in-person training

Participants interested in further exploring many of the topics covered in the CQI series are encouraged to attend the Northern California Training Academy's *Advanced Analytics for Child Welfare Administration* course, which is offered periodically throughout the year. To check for the next offering of this course, visit the Northern California Training Academy website. A preview of the course is also available in the Resources section of the Academy's CQI website.

## For more information

Please contact the Northern California Training Academy at (530) 757-8725 or email [academy@ucdavis.edu](mailto:academy@ucdavis.edu)

## About the Center for Human Services

The Center for Human Services at UC Davis Extension began more than 35 years ago as a partnership between the University of California, Davis, and state government to address the needs of rural counties in developing skills for their social workers. Through professional training, consultation and research, the Center now works with human services organizations and professionals throughout California and across the nation.

### **NORTHERN CALIFORNIA TRAINING ACADEMY**

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