

1.3 Continuous Quality Improvement

Application: To All Department of Children's Services Employees and Contract Provider Employees

Authority: TCA 37-5-105 (3); 37-5-106; 37-5-112; 37-5-128

Standards: COA: PA-PQI 1, PA-AM3; **ACA:** 4-JCF-6A-11-12, 4-JCF-6A-15, 4-JCF 6D-02

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Glossary:

- ◆ Continuous Quality Improvement (CQI):
 - The complete process of identifying, describing, and analyzing strengths and problems and then testing, implementing, learning from, and revising solutions. It relies on an organizational culture that is proactive and supports continuous learning. CQI is firmly grounded in the overall mission, vision, and values of DCS.

Policy Statement:

The Department of Children's Services (DCS) promotes an environment that encourages open communication, information sharing, and team building among all employees through a centralized system of continuous quality improvement.

Purpose:

DCS maintains a Continuous Quality Improvement (CQI) process that includes all staff and stakeholders through a data and policy-driven framework that complies with best practice, federal, and accreditation standards.

Procedures:

A. Continuous Quality Improvement (CQI) Process

1. The Department will maintain a CQI process and plan that covers every program area within each of the Department's regions or statewide system. This process is achieved by effectively engaging staff and stakeholders in data-informed decisions that support the achievement of performance targets, program goals, individual and family

outcomes, process improvement, and staff and consumer satisfaction.

2. All staff have the opportunity to participate in the Department's CQI process as detailed in the [***Performance and Quality Improvement Program Guide***](#).
3. CQI meetings can include unit team meetings, CQI circles, or specialized workgroups. These meetings should utilize agency and other data available whenever engaging in problem-solving or engaging in discussions regarding outcomes for children and families.

Note: The Deputy Commissioner or Executive Director of Juvenile Justice will hold CQI meetings at least annually with the Youth Development Center (YDC) Superintendent to facilitate communication, establish policy, and ensure conformity to legal and fiscal requirements. For the YDC, regular CQI meetings between the Superintendent and key staff members are to be held at least monthly.

4. The Department will conduct an annual qualitative case review process on a sample of cases, evaluating for quality and effectiveness of services.

Forms:

[***CS-0945, Continuous Quality Improvement \(CQI\) and Data Quality Request***](#)

[***CS-0987, Meeting Minutes***](#)

Collateral Documents:

[***Performance and Quality Improvement Program Guide***](#)