

CQI STORYBOARD TITLE: Level Change Changes

Agency: C/BC Healthy Families

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1. AIM STATEMENT	2. PLAN	3. DO
<p>PDSA November 1st-2018 to June 1st 2019</p> <p>Title: Level Change Changes</p> <p>Leader: Sandi</p> <p>We have made changes to CE 4-2a</p> <p>We will compare consistency of visits at appropriate, assigned level in months prior to Nov 2018 and during a six month period (Nov 1 2018- June 1, 2019) and see if adjusting the flexibility and expectations of levels and when they can change and when they will be expected to change can influence participation.</p>	<p>Because some families who have been very successful in the program "drop out" in last year or so of services, we decided to use Level 4 more frequently and aim to keep people in program for successful graduation.</p> <p>Because some families struggle to participate at Level 1 because of work, school, and family schedules, we decided to offer Level 2 to any family interested who meet criteria at target child's six month birthday.</p> <p>We reviewed CE 4-2 A in our protocols. We changed Level 1 to end anywhere between target</p>	<p>Reviewed with families as discussed. Have used Level 4 three times. We use to rarely if ever use and if we did it was in the last six months of the program only.</p> <p>Have begun discussing Level 2 earlier and allowing transition not just for families who are "ahead" but also for families who find it more realistic to meet twice monthly than weekly.</p> <p>We have data from Caseload reports prior to changes to CE 4-2A in our protocol and we will review data after also from Caseload reports. We also have</p>

<p>We will also review feedback from families and home visitors as to whether they like the flexibility of moving to level 2 sooner if desired and using level 4 more frequently.</p>	<p>child's 6th and 9th month birthday. Prior, moving to Level 2 before 9th month was exceptional. We agreed to discuss with families and let them guide choice of when in those three months they would like to move to twice monthly visits from weekly. We reviewed using Level 4 more frequently. Agreed to discuss with families who are becoming independent and needing less intensive services.</p>	<p>gathered feedback from families and home visitors.</p>
<p>4. STUDY</p>	<p>5. ACT</p>	<p>6. FUTURE CQI</p>
<p>Data (Monthly Caseload Reports) were studied and feedback was gathered from home visitors and families who participated.</p> <p>Level 2 transitions have allowed families who were on creative outreach because of inability to meet weekly to instead move at six months to level 2 and be successful in completing expected visits. Two families studied</p>	<p>We initially were more direct in discussing this with families where we saw prior protocol as being an obstacle. We will put structure in place to make sure options for level changes including adding level 4 are discussed with all families if appropriate.</p> <p>This process is helping us structure recommended times to begin Level Change discussions.</p>	<p>We will continue with this CE 4-2A protocol change.</p> <p>We will implement structure in reflective supervision as well as possibly ticklers or reminders to discuss level changes at certain intervals allowing for flexibility as we want to keep our services best practice design for each family. We learned that sometimes when people are not meeting expectations, the expectations</p>

actually increased visits and explained feeling less pressure and more ability to plan.

While we don't currently have any families on level 4, we have had three families use level 4 and then graduate. These families may have left services early if monthly was the expectation. Two of these families were very successful throughout the program in engagement and meeting visits as expected and their lack of time for monthly visits was actually a reflection of their busy, productive lives and not "needing" that level of support. It was a positive to slowly move to graduation and have a successful completion vs. just "dropping out"

need to be adjusted. With some of our families that relief of pressure has helped increase their consistency in participation.