



Utah's Quality Improvement Committees

Utah's Quality Improvement Committees (QIC) were first outlined in the Performance Milestone Plan in May 1999 when Child and Family Services was under the jurisdiction of the federal court. This was due to a class action lawsuit brought by the National Center for Youth Law.

In the 2010 Utah Legislative Session, a bill was passed that formalized the QICs as being vital to the performance monitoring process of the Child Welfare System.



Organizational Structure

- ✦ Two types of committees exist: State and Regional
- ✦ Each committee strives through its membership to reflect the diversity seen in Utah's communities. There is great value in having foster parents and former consumers of Child and Family Services (parents and youth) serve as members of the committees.
- ✦ Each committee elects a citizen chairperson.
- ✦ Eight regional committees are currently chartered
- ✦ Child and Family Services staff arrange for the logistics of committee meetings

Roles of committee members:



- 🌟 Supporter
- 🌟 Advocate
- 🌟 Public and Media Relations
- 🌟 Reviewer and Educated Critic



QICs meet monthly to:

- ✦ Review trends and other relevant data
- ✦ Analyze data on qualitative case reviews, case process reviews, CFSR results and special studies
- ✦ Make recommendations for improvement
- ✦ Address media and public relations issues
- ✦ Advocate for children, youth, families, and DCFS staff



What do committees do?

- ✦ Each month, committees review information and data that measures Child and Family Services' performance and discuss systemic problems that affect children and families.
- ✦ QICs also serve as the citizen review panel for Child Protective Services (CPS). Funding for CPS citizen review panels comes from a federal grant. Committees review CPS issues at least once each quarter.
- ✦ It is the mission of committee members to be informed evaluators who will ask the hard questions and make recommendations to inform system improvement.

Benefits of Stakeholder Involvement through QIC

Recommendations

- Recommendations Process
- Examples of QIC recommendations and Child and Family Services responses

Increased feedback for Child and Family Services Review and PIP





Challenges

- ✘ Membership being diverse. Engaging consumers (both parents and youth)
- ✘ Membership being stable (have to continually engage and educate new members)
- ✘ Providing data and other information in a manageable amount that committees can use to analyze and formulate recommendations
- ✘ Individual committees are stronger than the entire statewide effort
- ✘ Keeping the flame of interest alive in committees over time
- ✘ Can't provide lunch as an incentive to come to meetings or use funds for employee recognition lunches