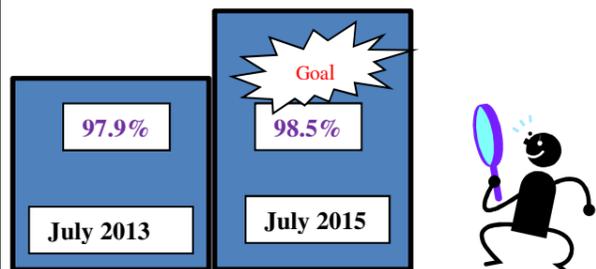


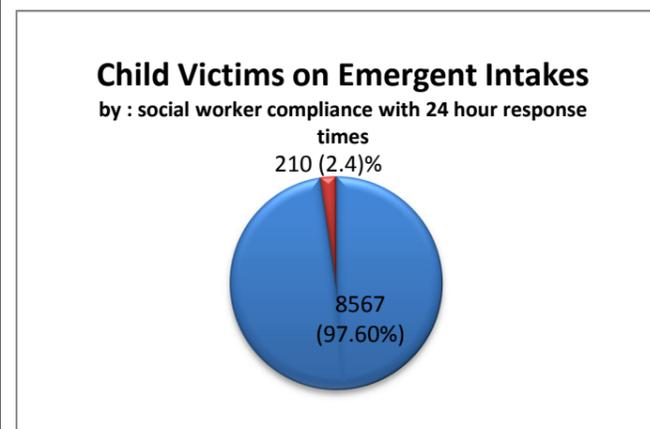
Clarify the Problem

The allegations in emergent intakes indicate that serious abuse or neglect has occurred or may occur. Children's Administration, in partnership with the Office of the Children and Family's Ombudsman will increase percentage of child victims in emergent Child Protective Services intakes seen by a social worker within 24 hours from 97.9% to 98.5% by 10/30/15.



Breakdown the Problem

Child Victims in many cases are being seen timely and/or extensions would be appropriate but data is not being captured. It is estimated that 25-50% of "non-compliant" emergent IFF's are non-compliant due to data entry errors.



Between December 2012 and November 2013, CPS social workers responded to Emergent intakes timely (and accurately documented) their response for 8567 child victims. There were 210 child victims who were either seen after 24 hours or for whom data entry errors occurred.

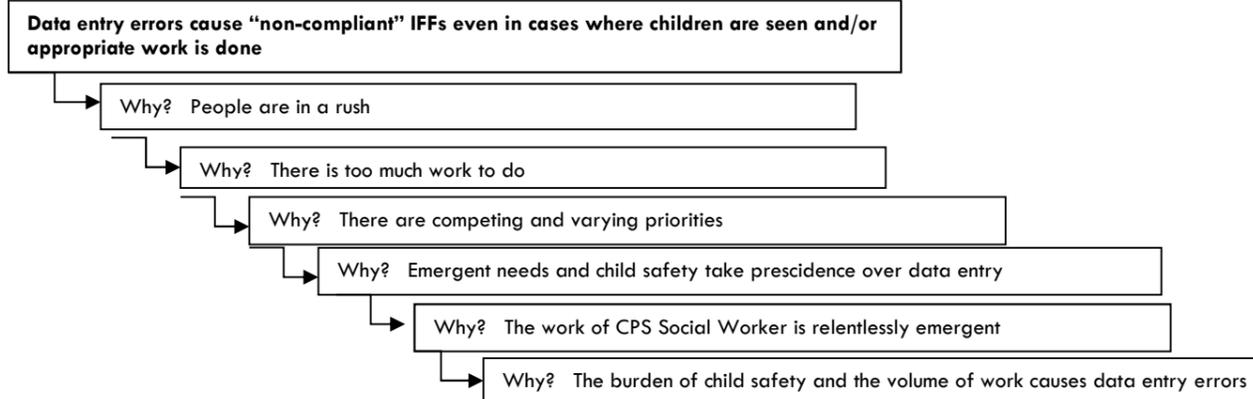
When children were seen late the following issues were often to blame:

1. Coordination/Communication between DCFS Staff was unsuccessful
2. Challenges occurred in coordination with Law Enforcement
3. Supervisors made errors in case assignments
4. Social workers misunderstood timelines
5. Intakes were assigned late

Target Setting

The goal of this workgroup is to increase the percentage of children seen and to increase the accuracy of documentation on emergent intakes from from 97.9 to 98.5% or 0.6% by increasing the average monthly compliance with this measure to 98.5 between July 1, 2014 and June 30, 2015.

Identify Root Cause



Identify Countermeasures

Root Cause	Proposed Countermeasure	Feasibility	Cost	Risk	Impact
Data Entry Errors	1. Protected time for documentation (example all social workers required to be in their seats for two hours daily for dumentation)	Low	Low	Low	High
Data Entry Errors	2. Designate a person to do all of a specific kind of data entry	Low	Low	High	High
Data Entry Errors	3. Team building to encourage teaming	High	High	Low	Low
Data Entry Errors	4. Designate a person to quality check and provide feedback on IFFs	Low	High	Low	High
Data Entry Errors	5. Supervisors use Famlink ticklers to manage unit IFF performance	High	Low	Low	Low
Data Entry Errors	6. Explore automated Famlink solutions that could assist including printing time due on front of intake	High	Low	Low	High
Data Entry Errors	7. Set up automatic subscription for all CPS Supervisors for weekly IFF compliance reports for their units (could be done at time of hire)	High	Low	Low	High
Data Entry Errors	8. Technology support in the field including netbooks and/or tablets to enter data while out in the field	Low	High	Low	High
Data Entry Errors	9. Training for social worker on extension and use of extensions and provide a visual tip sheet/cheat sheet for how-to's (extensions, exceptions, how to complete IFF)	High	Low	Low	High
Data Entry Errors	10. Identify particular problem workers, offices or units and support them with additional training/resources	High	Low	Low	Low
Data Entry Errors	11. In-depth qualitative analysis of all late Emergent responses to understand and improve performance.	High	Low	Low	High
Data Entry Errors	12. Review importance of data in every unit meeting	Low	Low	Low	Low
Data Entry Errors	13. Reviewing how to read intakes with all new workers	High	Low	Low	Low

Action Plan

ID#	Problem to be solved	Action Item	Lead	Team	Due Date	Status
6	Data entry problems	Explore Famlink automated solutions that could be set up on folks desktops including Printing date/time due on front of intake	Keli Drake	Phuong Chong and Skie M.	3/1/14	Ongoing
7	Data entry problems	Set up automatic subscription for supervisors for weekly IFF compliance reports for units (part of hiring request for CPS sups)	Lori VanClifford	Matt Shaw and Barb Gansberg	4/10/14	Ongoing
9	Data entry problems	Training for social worker on extension and use of extensions and provide a visual tip sheet/cheat sheet for how-to's (extensions, exceptions, how to complete IFF)	Meg Shugarts	Kelly Boyle and Sandra Jewell	2/15/14	Ongoing
12	Data entry problems	Workgroup to do an in-depth qualitative analysis of the missed IFFs	Barb Geiger	All	3/1/14	Ongoing

Evaluate Results Standardize , then Repeat