

OVERVIEW

CPM Quality, Outcomes, and System Improvement (QOSI)

When those involved in using or supporting a new practice understand the theory behind it and help develop the plan for implementing change, they are more invested in the work and achieve better outcomes. For this reason, the Quality, Outcomes, and System Improvement Development Circle (QOSI) drafted resources for engaging staff and partners in planning CPM change strategies, monitoring implementation, evaluating outcomes, and ultimately telling the story of CPM and its impact in the county.

CPM Theory of Change

As a beginning step, establishing a CPM Theory of Change (TOC) helps leadership, staff and partners anchor to the same CPM understanding and vision. By laying out long-term goals and the necessary pre-conditions to achieve those goals, a CPM TOC sets the stage for more detailed discussions about local implementation and the outcomes to be achieved. Here is a sample TOC (*adapted from Santa Clara County*) that counties may use or adapt to create a local CPM TOC.

Sample CPM Theory of Change

The following theory of change, together with a series of guiding principles, sets the foundation for our CPM practice approach with children and families.

IF families are empowered, respected, and connected to the intrinsic supports within their community through high quality CPM-driven services;

IF the family's values and culture guide the individualized interventions they receive from committed, ethical staff well-versed in trauma-informed services;

IF the responsibility for child safety and well-being is shared between our child welfare agency and the community;

IF California's county child welfare agencies and their partners co-create a supportive and engaging cross-system environment so that the CPM will be implemented with fidelity, and;

IF we continually measure our success and use CPM implementation and outcome data to improve practice and maximize positive results...

THEN we are more likely to ensure that children are safe and that families are stable and supported in the context of community to meet their children's needs. We are also more confident that our agencies, staff, and communities are optimally aligned to have the ongoing implementation supports in place to ensure better child and family well-being outcomes.

CPM Logic Modeling and Data

While a CPM TOC emphasizes the CPM intervention itself and how it will lead to change, outlining the local CPM implementation plan as a simple short-term logic model provides a concise picture of implementation efforts and the strategic thinking behind the plan. This can be an effective way of sharing the plan with staff and partners and encouraging them to consider how they can contribute to the plan's success. The concise layout of the logic model also highlights data that will be helpful in monitoring plan progress and ongoing decision-making about implementation and improvement. For counties interested in mapping their CPM implementation plan objectives with expected outputs and outcomes, a [tip sheet and template](#) are offered.

In working toward CPM fidelity and improved outcomes over time, additional resources may be helpful to counties as CPM partnerships are strengthened and later stages of implementation are reached. Several other QOSI materials are being considered for refinement and posting:

- A comprehensive CPM logic model framework that recognizes partnerships, agency/system supports, and fidelity practice as essential interconnected strands for strategic action to achieve locally-identified outcomes.
- Resources for engaging staff and partners in an interactive, outcomes-driven process of designing local CPM change strategies for collaborative support, sustained action, ongoing reflection and improvement, and shared accountability.
- Information and strategies for using timely, relevant, low-burden logic model data to manage implementation, make course corrections and improvements along the way, and evaluate progress toward desired outcomes.

QOSI materials are offered to spur local thinking and ideas for engaging staff and partners in a practical, streamlined approach to CPM quality, outcomes, and system improvement. Counties are encouraged to adapt the QOSI resources in any way needed to improve their fit and usability in moving CPM planning and implementation forward with local staff and partners.

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