

Quality/Success/Compliance Action Plan

May 2011

Steps	Who is involved	How will we know when it's done	When will we start	Target end date
1. Define success (and how to recognize and celebrate it) <ul style="list-style-type: none"> ▪ Identify “soft” qualitative data points in addition to “hard” qualitative data indicators (compliance indicators) 	Quality Work Group	We will have a written document that defines/describes what success looks like and lists the ways we will acknowledge and celebrate success within the Part C system	5/10/11	9/1/11
2. Review the existing family survey and determine how to best measure the required family outcomes <u>and</u> provide local systems with the family satisfaction information they want and need in order to inform local practices <ul style="list-style-type: none"> ▪ Consider family-friendly format; a second survey? 	Quality Work Group Possible resources: Batya Elbaum, staff at ODU	We will have reviewed the existing survey, considered alternatives and identified how we will: <ul style="list-style-type: none"> • continue to ensure the system can report valid and reliable data on the family outcomes, and • collect the data that local systems want and need in order to understand family satisfaction with local services and plan for improvements when needed 	9/1/11	12/1/11
3. Advocate for and provide input into a mechanism(s) for ongoing local system manager training, including continuing the annual leadership academy	Quality Work Group; Partnership (Deana, Cori)	There will be at least one new mechanism in place that provides ongoing training and/or support for local system managers	9/1/11	6/1/12
4. Identify the comprehensive training and support needs of new local system managers and mechanisms to deliver that training and support <ul style="list-style-type: none"> ▪ Consider a 1-year period of structured support for new LSMs ▪ Consider mentoring and whether there's a need to “train” on how to mentor a new LSM ▪ Include orientation to forms, calendar of 	Quality Work Group; Recent new LSMs; Partnership (Deana, Cori)	We will have a list of the types of support that new LSMs need (e.g., training, TA, mentoring, etc.); the topics/issues around which that support is needed; and how/when that support will be delivered and over what period of time	12/1/11	3/1/12

Steps	Who is involved	How will we know when it's done	When will we start	Target end date
due dates				
5. Streamline forms <ul style="list-style-type: none"> How does existing paperwork support or hinder quality Consider compliance requirements Recognize both Part C requirements and local agency paperwork requirements 	Quality Work Group in collaboration with other work groups formed on 4/1	We will have reviewed existing forms, considered alternatives, reviewed federal and state requirements associated with each form, and determined how the forms can be revised in order to reduce work load, stress and confusion for families and providers	Need to coordinate with other groups	TBD