

Agency Mission

The mission of Summit County Children Services is to excel in the investigation of reports of child abuse and neglect and in the delivery of culturally sensitive, collaborative protective services that provide children with a safe, nurturing and permanent home.

Agency Vision

Because of our strong commitment to protect abused, neglected, and dependent children and strengthen families, we will:

- *Seek to assure the safety of children*
- *Investigate needs with expediency and excellence*
- *Be vital and effective in our work*
- *Intervene only when necessary and only to the proper degree*
- *Believe that all children should grow up in their own family or another permanent home*
- *Serve and communicate well internally and externally*
- *Serve in teamwork with families, relatives, and our partner agencies in the community*
- *Invigorate a staff that is well trained, culturally competent, compassionate, focused on excellence and quality improvement*
- *Be fiscally responsible*



May 2009

Summit County Children Services
264 South Arlington Street
Akron, OH 44306-1399



CONTINUOUS QUALITY IMPROVEMENT (CQI)

Information for Stakeholders



Summit County Children Services is committed to Continuous Quality Improvement (CQI) to ensure the fulfillment of the Agency's mission to provide quality services to abused, neglected, and dependent children and their families in Summit County.

WHAT IS CQI?

WHAT IS THE PURPOSE OF CQI?

The purpose of CQI is to provide an integrated process of ongoing review, monitoring and reporting of program outcomes to ensure the provision of high quality services and accountability to agency consumers, stakeholders and our community.

WHAT ARE THE GOALS OF CQI?

- Provide an ongoing process of evaluation to assess the match between agency services and consumer needs
- Provide an ongoing process to continually improve SCCS' service delivery system



Questions? Have suggestions? Want additional information or copies of reports?

Contact CQI Chairpersons

Robin Freedman, 330-379-2111

Sushila Tripathy-Moore,
330-379-2087

or any CQI Committee Member

SCCS CQI COMMITTEE

WHAT IS A CQI COMMITTEE?

SCCS maintains a CQI Committee consisting of staff from all areas of the agency and from all staffing levels (Administration, Management, Line Social Worker) and two CQI Chairpersons. All members are appointed to the committee by the Executive Director.

The committee meets twice monthly to review and analyze data to identify trends, service and organizational outcomes and needs, and compliance with required standards. Minutes are written and available from all meetings.

The CQI Committee:

- Conducts ongoing reviews of agency data and reports
- Monitors activity and reports outcomes
- Facilitates change through action plans
- Facilitates ongoing communications through the agency regarding service quality

HOW DOES CQI INTERACT WITH OTHER AREAS OF THE AGENCY?

Each CQI committee member is designated as the CQI liaison for a specific Division or Department. In this capacity, committee members communicate CQI information to their respective department/division as well as to others throughout the agency. Committee members may also be responsible for the development, implementation, and monitoring of action plans for service improvement.

HOW IS CQI INFORMATION DISTRIBUTED?

SCCS is committed to the ongoing sharing of CQI information with staff, consumers, and stakeholders to improve service delivery. This occurs through such activities as:

- Minutes
- Action Plans
- Reports shared with staff and stakeholders and posted on the agency's website

WHAT ARE CQI FINDINGS USED FOR?

- Long and Short Term Planning
- Service Priorities
- Identification of services and operational strengths and opportunities for growth
- Grant proposals
- Procedural, Policy, Program or System Change
- Contribution to Professional Knowledge Base
- Community Education

