

Agency Mission

Summit County Children Services is committed to the safety, permanency and well-being of all children served, in partnership with families and the community.

Agency Vision

Because we believe in family preservation and that all children deserve a safe, stable and permanent home, we will:

- ⇒ Intervene only where necessary and only to the proper degree;
- ⇒ Assess the community's concerns of abuse and neglect focusing on safety, risk and family strengths;
- ⇒ Serve as partners with families and in teamwork with partner agencies in the community;
- ⇒ Actively engage families, and their extended families and supports, in the decision-making process;
- ⇒ Diligently work towards reunification when a child must be removed from home;
- ⇒ Seek permanent homes for all children who cannot safely return to their parent or guardian;
- ⇒ Remain mission-focused in our everyday work;
- ⇒ Recruit and maintain diverse staff committed to service all children and families;
- ⇒ Approach our work with integrity, ethics and compassion;
- ⇒ Be fiscally responsible.



August 2013

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

Sharon Geffken, 330-379-1989

Diana Zelasko, 330-379-1923

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 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 recommendation to senior leadership
- 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 participate in the development, implementation, and monitoring of service improvements.

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
- 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

