

**SECTION VI: QUALITY IMPROVEMENT PLAN  
QUALITY IMPROVEMENT PLAN WORKSHEET SUPPLEMENT**

Instructions: A separate worksheet should be completed for each deficiency identified in the assessment process.

<b>QUALITY IMPROVEMENT PLAN DETAILS</b>						
Condition No.	Quality Improvement Task	Responsible Party	Target Date	Self-Reporting Status		
				In Progress	Completed	Date
Governance: Organizational Structure	Add "Fiscal Agent" to either the By-Laws or Policy & Procedure Manual	CPMT	3/28/2017	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<b>04/25/2017</b>
<input type="checkbox"/> Please check if attachments are included.						
If quality improvement task is not complete, please explain:  The CPMT will decide at their March 28, 2017 meeting which document is most appropriate for this information and what roles and responsibilities we wish to list for this position.						

<b>QUALITY IMPROVEMENT PLAN APPROVAL</b>		
<b>Signature:</b> 	<b>Title:</b> Office on Youth Director	<b>Date:</b> 08/02/17
<b>Print Name:</b> Alisha Vines		

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Condition No.	Quality Improvement Task	Responsible Party	Target Date	Self-Reporting Status		
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Governance: Management Philosophy	Collect the Conflict of Interest Statements in a timely manner. This will be discussed with our main administration office to see how they collect them for other Boards and Commissions and implement the same procedure.	Office on Youth Director	0/31/17 Updated to 08/31/17	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="#">Click here to enter a date.</a>
	Currently minutes are taken at CPMT but not at FAPT. A conversation will be held with FAPT to discuss the importance of keeping minutes of the open session as well as when closed session is entered and exited.	Office on Youth Director, CSA Coordinator	03/15/15	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<input type="checkbox"/> Please check if attachments are included.						
If quality improvement task is not complete, please explain: A discussion will be held with the County Administration to decide a better way to ensure these are completed in a timely manner rather than having the responsibility fall completely on the CSA staff.						

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Condition No.	Quality Improvement Task	Responsible Party	Target Date	Self-Reporting Status		
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Governance: Monitoring	Work with our IT Department to develop a repository for all information that needs to be collected and accessible by CPMT members.	Office on Youth Director Orange County IT Dept.	06/30/17 Updated to 08/31/17	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Click here to enter a date.
<input type="checkbox"/> Please check if attachments are included.						
If quality improvement task is not complete, please explain: This will be an on-going discussion/research with our IT department to see what options we have available to us. The cost of adding anything will have an impact on what we can put in place.						

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Condition No.	Quality Improvement Task	Responsible Party	Target Date	Self-Reporting Status		
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Governance: Ethics And Internal Controls	One weakness noted was the need to address our Code of Ethics more often to ensure each member is aware of what is expected. CPMT to discuss at the next meeting on the best way to address this on a more regular basis.	CPMT	03/28/17	<input type="checkbox"/>	<input checked="" type="checkbox"/>	03/28/2017
	To address the concern of voting for cases (whether a member abstains or not), a check sheet has been developed to use at both FAPT and CPMT to vote on case plan approvals.	CPMT & FAPT Office on Youth Director CSA Coordinator	03/15/17 FAPT Mtg.  03/28/17 CPMT Mtg.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	03/28/2017
<input type="checkbox"/> Please check if attachments are included.						
If quality improvement task is not complete, please explain: Plan to complete at the March 28 CPMT meeting so the team can discuss the adding this to a new policy about risk management assessments.						

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Condition No.	Quality Improvement Task	Responsible Party	Target Date	Self-Reporting Status		
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Governance: Professional & Technical Competence	To address the quantity of work to staff ratio, we have requested a part-time staff member to assist in the administration of the Orange CSA Program.	Office on Youth Director, Orange County Administrator, Orange County Board of Supervisors	Approval 04/??/17; Employee Anticipated Start Date 07/01/17	<input type="checkbox"/>	<input checked="" type="checkbox"/>	07/01/17
	Work with Human Resources to reinstitute staff evaluations to identify staff yearly goals for improvement.	Office on Youth Director, Orange Human Resources Manager	Vary based on the hire date of staff	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<input type="checkbox"/> Please check if attachments are included.						
If quality improvement task is not complete, please explain: This position was requested during the annual budget cycle and will tentatively be approved in April to fill the position to start July 1, 2017.						

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Condition No.	Quality Improvement Task	Responsible Party	Target Date	Self-Reporting Status		
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Governance: Organizational Structure	Updating the structure of our current CSA Program by adding a new staff person to assist with program flow and operations.	Office on Youth Director, Orange County Administrator, Orange County Board of Supervisors	Approval 04/2017; Employee Anticipated Start Date 07/01/17	<input type="checkbox"/>	<input checked="" type="checkbox"/>	07/01/17
<input type="checkbox"/> Please check if attachments are included.						
If quality improvement task is not complete, please explain: This position was requested during the annual budget cycle and will tentatively be approved in April to fill the position to start July 1, 2017.						

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Condition No.	Quality Improvement Task	Responsible Party	Target Date	Self-Reporting Status		
				In Progress	Completed	Date
Governance: Assignment of Authority & Responsibility	It was discovered that the officers for the 2016-2017 year were not elected in July as they should have been. Elections will be held at the March 28 <sup>th</sup> meeting for the remainder of the year and elections for the new year will be held in July.	CPMT	03/28/17	<input type="checkbox"/>	<input checked="" type="checkbox"/>	03/28/2017
	The responsibilities will need to be reviewed and updated once the new position comes on board in July to ensure even distribution of duties.	Office on Youth Director CSA Coordinator	07/01/17 Updated to 10/31/17	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Please check if attachments are included.						
If quality improvement task is not complete, please explain: Officers will be elected for the remainder of the 2016-2017 year and then held in July for 2017-2018. The redistribution of duties is in progress and we plan to have that in place when the new staff is approved and able to start July 1, 2017. **Training of the new staff person is in-progress and duties will be distributed between the two staff by 10/31/17.						

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Condition No.	Quality Improvement Task	Responsible Party	Target Date	Self-Reporting Status		
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Governance: Control Activities for Fiscal Processes	Basic contingency plans are in place; however, the County has been developing a Continuity of Operations Plan to better prepare us for a situation of system interruption.	Office on Youth Director, CSA Coordinator, IT Dept., EMS Dept.	N/A - ongoing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Click here to enter a date.
<input type="checkbox"/> Please check if attachments are included.						
If quality improvement task is not complete, please explain: A follow-up meeting will be held to discuss the progress and what the Office on Youth needs to do to ensure plans are in place.						

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Condition No.	Quality Improvement Task	Responsible Party	Target Date	Self-Reporting Status		
				In Progress	Completed	Date Completed
Governance: Information and Communication	While minimum reporting is occurring, we feel this area can be improved but not at the current staffing levels. We intend to evenly distribute CSA duties once the new staff person is hired to enhance our reporting and reviewing statistics.	Office on Youth Director, CSA Coordinator, CPMT	08/31/17; updated to 10/31/17	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Click here to enter a date.
<input type="checkbox"/> Please check if attachments are included.						
If quality improvement task is not complete, please explain: The redistribution of duties is in progress and we plan to have that in place when the new staff is approved and able to start July 1, 2017. **Training of the new staff person is in-progress and duties will be distributed between the two staff by 10/31/17.						

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Condition No.	Quality Improvement Task	Responsible Party	Target Date	Self-Reporting Status		
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Governance: Monitoring	While basic performance measures are discussed in meetings, CPMT has begun discussing new performance measures we wish to review. These will be documented. It is anticipated that an intern will be placed with our program during the summer of 2017 to help reach the goals established. These reviews will continue to be discussed and reviewed more frequently once the new position is in place and duties are redistributed.	CPMT	08/31/17; updated to on-going as we did not receive the intern as originally anticipated	☒	☐	Click here to enter a date.
	A more formal process will be discussed regarding future QIP's along with a written procedure for notifying stakeholders regarding any noted deficiencies.	CPMT Office on Youth Director	06/30/17; Updated to 09/30/17	☒	☐	
<input type="checkbox"/> Please check if attachments are included.						
If quality improvement task is not complete, please explain: Some of these issues were discussed during the last CPMT meeting and will take time to put in place. CPMT will work toward accomplishing these goals as soon as possible.						

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Condition No.	Quality Improvement Task	Responsible Party	Target Date	Self-Reporting Status		
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Risk Management And Internal Controls	Develop a written policy to address timing of regular risk assessments by both teams. In addition, the policy will address reporting of said results as well as regularly addressing our team Code of Ethics.	CPMT	04/30/17	<input type="checkbox"/>	<input checked="" type="checkbox"/>	04/25/2017
<input type="checkbox"/> Please check if attachments are included.						
If quality improvement task is not complete, please explain: A discussion on making this into a policy will take place at the March 28 CPMT meeting to see what time frame will work for our team. A policy change must lay on the table for one month before a vote to accept can be made.						

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Condition No.	Quality Improvement Task	Responsible Party	Target Date	Self-Reporting Status		
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Training	Training plan established but not followed through with due to inadequate staffing and increasing caseload. Will address this with the new position being added to the program.	Office on Youth Director, CSA Coordinator	08/31/17	☒	☐	
	Ensure proper documentation of training and seminar attendance for CSA staff as well as stakeholder education.	Office on Youth Director, CSA Coordinator	On-going	☐	☒	07/01/17
<input type="checkbox"/> Please check if attachments are included.						
If quality improvement task is not complete, please explain: We will be sure to keep a folder or notebook of meetings, trainings, seminars, etc. to document attendance. We will work with other entities to ensure this is possible such as the Courts Best Practices Meetings, etc.						

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Condition No.	Quality Improvement Task	Responsible Party	Target Date	Self-Reporting Status		
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Compliance: CPMT Management  And UM/UR	To help facilitate conversations about long-term planning, review and update our Strategic Plan if needed. In addition, continue to participate in the annual GAP Survey and participate in the Regional CPMT meetings.	CPMT	Strategic Plan: 04/30/17: Updated to 08/31/17  All other aspects: on-going	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Due to minimum staffing and to ultimately enhance our review process and establish a better process, we will turn over our residential placements to OCS for UM/UR. This will allow us to work with OCS to develop a better process.	CSA Coordinator, CPMT	On-going	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	While we had an ICC guideline, we realized it was not incorporated into the policy manual and will work to establish it as a policy and not just a guideline.	CPMT	04/30/17	<input type="checkbox"/>	<input checked="" type="checkbox"/>	04/25/2017
<input type="checkbox"/> Please check if attachments are included.						
If quality improvement task is not complete, please explain: Originally, our Strategic Plan was for two years which should have been reviewed at the beginning of 2017. It, along with the ICC Guideline, will be distributed at the March 28 CPMT meeting and discussed for updates, changes, and approval at the April CPMT meeting.						

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Condition No.	Quality Improvement Task	Responsible Party	Target Date	Self-Reporting Status		
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Compliance: FAPT Management	Ensure Foster Parents are encouraged to participate in all aspects of treatment planning.	FAPT, CSA Coordinator	On-going	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter a date.
And Parental Contributions	Revamp the current parent financial responsibility process as upon review, it is not effective as paperwork is not being completed as needed.	Office on Youth Director and Office on Youth Administrative Assistant	06/30/17: Updated to 08/31/17	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Please check if attachments are included.						
If quality improvement task is not complete, please explain: On-going reminders about FULL family engagement will be given to Case Managers. The parental co-pay policy will need to be reviewed and discuss changes that need to be made and then the policy must be presented to CPMT for approval and lay on the table for a month before approval can be made.						

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Condition No.	Quality Improvement Task	Responsible Party	Target Date	Self-Reporting Status		
				In Progress	Completed	Date
Compliance: Family Engagement Planning	Ensuring family's needs are met based on their cultural needs. In the process of having key forms translated to Spanish due to the increase of this population in our locality.	Office on Youth Director, Vendor	On-going	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Click here to enter a date.
<input type="checkbox"/> Please check if attachments are included.						
If quality improvement task is not complete, please explain: This process will be on-going as the teams decide which documents are most vital to have translated and which forms can wait a little longer.						

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Condition No.	Quality Improvement Task	Responsible Party	Target Date	Self-Reporting Status		
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Compliance: Records Management	Ensuring necessary items are included in each youths file. Items noted as missing at the time of review included: <ul style="list-style-type: none"> <li>- Parent consent to release information</li> <li>- CANS assessment</li> <li>- Parent co-pay assessment</li> <li>- Vendor progress report (no payment had been made)</li> <li>- Internal UR sheets for related CPMT meeting</li> <li>- time frames for when treatment goals should be achieved.</li> </ul> **Some of these items were fixed upon request of information from Case Managers.	CSA Coordinator, Case Managers,	On-going training and reminders to be given regarding required elements of the files.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	06/01/17
<input type="checkbox"/> Please check if attachments are included.						
If quality improvement task is not complete, please explain: Issues will be addressed in upcoming FAPT/CPMT meetings as well as with vendors. The parental co-pay assessment will be addressed in updating the policy and procedure for this requirement.						

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<b>QUALITY IMPROVEMENT PLAN DETAILS – Self-Assessment Findings</b>						
Condition No.	Quality Improvement Task	Responsible Party	Target Date	Self-Reporting Status		
				In Progress	Completed	Date Completed
CPMT Membership	The Orange County CPMT will strive to maintain the required membership. **	CPMT, CPMT Chair	08/31/2017	<input type="checkbox"/>	<input checked="" type="checkbox"/>	**Submitted July 24, 2017 for approval at the next Board of Supervisors Meeting (see attached memo)
Statement of Economic Interest	SOEI forms will be distributed at the December meetings and will be due back to the CSA Coordinator at the January meeting to collect them in the timeframe required.	Parent Representative, Private Provider, CSA Coordinator, CPMT Chair	On-going	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CPMT Attendance	Discuss the control weaknesses found in this self-assessment in regards to membership absences. Develop a reporting procedure for the Board of Supervisors and County Administrator to keep them apprised of membership attendance.	CPMT Membership	Procedure to be determined by 08/31/17; attendance reporting will be on-going	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> Please check if attachments are included.						
If quality improvement task is not complete, please explain: **The Department of Health vacancy has been filled and the representative plans to attend their first meeting in August.						

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ORANGE COUNTY, VIRGINIA  
OFFICE ON YOUTH

ALISHA L. I. VINES  
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ADDRESS:  
146 MADISON ROAD  
SUITE 205  
ORANGE, VA 22960

**To: Orange County Board of Supervisors**

**From: Alisha Vines, Office on Youth Director**

**Through: Bryan David, County Administrator**

**Date: July 24, 2017**

**Subject: CSA – CPMT Member Appointments**

Due to recent resignations and previous retirements, the Orange County CPMT has two vacancies that need to be filled for the remainder of 2017. One position is the Department of Social Services Representative and the other is the Department of Health Representative, both of which are required by state mandate.

At this time, I would like to respectfully ask the Board to appoint the following individuals to the Orange CPMT.

<u>Entity</u>	<u>Representative</u>
Orange County Health Department	Wade Kartchner, MD, MPH
Orange County Dept. of Social Services	Jennifer Phillips, Family Services Supervisor

Please feel free to contact me with any questions you may have.

Cc: Letitia Douthit  
Orange CPMT

**Recommended Action:**

**Supervisor \_\_\_\_\_ made a motion, seconded by Supervisor \_\_\_\_\_, to appoint the above mentioned members to the Orange County CPMT for the remainder of 2017.**