



## Know Your CQI Team

Clint Hanes has been with DFS for the past 12 years. He brings with him a Bachelor's degree in Business Education from the University of Wyoming and a MSW from Colorado State University. He's married to his wonderful wife Melissa and has 3 children who keep him busy and entertained: Hailey (17), Joe (16) and Alexis (13).

"CQI is a perfect fit for me," Hanes said. "It gives the agency the opportunity to shine the spot light on all the wonderful casework happening everyday through Wyoming while working to become better. CQI is not only a federal directive but the perfect venue to share great casework practice while identifying areas of practice which can improve."

"Nobody is perfect and nobody does perfect casework. There are always areas which can be improved upon and there are always areas that are terrific! The value of looking at data is it shows the picture of what's happening and what we can do as a community to keep youth safe, get them to permanency faster while ensuring their well-being is cared for."

Hanes says he is grateful for the opportunity to work with the "Dream Team," as he calls it. "I get to work with experts from the field who share my same beliefs and work ethic. They are amazing."

Clint is the leader of the CQI Team. Check back here next time for a profile of another member!

## Roadmap to Success

CQI hit the road in September and October with site reviews in Eastern Shoshone, Lander, Riverton, Rock Springs and Casper. Starting any new process brings excitement as well as a fair share of worry to the offices the team enters. The hope is to bring attention to the great work being done in every DFS field office and share those items across the State, while also helping offices to identify areas needing improvement. CQI's next stop is Torrington and Wheatland November 18-20.

## Casework Tips and Tools

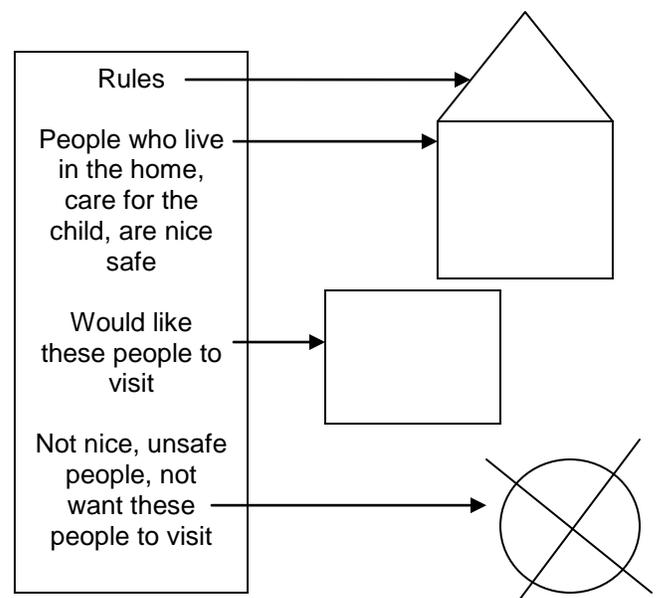
### Using Drawings to Engage Young Children in Safety Plans and Case Plans

Sometimes it is difficult to think of ways that younger children can be involved in case planning. One strategy is to encourage young children to draw with you and guide the discussion through your interactions.

Example: Draw the child's house while asking safety related questions such as:

- Who lives in your home?
- Who keeps you safe?
- Who takes care of you in your home?
- Is there anyone who is not safe who lives in your home?
- Is there anyone who is not nice in your home?
- What are the rules in your home?
- What should the rules be for your mom?
- What should the rules be for your dad?
- What are the rules to keep you safe?
- Who would you like to visit your home?
- Who should not be allowed to visit your home?

Sharing this drawing with the parents can help the parents to understand the child's view. Hearing directly from the child is a powerful way to understand family relationship. In the example below, the rules can be used to help develop a safety plan or case plan. The house, adapted from Sonja Parker of Aspirations Consultancy, can be attached to the safety plan or case plan to document the child being involved in the planning process.



## CQI Think Tank

Do all the children in the family need to be seen each month?

One important question to consider is whether all the children in a family need to be seen each month. The answer to this question is a resounding yes. Both the federal tool used for the initial CQI reviews and state policy state that all children in the family must be seen on a monthly basis.

Specifically, DFS Policy 1.2.1 states: “During monthly face-to-face visits with the child(ren)/youth and parent(s) or caretaker(s), safety shall be assessed and documented in narrative or on the monthly DFS Caseworker contact sheet with reference in narrative. The DFS caseworker shall assess the child(ren)/youth and parents or caretaker(s) behaviors, attitudes, motivates, emotions disabilities, level of functioning, protective capabilities, and/or situations which may pose a threat to the child(ren)/youth.”

Do you have a specific question about a practice issue? Wondering how your colleagues across the state handle a challenge? Have some advice for your fellow workers? Let us know your question or how you handle a situation, and we will pose it in our “Think Tank” section each month!

Next month’s topic: Getting the important information into the narrative

## WHY CQI?

The September 24<sup>th</sup> Supervisor Meeting included a discussion of the first three months of Supervisor case review results. Strengths as well as areas for improvement across the state were identified, and discussion centered on the issue of barriers and practice solutions to caseworkers meeting monthly with parents. The discussion will continue with attempting to identify specific tasks that can help make visits with parents happen more often. Ideas and suggestions? Contact your supervisor or your CQI team to contribute to the conversation. Your ideas could help others accomplish their goals!



## CQI Featured Worker

SHARI ROGERS

This month’s CQI Featured Worker comes from the Worland Office, Ms. Shari Rogers. Shari started her journey with DFS 20 years ago, and since then has worked to serve her clients with a smile on her face. She is knowledgeable in DFS policies and programs, and utilizes her local resources to both serve youth and the community.

One practice where Shari particularly excels is identifying and connecting youth with community service opportunities. For example, Shari adopted a highway and has done road clean up for about the last 15 years. Youth required to complete community service are able to assist Shari with highway clean-up. Additionally, Shari has her youth clean-up for community service at the school learning center after school, and Shari also partners with the local Humane Society for community service.

Shari, like the other folks in the Worland office, pitches in to help at the front desk when needed. She works for her clients and not applause, but recognition of Shari’s efforts is well-deserved.

“Be the change you want to see in the world.” -Gandhi