

Communicate and Prepare for Upcoming Review	
1)	Compile a snapshot of current LDSS performance available data. Request input from other CWCS/YDAPS Bureaus (i.e. fatality, DV, trafficked youth)
2)	"Hour 1 Meeting" meeting with PQI, O & M, RO, to discuss LDSS strengths, concerns and identify case review sample parameters
3)	RO informs LDSS of scheduled review
4)	Share details with LDSS via 30 min WebEx (Communicate review format, timeframe, sample, OCFS' liaison, etc.). Include LDSS, RO, PQI/O & M reps.
5)	Email case sample and case review instruments to LDSS
6)	Overview letter to LDSS Commissioner
Conduct Case Review (Gather Information Phase)	
1)	Case reviews/QC conducted with OMA/OSRI/FAR Tool. When additional info is needed, O & M contacts LDSS liaison directly.
2)	Safety concerns: If safety concerns are identified, OCFS Liaison contacts seeks input from supervision and RO. Meeting convened immediately.
OCFS Analysis (Analyze Information, Draft PIP Items)	
1)	"Hour 2 Meeting": Internal OCFS (RO, O & M, PQI) to draft PIP items. PQI Report draft (sloppy)
2)	Distribute draft PQI Report internally for review and comment
3)	Email report and appendices to LDSS, cc: ROD & Lead
4)	Communicate initial findings with LDSS, share PIP items, communicate PIP due date (on call: LDSS, RO, supervisors from O & M, PQI)
Develop Improvement Plan (PIP)	
1)	LDSS develops PIP (Regional flexibility in PIP development process with LDSS)
2)	RO forwards approved PIP to PQI. PQI uploads PIP and PQI Report to SharePoint
3)	PQI convenes bi-monthly call with county leads to share information about underlying factors, strategies, etc., for common PIP items
PIP Tracking	
1)	Regional Office, during regular LDSS/RO meetings. Ongoing until next PQI process (approx. 3 years)

PQI Executive Team	
To review annual, aggregate information (i.e.: quant, qual, underlying factors identified by counties) and ID any OCFS strategies to support improvement.	