

How to get involved:

Any youth ages 16-21 in foster/residential care, adopted, or transition age youth that have exited care are invited to participate in the CQI process.

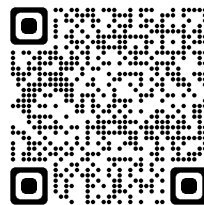
If you would like to be involved in CQI engagement groups, have ideas or questions you can contact Field Quality Branch Manager, Melinda Vise at melinda.vise@ky.gov.

Your voice is crucial to the CQI process in providing input and identifying areas of improvement.

<https://prd.webapps.chfs.ky.gov/kyrise/Home/VoicesoftheCommonwealth>



Youth Experience Survey
[Youth Experience Survey \(office.com\)](https://office.com)



Rights for Foster Youth > Foster Care Bill of Rights -
<https://prd.webapps.chfs.ky.gov/kyrise/home/YouthRights>

KENTUCKY

Youth Engagement

CQI

Frequently Asked Questions





Youth Engagement in Continuous Quality Improvement (CQI)?

Continuous Quality Improvement (CQI) is an ongoing process involving DCBS staff, clients/customers, and community partners (like you) providing feedback on how well DCBS has performed in providing services to children and families.

- We want you at the table because your input is valuable, and you can teach us a lot from sharing your lived experiences.
- Your voice can influence change that can improve the experience of families and children that we serve now and in the future.
- You can help us identify anything from a small issue in local or regional practice that we could resolve or something that needs action at the statewide level.
- We also want to hear your creative ideas on how to improve the experiences of youth in care, even if there isn't an issue but you have an idea of something that could make things better- this is a good place to share that as well.

What is a CQI Issue?

CQI is a process designed to improve quality by identifying issues and barriers that relate to safety, permanency and well-being. Your lived experiences and ideas along with supportive data can be used to examine trends and recognize opportunities for improvement. This process helps to develop action plans with your suggestions on how to reduce the barriers identified. Your voice in CQI is presented through engagement with the VOC and can result in policy and/or procedural changes.



How will I receive Feedback?

Timely response and feedback for advanced issues is crucial to the CQI process.

CQI Issues are vetted through the channels that will address the identified need most efficiently.

Resolutions and any updates to your CQI issues will be coordinated through the CQI Specialists (Field Quality Branch) to the designated VOC leader as well as identified youth serving on a CQI team.

“CQI is where my voice is heard, and changes can be made to our foster care system.”

- foster youth

What is Voices of the Commonwealth (VOC)?

The VOC is a diverse group of young people who come together to advocate for positive change for youth that are in state's care. Members of the VOC work closely with various people including DCBS staff, judges, CASA staff, state officials, private childcare agencies, educators and many more.

The VOC also works with current and former foster youth to develop strategies for a brighter future as well as to educate them about their rights, responsibilities, available resources, and the policies that effect their life.

The VOC have representatives from each service region that assist with regional/statewide CQI engagement groups in bringing their voice to the table and aiding CQI Specialists in quality improvement efforts for youth. The VOC youth in conjunction with CQI Specialists assist in facilitating CQI meetings, recruiting youth to participate, assist in creating the agenda/speaking topics, providing ice breakers, etc.

The VOC also assists with the CHFS KY RISE website that provides valuable independent living resources that include education, employment, essential documents, health, housing, and exit surveys.

The Transitional Services Branch partners with VOC and DSR to find resolutions to CQI issues identified by youth. When issues are identified at regional CQI meetings, the VOC presents those issues at the statewide VOC meeting where the Transitional Services

