

Chapter: Administration  
Subject: Performance and Quality Improvement  
Section: 1.7  
Page: 1 of 2  
COA Standard: PA-PQI 2, 5, 6; GLS 1.01; PDS 1.03, 1.04;  
AM 5.01  
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Nicholas Residential Treatment Center (NRTC) has a continuous and systematic plan for the operation of the quality improvement program for the facility. The Quality Improvement Plan shall be the standard that guides agency functions and service delivery; and applies to all programming and daily practices at the facility. The Court has established a Multi-Tiered System of Supports framework in each facility, thus NRTC has adopted this philosophy and has established committees to oversee the continuous quality improvement to ensure organization-wide ongoing quality assurance. NRTC understands the need to strategically monitor and assess its performance as defined by the agency's licensure and County performance indicators.

Montgomery County Juvenile Court and NRTC take seriously the job of protecting Ohio's children and recognize that there are areas where improvements are needed. As such, the following objectives have been identified:

1. Identify problem trends and gaps related to service delivery.
2. Provide information about the progress of our services as well as the needs to persons in the organization responsible for planning and programing.
3. Develop growth-oriented and corrective action plans that address problems which will effectively address problematic and/or ineffective practices within NTRC at the appropriate level of the organization.
4. Guide and support opportunities to improve service delivery through a process of case review, consumer satisfaction, performance indicator analysis and internal audits.
5. Ensure that youth and families served, workforce members, the Board and all NRTC stakeholders maintain inclusive involvement and active participation in the development of the Quality Improvement Plan as well as ongoing planning, evaluation and licensing.

To maintain the focus on achievement of positive outcomes for children and families, NRTC has continued to implement and plan concurrent initiatives. CW-PBIS established a framework of structure and organization of oversight that includes a Court Leadership Team (CLT) and NRTC's Building Leadership Team (BLT). The committees have been comprised both administrative and support staff from all areas of the Court, education and mental health departments. This committee advised NRTC regarding implementation our FW-MTSS, PQI operational procedure, qualitative case review and case record procedures and data management and review. The role of this CLT is to advise the BLT on the direction of child welfare/child care practice at the Court Wide level and participate

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on workgroups to create/revise policies to achieve the desired outcomes. The committee also reviewed and made recommendations for approval of the court wide behavioral data collection in the JCS. Our BLT takes these recommendations to help aid in the oversight and review of our facility procedures. The BLT also assists NRTC in securing oversight and compliance with our PQI.

Another step in the systematic approach to using data to drive decision-making is the initiation of monthly meetings of BLT staff to monitor NRTC’s youth data in regards to behavioral interventions, restraints, AWOLs, and PBIS standards. Staff will review and discuss the relationships between ODJFS policies, behavioral data, survey data indicators, and agency approved Quality Improvement Plans (QIP). NRTC regularly provides surveys to our stakeholders, staff, parents and youth. These discussions will be an initial step in building staff’s capacity to conduct data analysis and improve service deliver and overall outcomes.

## QUALITY IMPROVEMENT MODEL

