

2025 Plan-Do-Study-Act (PDSA) Collaborative on Improving Professional Collaboration

Application Packet

 **DUE DATE: Midnight, October 31, 2025**

Collaborative Facilitator: Jenny Fahy

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Collaborative Data Analyst: Kelly Smithback

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## Background and Overview

The Wisconsin Department of Children and Families (DCF) and the Wisconsin Child Welfare Professional Development System (WCWPDS) are offering a Plan-Do-Study-Act (PDSA) Collaborative on improving professional communication and collaboration between child welfare professionals (county and tribal Child Protective Services (CPS) and/or Youth Justice (YJ)) and behavioral health/human service professionals that provide substance use, mental health, and/or supportive services for individuals with developmental, physical, or emotional disabilities and/or needs.

Building collaboration across human services units in counties and tribes will improve the provision of effective services and treatment for families; it also supports the Family First Prevention Services Act and mission of keeping families and children together with in-home resources by investing in preventative services.

This Plan-Do-Study-Act (PDSA) Collaborative is a systematic approach to organizational improvement in which agency teams decide on change ideas they believe would improve their practice. They then test, measure changes, and share their experiences with other agencies to accelerate learning and identify and spread implementation of best practices. The PDSA Collaborative will offer opportunities for innovation and critical thinking in a focused environment. Agency and participant benefits include improving shared topical understanding, learning organizational improvement methods, empowerment of professionals’ voices in identifying and implementing practice changes, engaging in data-driven decision-making, and building connections between team members and across other agencies.

## MISSION

***The mission of this Plan-Do-Study-Act Collaborative is for child welfare and human services/behavioral health to enhance their collaboration resulting in the needs of children and families being better understood and services for children and families that are family-centered, strengths-based, streamlined, supportive and flexible. Collaborating partners will facilitate strong working relationships with agreed upon plans, so family/consumer needs are met timely.***

For more detailed information on the background and goals, please read the PDSA Collaborative Charter available at: <https://wcwpds.wisc.edu/plan-do-study-act-pdsa-collaborative/>.

## Expectations for Participation

An interested child welfare agency would recruit a team of PDSA participants that would agree to attend all PDSA Collaborative sessions over a 5–6-month period and to implement changes back at their respective units/agencies. For this PDSA, at the invitation of the applying child welfare agency, the team must include at least one supervisory representative and one or more direct service professionals from any of the following behavioral health/human service type programs or agencies:

* Children’s Long-Term Support
* Birth to 3 Program
* Behavioral Health (substance use/mental health)
* Comprehensive Community Services

**PDSA team membership requirements**

The team must at minimum include:

* At least one child welfare (CPS, YJ, ICW) supervisor,
* One or more child welfare direct service professionals (CPS, YJ, ICW),
* At least one supervisor from the behavioral health/human services agency program area targeted for collaboration, AND
* One or more direct service professionals from the behavioral health/human services agency program area targeted for collaboration.

As your agency identifies and recruits’ people to participate in the PDSA Collaborative, consider these criteria to help you identify PDSAteammembers. Team members should have some or several of these qualities:

* Have a desire to improve their own abilities and the outcomes for children and families,
* Be creative and innovative thinkers,
* Viewed as opinion leaders by their peers and colleagues,
* Champions of new ideas and learning techniques,
* Excellent interpersonal, facilitation, and listening skills,
* Open to new ideas and ways of doing things,
* Have a history of successfully adapting to change, and
* Are committed and proactive in implementing change.

**The entire PDSA Team will be required to:**

* Attend all planning sessions (four one-day in-person meetings, see schedule below)
* Participate in individual team technical assistance calls with facilitators (two 1-hour Zoom calls)
* Meet internally as a PDSA team to move forward plans (frequency of meetings determined by team, recommend every 3 weeks between sessions)
* Actively use the online collaborative online workspace,
* Test small changes and share the results of those tests with other agencies in the collaborative,
* Collect and share data metrics, and
* Remain consistent throughout the entire PDSA Collaborative.

**Tracking and Reporting Monthly Metrics**

Teams will be tracking and reporting on key measures. This will include surveys which will be analyzed by WCWPDS and returned to teams in summary reports, and a limited number of other key metrics. Teams will review their own progress on a regular basis and assess whether their changes are resulting in the progress they are hoping to see. PDSA Collaborative staff will provide technical assistance to each team to ensure that the data being collected is meaningful and useful to that individual team. The goal of tracking these data is to provide maximum usefulness with as little additional burden as possible on the part of the participating team.

**Cost and continuing education hours**

There are no WCWPDS training fees for participants in the PDSA Collaborative. Your agency will be responsible for travel costs to in-person planning sessions. Participants receive one continuing education hour for each hour spent in PDSA Collaborative planning sessions (approximately 21 total hours).

**PDSA Collaborative Key Dates**

***Informational Zoom Call on PDSA Collaborative (Optional)***

* Opportunity to ask any questions you have about the PDSA Collaborative or application.
	+ Wednesday, October 16 from 12pm - 1pm

Zoom link: <https://uwmadison.zoom.us/j/96993384237>

***Application Deadline***

* Deadline: Midnight, October 31, 2024
* Applications available at: [**https://wcwpds.wisc.edu/plan-do-study-act-pdsa-collaborative/**](https://wcwpds.wisc.edu/plan-do-study-act-pdsa-collaborative/)
* Email completed application to Jenny Fahy at jlfahy@wisc.edu (NO HARD COPIES ACCEPTED).

***Agency contact person notified of selection and scheduling next steps***

* No later than November 15, 2024

***Agency Leadership Chartering Meeting***

* Facilitators will meet with agency leadership to discuss and elaborate on the application materials to create a team charter. The team charter will include the agency’s hopes and reasons for participation, specify team members, determine team’s work scope and timeline, and expected outcomes/deliverables.
* One-hour Zoom call, to be scheduled via email (November or December 2024)

**2025 PDSA Collaborative Timeline**

**Applications due: October 31, 2024**

**Thursday, January 16, 2025, 9 AM – 3:30 PM, in-person in Madison, WI**

* PDSA Collaborative Planning Session 1 (one-day)

**Thursday, February 20, 2025, 9 AM – 3:30 PM, in-person in Madison, WI**

* PDSA Collaborative Planning Session 2 (one-day)

**Date/time TBD (early to mid-March), Zoom, 1-hour**

* One-hour individual Zoom technical assistance call between your PDSA team(s) and OPI facilitators to discuss implementation plans, barriers, and resources.

**Thursday, April 3, 2025, 9 AM – 3 PM, in-person in Madison, WI**

* PDSA Collaborative Planning Session 3 (one-day)

**Date/time TBD (end April-early May), Zoom, 1 ½ hours**

* One-hour individual Zoom technical assistance call between your PDSA team(s) and OPI facilitators to discuss implementation plans, barriers, and resources.

**Tuesday, May 20, 2025, 9 AM – 3 PM, in-person in Madison, WI**

* PDSA Collaborative Planning Session 4 (one-day)

**PDSA Collaborative Chartering Team Application**

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| Agency(ies) applying: |        |
| Director name: |        |
| Director email: |        |

***Application Instructions:***

The agency may choose to have the director/management or one or both PDSA team leads (i.e., the supervisor from CW and the supervisor from behavioral health/human services) complete this application. Please limit your response to 2-4 single-spaced pages in a minimum of 11 pt. font.

Completed applications must be submitted **by midnight on October 31, 2024.**

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|  Part 1. PDSA Team Information |
| **PDSA Team Co-Leader – Child Welfare** |
| **Who is the proposed day-to-day PDSA team leader from child welfare (CPS, ICW, YJ)? Please include name, title, and email contact information.**  |
| **PDSA Team – Co-leader Name:****Email:****Current Position Title:** |
| **PDSA Team Co-Leader – Human Services/Behavioral Health** |
| **Who is the proposed day-to-day PDSA team leader from human services or behavioral health? Please include name, title, and email contact information.**  |
| **PDSA Team – Co-leader Name:****Email:****Current Position Title:** |
| **PDSA Team Members**  |
| **Describe the remaining membership of the proposed PDSA Team (other than PDSA Team co-leaders). Copy and repeat below as necessary for all team members (minimum 2 staff (at least one CW, YJ, ICW and at least one human service/behavioral health professional, maximum of 8 staff total (excluding co-leaders) representing both systems).** |
| **PDSA Team Member #1 Name:****Email:****Current Position Title:****PDSA Team Member #2 Name:****Email:****Current Position Title:****PDSA Team Member #3 Name:****Email:****Current Position Title:** |
| Part 2. Agency and Staff Commitment  |
| 1. **A. Agency Goals for Participation**
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| **What does your agency hope to achieve by participating in this PDSA Collaborative on Improving Professional Collaboration? Include goals for the staff, the overall agency, and for the children and families you serve.**  |
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| **B. Agency Rationale for Work**  |
| **Why is this work important in your unique context and/or for your clients?** |
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| 1. **C. Leadership Support**
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| **How will you ensure agency leadership support? How will you ensure that your staff has the resources and time they need to do the work described in the participation expectations?** |
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| 1. **D. Barriers**
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| **What barriers to inter-system collaboration and communication exist? What has already been attempted to address these (if applicable)?** |
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| 1. **E. Boundaries**
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| **What is the decision-making scope of this work team? Is there anything that the work team cannot do/alter?** |
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