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California Department of Public Health



ARNOLD SCHWARZENEGGER
Governor

January 8, 2008

DV Policy Letter: DV 07-08/03

To:	Maternal, Child, and Adolescent Health/Office of Family Planning (MCAH/OFP) Battered Women Shelter Program (BWSP) Grantees
Subject:	Unserved/Underserved Training and Technical Assistance (UU/TAT) Continuous Quality Improvement (CQI) Implementation and Reporting Form

Purpose

The purpose of this letter is to initiate implementation of the CQI component of the U/U TAT Project. U/U TAT is the project whereby three (3) contractors provided training and technical assistance to increase BWSP grantees' capacity to serve three (3) priority populations: lesbian, gay, bisexual, transgender, questioning (LGBTQ); women with mental health and substance abuse (MH/SA) issues, and disabled/developmentally disabled (DDD) women. The CQI component is a process by which BWSP grantees will implement change and monitor progress using specific Measurable Performance Outcome Indicators (MPOI).

Background

As delineated in Health and Safety (H&S) Code Sections 124250-124251, the Battered Women's Protection Act of 1994 (BWPA) authorized MCAH/OFP to administer a grant program providing services to battered women and their children. The H&S Code further stipulates that the grant program include funding for services to underserved communities. To meet this directive the 2005 California State Budget Act appropriated:

...up to \$1,100,000 shall be used to address the needs of nontraditional users of domestic shelter services,

... by implementation of culturally specific and competent training and technical assistance enabling each shelter agency to improve its capability to provide services.

The U/U TAT Project involved a statewide Needs Assessment; Regional Trainings; individual and small group Technical Assistance, and now CQI.

CQI Implementation

Participation in the U/U TAT CQI component is mandatory for all BWSP grantees. The U/U TAT CQI component includes the following:

- Webinar Training on January 10, 2008. A copy of the webinar training module will be available at www.SafeNetwork.net.
- U/U TAT – CQI Guidance Manual (also available at www.SafeNetwork.net).
- Four (4) Measurable Performance Outcome Indicators (MPOI): 1. Numbers of U/U clients served; 2. Types and numbers of referrals for related services/providers; 3. Types and numbers of agency partnerships/linkages; and 4. Types and numbers of physical plant/equipment modifications.
- Each BWSP grantee must collect data on a minimum of one (1) of the four (4) MPOI for each U/U TAT priority population (LGBTQ, MH/SA, and DDD).
- MPOI data for the three (3) priority populations must be reported to MCAH/OFP as part of the 2007-2008 Data Reporting. The first data for the U/U MPOI will be included with the January – June 2008 Data Report that is due July 31, 2008. Each BWSP grantee will maintain the same MPOIs for the remainder of the U/U TAT Project; June 30, 2009.
- Reporting Form - A new table for reporting the U/U MPOI can be found by clicking the second tab of the new **Data Reporting and UU MPOI 2007-08** form (enclosure). The form may be accessed at www.SafeNetwork.net. **MPOI #2 requires collection of crisis line calls**. This is the only MPOI to do so.
- Instructions for Table 1 (Clients by Age and Race/Ethnicity) and Table 2 (Temporary Restraining Orders and Safety Plans) remain the same.

For further technical assistance on U/U TAT CQI implementation and MPOI data collection, please contact the UU/TAT Project contractors:

- California Partnership to End Domestic Violence (LGBTQ)
Project Contact: Tara Shabazz
tara@cpedv.org
(916) 444-7163
- Marin Abused Women's Services (DDD)
Project Contact: Robin Christensen
rchristensen@maws.org
(415) 457-2464

- ONTRACK (MH/SA)
Project Contact: Gabriella Grant
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(916) 498-0500

Please retain a copy of this letter for audit and administrative review process. If you have any questions regarding this policy letter, please contact your Program Consultant.

Sincerely,



Stephanie Roberson, Chief
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Enclosure

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