

CHILD AND FAMILY SERVICES REVIEW

Agency's Self Survey

In preparation for the review of your agency's Child and Family Services Review, please prepare your agency's Self Survey responding to information outlined below. Your Agency's Self-Survey will be incorporated into the final Child and Family Services Review Report prepared by the Division. This information will assist you in evaluating outcome achievement. Please respond to each question in the appropriate box and briefly describe or attach any explanations as needed. It is not necessary to submit copies of written policies unless otherwise requested.

- A. Performance-Based Data – Please review the most recent performance data on your agency from the following sources. Comment on any issues or trends that you can identify from this data and briefly describe what you think these data mean for your county. Please describe how your agency ensures data is entered accurately and timely and how your agency analyzes and uses these data on an ongoing basis.
- County Experiences
<http://ssw.unc.edu/cw/>
 - Central Registry Statistics
 - Key Indicators Report (CYA 600-1)
 - PQA Data available on XPTR (formally RMDS)
 - MRS Data in Data Warehouse
 - Any other county or state reports
- B. Strengths – Please describe what you believe are the particular strengths in your agency's Children's Services Programs. Include information about any significant changes in your programs or service delivery since the last review. If your county was required to do a Program Improvement Plan as a result of the last review and you have successfully completed your planned improvements, you may want to include a discussion about your outcomes and changes.
- C. Areas Needing Improvement – Please describe what you believe are areas needing improvement in your agency, including any strategies that you have in place to achieve improvements. Please identify the kinds of assistance that you would like to have provided from the Division. If your agency remains in Program Improvement Status from the last review, please describe any remaining issues.

In your assessment of strengths/areas needing improvement, you should evaluate your county's performance on North Carolina's practice model, Multiple Response System.

- Collaboration between the Work First Family Assistance and child welfare programs.
- A Strengths-based Structured Intake process.

- A choice of two approaches to reports of child abuse, neglect or dependency.
- Coordination between law enforcement agencies and child protective services for the investigative assessment approach.
- A redesign of in-home services.
- Implementation of child and family team meetings.
- Implementation of shared parenting.

D. Community Issues – Please describe any issues present in your community, including agency turnover, employment, resources, special projects or special community concerns that have had an impact on agency operation in Children’s Services. An assessment of your agency’s performance around System of Care principles is needed.

• **Interagency Collaboration** Describe interagency work you are participating in or leading with courts, schools, law enforcement, other child-serving agencies. How recent is your MOA with law enforcement regarding Drug Endangered Children? Is your agency participating in local collaboratives?

• **Individualized Strengths-based Care** What are you doing to ensure that service agreements and visitation plans are tailored to meet the unique needs of children and families? What efforts are occurring to prevent entry into out-of-home care? Do service agreements maximize all natural supports within the family’s community?

• **Cultural Competence** How reflective is your agency workforce of the population of clients you serve? Is leadership committed to the cultural competence effort, especially regarding racial disproportionality? What is your plan to address cultural competency?

• **Accountability to Results** How does your agency use data to evaluate social work performance? How does your agency communicate outcomes internally with staff and externally with community partners, media?

• **Child and Family Partnership** How does your agency ensure that children, youth and families are engaged in case planning? Detail your efforts to involve children/youth/families in the development of agency plans, CCPT, etc.) Detail your efforts to engage youth in the LINKS program as well as foster and adoptive parents.)

• **Community-based Services & Supports** Describe the range of services and supports available in your community. Are staff trained in maximizing informal supports for children and families? Is the family routinely seen as one of the child’s major resources? Describe placement resources in your community? Do you have adequate mental health, substance abuse, domestic violence services?

		YES	NO
1	Does your community currently have an operational and functioning Community Child Protection Team that operates according to state law and policy and that includes a broad-based membership? If not, please explain.	_____	_____
2	Are the work schedules of staff sufficiently flexible to meet client needs? Briefly describe how after hours services are provided and how staff is available to respond to cases.	_____	_____
3	Does your agency have specific written procedures for receiving CPS reports and for providing after hours supervisory support for decision making 24 hours a day? If not, please explain.	_____	_____
4	Have your social work supervisors and social work staff who are responsible for any child welfare duties completed training required by State Law and the Division of Social Services? If not, please document the reasons.	_____	_____
5	How many vacancies existed in Children's Services during the review period? Document any issues with staff recruitment/retention.	_____	_____
6	Does the agency have access to sufficient attorney time in order to accomplish effective delivery of children's services? Please describe the legal services available to you.	_____	_____
7	Does your agency make post-adoption services available to every adoptive family as appropriate? If not, please explain.	_____	_____
8	Has an Intensive Child Fatality Review, facilitated by the state child fatality reviewers been conducted in your county since the last CFJR? If so, please attach your county's action plan as a result of this review.	_____	_____
9	Do you have children under age 6 in group care? If yes, please explain.	_____	_____
	Do you have children under age 12 in group care? If yes, please explain.	_____	_____