



Child & Family Services Review

WHERE ARE WE?

JULY 26, 2017

10 OSRI
Counties
aka
10 Pilot
Counties

- BUNCOMBE
- CRAVEN
- CUMBERLAND
- DURHAM
- HOKE
- MECKLENBURG
- PITT
- SCOTLAND
- WAKE
- WILSON

Goal 1: Strategy 1

Revise Policy & Practices

Review, assess, and revise the current policies and practices including, but not limited to, frequency, consistency, quality and documentation of:

- ▶ timely initiations of child protective services
- ▶ risk assessments that inform safety plans and services
- ▶ concerted efforts to:
 - ▶ assess the needs of children, parents and foster parents
 - ▶ identify necessary services to adequately address issues relevant to agency's involvement
 - ▶ identify necessary services to achieve case goals
 - ▶ secure and provide appropriate services (including educational, physical, dental and mental health services)
- ▶ meaningful engagement of children, parents and foster parents in the development and ongoing implementation of case plans
- ▶ concerted efforts to promote and support positive relationships between children and parents
- ▶ meaningful engagement of children, parents and foster parents in the development of timely and appropriate permanency goals
- ▶ concerted efforts to achieve permanency goals and promote placement stability
- ▶ child, family, siblings and caseworker visits that reinforce the continuity and connections of family relationships
- ▶ case decision making including case closures



Goal 1: Strategy 1

Revise Policy & Practices

Assess and develop capacity
for implementation of the
revised policies and practices
in the 10 OSRI counties



Goal 1: Strategy 1

Revise Policy & Practices

Publish the revised manuals governing child welfare policies and practices



Implement the revised policies, practices and training in the 10 OSRI counties

Goal 1: Strategy 2

Training Systems

- ▶ Identify key competencies for the revised policies & practices
- ▶ Compare key competencies for initial & ongoing training
- ▶ Revise the training curricula & delivery methodology to ensure staff have the basic skills necessary to do their work



Goal 1: Strategy 2 Training Systems

- ▶ Develop a series of “in-service” trainings to be used by county supervisors and training divisions to reinforce consistent implementation of the revised policies and practices



Goal 1: Strategy 3

Supervisor Academy

Identify the supervisor competencies necessary to support the consistent implementation of the revised policies and practices



Develop the supervisor academy based on identified competencies

Supervisor Academy

NUTS AND BOLTS, CHILD WELFARE SUPERVISION

- PRACTICAL SKILL-BUILDING EXERCISES
- POLICY-BASED PRACTICE OPPORTUNITIES
- MOVE SUPERVISORS BEYOND THE BASICS OF SUPERVISION

USING DATA TO IMPROVE AGENCY PRACTICE AND PERFORMANCE

- IMPROVING PRACTICE AND PERFORMANCE USING DATA WITHIN A COUNTY CHILD WELFARE AGENCY
- UNDERSTAND HOW TO USE THE SIX-STEP CQI WITH TEAMS

USING DATA TO IMPROVE PRACTICE AND PERFORMANCE-COMMUNITY PARTNERSHIPS

- IMPROVING PRACTICE AND PERFORMANCE OUTSIDE OF THE AGENCY THROUGH DATA SHARING WITH COMMUNITY PARTNERSHIPS
- IDENTIFY A COMMUNITY PARTNER(S) THAT IS ESSENTIAL TO SHARE RESPONSIBILITY FOR IMPROVING OUTCOMES WITH CHILDREN AND FAMILIES
- UNDERSTAND HOW TO USE THE SIX-STEP CQI PROCESS TO FACILITATE COLLABORATIVE MEETINGS WITH COMMUNITY PARTNERS

Goal 1: Strategy 3 Supervisor Academy

- ▶ Randomly select supervisors from the 10 OSRI counties to participate
- ▶ Must have completed the prerequisite course “Introduction to Supervision”



Goal 1: Strategy 3 Supervisor Academy

- ▶ Implement the supervisor academy beginning with the first cohort of supervisors from the 10 OSRI counties

COMING
SOON!

Goal 1: Strategy 4 Technical Assistance

Assess

Assess the current model to support the consistent implementation of the revised policies and practices



Revise

Revise the model to counties based on the assessment



Document

Document the revised North Carolina technical assistance to counties model

Goal 1: Strategy 4 Technical Assistance

- ▶ Implement the revised technical assistance model beginning in the 10 OSRI counties

COMING
SOON!

Goal 2: Strategy 1 Quality Assurance

- ▶ Statewide communication regarding Quality Assurance
- ▶ On-demand course is now available
- ▶ Ongoing case reviews



Goal 4: Strategy 2

Diligent Recruitment & Retention

Develop a more strategic state-level diligent recruitment plan that can be utilized at both the state and local level



Communicate the improved diligent recruitment plan to all county departments of social services and private child placing agencies

Goal 4: Strategy 2

Diligent Recruitment & Retention

Identify or develop tools that support ongoing data analysis related to diligent recruitment planning, implementation, and monitoring

(at state and county levels and for private agency partners)



State staff will:

- ▶ implement key strategies in the improved diligent recruitment plan
- ▶ provide technical assistance to counties to recruit families who reflect the diversity of children served by the foster care program and who can meet their physical, mental and behavioral needs

Case Review Data

Safety Outcome 1:

Children are first & foremost protected from abuse and neglect.

Item	Rating
1. Timeliness of initiating reports	80%

Case Review Data

Safety Outcome 2:

Children are safely maintained in their homes whenever possible & appropriate.

Item	Rating
2. Services to family to protect children in the home or prevent re-entry into foster care	50%
3. Risk & Safety Assessment and Management	50%

Case Review Data

Permanency Outcome 1:

Children have permanency & stability in their living situations.

Item	Rating
4. Stability of placement	75%
5. Permanency goal	50%
6. Achieving reunification, guardianship, adoption, or another planned permanent living arrangement	25%

Case Review Data

Permanency Outcome 2:

The continuity of family relationships & connections is preserved for children.

Item	Rating
7. Placement with siblings	100%
8. Visiting with parents & siblings in foster care	25%
9. Preserving connections	83%
10. Relative placement	50%
11. Relationship of child in care with parents	38%

Case Review Data

Well-Being Outcome 1:

Families have enhanced capacity to provide for their

Item	Rating
12. Needs & services of child, parent, & foster parents	46%
12a. Needs assessment & services to children	75%
12b. Needs assessment & services to parents	35%
12c. Needs assessment & services to foster parents	90%
13. Child & family involvement in case planning	48%
14. Caseworker visits with child	58%
15. Caseworker visits with parents	42%

Case Review Data

Well-Being Outcome 2:

Children receive appropriate services to meet their educational needs.

Item	Rating
16. Educational needs of the child	88%

Case Review Data

Well-Being Outcome 3:

Children receive adequate services to meet their physical and mental health needs.

Item	Rating
17. Physical health of the child	75%
18. Mental/behavioral health of the child	84%



Questions?



For more information, contact:

Arlette Lambert, MSW
CFSR Coordinator
(919) 527-6345
arlette.lambert@dhhs.nc.gov