



## *Child Welfare Program Evaluations*

Update on Progress and Planning  
for CW Monitoring



## *Background*



- Nine staff Team created by the General Assembly in 2014 to monitor county child welfare agencies
- To fulfill the purpose, the mission is to put in place a process to review county CW programs for adherence to law, rule, policy, and best practice to develop county baselines in order to measure improvement.
- All 100 counties will have a program development plan to address findings in the program evaluations
- In developing the process, lessons from past efforts were evaluated and applied



# *Mechanics of the process*



- The process depends heavily on county staff collaboration in reviewing records and data to identify areas needing to be addressed
- Record review and data organizing tools have been developed based upon policy and best practice
- It is not about:
  - scores, but baselines to measure improvement
  - what has not been done, but about creating agency cultures that value accountability in providing the best services to achieve child safety, permanence and well being in NC

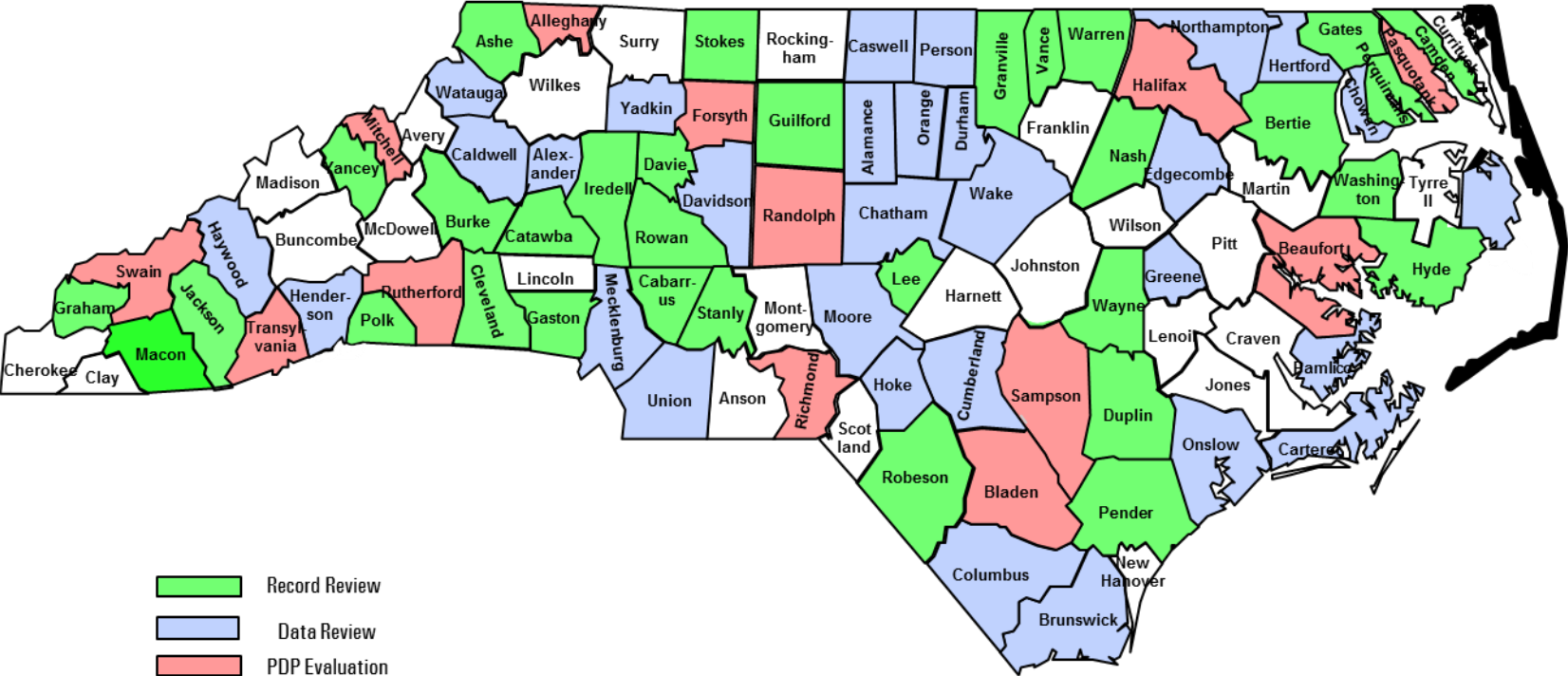


# *Progress to Date*

- The Monitoring Team has been to 77 counties to date
  - 47 counties with record reviews
  - 30 counties completing data reviews of programs
- There have been 13 counties with whom the Monitoring Team has completed progress reviews on Program Development Plans
- All 100 counties will have a data or record review by June 30, 2016



# Where the Team Has Been





# *What Effective County Programs Have*



- A clear understanding through the staff that cases are agency cases requiring agency decisions
- Have a clear supervisory model and expectations
- Staff who have completed job specific training
- Use of data to track caseloads and work
- Clear expectations on documentation and record management, including use of state forms without modification



# *What Struggling County Programs Have*



- Inconsistent supervision
- Lack of a clear means of staffing cases
- Supervisors who carry cases
- A lack of attention to data
- Nebulous or non-existent practice protocols and processes
- An absence of a means to hold staff accountable for performance



## *Specific Problematic Practice Areas*

- Contacts to assure safety
- Use of safety resources
- Initiation or documentation of diligent efforts
- Checking with collaterals
- Assessments not completed timely
- Length of time In Home cases are open without clear plans
- Keeping care providers informed in foster care cases





# *Future Planning*



- Beginning July 1, 2016, program evaluations including a case review will be conducted annually.
- Program Development Plans will be formally reviewed by the Monitoring Team 6 months after the evaluation
- Links between the OSRI (the CF SR tool) and the monitoring will be outlined
- Aggregate outcomes from the program evaluations will be posted for review



# *Feedback*



- To support and model a continuous quality improvement system (CQI), there is a mechanism for county staff to provide comments and feedback
- From feedback we have learned the evaluation process:
  - has been identified as a good learning experience for county staffs,
  - has reinforced county management guidance and direction, and,
  - has give county leadership feedback on how programs are actually functioning



# *Thank You!*

- We appreciate the spirit of collaboration with county staffs in completing the reviews and processing the data to produce the best results for children and their families
- Also a special thank you to all those county staff who have given feedback on the process and critique of the evaluation tools





# *Questions?*

