

Beaufort County Department of Social Services

Pre-Monitoring Thoughts/Expectations

- Concern about what the process would be like
- Fearful that this experience was going to be akin the CFSR
- BCDSS had already identified some issues from the CW Data course
- Conference call to discuss process
- Trepidation that we would be reviewing 57 cases over 3 days
- Benefited the process that we have a paperless Northwoods system
- Prepared the agency for the process by giving workers and supervisors information
- Workers and supervisors would participate in the process
- Identified some issues in the process of preparing

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Monitoring Experience

- Entrance conference
- Felt like a partnership, not adversarial
- Workers and supervisors worked along the state representatives to review the cases
- Large sample of current cases
- Data compiled into a spreadsheet
- Exit conference that Jeff Olson attended
- Identified issues not just with workers but also with supervisors and managers
- Information given straight from state representatives mouth to the worker audience

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Immediate results, things you learned

- Met with staff to debrief
- Impressed with the impact just hearing things from state representatives had on staff
- Helpful for staff to have validation of the positive to receive and embrace the areas that need work
- Immediately worked to change practice
- Did not wait for the finalization of the Program Development Plan
- Practice shift needed to be on all levels to have lasting change

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Changes in response to PDP and review

- Our process to craft PDP was in depth and felt respected as a process on both ends
- Because we were one of the first, we had to adjust to changes in the format
- Review of PDP with units and child welfare section important
- Change in Leading By Results Goal to provide emphasis around timely completion of assessments
- Workers are taking this much more seriously as the result of this review
- Tailored trainings as a result of the PDP
- Support from the state is needed and desired
- Would like acknowledgement of goals met on the PDP document