

# Social Services & Child Welfare Reform Plans

The Center for the Support of Families (CSF)

Vernon Drew, President



Center <sup>for</sup> the Support  
of Families

## Who we are

- **Center for the Support of Families:** Nationwide leader in consulting and program redesign for human services agencies
- **Westat:** Research firm specializing in serving federal and local government agencies

# Our Leadership Team



Vernon Drew, President,  
Project Director



Kathy Sokolik, Vice  
President; Project  
Manager



Barry Blackburn, MSW,  
Social Services Reform  
Team Lead



Will Hornsby MSW, VP Child  
Welfare



Elizabeth Black MSW, Child  
Welfare Reform Team Lead



Joan Nelson-Phillips MSW,  
Child Welfare Lead

# National Experts



Robert Doar, Morgridge Fellow in Poverty Studies at the American Enterprise Institute; former commissioner of Human Resources Administration for New York City



Karen Baynes-Dunning, former juvenile court judge and Associate Director for Governmental Services and Research, University of Georgia

## National Experts



Amelia Franck Meyer, subject matter expert in the areas of organizational culture in child welfare agencies, human impact of childhood trauma throughout the lifespan



Terry Shaw, specialist in leveraging existing administrative data systems to improve policy and practice in programs serving children

# Phase 1: Preliminary Plans

## Social Services Reform Plan

Reform state supervision and accountability for the social services system, including:

- Child Welfare
- Adult Protective Services
- Child Support
- Public Assistance

## Child Welfare Reform Plan

Assess & make recommendations for:

- Child protective services
- Preventive and in-home services
- Child fatality oversight
- Placement of children
- Service provision to achieve reunification
- Efforts to achieve permanency
- Provision of health care, mental health and educational services
- Services provided to older youth
- Child welfare practice and implementation

# Social Services System Transparency and Wellness Dashboard

Steps in developing the dashboard include:

- Assessing the current social service system metrics
- Identifying critical performance metrics for
  - Front line staff
  - State and local managers
  - Stakeholders
- Recommending specific prototype dashboards
- Creating and deploying the dashboard

# Work Underway

- Guided by and building on work/decisions of the Social Services Working Group
- Collecting and analyzing available administrative data, including
  - Organizational structures
  - Staffing levels
  - Required qualifications of key staff
  - Salary ranges
- Planning for upcoming data requests, focus groups, and other data collection efforts
- Searching for models and successes in other states that are state supervised and county administered like North Carolina
- Developing preliminary dashboard design



## How Counties Can Help Us

- Completing surveys that will be coming your way on
  - Structure of social services programs
  - Staffing and job classifications
  - Organization charts
- Participating in focus groups (dates and times coming soon)
- Potentially participating in individual or small group interviews
- Reviewing dashboard prototypes as they are being developed

We will try to leverage existing statewide meetings to collaborate with counties, but it is likely we'll need to look for assistance outside of those meetings as well

# Timeframes

- First surveys from us will be sent out in April
- Focus groups and interviews will be conducted in May – June timeframe
- Our draft report is due on July 27<sup>th</sup>
- The final report, along with the first version of the dashboard, is due at the end of August
- A presentation to the Joint Legislative Oversight Committee is scheduled for September 11

## Phase 2

- Implementation