



**NC Department of Health and Human Services
Division of Social Services**

**Diligent Recruitment and Retention Quarterly Call
Statewide and County DRR Elements**

May 27, 2020

Welcome to the Diligent Recruitment and Retention Quarterly Peer-to-Peer Call!

We will get started shortly.
Please do the following:

- Click to Mute your audio
- Choose telephone or mic and speakers
- Click here for toll free number if using telephone



Please take a moment to look at the Materials pod and download what you need



- **Review Amended Schedule for Calendar Year**
- **Statewide DRR Plan**
- **Introduction of Statewide Campaign**
- **County template for development of DRR Plan**
- **Annual data profile for counties and private child placing agencies**

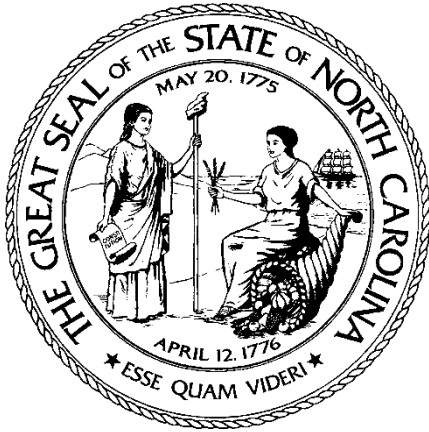


Schedule of Events

- ❖ **DRR Quarterly Calls**
- ❖ **DRR Peer Connection Forums**
- ❖ **DRR Child Welfare Annual Summit**
- ❖ **September Event**
- ❖ **November Event**
- ❖ **November Adoption Events**

State Diligent Recruitment and Retention Plan

A direct result of the Child Family Services Review (CFSR) results and strategy within the PIP.



Goal: Strengthen cross-system service provision

Strategy: Strengthen and reframe the statewide foster and adoptive parent diligent recruitment plan

Beliefs

Value all prospective, current, and former foster and adoptive families.

Value the belief that retention of foster and adoptive families is a customer service based activity that begins at the first contact with a prospective family and continues through post permanence support.

Value all caregivers, including kinship caregivers, and encourage the licensure of kinship homes whenever possible, including the use of licensure waivers when appropriate.

Value opportunities for support, engagement, and training of foster, adoptive, and kinship families.

Value opportunities to increase North Carolina's capacity to track and interpret data.

Value the use of data to inform diligent recruitment and retention of foster and adoptive families.

2020 – 2024 Statewide Commitments And Targets

State Commitment:

Recruit and maintain a sufficient pool of diverse families to Meet the Needs of Children and Youth in Foster Care

Target 1	Family Response and Engagement System
Target 2	Develop and Support Families
Target 3	Increase the number of licensed Kinship Placements

**All statewide and localized activities in North Carolina DRR Plan support the targets, which are anchored in one or more of the Child and Family Services Plan (CFSP) Commitments*

2020 – 2024 Statewide Commitments And Targets for Diligent Recruitment and Retention

Target 1

Family Response and Engagement System

State, counties and private child placing agencies will provide quality family experience to prospective, current and former foster, adoptive and kinship families from initial inquiry through post-placement services.

Target 2

Family Capacity Develop and Support

State, counties and private child placing agencies will provide ongoing capacity development and support of foster, adoptive and kinship families to help meet families' needs and build on their skills

**Because North Carolina is a diverse state, county child welfare agencies may have specific needs around diligent recruitment and retention*

2020 – 2024 Statewide Commitments And Targets for Diligent Recruitment and Retention

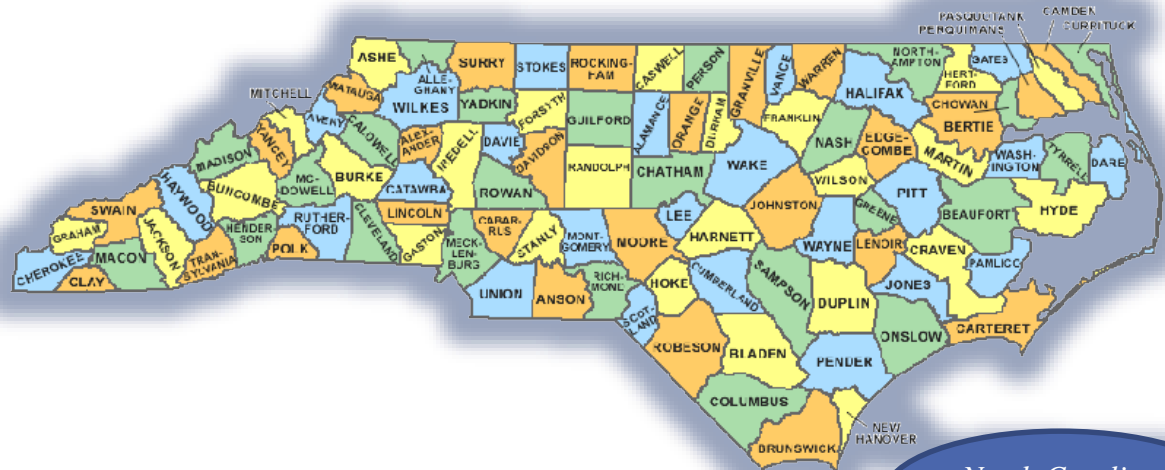
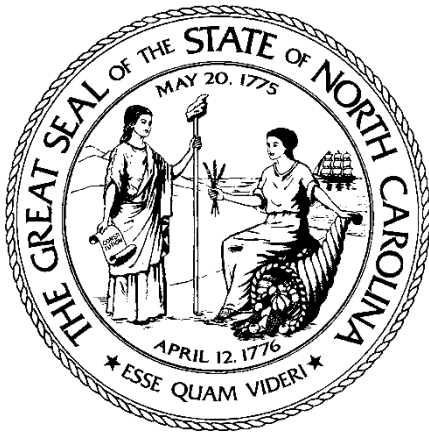
Target 3

Increase the number of licensed Kinship Placements

State, counties and private child placing agencies will work in partnership to remove barriers to kinship training and licensure and increase the number of children and youth who are placed in licensed kinship placements and who exit care to guardianship and receive Kinship Guardianship Assistance Program (KinGAP) benefits.

**Because North Carolina is a diverse state, county child welfare agencies may have specific needs around diligent recruitment and retention*

What do we envision for the future of Diligent Recruitment and Retention in NC?

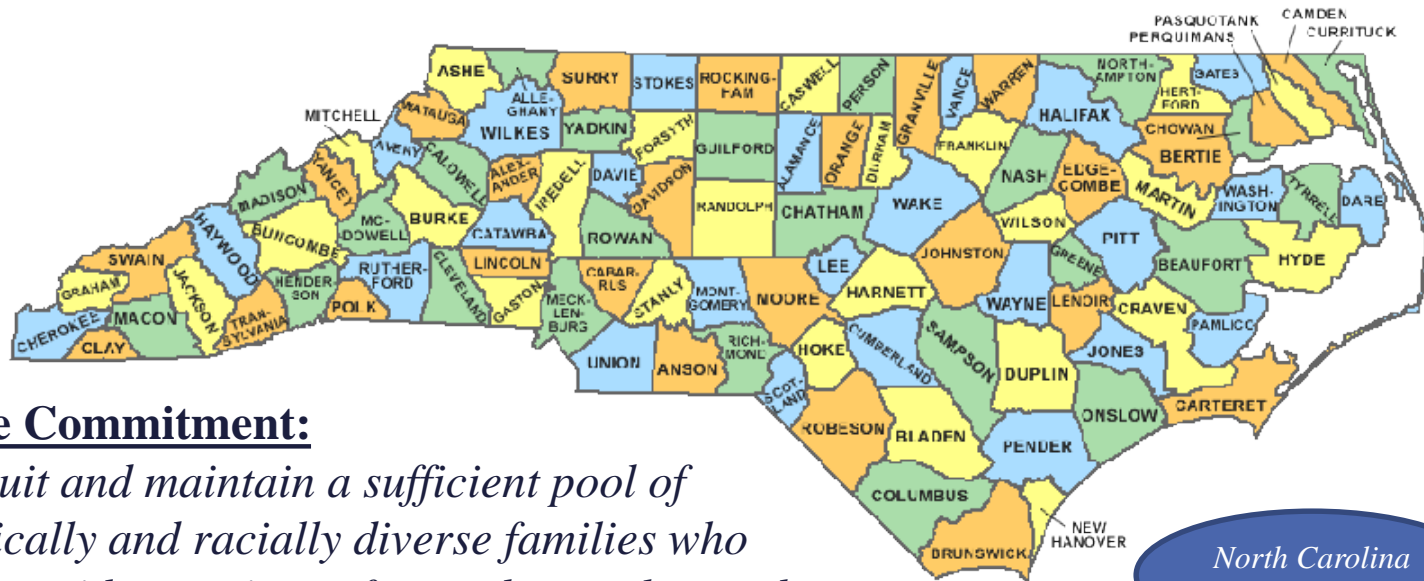


North Carolina Counties

North Carolina's 2024 Statewide Commitment Overview

<i>Yr. 2022'</i>	<p>North Carolina will develop a family response and engagement system that offers:</p> <ul style="list-style-type: none">• Consistent messaging across the state• Focuses on quality family experience to prospective foster, adoptive and kinship families.
<i>Yr. 2022'</i>	<p>Ensure foster, adoptive and kinship families are provided:</p> <ul style="list-style-type: none">• Ample opportunity for development• Support and growth in order to build their skills and meet the unique needs of children and youth served by the foster care system
<i>By 2024</i>	<ul style="list-style-type: none">• Increase the number of licensed Kinship Caregivers• Implement a training and licensure process specific to the needs of kinship caregivers and the children for whom they care for

North Carolina's Statewide Recruitment Campaign



State Commitment:

Recruit and maintain a sufficient pool of ethnically and racially diverse families who can provide ongoing safety and meet the needs of children served in the foster care program

Campaign Goal 1:

Recruiting foster, adoptive and kinship families for older youth, siblings groups and children with higher-level needs.

Campaign Goal 2:

Creating awareness in communities across the state of the need for foster, adoptive and kinship families for children in foster care.

Campaign Elements

- **A series of statewide and regional events**
*(Peer Connection Forums, Annual Summit, Recruitment Fairs, Celebration Events
Kinship Month & National Adoption Month)*
- **A website with resources for prospective and current parents and professionals**
(Trainings, relevant events, resource library webinars, etc.)
- **Marketing Material**
(brochures, fliers, pens, etc.)

Roles and Responsibilities of County Departments of Social Services



- Develop and implement a localized Diligent Recruitment and Retention (DRR) Plan on an annual basis
- Conduct recruitment activities for the purpose of recruiting parents who reflect the racial and ethnic diversity of the children in their care who need homes
- Track, maintain, and interpret diligent recruitment and retention data in order to make data driven decisions around recruitment and retention

Expectations

- Develop a DRR Plan to address the county's unique needs, resources, and structure
- Update and submit to NC Division of Social Services on an annual basis
- County template for development of DRR Plan
- Annual data profile for counties and private child placing agencies



DRR and MEPA

- Each county's Diligent Recruitment and Retention Plan also serves as their MEPA Plan
- DRR plans must address how the agency meets the requirements of MEPA

MEPA Requirements in relation to Diligent Recruitment and Retention



1. A description of the characteristics of waiting children;
2. Specific strategies to reach all parts of the community;
3. Diverse methods of disseminating both general and child-specific information;
4. Strategies for assuring that all prospective parents have access to the home study process, including location and hours of services that facilitate access by all members of the community;

MEPA Requirements, cont.



5. Strategies for training staff to work with diverse cultural, racial, and economic communities;
6. Strategies for dealing with linguistic barriers;
7. Non-discriminatory fee structures;
8. Procedures ensuring a timely search for prospective parents awaiting a child, including the use of exchanges and other interagency efforts, provided that such procedures ensure that the placement of a child in an appropriate household is not delayed by the search for a same race or ethnic placement.

Three Parts of the Localized DRR Plan

- Information Gathering
- Plan Development Process
- Plan and Measurement



Part 1: Information Gathering

Part 2: Plan Development



Part 3: Plan and Measurement

- Three main targets must be addressed
- Additional targets are optional
- Strategies and activities **MUST** be measurable (SMART GOALS)
- Strategies and activities should reflect barriers described in Plan Development section



GOAL SETTING

Part 3: Plan and Measurement

Strategies and activities should:

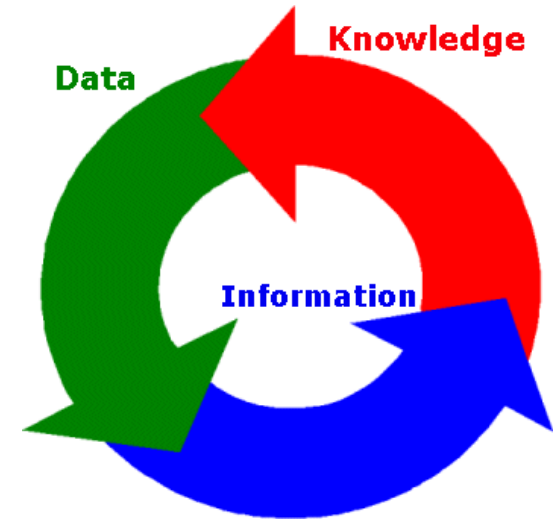
- Be driven from data collected
- Reflect realistic outcomes
- Be current, enhanced, or new



**Your plan is a living document*

Data Profile

- Required of all County DSS Agencies across the state
- Annual submission to NC Division of Social Services
- Annual publication of statewide data



What is the purpose of the Data Profile?

- A tool to assist counties in decision-making around diligent recruitment and retention
- Allows agencies to look at the big picture of needs in their local community
- It is **NOT** a compliance tool



Data Profile

Examples of data points:

- **Racial and ethnic characteristics of children and families**
- **Average length of time from initial inquiry to licensure**
- **Total number of licensed beds**
- **Total number of truly available beds**
- **Number of children placed out of county due to lack of available families**
- **Number of placement disruptions or placement changes**

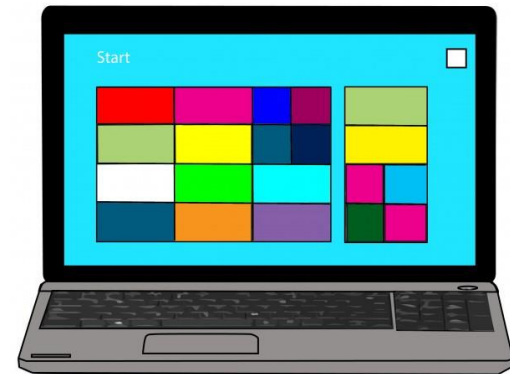
Optional Data Points

- Number of MAPP trainings completed each quarter
- Barriers, delays, and inefficiencies in the licensure process
- Number of LGBTQ friendly foster homes



Populating the Tool

- Accurate Data
- Timely Reporting
- Data Sources
- Report, evaluate, and reflect
- **CHANGE OR IMPLEMENT**



What does the data do?

- Direct where we place our recruitment efforts
- What approaches are beneficial to recruitment
- Demonstrates common trends
- Where to recruit families
- Useful in acquiring additional resources
- Being knowledgeable in your needs and being able to share with the community and partners

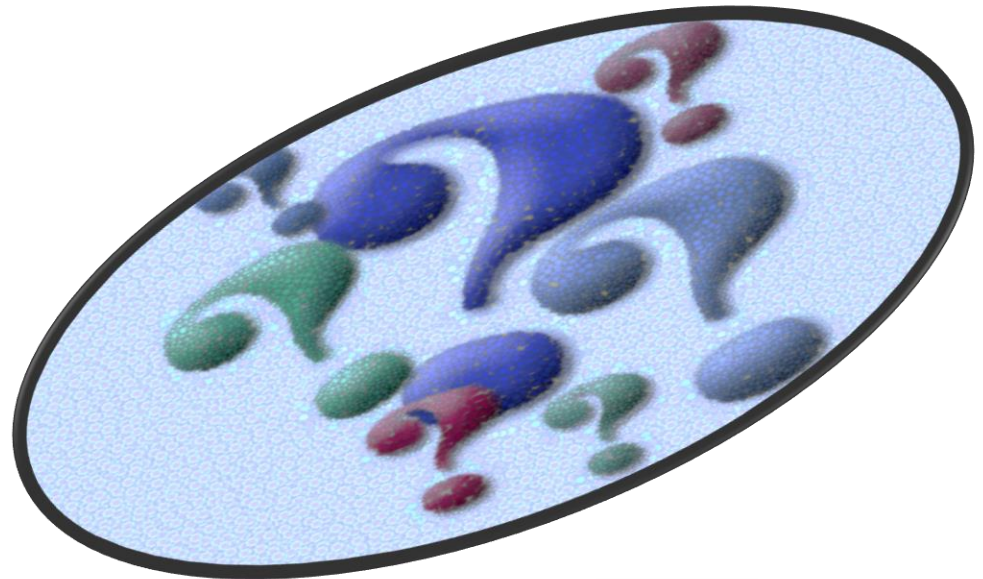
Trends

- Sibling Groups
- Licensed beds vs. available beds
- Children placed out of county
- Placement disruptions and changes
- Licensed beds not used





QUESTIONS



Resources

DSS Publications:

<https://www2.ncdhhs.gov/dss/publications/>

- NC's Statewide DRR Plan
- County DRR Plan Template
- DRR Data Profile
- DRR Resource Appendix
- DRR Quarterly Calls
- MEPA and DRR Webinar

Developing Recruitment Plans Toolkit

(developed by the National Resource Center for Diligent Recruitment)

http://www.nrcdr.org/_assets/files/NRCDR-org/developing-recruitment-plans-toolkit.pdf

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