

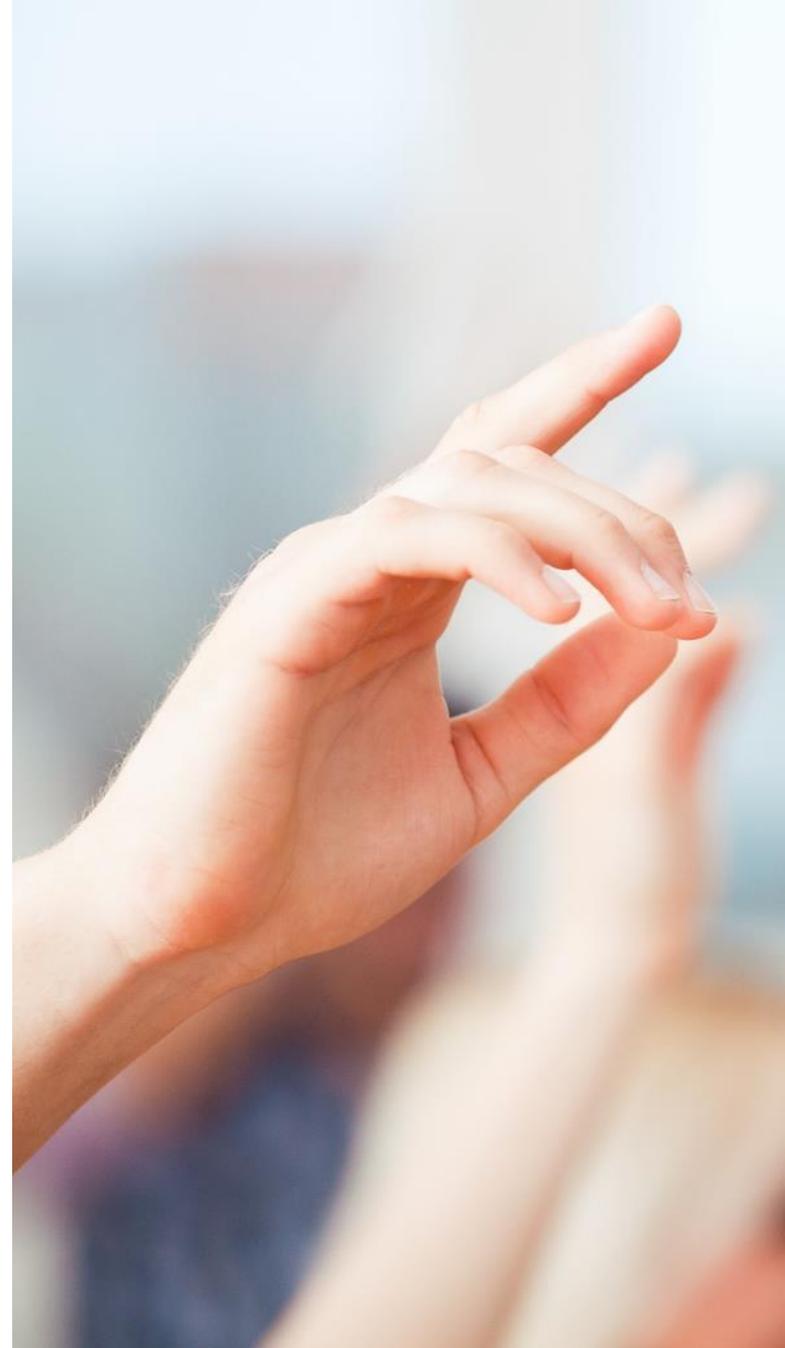


North Carolina Statewide Child Protective Services Evaluation

Tuesday, October 6, 2015

Agenda

- **PCG Overview**
- **Project Goals & Objectives**
- **PCG Approach**
- **Site Visits**
- **Contact Information**

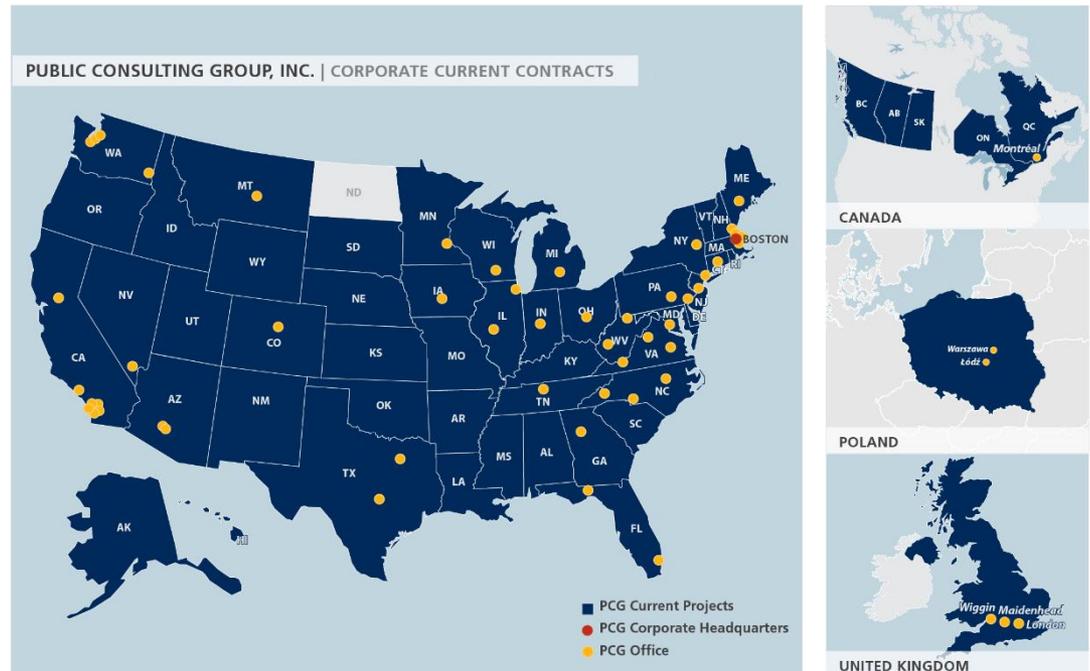


PCG Overview

PCG provides management consulting and technology to help public sector clients achieve their performance goals and better serve population in need.

Founded in 1986, PCG is headquartered in Boston, MA and employs more than 2,000 professionals in 61 offices.

PCG has three offices in North Carolina: Raleigh, Asheville and Charlotte.

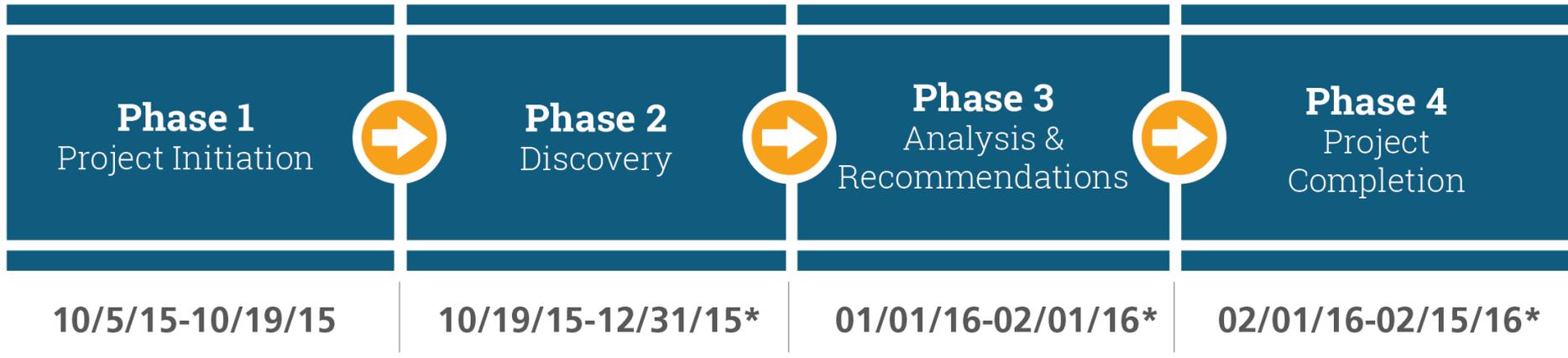


Project Goals & Objectives

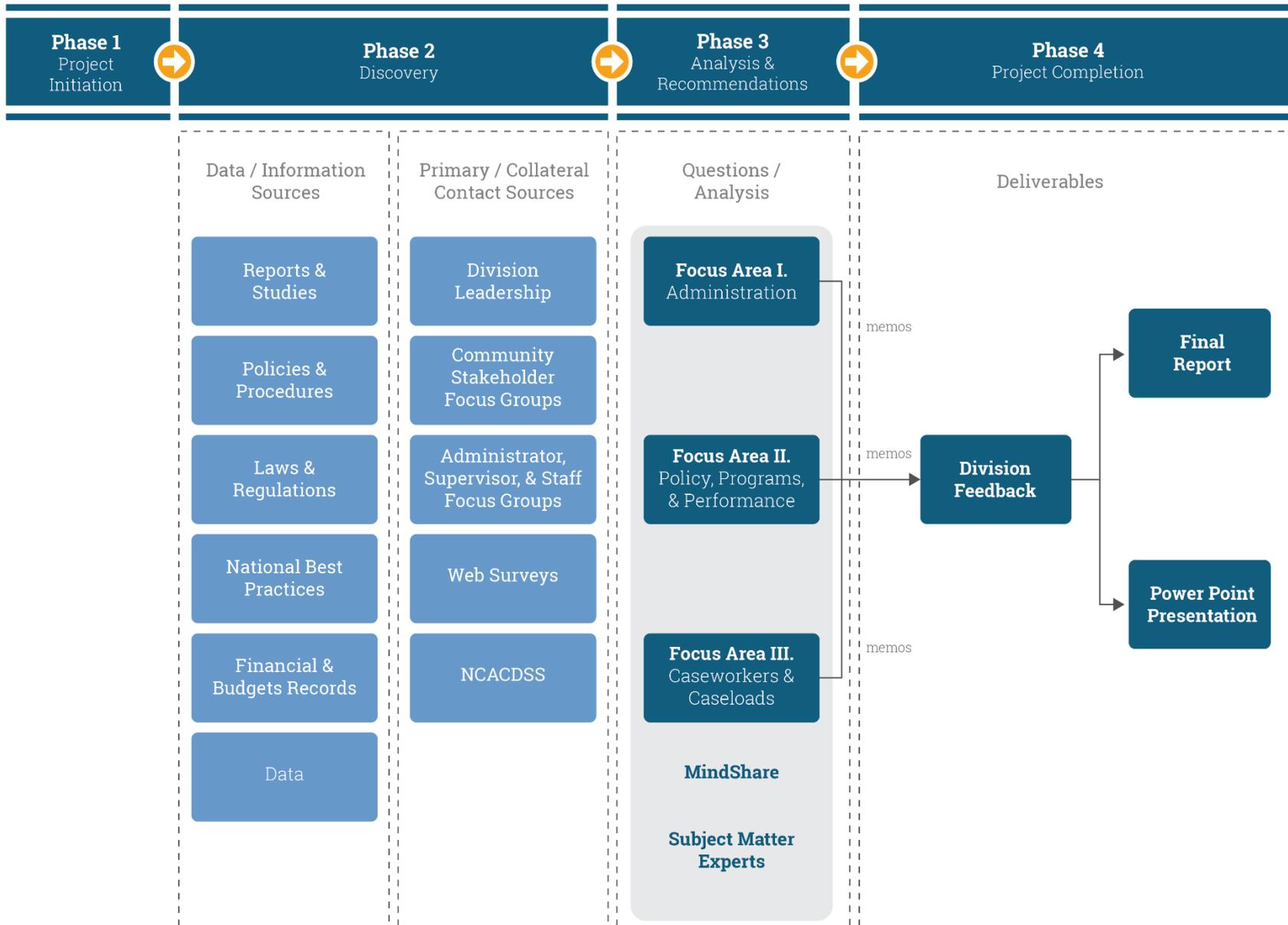
Goal: Conduct a comprehensive evaluation of North Carolina Child Protective Services (CPS).

Focus Area I. Administration	Business Process Map	Administrative Structure	Funding
Focus Area II. Policy, Programs, & Performance	Investigation Safety & Protocols	Monitoring & Oversight of Counties	County Performance
Focus Area III. Caseworkers & Caseloads	Caseworker Turnover		Caseload Sizes

PCG Approach



* Unless project extension is negotiated



Discovery

■ Primary Counties ■ Secondary Counties ■ Focus Group



- County input is crucial!
- Four site visits:
 - November 3-5: Transylvania & Haywood
 - November 9-10, 12-13: Chatham & Durham
 - December 1-3: Lenoir & Onslow (plus focus group in Chowan)
 - December 8-10: Rowan & Mecklenburg
- Statewide anonymous web survey for frontline social workers, supervisors, and Directors
- NCACDSS meetings and consultation

Site Visit Timeline

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
AM	Travel	Primary County: Observations, frontline worker interviews, BPR Secondary County: Supervisor and Director interviews	Frontline workers focus groups from surrounding counties (including primary and secondary counties)	Additional focus groups or interviews	Travel
PM	Prep for site visits with team	Primary County: Supervisor and Director interviews Secondary County: Observations, frontline worker interviews, BPR	Supervisor/ Director focus groups from surrounding counties (including primary and secondary counties)	Re-group with team	Travel

PCG Contact Information



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