Child & Family Services Review

WHERE ARE WE?

JULY 26, 2017
10 OSRI Counties aka 10 Pilot Counties

- Buncombe
- Craven
- Cumberland
- Durham
- Hoke
- Mecklenburg
- Pitt
- Scotland
- Wake
- Wilson
Goal 1: Strategy 1
Revise Policy & Practices

Review, assess, and revise the current policies and practices including, but not limited to, frequency, consistency, quality and documentation of:

- timely initiations of child protective services
- risk assessments that inform safety plans and services
- concerted efforts to:
  - assess the needs of children, parents and foster parents
  - identify necessary services to adequately address issues relevant to agency’s involvement
  - identify necessary services to achieve case goals
  - secure and provide appropriate services (including educational, physical, dental and mental health services)
- meaningful engagement of children, parents and foster parents in the development and ongoing implementation of case plans
- concerted efforts to promote and support positive relationships between children and parents
- meaningful engagement of children, parents and foster parents in the development of timely and appropriate permanency goals
- concerted efforts to achieve permanency goals and promote placement stability
- child, family, siblings and caseworker visits that reinforce the continuity and connections of family relationships
- case decision making including case closures
Goal 1: Strategy 1
Revise Policy & Practices

Assess and develop capacity for implementation of the revised policies and practices in the 10 OSRI counties
Goal 1: Strategy 1
Revise Policy & Practices

Publish the revised manuals governing child welfare policies and practices

Implement the revised policies, practices and training in the 10 OSRI counties
Goal 1: Strategy 2
Training Systems

- Identify key competencies for the revised policies & practices
- Compare key competencies for initial & ongoing training
- Revise the training curricula & delivery methodology to ensure staff have the basic skills necessary to do their work
Goal 1: Strategy 2
Training Systems

- Develop a series of “in-service” trainings to be used by county supervisors and training divisions to reinforce consistent implementation of the revised policies and practices.
Goal 1: Strategy 3
Supervisor Academy

Identify the supervisor competencies necessary to support the consistent implementation of the revised policies and practices.

Develop the supervisor academy based on identified competencies.
Supervisor Academy

**NUTS AND BOLTS, CHILD WELFARE SUPERVISION**

- Practical Skill-Building Exercises
- Policy-Based Practice Opportunities
- Move Supervisors Beyond the Basics of Supervision

**Using Data to Improve Agency Practice and Performance**

- Improving Practice and Performance Using Data Within a County Child Welfare Agency
- Understand How to Use the Six-Step CQI with Teams

**Using Data to Improve Practice and Performance-Community Partnerships**

- Improving Practice and Performance Outside of the Agency Through Data Sharing with Community Partnerships
- Identify a Community Partner(s) That is Essential to Share Responsibility for Improving Outcomes with Children and Families
- Understand How to Use the Six-Step CQI Process to Facilitate Collaborative Meetings with Community Partners
Goal 1: Strategy 3
Supervisor Academy

- Randomly select supervisors from the 10 OSRI counties to participate
- Must have completed the prerequisite course “Introduction to Supervision”
Goal 1: Strategy 3
Supervisor Academy

- Implement the supervisor academy beginning with the first cohort of supervisors from the 10 OSRI counties
Goal 1: Strategy 4
Technical Assistance

Assess
Assess the current model to support the consistent implementation of the revised policies and practices

Revise
Revise the model to counties based on the assessment

Document
Document the revised North Carolina technical assistance to counties model
Goal 1: Strategy 4
Technical Assistance

- Implement the revised technical assistance model beginning in the 10 OSRI counties
Goal 2: Strategy 1
Quality Assurance

- Statewide communication regarding Quality Assurance
- On-demand course is now available
- Ongoing case reviews
Goal 4: Strategy 2
Diligent Recruitment & Retention

Develop a more strategic state-level diligent recruitment plan that can be utilized at both the state and local level.

Communicate the improved diligent recruitment plan to all county departments of social services and private child placing agencies.
Goal 4: Strategy 2
Diligent Recruitment & Retention

Identify or develop tools that support ongoing data analysis related to diligent recruitment planning, implementation, and monitoring (at state and county levels and for private agency partners)

State staff will:
- implement key strategies in the improved diligent recruitment plan
- provide technical assistance to counties to recruit families who reflect the diversity of children served by the foster care program and who can meet their physical, mental and behavioral needs
Safety Outcome 1:
Children are first & foremost protected from abuse and neglect.

<table>
<thead>
<tr>
<th>Item</th>
<th>Rating</th>
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<tbody>
<tr>
<td>1. Timeliness of initiating reports</td>
<td>80%</td>
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Safety Outcome 2:
Children are safely maintained in their homes whenever possible & appropriate.

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<thead>
<tr>
<th>Item</th>
<th>Rating</th>
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<tr>
<td>2. Services to family to protect children in the home or prevent re-entry into foster care</td>
<td>50%</td>
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<td>3. Risk &amp; Safety Assessment and Management</td>
<td>50%</td>
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Permanency Outcome 1:

Children have permanency & stability in their living situations.

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<th>Item</th>
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<tr>
<td>4. Stability of placement</td>
<td>75%</td>
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<td>5. Permanency goal</td>
<td>50%</td>
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<tr>
<td>6. Achieving reunification, guardianship, adoption, or another planned permanent living arrangement</td>
<td>25%</td>
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Permanency Outcome 2:
The continuity of family relationships & connections is preserved for children.

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<tr>
<th>Item</th>
<th>Rating</th>
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<tr>
<td>7. Placement with siblings</td>
<td>100%</td>
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<tr>
<td>8. Visiting with parents &amp; siblings in foster care</td>
<td>25%</td>
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<td>9. Preserving connections</td>
<td>83%</td>
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<td>10. Relative placement</td>
<td>50%</td>
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<td>11. Relationship of child in care with parents</td>
<td>38%</td>
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Well-Being Outcome 1:
Families have enhanced capacity to provide for their

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<th>Item</th>
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<tr>
<td>12. Needs &amp; services of child, parent, &amp; foster parents</td>
<td>46%</td>
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<tr>
<td>12a. Needs assessment &amp; services to children</td>
<td>75%</td>
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<td>12b. Needs assessment &amp; services to parents</td>
<td>35%</td>
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<tr>
<td>12c. Needs assessment &amp; services to foster parents</td>
<td>90%</td>
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<tr>
<td>13. Child &amp; family involvement in case planning</td>
<td>48%</td>
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<td>14. Caseworker visits with child</td>
<td>58%</td>
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<td>15. Caseworker visits with parents</td>
<td>42%</td>
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Well-Being Outcome 2:
Children receive appropriate services to meet their educational needs.

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<th>Item</th>
<th>Rating</th>
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<tr>
<td>16. Educational needs of the child</td>
<td>88%</td>
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Well-Being Outcome 3:
Children receive adequate services to meet their physical and mental health needs.

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<th>Item</th>
<th>Rating</th>
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<td>17. Physical health of the child</td>
<td>75%</td>
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<td>18. Mental/behavioral health of the child</td>
<td>84%</td>
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Questions?
For more information, contact:

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