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

<table>
<thead>
<tr>
<th>Phase 1</th>
<th>Phase 2</th>
<th>Phase 3</th>
<th>Phase 4</th>
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<tbody>
<tr>
<td>Project Initiation</td>
<td>Discovery</td>
<td>Analysis &amp; Recommendations</td>
<td>Project Completion</td>
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<tr>
<td>10/5/15-10/19/15</td>
<td>10/19/15-12/31/15*</td>
<td>01/01/16-02/01/16*</td>
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* Unless project extension is negotiated
• 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

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

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