

Utah Division of Child and Family Services

Western Region 2013

Action Plan for Decline in Planning, Intervention Adequacy, Teaming, Long Term View, Permanency, Stability and Case Process Review Scores

Area of Focus	Action Plan	Responsible Party	Target Date for Completion
Case Process Review (CPR)	<ul style="list-style-type: none"> • CWA's and Supervisors will complete a 100% read on cases. Western Region will show a significant improvement on case documentation, and families will receive services needed to be successful with their plan. • The process of reviewing the CPR requirements will be: <ul style="list-style-type: none"> • Logs on all cases will be completed no later than the 5th day of the new month. • The CWA and Supervisor will complete a CPR check on all cases for each worker. A report will be shared with the worker indicating issues related to documentation and log entry by the 14th of the month. • The worker will provide a response to the concerns by the 21st of the month. • On the 5th of the following month CWA's will deliver the reports, with issued addressed highlighted, to the Regional Director. • A monthly staffing will take place directly after an Admin Meeting to discuss progress and findings. • Monthly data reports will be generated and reviewed in Supervisors Meeting. These reports include: Child and Family Team Meetings completed at least quarterly on each case, Child and Family Plans Coming Due; Plans that are Past Due; Monthly Home Visits and Client Visits; Parent Involved on Plan; Private Conversations with Foster Children and Child Clients on In Home Cases, and other reports as needed. • Supervisors will identify issues that are preventing success and will develop a specific plan to address and correct issues discovered. Western Region supervisors have the skills and assessing abilities to successfully help caseworkers improve these scores. • The Region will know progress is being made when these monthly reports indicate that visits and plans are being completed on or before due dates. • If Western does not see a significant change in these indicators by July 2013 the Administration Team will review the process and determine steps needed to address the concerns. 	Western Region Administration & Western Region Supervisors	Progress Review set for July 2013 Review again in Sep 2013
Child and Family Plan Teaming Long-Term View Intervention Adequacy	<ul style="list-style-type: none"> • Supervisors are required to review and sign the plan that the worker completes on their cases. The process of approving the plan will be as follows: <ul style="list-style-type: none"> • The supervisor will notify the worker of future plans coming due and will get the date of the next CFTM. • The supervisor will attend the Child and Family Team Meeting for the case with the plan coming due. • The supervisor will assess team functioning, team 	Western Region Administration & Western Region Supervisors	Monthly

<p>Permanency & Stability</p>	<p>effectiveness, team composition, are the team meetings formal, do they use an agenda and is the intensity and frequency of the meetings sufficient to address the needs of the case.</p> <ul style="list-style-type: none"> • The Supervisor will review the agenda that was created by Western Region. Western Region is requiring that an agenda with specific non-negotiable items be used at each team meeting. Examples of the non-negotiable items are: Long-Term View, What is going Well, Steps to reach the next goal, Assignments, who else should be part of the team etc. • The Supervisors will have a finishing touches discussion with the worker regarding teaming and the services on the plan to assure that the plan is current. This discussion needs to address if the interventions discussed in the plan are effective for the family. • Finally the supervisor will sign and approve the plan. • The worker and supervisor will discuss the Long-Term View to assess: <ul style="list-style-type: none"> • If it is clearly articulated, shared and accepted among team members; • If it is written clearly in the plan; • Does it clearly discuss the concurrent path and include steps that will lead the child/family to safety, permanency, and independence from DCFS; • If it is reviewed at the first of each Child & Family Team Meeting and adjusted as needed. • This process is sustainable and can be used as a permanent sequence that each supervisor follows as they train new caseworkers and mentor experienced caseworkers. • The CWA's will have monthly discussion with supervisors regarding this process. If the process is not effective Western Region Administration and Supervisors will determine how to revise the process to make it effective. 		
<p>Hot Spots</p>	<ul style="list-style-type: none"> • Workers need mentoring and guidance to achieve solid teaming on their cases. Good teaming is not achieved by solely meeting often, but also through information sharing and collaboration with team members. The skill of engaging is crucial in good teaming. Supervisors are the ones that can teach these skills. <ul style="list-style-type: none"> • Workers who have struggled with teaming will need more intensive mentoring. Supervisors will identify those workers and will attend as many CFTM'S as possible with them. • CWA's will support workers by attending meetings when requested by Supervisors. 	<p>Western Region Administration & Western Region Supervisors</p>	<p>Monthly</p>

<p>Data Review</p>	<ul style="list-style-type: none"> • Data Review for Accountability <ul style="list-style-type: none"> • The Admin Team will review data every month. This data will include plans coming due the following month and plans currently overdue. • If a plan goes overdue this will be discussed in Management Meeting and the Supervisor will work with the worker to correct the problem. • If the problem is not corrected by the next data review the CWA will work with the Supervisor and will address the issues causing the plan to remain overdue. • In work group meetings CWA's will review data that shows cases that have not had a CFTM in the past 90 days. <ul style="list-style-type: none"> • The supervisor will address the issue with the worker and assure that a solid team is being formed around that case. • The following quarter the data will be reviewed and compared to the previous quarter. Any cases still missing a team meeting will require a specific plan from the supervisor to address the lack of team meetings on the case. • CWA's and Supervisors will review progress in teaming as part of the quarterly review of this data. • This data will be reported back the Region Director in the progress review discussions. • The progress review discussions will take place in July 2013, October 2013, December 2013 and March 2014. 	<p>Western Region Administration & Western Region Supervisors</p>	<p>Monthly</p>
<p>Teaming, Long-Term View, Planning, Permanency, Stability, Intervention Adequacy</p>	<ul style="list-style-type: none"> • Peer Reviews can be an effective way of teaching and monitoring overall Quality of casework. In weekly staff meetings supervisor will complete one peer review. The worker will present one case to the team. The supervisor will ask the workers to look in the Purple Book at an indicator and will lead a discussion about how that case might score under that indicator. Initially the peer reviews will focus on Teaming. • CPS peer reviews will also take during weekly staff meetings. CPS peer reviews will evaluate the interview that the worker completes with the client. 	<p>Western Region Supervisors</p>	<p>Monthly</p>
<p>Performance Plans</p>	<ul style="list-style-type: none"> • The requirements in this plan will be included in the performance plans of the responsible parties to ensure it is clear what is expected. This will lead to more effective casework resulting in safety and permanency for children and families served. 	<p>Western Region Administration & Western Region Supervisors</p>	<p>Monthly</p>