

County Improvement Plan (CIP)

County Name: Clarion County

Date of Plan: April 2014

Section I. Team Members

Sponsor Team Members:

Kay Rupert, Director

Denise Johnson, Deputy Administrator

Maryl Curtis, Quality Assurance Coordinator

Rebecca Maguire, Foster Care Coordinator

Nicole Novicki, Supervisor

Cheryl Miller, Caseworker

Teresa Holdren, Caseworker

Section II. Background and Development of the Desired Future State Including Priority Questions

In November of 2013, Clarion County Children and Youth Services completed their first Quality Service Review. This process was completed over three days and was comprised of 70 interviews, averaging 10 interviews per case. A total of seven cases were reviewed during the QSR process with a sample that included four out-of-home cases and three in-home cases. One of the out-of-home cases ended up being an in-home case a week prior to the on-site QSR. The cases were randomly selected from the list of open cases at the beginning of September 2013.

The Safety, Academic Status, Early Learning and Development, and Pathway to Independence indicators were found to be appropriately addressed in all of the cases that were reviewed. However, there were areas for improvement. The information was analyzed, and two priority outcomes were developed.

- All families will have a formed and functioning working team that shares a common "big picture" and long term view of the child and the family.

- Fathers and other family members will be identified at the beginning of a case and engaged throughout the life of a case, including during the assessment and planning process.

The Sponsor Team feels that by addressing the areas of Teaming (especially the functioning of the team) and Engaging Fathers and Other Family Members, agency staff and the families being served will see the following outcomes:

- Enhanced communication among all team members

- Increased coordination among service providers to help families reach their goals

- Increased family functioning and a reduction in the length of time of agency involvement

Section III. Plan Strategies and Action Steps to be Implemented and Monitored

Outcome #1: All families will have a formed and functioning working team that shares a common "big picture" and long term view of the child and family.

Strategies	Action Steps	Indicators/Benchmarks	Person(s) Responsible	Timeframe	Resources Needed	Status	Monitoring
Improved Teaming with Key Stakeholders and Families	Identify team leaders and team members within two weeks of case opening, and continue to assess the team composition throughout the life of the case.	Better understanding of roles and responsibilities of team members and families All providers and family members will have a role and voice in case planning and service provision	Caseworkers and Supervisors	Within a year	Staff time, Updated Service Provider Releases		
	Schedule monthly team meetings at the onset of the case and schedule them at least six months in advance	Increase in number of team meetings being held Improved QSR scores of "Team Formation and Functioning"	Caseworkers	Within a year	Doodle Poll, Staff training on Time Management		
	Share all case plans among service providers and update	Quicker/Safer Case Closure	Caseworkers	Within a year	Staff Time		

case plans as necessary						
Identify "test cases" that can be used to track and adjust the agency's new policies and procedures		CI Team, Supervisors, and Caseworkers	Within a year	Staff Time, CI Team to help identify cases		
Encourage quarterly (or as needed) meetings among leaders of agencies and service providers		CI Team and Agency Director	Within two years	Staff time, phone conferencing capabilities		
Write/update policies and procedures so the workers have a guide to refer to		Agency Director and Deputy Administrator, CI Team	Within a year	Staff time, CI team meetings		
Train systems partners, courts, attorneys on new policies and procedures		Agency Director and Deputy Administrator, CI Team	Within two years	CWRC, CI Team, Agency Director and Deputy Administrator		

Outcome #2: Fathers and other family members will be identified at the beginning of a case and engaged throughout the life of a case, including during the assessment and planning process.

Strategies	Action Steps	Indicators/Benchmarks	Person(s) Responsible	Timeframe	Resources Needed	Status	Monitoring
<p>Casework practice will include regular, persistent, and creative efforts to reach out to and engage fathers and other family members.</p>	<p>Fathers and other family members will be identified at the onset of the case.</p>	<p>Children will be in the least restrictive placement setting, and with kin when possible</p>	<p>Caseworkers and Paralegal</p>	<p>Within a year</p>	<p>Accurint Social media Family trees Vine Link</p>		
	<p>Have the family confirm their relationships to the people located during diligent search.</p>	<p>Fathers and other family members will have a more direct role and voice in the case</p>	<p>Caseworkers</p>	<p>Within a year</p>	<p>Staff Time</p>		
	<p>Notify all identified fathers that CYS is involved with their children. Notify kin (if you have a release) that the family is involved.</p>		<p>Caseworkers and Paralegal</p>	<p>Within a year</p>	<p>Updated letters</p>		
	<p>Contact father to see what level of involvement he wants to have while also running verbal Child Line clearances, JNet Searches, and web docket searches to see if the agency can safely advocate for more</p>	<p>Children in placement will have greater placement stability.</p>	<p>Caseworkers and Deputy Administrator to run JNet searches</p>	<p>Within a year</p>	<p>Staff training on the importance of involving the fathers</p>		

involvement by the father with the child.						
Mail the "Kids Need Dads" brochure to fathers with the Family Service Plans and the letters informing them that their child is open with CYS. Follow up with phone calls and other creative ways of contacting dads.	Increase in the number of Family Group Decision Making Meetings	Caseworkers and Supervisors	Within a year	Brochures		
Analyze the need for a Family Group Decision Making meeting or a Family Conference within the first 60 days (Intake time period) of agency involvement. This will need to be done for any case that is going to be passed to ongoing.		Caseworkers	Within two years	FGDM program capable of handling an increase in FGDM referrals		
Both parents will receive the same notifications by phone and mail regardless of the level of involvement in the case. This includes the Child	Quicker and safer case closure will occur	Caseworkers and Supervisors	Within a year	Staff time		

<p>Permanency Plan, Family Service Plan, notification of court dates and medical appointments, monthly calendar letters, and educational documents.</p>						
<p>Caseworkers will work with noncustodial parents to be included in an individualized plan, including allowing for flexibility in location and hours of contact.</p>		<p>Caseworkers and Supervisors</p>	<p>Within two years</p>	<p>Staff time Phone conferencing Skype capabilities</p>		
<p>Caseworkers will assess the need for services of the non-custodial parent.</p>		<p>Caseworkers</p>	<p>Within a year</p>	<p>Staff time</p>		
<p>Caseworkers will offer appropriate referrals and link family members to appropriate services.</p>		<p>Caseworkers</p>	<p>Within a year</p>	<p>Staff time</p>		
<p>Caseworkers will continue to engage noncustodial parents and extended family</p>		<p>Caseworkers and Supervisors</p>	<p>Within a year</p>	<p>Staff time Access to databases</p>		

	members in both traditional and non-traditional ways at least once a month to provide case updates.				Skype capabilities		
	Incarcerated parents will be contacted to assess their needs and ability/willingness to participate.		Caseworkers, Supervisors, and Administration	Within a year	Staff training is scheduled for 2014 Policies and programs for various jails and prisons regarding services available		
	Educate staff on the Roundtable findings. Incorporate some of their recommendations into the agency's policies.		Administration	Within two years	Staff training Staff time		
	Policies will need to be written and the staff educated on the new procedures.		Agency Administration	Within a year	Administration time CWRC staff for training		

Month and Year for the next state-supported Quality Service Review: November 2016

