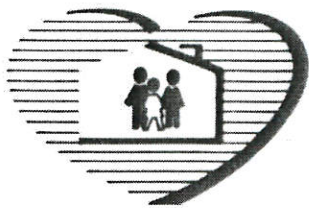

CUMBERLAND COUNTY CHILDREN AND YOUTH SERVICES



Protecting Children – Preserving Families – Promoting Well-being

Human Services Building, 16 West High Street, Suite 200, Carlisle, PA 17013-2961

Telephone: 1-888-697-0371, Extension 6120 Fax: (717) 240-6433

Email: CCCY@ccpa.net

June 9, 2015

Gabi Williams
DHS/Office of Children, Youth & Families, Central Region
3 Gingko Dr Hilltop Bldg 2nd Fl
PO Box 2675
Harrisburg, PA 17110

Dear Ms. Williams:

Enclosed is Cumberland County's County Improvement Plan (CIP) for your consideration, in addition to the Consent to Release Information for Family Team, Family Team Members roster form, and family team identity letter which were developed in conjunction with the CIP.

If you have any questions, please call me at 717-240-7833.

Sincerely



Lori Ruddy
QA Program Specialist

Cumberland County Children and Youth Services
County Improvement Plan (CIP)

Date of Plan: 05/22/15

Initial

Update

Section I. Team Members

Sponsor Team:

Wendy Hoverter (Administrator)
Lori Ruddy (Quality Assurance Specialist)
Audra Hennessey (Supervisor)
Chad Briggs (Supervisor)
Tanya Barnett (Supervisor)

Necole McElwee (Director)
Lindsay Baird (Solicitor)
Corinne Bennett (Supervisor)
Janelle Carbaugh (Supervisor)
Lisa Reider (Fiscal Supervisor)

Nicole Crisp (Director)
Chris Roland (Supervisor)
Sandy Gibson (Supervisor)
Dan Drachbar (Supervisor)
Jodi Shughart (Clerical Supervisor)

Implementation Team (Steering Committee):

Nicole Crisp (Director)
Chad Briggs (Supervisor)
Shiloh Haggerty (Caseworker)
Courtney Salmon (Caseworker)
Katie Whitney (Caseworker)
Amanda Berrier (Co-Facilitator)

Lori Ruddy (Quality Assurance Specialist)
Alisa Closs (Caseworker)
Donna Kissinger (Caseworker)
Amanda Sigrist (Intern/Caseworker)
Jessica Murphy (Paralegal)
Jaime Reiber (Co-Facilitator)

Janelle Carbaugh (Supervisor)
Shelley Barrick (Caseworker)
Sam Butler (Caseworker)
Christine Hely (Caseworker)
Dana Shadel (Clerical Support)

Section II. Background and Development of the Desired Future State including Priority Outcomes

Cumberland County Children and Youth Services held its initial state-supported Quality Service Review in October/November 2014. Upon consideration of the results of the Child/Youth and Family Status and Practice Performance Indicators, three areas were identified as opportunities for improvement: Teaming, Tracking and Adjustment, and Father Engagement. Additional analysis of these areas was requested of and provided by Hornby Zeller Associates, Inc. Creating a working team for each family which monitors the child/youth's and family's progress and implements and modifies, as necessary, planned supports and services to the family appeared to be a tangible, realistic approach to improving Agency practice. In addition, similar to findings in other county agencies, the Agency's ratings related to fathers were consistently lower than those related to mothers. It was reasoned that with improved teaming approach, tracking case progress and adjusting case

interventions, and engagement and communication with fathers, other indicators, including Permanency, Parent Functioning, Engagement Efforts, Role and Voice, Cultural Awareness and Responsiveness, Assessment and Understanding, Long-Term View, Child/Youth and Family Planning Process, and Maintaining Family Relationships, could be positively impacted.

Based on the Agency's QSR results and feedback from the county Children's Roundtable, the Sponsor Team, comprised of the Agency's administration and staff supervisors, identified the following areas to be addressed in the County Improvement Plan (CIP):

Outcome #1: Teaming

Outcome #2: Tracking and Adjustment

Outcome #3: Father Engagement

All Agency staff was encouraged to participate in the development of the County Improvement Plan via the Steering Committee. With the facilitation of the Agency's Practice Improvement Specialist from the Pennsylvania Child Welfare Resource Center and co-facilitators, the Steering Committee applied APHSA's DAPIM framework in order to develop a comprehensive plan for addressing the identified priority areas over a series of meetings.

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

Outcome #1: Teaming

Goal: For every family accepted for services to have an identified team.

Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
a. Clarify what “teaming” means for our Agency			
Create a clear vision of “teaming” and expectations for when/how it will be used within the Agency and by all staff	Written definition	Steering Committee	
Share our vision and expectations for teaming with all staff, families and community partners	Agenda/Meeting Minutes (Children’s Roundtable; Provider Meeting; Service Area Meetings; Staff Meeting) CAPS Contact	Caseworkers Placement Coordinator QA Program Specialist Ongoing Supervisors Administration	
b. Clearly identify team members			
Intake will begin development of a team roster in coordination with the family to be placed in their dispositional case contact. Contact would be labeled as “other”.	Family Team Meeting (listing)	Investigation & Assessment (I&A) Worker	
Maintain an ongoing team members list with relevant contact information to be updated at least every five months	Ongoing list	Ongoing Worker	
Secure releases from the family to contact identified team members	Signed releases	Assigned Caseworker	
c. Ensure all team members are notified			
Caseworker will call identified team members to invite them to participate on the team and provide information/answer any questions.	CAPS Contact	Assigned Caseworker	

Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
<p>Caseworker will send a confirmation letter (to include a listing of all team members) to all team members who have agreed to participate on the team.</p>	<p>Form letter</p>	<p>Assigned Caseworker Clerical Worker</p>	
<p>d. Plan and hold initial meeting</p>			
<p>Caseworker will define the purpose of the initial meeting</p> <ul style="list-style-type: none"> • For children removed from the home: Full Disclosure Meeting (See Full Disclosure Policy) • For children remaining in their home: Development of Family Service Plan (within 45 days of case acceptance) 	<p>CAPS Contact</p>	<p>Caseworker</p>	
<p>Identify the team leader, scribe and develop roles and responsibilities for team members and identification of any additional team members.</p>	<p>CAPS Contact</p>	<p>Caseworker Team Members</p>	
<p>Open discussion regarding identification and prioritization of goals</p>	<p>CAPS Contact/FSP/PPP</p>	<p>Caseworker Team Members</p>	
<p>Determine frequency of meetings and schedule next meeting</p>	<p>CAPS Contact</p>	<p>Caseworker Team Members</p>	
<p>Discuss/determine the best method for communication within the team</p> <ul style="list-style-type: none"> • Phone tree • Encrypted e-mail • Letter/USPS 	<p>Family Team Members "roster"</p>	<p>Caseworker Team Members</p>	

Goal: For every family accepted for services to have a functioning team.

Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
a. Develop a communication plan for the family team			
Note sharing from meetings within the family team.	Meeting notes CAPS Contact	Scribe Caseworker/Team Leader	
Notification to the team when situations arise that require the teams consideration and/or input between meetings	CAPS Contact	All Team Members	
Notification to the team on goal progress between meetings	CAPS Contact	All Team Members	
b. Utilize team meeting to prepare for scheduled reviews			
Hold meeting within 45 days prior to scheduled review (PH or FSPR) (which is 15 days prior to paperwork being due to clerical)	CAPS Contact Meeting Notes Updated FSP/CPP	Scribe Caseworker/Team Leader	
Provide update, share recommendations and obtain feedback from the family team for the purpose of presenting an update at the scheduled review	CAPS Contact Meeting Notes Updated FSP/CPP	All Team Members	
Request team members unable to attend meeting to provide a written update to share at the family team meeting	CAPS Contact Written statement/report	Caseworker/Team Leader	

Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
c. Utilize team meeting as needed to accomplish family goals			
<p>Consider holding team meetings at crucial points throughout the agency involvement including but not limited to:</p> <ul style="list-style-type: none"> • Receipt of new allegations • Placement change • Reunification • Termination of court supervision • Case closure • Safety plan implementation and/or revision • Goal change for child • Change in key team members • Medical or behavioral health crisis • Independent Living Planning 	CAPS Contact/updated relevant document	All Team Members	
Open discussion regarding identification and prioritization of goals	CAPS Contact/FSP/CPP	Caseworker Team Members	
d. Utilize the family team to prepare for safe case closure			
Discuss the benefits of a FGDM meeting	CAPS Contact	Caseworker Family Engagement Worker	
Clearly define the agreed upon long-term goal for the family	Meeting Notes	Scribe All Team Members	
Identify and transition to community-based/natural resources	Meeting Notes	Scribe All Team Members	

Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
Identify long-term team members and a new team leader in preparation to case closure	Meeting Notes	Scribe All Team Members	

Outcome #2: Tracking and Adjustment

Goal: To have comprehensive and up-to-date plans for families

Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
a. Develop appropriate FSP/CPP using clear objectives and measurable tasks			
Improve staff knowledge on appropriate objective writing	Training	CWRC	
Staff will familiarize themselves with the new FSP/CPP	Training	Assigned Caseworker Supervisor	
Involve team members in determining appropriate objectives for family	Meeting Minutes FSP/CPP	Assigned Caseworker Team Members Supervisor	
Tasks should be specific, measurable and family-focused	FSP/CPP	Assigned Caseworker Team Members Supervisor	
b. FSP/CPP should be a living document			
Utilize input of all team members for the development of the initial plan	FSP/CPP	Assigned Caseworker Team Members Supervisor	
FSP/CPP should be shared with all team members	FSP/CPP	Assigned Caseworker	
Update FSP/CPP to reflect changing circumstances or needs with the family as recommendations from the service providers change.	FSP/CPP	Assigned Caseworker Team Members Supervisor	
Modify FSP/CPP as directed by court or FSP Review Team and notify any team members not present of the changes	FSP/CPP	Assigned Caseworker Supervisor	

Outcome #3: Father Engagement

Goal: To have fathers as active participants regarding the welfare of their child(ren).

Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
a. Identify father at time of agency involvement			
Engage family to identify and locate father(s) at time of intake assessment	CAPS Contact	Assigned Caseworker	
Inform father of intake assessment	CAPS Contact	Assigned Caseworker	
Initiate diligent search efforts at time of case acceptance which will continue until father is located	Diligent Search Referral	Assigned Caseworker Paralegal	
Notify the court (if involved) when mother is uncooperative in releasing identity of father	Court Order	Assigned Caseworker Agency Solicitor	
b. Actively engage fathers regardless of their circumstances			
Attempt to schedule visits and meetings to accommodate fathers' schedule when possible.	CAPS Contact	Assigned Caseworker	
Schedule visits with the father as routinely as with the mother	CAPS Contact	Assigned Caseworker	
Visit locally incarcerated fathers	CAPS Contact	Assigned Caseworker	
Maintain contact with incarcerated or out of state fathers	CAPS Contact	Assigned Caseworker	
Utilize ICPC process as soon as out of state father is identified for applicable cases	CAPS Contact ICPC Packet	Assigned Caseworker	
Continue engagement efforts regardless of response. Utilize multiple means of communication.	CAPS Contact	Assigned Caseworker	
Explore and verify information received about fathers	CAPS Contact	Assigned Caseworker	

Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
Complete a full assessment of the father	CAPS Contact	Assigned Caseworker	
c. Assess family dynamics which could affect father engagement			
Engage family in meaningful conversation about the importance of father involvement in children's lives (See <i>OCFC brochure "Kids Need Dads"</i>)	CAPS Contact	Assigned Caseworker	
Explore and arrange services for father to address family's concerns regarding involvement. (i.e. Domestic Violence, Substance Use, Parenting, visitation, etc.)	FSP CAPS Contact	Assigned Caseworker	

The next state-supported Quality Service Review in Cumberland County Children and Youth Services will be held: 2017

Cumberland County Children & Youth Services
Human Services Building
16 West High St., Suite 200
Carlisle, PA 17013-2961
(717)240-6120 FAX:(717)240-6433



Consent to Release Information for Family Team

You have agreed to participate as a member of a family team organized by Cumberland County on behalf of

_____ Parents & Child(ren)'s Name

Please understand that in order for the teaming process to take place, you must give permission to contact extended family and service providers of the above parents & child(ren). This permission will free Cumberland County to share information with each of these family members and service providers regarding the purpose and expectations of the family team.

This information may be shared during the following meetings: Family Group Conference; Blended Perspective Meeting or Family Team Meeting.

There are several agencies that have contact with your child(ren) that might be beneficial to have as members of the team. These agencies will need your permission to share pertinent information and records with the other agencies and family members that you invite to be part of the team

Attached is a list of possible agencies and extended family members which have been involved with your family. Please initial beside the box(es) of the agencies and family members that you are willing to have as members of the team and share pertinent information and records.

I have read this form carefully and understand all of the information and had all my questions regarding it addressed to my satisfaction. I understand that I may revoke this consent at any time in writing to Cumberland County Children and Youth Services.

I give my permission for Cumberland County to contact and invite to the family team the people that have been identified on this form as being a part of my children's extended family and service providers. I give permission for Cumberland County to share information regarding the purpose and expectation of the team. I also give permission for Cumberland County to share the reports it develops of the parents & children's progress and changes.

Signature of Child Date

Signature of Parent/Legal Guardian Date

Witness Date

Signature of Parent/Legal Guardian Date

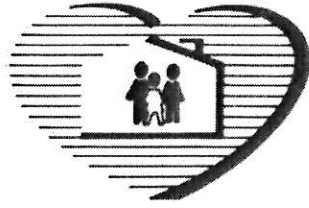
To Receiving Agency/Institution: This information has been disclosed from records whose confidentiality is protected by State Law and Departmental Regulations. It is unlawful to make disclosure of any or all of this information without prior written consent of the person to whom it pertains and the agency/institution who developed the material.

Family Team Members

Initial to give consent (m)	Initial to give consent (f)	✓	Name	Relationship to Child	Address	Phone Number	Email Address

Please use an * to note preferred method of contact Please ✓ if individual is a placement resource

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DATE

PARENT'S NAME
ADDRESS

Dear Mr/s. NAME:

I am writing to inform you that you have been identified as a team member for (insert child and family name here; example: Susan Jones from the Smith family). Your involvement in this team is an important aspect of providing support for (insert child's name here) and (his/her) family. Being involved in the team will include participating in team meetings in order to discuss services and offer support.

Identifying and utilizing teams to support families is an effort by Cumberland County Children and Youth Services to engage family members and resources in a way which will allow the family to lean on their natural support system.

Other members on the team include the following other individuals:

(LIST TEAM MEMBERS AND RELATIONSHIP HERE)

Thank you for your time in reading this letter and if you have any questions or concerns feel free to contact me at 717-240-6120 or the Agency's toll free telephone number at 1-888-697-0371, Monday through Friday between the hours of 8:00 a.m. and 4:30 p.m. If I'm not at my desk please leave me your name and phone number so that I may call you back as soon as I am able.

Sincerely,

Caseworker

5/22/15