

County Improvement Plan (CIP)

County Name: Lebanon

Date of Plan: July 1, 2017

Initial

Update

Section I. Sponsor/Implementation Team Members:

James Holtry, Executive Director

Erin Moyer, Program Specialist

Richard Showers, Director of Social Services

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

Lebanon County Children and Youth Services participated in the Quality Service Review process in January/February 2017. During this review there were 11 groups of two who reviewed 11 cases (6 in-home and 5 placement). In addition, meetings were held with focus groups and key stakeholders which included, Youth Advocate Program, Caseworkers, Supervisors, a county detective, the Agency attorney and the Director of Probation. Once the review was completed, the results were reviewed by the team and results were tabulated by Hornby Zellers Associates. Those draft results were reviewed by the Sponsor/Implementation Team, along with representatives from the Office of Children Youth and Families and the Child Welfare Resource Center and changes and adjustments were made.

Once the final results were completed, areas for improvement were identified as “Family Engagement, Planning for Transitions and Life Adjustments, and Teaming”. The next steps meeting was held in April 2017, which included the Sponsor/Implementation Team, as well as, Representatives from the Office of Children Youth and Families and the Child Welfare Resource Center. The purpose of this meeting was to gain input in the development of Lebanon County’s Improvement Plan. The team decided to address the following priority areas:

Outcome #1 – Family Engagement

Outcome #2 – Planning for Transitions and Life Adjustments

Outcome #3 – Teaming

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

Outcome # 1: Family Engagement

Definition:

Engage the child and family meaningfully and dynamically in all aspects of the service process. This includes:

- Approaching the family from a position of respect and cooperation
- Engaging the family around strengths to address concerns for the health, safety, education, and well-being of the child
- Engaging the family in the case planning and monitoring process, including the establishing of goals in case plans and evaluating the service process
- Helping the family define what it can do for itself and where the family needs help
- Engaging the family in decision making regarding the choice of interventions

	Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
	Prior to any plans being completed, the Caseworker will invite parents and child(ren) over the age of 14 to participate in the development of Family Service Plans and Child Permanency Plans	Case documentation	Caseworker	Program Specialist will randomly select 10 to 15 cases on a quarterly basis to ensure this action step is completed and was documented in case dictation.
	Ensure that absent parents are engaged by completing searches for any absent parent. When located, these absent parents will be included on the checklist described in the action step below.	Case documentation	Caseworker	Program Specialist will review all transferred and closed cases to determine if efforts were made to locate absent parents and to engage these parents in the planning process.

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	Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
	<p>Caseworker and Supervisor will meet to review the parent/family engagement checklist prior to the writing of the Family Service Plan/Child Permanency Plan and will complete the top portion of the checklist. Checklist will include:</p> <ul style="list-style-type: none"> • Invitation to participate • Date of plan participation • Notation in CAPS • Searches completed for absent parents 	<p>Copy of completed checklist to be placed in case file</p>	<p>Program Specialist to develop checklist. Caseworker and Supervisor are responsible for ensuring checklist is completed prior to the writing of all plans</p>	<p>Program Specialist will randomly select 10 to 15 cases on a quarterly basis to ensure checklist is completed.</p>
	<p>Caseworker and Supervisor will meet to review the parent/family engagement checklist following the writing of the Family Service Plan/Child Permanency Plan and will complete the bottom portion of the checklist. Checklist will include:</p> <ul style="list-style-type: none"> • Signatures • Copies of plan given to all appropriate parties 	<p>Copy of completed checklist to be placed in case file</p>	<p>Program Specialist to develop checklist. Caseworker and Supervisor are responsible for ensuring</p>	<p>Program Specialist will randomly select 10 to 15 cases on a quarterly basis to ensure checklist is completed.</p>

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	Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
			checklist is completed following the writing of all plans	
	Will conduct phone interviews and/or send a survey in the mail along with self-addressed stamped envelope to parents regarding family engagement and the quality of services they are receiving from the Agency.	Program Specialist's notes	Program Specialist	Program Specialist will inform Director of Social Services of any problems with checklist and/or survey. Any problems noted will be discussed with the Caseworker and the Supervisor.

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Outcome # 2: Planning for Transitions and Life Adjustments

Definition:

The next life change transition for the child and the family is planned, staged, and implemented to assure a timely, smooth, and successful adjustment for the child and the family after the change occurs. Plans and arrangements are made to assure a successful transition and life adjustment in daily settings.

	Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
	Any age appropriate child in placement for over a month, will be referred to SWAN services, including child preparation. Child Preparation is designed to help the child with any transition he/she is or will be experiencing.	Copy of SWAN referral	Caseworker	Adoption Supervisor will monitor and approve all SWAN referrals
	For any child over the age of 17, who is in placement, the Agency will schedule a Transition Collaboration Team (TCT) meeting. The TCT process allows transition aged youth and their families an opportunity to know what resources are available and how to access them.	Copy of TCT referral	Caseworker	Periodically the Director of Social Services will review all placement cases of children over the age of 17 to determine if this action step is being followed.
	The Director of Social Services will meet monthly with a representative from Juvenile Probation to review progress of shared cases, and for those shared cases which are in placement, determine what services are to be suggested to the child/family to help in the transition out of placement.	Agency will maintain a list of the meetings and cases discussed	Director of Social Services	Director of Social Services will maintain a log of the meeting dates and the shared cases that were discussed at the meeting. This will be reviewed quarterly by the Program Specialist

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	Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
	<p>Thirty to sixty days prior to an accepted for services case being closed, the Caseworker will schedule an exit meeting with the family and, if applicable, the In Home Service Provider. The purpose of this meeting is to inform the family of case closure, to answer any questions the family may have, and to determine if additional supports are necessary.</p>	<p>Caseworker is to note in dictation when the meeting occurred and the results of the meeting</p>	<p>Caseworker</p>	<p>Supervisors will be instructed not to allow a case to be closed unless it is documented in case dictation that the caseworker had the exit meeting or the reason the exit meeting did not occur. This will also be reviewed by the Program Specialist when closed files are reviewed.</p>
	<p>For cases that were accepted for services and then closed, the Program Specialist will conduct a phone interview and/or send a survey in the mail along with a self-addressed stamped envelope to parents regarding the quality of service, and whether there are any suggestions that would allow the Agency to assist the child and the family in a successful transition.</p>	<p>Program Specialist's notes</p>	<p>Program Specialist</p>	<p>The Program Specialist will on a quarterly basis select a random sample of closed cases to assure that attempts have been made to complete the survey.</p>

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Outcome # 3: Teaming

Definition:

Appropriate team members have been identified and formed into a working team that shares a common “big picture” understanding and a long term view of the family. Team members are to have sufficient knowledge to work effectively with the family. Team members are to work together to share information, plan, provide and evaluate services for the family.

	Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
	<p>When a case is referred to an In Home Service Provider the Caseworker will send the most recent Family Service Plan and/or Child Permanency Plan to the provider. The Caseworker will also meet with the In Home Service Provider and the family in the family’s home to identify the goals the In Home Service Provider and the family will be working on. The Program Specialist will develop and maintain a checklist specific to Youth Advocate Program and George Junior (since they are the Agency’s main providers) that will note:</p> <ul style="list-style-type: none"> • Family Service Plan/ Child Permanency Plan provided to the In Home Service Provider • Caseworker met with the family and In Home Service Provider to identify the goals the family will be working on. 	<p>Agency checklist will be developed and maintained by the Program Specialist</p>	<p>Caseworker will be responsible for providing the In Home Service Provider with the plans and for arranging the meeting to identify goals. The Program Specialist will be responsible for developing and maintaining the checklist, as well as monitoring that these items are</p>	<p>During scheduled meetings between the Agency, Youth Advocate Program, and George Junior (refer to action step #3), a random sample (approximately 20 % of the cases), will be selected to complete this checklist.</p>

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	Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
			documented in CAPS.	
	<p>In Home Service Providers will meet with the family and the Caseworker monthly to review the family's progress. The In Home Service Provider will also provide the Agency with monthly written progress reports on the family. If the Agency is taking the family to court the Agency's Caseworker will contact the In Home Service Provider to discuss the details of the case. The Program Specialist will develop and maintain a checklist specific to Youth Advocate Program and George Junior (since they are the Agency's main providers) that will note:</p> <ul style="list-style-type: none"> • If monthly meetings occurred • If contact occurred prior to any Agency initiated court hearings • If monthly In Home Service Provider's written reports were received by the Agency 	<p>Agency checklist will be developed, completed, and maintained by the Program Specialist</p>	<p>Caseworker will be responsible for monthly meetings, and if necessary contact prior to any scheduled court hearings. In Home Service Provider will be responsible for providing the Agency with monthly written reports on the family. The Program Specialist will be responsible for developing and maintaining the checklist, as</p>	<p>During scheduled meetings between the Agency, Youth Advocate, and George Junior (refer to action step #3), a random sample (approximately 20 % of the cases), will be selected to complete this checklist.</p>

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	Action Steps	Evidence of Completion	Person(s) Responsible	Monitoring
			well as monitoring that these items are documented in CAPS.	
	Approximately every 3 to 4 months the In Home Service Provider will meet with the Caseworker and other appropriate Agency personal to review all active Agency cases that have been referred to the In Home Service Provider.	Director of Social Services will maintain a list of the dates and the families that were reviewed	Director of Social Services	Program Specialist will, through the use of the checklist mentioned above, monitor the meetings occurrence.
	The Director of Social Services will meet monthly with Juvenile Probation to review shared cases, and to determine if additional services are required for the family.	Director of Social Services will maintain a log of the meeting dates and the shared cases that were discussed at the meeting.	Director of Social Services	Director of Social Services will maintain a log of the meeting dates and the shared cases that were discussed at the meeting. This will be reviewed quarterly by the Program Specialist.

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Enter monitoring plan here: Sponsor/Implementation Team will meet quarterly to monitor, review and update the plan

Month and Year for the next state-supported Quality Service Review: February 2020

State-supported QSRs must occur at least every 3 years, but frequency cannot occur more than once every year.