

County Improvement Plan (CIP)

County Name: Warren

Date of Plan: May 2015

Initial

Update

Section I. Team Members

Sponsor Team Members

Mary Kushner, FWHS Director

Jan Burek, Intake Director

Meredith Ketcham, CYS Director

Kim Lyon, Quality Assurance

County Improvement Plan Team Members

Meredith Ketcham, CYS Director

Jan Burek, Intake Director

Gini Greenwald, CASSP

Kim Lyon, Quality Assurance

Tammi Shippee, Perinatal/Parenting Supervisor

Sue Wolfe, Ongoing Caseworker

Kylei Davison, Ongoing Caseworker

Kari Lyon, Clerical

Emily Poole, Fiscal

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

Warren County Children and Youth Services participated in the Quality Service Review (QSR) in November 2014. Seven cases were randomly selected and reviewed over 3 days. A total of 58 interviews were conducted, averaging eight interviews per case. Early Learning and Development, Safety, and Maintaining Family Relationships were all found to be appropriately addressed in the cases reviewed. However, there were areas for improvement.

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The Final Outcomes of the QSR were presented at the Children’s Roundtable in December 2014. A Next Steps meeting was held on January 23, 2015 with Key Stakeholders, Cynthia Gariepy (WR OCYF), Tamara Harrell (WR OCYF), and Steve Eidson (CWRC). The QSR Final Report was presented and brainstorming sessions were used to develop a list of strategies to improve three key areas: Teaming, Family Engagement, and Pathways to Independence. On February 18, 2015, Steve Eidson from the Child Welfare Resource Center met with Meredith Ketcham, Warren County CYS Director, and Kim Lyon, Quality Assurance, to discuss the development of the County Improvement Plan (CIP). After discussion, it was agreed that the team to develop the CIP would include the director of CYS, quality assurance, director of Intake, CASSP, CYS supervisor, CYS caseworkers, CYS clerical, and fiscal.

The CIP Team feels that by addressing the areas of Teaming (formation & functioning) and Engagement Efforts (Child/Youth and Fathers) the Agency will see the following outcomes:

- **Outcome # 1: All families will have a formed and functioning team that shares a common “big picture” understanding and long-term view of the child/youth and family. The team will work together to identify appropriate services, make informed decisions, and provide for safe and successful case closure.**
- **Outcome # 2: All family members will be treated equally and be involved in making decisions based on what is best for the child.**

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

Outcome # 1: All families will have a formed and functioning team that shares a common “big picture” understanding and long-term view of the child/youth and family.									
STRATEGIES	ACTION STEPS	INDICATORS/ BENCHMARKS	EVIDENCE OF COMPLETION	PERSON(S) RESPONSIBLE	TIMEFRAME	RESOURCES NEEDED	STATUS	MONITORING	
Improve teaming with key stakeholders and family members.	Develop a checklist of service providers within the county for Caseworkers to use as a starting point for obtaining releases from families.	A service provider checklist will be developed.	List of providers	Quality Assurance	Dec 2015	Provider checklist			
		Caseworkers will utilize the service provider checklist to identify providers for releases. This will be reviewed at case opening and each FSP review/Judicial Review.	Completed provider checklist in file.	Caseworker/ Quality Assurance	May 2016	Provider checklist			
			Releases for all team members/ providers in file.	Caseworker/ Supervisor	Dec 2015	New release			
	Develop a policy/procedure for regular ongoing communication with team.	Caseworkers will have a minimum of one monthly contact with the team for each child/case.	Policy/ Procedure	Policy/ Procedure	Quality Assurance	Dec 2015	Policy & Procedure		
			Developed Team	Developed Team	Caseworker/ Supervisor	May 2016			
			Case note	Case note	Caseworker	May 2016			

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<p>When there is a change in caseworker/supervisor, a letter will be sent to all identified service providers (with a current release) notifying of change. A copy of the completed service provider checklist will be provided to clerical by the new caseworker.</p>	<p>Letter created, sent and documented in case file.</p>	<p>Releases in file Copy of letter in case file.</p>	<p>Caseworker/Supervisor C&Y Clerical</p>	<p>May 2016</p>	<p>Provider Letter</p>		
<p>Providers will be informed of a case open with CYS.</p>	<p>Contact with provider</p>	<p>The contact noted in CAPS</p>	<p>Caseworker</p>	<p>Dec 2015</p>	<p>None</p>		
<p>List of caseworker/supervisor contact information will be provided to school guidance counselors.</p>	<p>Updated list of caseworker/supervisor contact information by unit will be created and sent to schools.</p>	<p>Copies of letters sent</p>	<p>Quality Assurance</p>	<p>Dec 2015</p>	<p>None</p>		
<p>Letter to all service providers upon case closure.</p>	<p>Closing service provider letter</p>	<p>Copies of letters in case file</p>	<p>C&Y Clerical</p>	<p>May 2016</p>	<p>Case closed letter</p>		

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Outcome # 2: All family members will be treated equally and be involved in making decisions based on what is best for the child.								
STRATEGIES	ACTION STEPS	INDICATORS/ BENCHMARKS	EVIDENCE OF COMPLETION	PERSON(S) RESPONSIBLE	TIMEFRAME	RESOURCES NEEDED	STATUS	MONITORING
Identify and locate non-custodial parents	Family Find will occur for all cases within 30 days of opening.	Family Find request and results for all cases.	Family Find results	Caseworker/ Supervisor/ SWAN Paralegal	50% compliance by Dec 2015; 75% by May 2016; 90% by Dec 2016			
	Inquire of members invited to FGDM/FTM – all cases will have within 30 days of opening.	FGDM/FTM participants/ invites	FSP FGDM section completed	Caseworker/ Supervisor/ FGDM coordinator				
			Acceptance and Appeal Letter to parents	QA				
Regular efforts to reach out to and engage non-custodial parents	Letters and meeting notifications sent to identified parents.	Letters Meeting notifications	Letters in file	Caseworker/ Supervisor/ C&Y Clerical	Dec 2015	Meeting notifications		
Hold meetings in neutral locations	All FGDM/FTM will be held in a neutral location – church, community center, fire hall, etc. of the family's choosing.	FGDM/FTM location	FGDM/FTM in file/CAPS	Caseworker/ Supervisor/ FGDM coordinator	May 2016	Meeting locations		

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FSP will be aligned with Risk and Safety Assessments	FSP will be developed at FGDM/FTM with input from all family.	Family involvement in planning process using family language	Family focused FSP Internal QA	Caseworker/ Supervisor/ FGDM coordinator/ Quality Assurance	May 2016			

Month and Year for the next state-supported Quality Service Review: November 2017

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