

## Post PIP – Remaining six data measures

### Timeliness of initial contact – (Outcomes)

Current Performance per the *Outcomes Report* = **75.2%** Goal = 80.4%

For all investigations and family assessments, Missouri statutes require the child(ren) to be seen immediately in emergency situations and within 24 hours for non-emergency cases. Immediately is defined per policy as within 3 hours. For educational neglect reports, the victim must be seen within 72 hours. The expectation for change requires Circuit Managers to review measure #1 of the FY 07 Outcomes Report and develop an action plan for improvement for any circuit performing below the state goal. A recent review of conclude CA/Ns indicated performance may be improved by additional policy clarification and training, as well as a system edit which will simplify initial contact reporting, whether, made by a multi-disciplinary team member or a CD staff person. CD has begun addressing these changes.

### Family participated in the development and signed the service plan (PRR)

Current Performance *per PRR Results* = **74.3%** Goal = 75.3%

The Family-Centered approach is the division's philosophical base of child welfare practice. Parents and children will be given the opportunity for full inclusion in all phases of the assessment and service planning process. When the parents sign the plan, they convey their agreement to the goals and requirements of the plan. The expectation for change requires staff to make every effort to involve the family in the assessment and planning process are essential in developing a therapeutic relationship and in empowering parents to make the necessary changes. Circuit managers will work with staff to ensure that families are actively involved in the planning process. Service plans will be developed by focusing on the strengths and needs of the family and reviewed for signatures of family involvement.

### Services being provided to the family are adequate to meet their needs as identified in the assessment (PRR)

Current Performance *per PRR Results* = **86.8%** Goal = 89.9%

In Family-Centered techniques recognition is given that families are more likely to change when they are invested in a plan for change, rather than being asked to comply with the mandates of others. Family-Centered practice empowers the family and encourages self-sufficiency, while meeting the children's needs. Flexible funding is provided to facilitate meeting the needs of families, when they can not otherwise be obtained. Expectation for change necessitates the worker to initiate the family-centered practice by explaining the purpose of division's involvement, establishing rapport and treating the family with honesty and respect. Full inclusion will give parents and children an equal and active voice in identifying the issues and need for services. The supervisor is responsible for assuring the assessment is complete and discussing with the worker the best way to access needed resources.

### Worker visits with the family and caretakers at least one time per month (PRR)

Current Performance *per PRR Results* = **81.6%** Goal = 85.4%

CD policy expects staff to meet in the family's home one time per week during the first 30 days, but a minimum of one time per month. Ongoing case management after the initial 30 days requires a minimum of one home visit per month. This visit should not be included with any supervised visitation between parents and children that occur in the home. Expectation for change – To ensure the safety of children in foster care, it is imperative for staff to conduct visits with parents and placement providers. Circuit Managers will review PRR results for current circuit performance and develop a plan for improvement if their performance is below the state goal. The improvement plan will include strategies within the next 90 days for worker visits with the family and caretaker to take place at least one time per month and documented in the case record via the worker.

#### Child placed in close proximity to family (PRR)

Current Performance *per PRR Results* = **85.6%** Goal = 90.9%

CD strives to preserve and maintain family and community connections for all children and families served. For children in out-of-home care, diligent efforts are made to place the child and/or sibling group together with other relatives, maintain the child and/or sibling group in their own schools and communities and ensure close proximity to his/her parents when possible and appropriate. Placement of youth must be within a 50 mile radius of their family whenever possible. When making a placement of a youth into a residential treatment facility located 50 miles or more from the county of jurisdiction, the worker must document that an exhaustive local search was conducted and that the child's treatment needs may not be met within the 50 mile radius. In an effort to improve this outcome, Family Centered Out-of-Home supervisors and circuit managers will conduct administrative reviews in the next 60 days to evaluate whether all viable placement options have been explored and exhausted in efforts to place the child in the same community and within close proximity of their parents. Meeting the child's special needs will take priority over placement in proximity to the parent(s) when selecting a provider, if both standards cannot be satisfied.

#### Visitation plan in place to facilitate reunification (PRR)

Current Performance *per PRR Results* = **84.8%** Goal = 86.8%

Child visits with parents and siblings should occur within the first week of placement, and then weekly thereafter, when possible. The Visitation Plan developed through the FST process should include the frequency of the visits. It is recommended that a visit between a parent and child occur weekly or as frequently as possible in efforts to preserve the bond between a parent and child. It is the worker's responsibility to assure that the child is present for the visits and that a location is secured. The expectation for change will require circuit managers and supervisors to work with staff to ensure there is a visitation plan developed for each child or the visitation plan allows for visitation per policy. When visitation plans are not implemented and/or visits do not occur, the worker shall discuss such reasons with the supervisor. Visits should not be canceled or rescheduled because of unexpected problems with the worker's schedule; a backup plan should be in place. Visitation is not to be used as a reward or punishment for parent or child.