

Child and Family Services
Action Plan for Increasing Case Process Review Scores

Type & Tool #	Question	Sample	Yes	Partial Credit	Partial No Credit	No	EC-na	EC	NA	GOAL	Performance Rate (%) FY 2008	Issue	Plan
CPS.C2	If this case involves an allegation of medical neglect, did the worker obtain a medical neglect assessment from a health care provider prior to case closure?	16	14	0	0	2		0	5	90%	88%	This question contains a very small sample (16 total, with 2 of those scoring "no"). The greatest issue is with the caseworker not getting clear indication from health care provider that this was medical neglect, but supporting the case anyway.	Track these cases and make sure practice guidelines are followed.
HB.2	Was an initial child and family plan completed for the family within 45 days of case start date?	49	23	15	4	2		0	78	85%	78%	It is difficult for caseworkers to complete a plan within the 45-day timeframe. Out of the 49 plans reviewed, only 2 were not completed by the end of the Case Process Review period, and 15 were completed after the 45-day timeframe.	Identify the issues for caseworkers who are having difficulty writing plans in time. Are they having difficulty knowing what to put in the plan prior to adjudication? Are they having difficulty getting an initial team meeting together? Help supervisors to identify issues and address them. Look at when we start a Home-Based case in terms of when it's court ordered. Can cases that are PSS be opened only after there is a court order? CPS caseworkers would then close their CPS case and open a CIS

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													case until there is a court order for a PSS case. The Practice Improvement Team (PIT) will pull SAFE reports regularly and send reminders to caseworkers when their plans are coming due or are overdue. The PIT will gather information as to what really causes the struggle with timely completion and work to eliminate the problems.
HB.4	Were the following members involved in the development of the current child and family plan?												
	the natural parent(s)/guardian	95	71	0	19	5		0	32	85%	75% ***	In looking at the "no's" and the explanations given by the reviewers it appears that the "no's" are contributed to parents not living in the home with the child. In other words, non-custodial parents were not included in a few cases, and there was no documentation	Identify a part of the Child and Family Assessment where information about each parent's participation and contact information can be housed. This would need to be a permanently displayed area rather than one that moves as other

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												to confirm that the exclusion was the result of the non-custodial parent being either unidentified or uninvolved in the child's life. In reviewing the scores for this question, Child and Family Services identified a problem with the SAFE documentation process: there is no one place where a caseworker can document information about the non-custodial parent's whereabouts, and then access it during the case planning process. Also, SAFE needs a better place to identify all the parental figures when the family constellation involves more than one mother or father.	information is added. We currently have a policy attachment that can be used when visits with parent is completed. This is not an action item and doesn't have the added emphasis. It also is not currently monitored. If we begin to monitor this and make it an action item, it will be completed in more cases. Have Supervisor Finishing Touches interviews include a review of whether or not parents, stepparents, and children over 12 were involved in case planning. Change the policy attachment currently used in SAFE called "parent involved" to "mother involved" and "father involved" so that we can track each separately.

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	the stepparent (if appropriate)	16	13	0	1	2		0	111	85%	81%	This question contains a very small sample (only 16 total, with 2 scoring "no" and 1 scoring "partial").	See above.
	the target child(ren) (age 12 and older)	41	36	0	0	5		0	86	85%	88%		
	Performance rate for all three sub-questions										79%		
FC.IA5	Before the new placement was made, was basic available information essential to the child's safety and welfare and the safety and welfare of other children in the home given to the out-of-home care provider?	50	42	0	0	8		0	83	85%	84%	Child and Family Services scored very close to the standard (only 1 percentage point away).	Continue to work on documentation. It is believed that this gets done, it just needs to get it documented.
FC.II2	If a need for further evaluation or treatment was indicated in the most current initial or annual health assessment, was that evaluation or treatment initiated as recommended by the primary care providers?	30	20	0	4	6		0	103	85%	67% ***	There is currently a problem with proctor agencies not getting the follow-up treatment or assessments completed.	Working with Fostering Healthy Utah to identify problem agencies. Also working with contract monitors so that they know what agencies are not meeting their contract commitments.

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FC.III2	If there was reason to suspect the child may have an educational disability, was the child referred for assessments for specialized services?	11	8	0	0	3		0	121	85%	73% ***	This question contains a very low sample size (only 3 cases were scored "no").	Continue to educate workers on what needs to be done. Currently, there is no way to identify these children in SAFE without manually going through each case and looking for the information.
FC.IVA2	If the child and family plan which was current at the end of the review period was the child's initial child and family plan, was it completed no later than 45 days after a child's removal from home?	32	23	5	3	1		0	101	85%	84%	Child and Family Services scored very close to the standard (only 1 percentage point away). This question contains a small sample size (only 1 case scored "no"). There were several cases that scored "partial", which means that the case plan was completed but not within the 45 days.	Use Supervisor Finishing Touches to monitor case planning and timeliness of plans. Send reports to supervisors to alert them of plans coming due. Continue to instruct and mentor supervisors on the use of reports to monitor workers' performance. Is there a reason for these not getting done on time? What are the barriers?
FC.IVA3	Were the following team members involved in creating the current child and family plan?												

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	the natural parent(s)/guardian?	81	64	0	11	6		0	52	85%	79%	It has been identified that there is a problem with involving non-custodial parent, which is reflected in "partial" scores. Only 6 cases scored "no".	Check specific cases to see if this is a documentation issue. (See same question in Home-Based cases. Child and Family Services will implement the same for foster care cases.)
	the stepparent (if appropriate)	20	14	0	0	6		0	113	85%	70% ***	This question contains a small sample size (20 cases with only 6 scoring "no").	Same as above. Both have 6 no's.
	the child? (age 12 and older)	60	55	0	0	5		0	73	85%	92%		
	Performance rate for all three sub-questions										83%		
FC.IVA6	Was the child provided the opportunity to visit with his/her parent(s) weekly?	72	59	0	7	6		0	61	85%	82%	Currently, there is a family visits form that is required in order to finalize the Child and Family Plan. It appears that these forms are not being filled out appropriately.	Modify the current form to be sure that visitation plans direct caseworkers to include required information.
FC.IVA7	Was the child provided the opportunity for visitation with his/her sibling(s) weekly?	43	33	0	1	9		0	90	85%	77%	Same as above.	Same as above.