

<p><b>Area needing improvement:</b></p> <p><b>Parent Involvement in Case Planning</b>  <b>Foster Care – mother</b>  <b>Foster Care – father</b>  <b>In Home Services – mother</b>  <b>In Home Services - father</b></p>	<p><b>Item numbers: FCIVA3 and HB4</b></p>
<p><b>In examining the information provided by OSR on the individual cases reviewed, it appears that there are problems with documentation when there are unusual circumstances in the case such as when the father is unknown or the whereabouts of the parent is unknown. There are also some incidents where documentation of conversations with parents regarding planning is missing when these conversations are held outside of the structure of a Child and Family Team Meeting (CFTM).</b></p> <p><b>Goal: To help workers understand how to document their activities to involve each parent in planning when there are special circumstances such as the parent’s whereabouts are unknown or the father is unknown. To help workers understand how to document their activities to involve each parent in planning when this occurs outside of the CFTM.</b></p>	

Action Steps and Benchmarks	Person Responsible	Evidence of Completion	Quarter Due	Quarter Completed	Quarterly Update
Review Practice Guidelines to be sure that special circumstances are adequately covered	Program and Practice Improvement Team (PPIT) member		End of 1 <sup>st</sup> quarter CY2011		
Research attention-getting way to present short bursts of training for workers that can be accessed from their desktops. If there is something that can be used develop it.	PPIT member		End of 1 <sup>st</sup> quarter CY2011		
Create a way to train workers on documenting activities to locate parents whose whereabouts are unknown	PPIT member		End of 3 <sup>rd</sup> quarter CY2011		

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Implement and train on Kinship in SAFE – starting with several pilot offices. This new section in SAFE will provide a way for workers to record information about each parent, including location and efforts to locate them, which should remedy the problem of reviewers to find information about parents in In-Home Services cases in particular.	PPIT		End of 3 <sup>rd</sup> quarter CY2011		
Explore a different way of documenting family involvement in SAFE to capture each family member’s involvement on the plan itself.	PPIT		End of 3 <sup>rd</sup> quarter CY2011		
In addition, steps have been taken to improve family involvement but were too late to impact the last CPR (which looked at documentation that happened more than a year ago): <ul style="list-style-type: none"> <li>• Writing new Practice Guidelines requiring workers to have face-to-face meetings with each parent, efforts to locate missing parents, documentation of these efforts, etc. These new Practice Guidelines were</li> </ul>	PPIT	Updated Practice Guidelines; monthly reports to supervisors; updated SFT		2010	

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<p>implemented a little over a year ago and training around these new requirements happened in select areas of the state. These guidelines should improve family involvement in planning.</p> <ul style="list-style-type: none"> <li>• Sending out monthly reports to supervisors with the request for them to review family involvement in new plans. Region directors will support this effort by encouraging supervisors to do their part.</li> <li>• Supervisor Finishing Touches (SFT): The new version of the SFT includes a part that specifically requires supervisors to check the documentation of family involvement in the case they are reviewing. It asks for documentation that the mother, father, substitute caregiver, and child were involved. Training is occurring in the second region at this time.</li> </ul>					
<b><i>Renegotiated Action Steps and Benchmarks</i></b>					

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<b>Area needing improvement:</b>					
<b>Health Care follow-up</b>			<b>Item number: FCII2</b>		
<b>Goal: We believe that this item has not scored well because the scoring tool is more qualitative than quantitative. We propose that this item be reviewed in the Qualitative Case Review (QCR) rather than the CPR in order to determine if it is truly being achieved and just not captured by the CPR tool or if there needs to be more work done on it.</b>					
<b>Action Steps and Benchmarks</b>	<b>Person Responsible</b>	<b>Evidence of Completion</b>	<b>Quarter Due</b>	<b>Quarter Completed</b>	<b>Quarterly Update</b>
Propose moving the review of this item from CPR to QCR to the State Quality Improvement Committee (QIC)	Brad McGarry, Office of Services Review (OSR)	Proposed and supported by the State QIC	4 <sup>th</sup> quarter CY2010	Completed September 2010	
Amend QCR protocol to include probes for reviewers to ask specific questions about health care follow-up	PPIT and OSR	Protocol written and implemented	1 <sup>st</sup> Quarter CY2011		
Evaluate the scoring for the QCR health care item and determine if additional steps are warranted	PPIT and OSR	Evaluation of scores	3 <sup>rd</sup> quarter CY2011		
<b><i>Renegotiated Action Steps and Benchmarks</i></b>					