

APPENDIX A DEFINITIONS

- A. CPR: Case Process Review**, describes the process by which the Office of Services Review determines how well the Division complies with specific practice guideline requirements (or policy and statutory requirements) in a number of randomly selected cases. It is primarily a record review. For instance, the CPR asks whether a required action such as a monthly home visit was completed or not.
- B. Contract and Flexible Funding:** The timely ability to identify and provide for the specific needs of the child to prevent a placement from disrupting or the child from coming into care. The needs would be determined by members of the child and family team, and would be provided for using “special needs funding” and/or “wrap around funding.”
- C. Department** means the Utah Department of Human Services, established by statute at Utah Code Ann. §62a-1-102 (2006).
- D. Department website** means the website for the Department of Human Services with appropriate and easily accessible links to the Division of Child and Family Services, the Office of Services Review, the Quality Improvement Committee Website, once it is developed, and to reports generated by these agencies. The current Department website is located at <http://www.dhs.utah.gov>.
- E. Direct Service Employee** means an employee that provides direct service to clients, including children and families, not including secretarial and support staff, and staff that have incidental contact with children and families.
- F. Division** means the Division of Child and Family Services, established by statute at Utah Code Ann. §62a-4a-104(2)(b)(2006).
- G. Emergency Situation:** For the purposes of this Agreement, an “emergency situation” sufficient to by-pass the negotiation processes specified in paragraph 10 of the Agreement means that Plaintiffs have a

reason to believe that, as a direct result of Defendant's violation of a portion of the Agreement, a population of children, and not just one isolated child, is at risk of harm, including abuse or neglect, and that the risk of harm is related to a systemic problem created by the Division's violation of a portion of this Agreement. A concern about one particular child, even if Plaintiffs believe that the child is at risk, shall not constitute an emergency situation for the purposes of this Agreement.

- H. FCCRB** means the Foster Care Citizen Review Board, established by statute at Utah Code Ann. §78-3g-102 (2006).
- I. Marked decline in performance** means the following:
 - a. For QCR: Annual performance that declines by more than 8.34 percent from the minimum standard for the indicator as set forth in the Milestone Plan.
 - b. For CPR: Annual performance that drops 10 percent or more below the standard set forth in the Milestone Plan for each CPR question. If the lower limit of the precision range is greater than 10 percent, then "marked decline" will be defined as the lower limit of the precision range.
- J. Material change** means a significant change in the Division's policies or practices or procedures regarding the QCR, CPR, QICs, or Practice Model that is a substantial departure from the Division's current operation and that will have a substantial effect on the how direct service employees perform their duties. Formatting changes, such as the placement, numbering, heading, or title of policies, practices, or procedures do not constitute a material change. Incidental changes, such as changes in job title, or clarifications of existing policy, do not constitute material changes.
- K. Material increase in caseload:** means that the caseload average for a service has increased 10 percent or more over three consecutive quarters, unless the increased average is still below the standards established either at paragraph 28(6) or as superceded by the workload study conducted in

2008. In addition, if the average caseload for a particular services area is above the standard for that service, the division will monitor increases to that service area over longer periods than the three consecutive quarters. If, at any time the current quarterly average exceeds the highest average reported during the past three years by 5%, the division will analyze and document the reason for the increase.

- L. Milestone Conditions** means those conditions set forth in the Milestone Plan that the Division and Department stipulate to continue until at least December 31, 2010. These conditions include: the implementation and training of a Practice Model substantially similar to the Model currently in place as of April 9, 2007 to all direct service employees, the use of priority focus areas, the maintenance of a SACWIS system substantially similar or improving upon the current SAFE system, the maintenance of a case process review and a qualitative case review substantially similar to the ones currently performed, the maintenance of flexible funding and defines above, and the maintenance of state and regional Quality Improvement Committees as defined below.
- M. OSR** means the Office of Services Review, an office within the Department of Human Services that administers the quality assurance and performance monitoring for the Department of Human Services. OSR is responsible for the performance monitoring and annual review required by statute at Utah Code Ann. §62a-4a-117 and Utah Code Ann. §62a-4a-118, and for the administration of the Case Process Review and the Qualitative Case Review.
- N. OCPO** means the Office of the Child Protection Ombudsman, established by statute at Utah Code Ann. §62a-4a-208 (2006).
- O. Practice Improvement Teams** means those staff in the division assigned to review the work of individual direct services staff to ensure that the Practice Model is being applied effectively. These teams provide training, mentoring and make recommendations for system changes.

- P. Practice Model** means a set of fundamental practices expected to be acted upon in the direct delivery of services to clients of the Division across the entire state system. (Currently, the fundamental practices are: engaging, teaming, assessing, planning and intervening).
- Q. Practice Model Principles** means the set of underlying beliefs about what children and families need to keep children safe, provide them with permanent families, and ensure their well-being.
- R. QCR, Qualitative Case Review**, describes the process by which the Office of Services Review determines the extent to which positive outcomes are being achieved for the child and family and how well the child welfare system is following key social work practices. This process is accomplished using a detailed scoring mechanism, trained reviewers, and in-depth interviews with individuals involved with a case. The families' perception of the services they receive, as well as the viewpoints of professionals involved in a case, is a key aspect of the review. Results are used for understanding and improving the front-line practices of the division.
- S. Quality Improvement (QI) Committees** means the Committees set up on a regional and state level, comprised of volunteer members with diverse experiences and backgrounds. The committees, at a minimum, review trend data, discuss what communities could do to improve child welfare, deal with media and public relations issues, work on qualitative reviews, and share information with other stakeholders. The Committees shall submit reports and recommendations to the Division of Child and Family Services, and the Division shall provide direct feedback to the Committees on their recommendations.