

**Utah Division of Child and Family Services  
Western Region 2012**

**Action Plan for Decline in Planning, Long Term View and Teaming**

Contributing Factors	Action Item	Responsible Party	Target Date for Completion
Child and Family Plan	<ul style="list-style-type: none"> <li>• Supervisors will complete one Finishing Touches interview per worker per month. The Finishing Touches tool allows a supervisor to evaluate the quality of the plan in matching client needs with appropriate services on an individual basis.</li> <li>• The Management Team will provide specific feedback on a monthly basis by providing data to supervisors and caseworkers about the timeliness of plan completion.</li> <li>• Supervisors will monitor the plan updates and will discuss with the worker the need to adapt the plan as the case evolves.</li> <li>• The region will ensure that services surrounding issues emphasized in the Child and Family Assessment and CANS assessment are included in the Child and Family Plan as appropriate.</li> </ul>	Management Team  Caseworkers	Ongoing
Long Term View (LTV)	<ul style="list-style-type: none"> <li>• During the Supervisor Finishing Touches, the supervisor will address the following:               <ul style="list-style-type: none"> <li>• Ensure that the LTV is being addressed during the Child and Family Team meetings.</li> <li>• Ensure that all team members can identify the LTV and the steps needed to achieve the LTV. Ensure that the LTV is achievable and measurable. Ensure that the LTV is individualized. The region will provide LTV trainings (i.e., Brown Bag and In-service Trainings, Work Group Trainings, etc.) and one on one mentoring by the supervisor and lead workers to help workers understand the concept of a good LTV.</li> <li>• Region Trainers will meet with the State Office and review the Long Term View expectations. Trainers will then incorporate this information into brown bag trainings.</li> </ul> </li> </ul>	Management Team  Caseworkers  Support Staff	Ongoing
Teaming	<ul style="list-style-type: none"> <li>• Supervisors will attend Child and Family Team Meetings when possible. They will review the quality of that meeting and give feedback to the caseworker.</li> <li>• The Supervisor will work with the caseworker and assess whether or not all appropriate team members are invited to team meetings. The supervisor and caseworker will assess the involvement of team members in team meetings. The supervisor and caseworker will review strategies being used to involve team members who may have missed a team meeting.</li> <li>• Supervisors and caseworkers will review how often face-to-face team meetings are occurring and if the intensity and timeliness of the meetings are sufficient for the needs of the case. Supervisors will follow up with the caseworkers to verify</li> </ul>	Management Team  Caseworkers  Support Staff	Ongoing

Contributing Factors	Action Item	Responsible Party	Target Date for Completion
	<p>that identified needs on reviewed cases have been addressed.</p> <ul style="list-style-type: none"> <li>In work group meetings Caseworker Administrators will review how many Child and Family Team Meetings supervisors have attended and what they have observed or addressed with the caseworkers. In Admin. meetings Caseworker Administrators will review the information gathered and identify who is doing well and who needs more intense mentoring.</li> <li>Caseworker Administrators will track the completion of Supervisor Finishing Touches. They will review with supervisors the results of Finishing Touches. This information will be used to help caseworkers address areas of concern on their cases. This information will be reviewed monthly in Admin. Meeting.</li> </ul>		
Caseload Size	<ul style="list-style-type: none"> <li>Caseloads in Western Region grew to sizes of 19 to 20 per caseworker. This high caseload played a part in worker stress and performance.</li> <li>The region goal will be that case loads do not exceed 15 to 16 cases per worker. With new caseworkers hired we anticipate caseloads falling into this range sometime during the next 4 to 5 months. If case loads exceed the region goal the region administrative team will assess why and determine what needs to be done (i.e. hire new workers, look at how long cases are open, etc.) and take appropriate action.</li> <li>Supervisors will carry cases only on a temporary basis and when absolutely necessary. Not carrying cases will give the supervisors the time needed to monitor caseworkers and provide supervision needed for successful results in the QCR's.</li> </ul>	<p>Management Team</p> <p>Caseworkers</p> <p>Support Staff</p>	Ongoing