

## Division of Family Services Monthly Update August 2010

### Training

The review process for the establishment of core competencies for child welfare supervisors and managers kicked off in July. Two meetings were held, one in Richmond and one in Roanoke, to engage LDSS staff who volunteered to participate in the review. The review group was charged with modifying an existing set of fundamental (core) child welfare competencies utilized in Ohio to ensure that they reflect the knowledge and skills needed by all supervisors and managers in Virginia's child welfare system. A second meeting, which will take place in late August, will involve a review of the findings as well as a formal discussion regarding the final list of competencies that will be recommended to the Virginia Child Welfare Training Program Steering Committee for adoption as the foundation for a core curriculum. As part of the Virginia Children's Services Transformation and the Department's Program Improvement Plan, the competency review is a foundational step in the re-engineering of child welfare training in Virginia.

In addition, plans are still underway to pilot a six module, twelve day, core supervisor training series for interested child welfare supervisors and managers that will take place from September through December. There has been an overwhelming number of LDSS staff who have expressed interest in participating. The pilot series is a critical first step in establishing and institutionalizing core training for child welfare supervisors and managers.

### Managing by Data

During the month of July the Outcome Based Reporting and Analysis (OBRA) released the second iteration of the Critical Outcomes Report and continued providing technical assistance to LDSS's, including visits to Caroline and Hanover DSS. On July 7<sup>th</sup>, OBRA conducted an in-house Microsoft Excel training for DFS staff that resembled the Advanced Data Trainings offered to LDSS that begin in August. OBRA finished an analysis of children with alternative foster care goals (APPLA, IL, PFC) that will be posted on its website soon. The adult services managing by data work group met via conference call on July 14<sup>th</sup> and as a result, OBRA is working with various LDSS on developing three new reports. The child welfare managing by data work group met on July 28<sup>th</sup> and finalized performance standards for the critical outcomes report as well as prioritized new reports for SafeMeasures.

SafeMeasures released a new report on child visits with family members. OBRA met with staff from the Court Improvement Program and Juvenile Domestic Relations Courts to discuss an interface between OASIS and their case management system. This bi-directional interface will allow for auto-population of court data into OASIS. An estimate is currently being reviewed by VDSS-Division of Information Systems. In addition, OBRA's website underwent minor changes and as a result, there is a new web address: <http://spark.dss.virginia.gov/divisions/dfs/reporting/index.cgi>

During the month of August, OBRA will be conducting Advanced Data Trainings in each region. These trainings will be lab based and will feature a brief review of SafeMeasures and basic usage training for the VCWOR. Most of the training will focus on completing research projects on data extracted from either SafeMeasures or the VCWOR and using Microsoft Excel to report findings. Trainings began August 9<sup>th</sup> in the Central region and continue into September. OBRA will continue to provide technical assistance to LDSS and has scheduled visits with Portsmouth, Southampton, and Richmond City in the

month of August. In addition, OBRA staff will train on the inclusion of the National Youth in Transition Database (NYTD) in mid August. The Family Services OASIS Operations Group (FSOOG) will also meet via conference call on August 18<sup>th</sup>.

### **Family Engagement**

During the month of July, the Family Engagement Manager attended the Central Region Family Engagement Roundtable for Phase 2 agencies. A retreat for the Regional Consultants, including CPS, Permanency, Family Placement, CRAFFT, and Project Life was led by BJ Zarris, Assistant Division Director, Tamara Temoney, Family Engagement Manager, and our Casey partners. Family engagement is comprised of four components: Family Search and Engagement, Family Partnership Meetings, Family Support, and Family Resource Development. The purpose of the retreat was to identify the role of each regional consultant in regards to the implementation and sustainability of family engagement practice and to identify strategies for supporting local departments in 2011.

A training evaluation pilot for VISSTA courses CWS 4020 and CWS 4030 should be implemented in early August. Training participants will have an opportunity to complete a paper evaluation following the conclusion of each course in order to provide feedback about the course content, learning environment, and trainer. In addition, a copy of the Family Engagement DVD will be provided to each local department of social services in the coming weeks. An instruction guide for use of the Family Partnership screens in OASIS will also be developed in collaboration with the Outcome Based Reporting and Analysis unit.

In addition, Tracey Jackson began her duties as Family Engagement Specialist. Within this position, she will assist with the statewide implementation of family engagement, assist with data analysis and research, and provide leadership in the development of fatherhood related initiatives. Tracey will also continue to maintain the Virginia Putative Father Registry.

### **Resource Families**

The journey that local departments embarked upon last fall with the Regional Peer Cooperatives (RPCs) is coming to a close – regions are completing the last RPC meetings and planning their culmination/celebration sessions. RPC 6 is based on recruitment with a focus on child-specific strategies, including family finding and diligent searches for children's connections within their home communities and the connections between solid resource family work and truly engaging families.

The culminating sessions will be a half-day session in which local agencies that have participated in the RPCs have an opportunity to come together one last time. We have invited Directors, Supervisors, and other LDSS staff to accompany the RPC "working team" from each agency, in order to help plan for sustaining the changes that were made, as well as to help agencies make the linkages between resource family work and other units, practices, and aspects of child welfare. Perhaps most importantly, each local agency will also have an opportunity to share what changes they have made, new innovations they have begun, and successes they are experiencing. This will provide the basis for a full report of the RPCs, which will be accompanied by a survey of participants, internal implementation team members (at each agency), and agency leadership. Many thanks to our Casey partners for their assistance and guidance in the evaluation of this large endeavor.

You are welcome to attend any culmination session! Please contact each region's Resource Family Consultant for further details about date, time and location. Stay tuned for the full report of the RPCs!

### **Community Based Care**

Secretary William Hazel, MD, Secretary of Health and Human Resources, formed a steering committee that is tasked with reviewing several aspects of children's services. Using the Children's Services Practice Model as the focus for how the Commonwealth wishes children and families to be served, one work group will investigate current statutes, policies and regulations in light of the children who are targeted for access and those who may be falling through the cracks, as well as identifying any obstacles to appropriately serving children and families. The second work group will be investigating the various revenue streams that fund children's services and the parameters for and obstacles to access to those monies. The end product will be to make recommendations for change or additions, if needed. The first meeting of both groups will be organizational meetings to help determine a process for the work. They will be held in August. A third group is reviewing the implementation of Intensive Care Coordination, reviewing the process and determining issues for training and technical assistance. This group met in June.

### **Child Protective Services**

The passage of national health reform in March 2010 included a new federal home visiting grant program aimed at improving health and development outcomes for children and strengthening families in at-risk communities. The Maternal, Infant, and Early Childhood Home Visiting Program, enacted by the Patient Protection and Affordable Care Act of 2010, will provide \$1.5 billion in federal funds over the next five years to eligible grantees, one per state designated by the governor, to support evidenced-based, voluntary home visiting programs for pregnant women and parents and caregivers of young children. CPS Program Staff met with Home Visiting Consortium on July 15<sup>th</sup>, July 23<sup>rd</sup>, and July 30<sup>th</sup> to provide input to work on the needs assessment for the new federal home visiting funding and to work on home visiting issues. The Virginia Department of Health was designated as the lead agency and submitted the first of three parts to the application for the new funding.

The Notice of Intent to Award regarding the Child Advocacy Center (CAC) Funding Request for Proposal (RFP) Number SVC-10-062 was posted to the eVA website on July 1, 2010. Seventeen applicants are being awarded contracts for the provision of CAC services and training for FY2011. Contract award letters were mailed to the seventeen Child Advocacy Centers that were selected to receive the grants. The effective date of the contracts is July 1, 2010 – June 30, 2011.

The CPS Unit has three regulations scheduled for periodic review. CPS program staff has monitored public comment for the periodic review of the following two CPS regulations: CPS Central Registry Information (22 VAC 40-700) and CPS Release of Information to Family Advocacy Representatives of the United States Armed Forces (22 VAC 40-720). Staff have prepared the Notice of Intended Regulatory Action (NOIRA) to submit to Board for periodic review and proposed changes to definitions in regulation entitled Investigation of Child Abuse and Neglect in Out of Family Complaints (22 VAC 40-730). These packages will be presented to the State Board of Social Services at their August meeting. If the NOIRA is approved for posting, staff will prepare edits in the Regulatory Information System for the NOIRA for Investigation of Child Abuse and Neglect in Out of Family Complaints (22VAC40-730).

In addition, as a requirement of the federal Community Based Child Abuse Prevention grant, CPS Program staff conducted an onsite Peer Review for Virginia Tech on July 21. A letter was prepared and sent to the grantee providing the findings and feedback on the results of the Peer Review. Staff have also finalized the Parent Satisfaction Survey being used by all grantees for SFY 2010 and reviewed the statistical forms for new grantees. The contract renewals for the Victims of Crime Act (VOCA) grantees are being finalized as well as the contract renewals for the Healthy Families grantees.

CPS Program staff will also attend the national Community-Based Child Abuse Prevention Grantees meeting in Washington, D. C. in August in conjunction with the Early Childhood meeting. Staff will continue to work with the Home Visiting Consortium in completing the plan/final phase of the new federal Home Visiting funding application process and planning for distribution of funding in Virginia.

In addition, CPS Program staff will conduct the Child Abuse Prevention Grantees meeting on August 17<sup>th</sup> for programs funded by VDSS to provide prevention services. During this meeting, the invoices, financial and quarterly program reports for FY 2011 with instructions for completion will be discussed. In terms of the CPS treatment grants, VOCA and CACs, staff plans to finalize contracts and issue instructions for completion of invoices, financial and quarterly program reports. In addition, CPS Program staff will begin review of Final Reports that were submitted by all grantees for FY 2010 and begin to prepare the VOCA sub-grantees annual SARS Report which is due to DCJS by early Oct 2010.

Also, five sessions of new CPS policy training will take place in August in all regions of the State. The policy/guidance training will be conducted by CPS state staff. A skills training session on implementing family engagement practices and diligent family search will be conducted in the afternoon by the Annie E. Casey consultants.

### Permanency

Final revisions to the Foster Care Guidance Manual were being completed in July and will be submitted for review by the Permanency Advisory Committee (PAC) and Division leadership in early August. Some of the additional revisions include: legislation passed during the 2010 session on Post-Adoption Contact and Communication Agreements (PACCA); National Youth in Transition Data Base requirements and services to older youth; educational changes required by the Fostering Connections Act developed by the Education Work Group; and new federal guidance on provisions from the Patient Protection and Affordable Care Act.

In addition, DFS has contracted with B2B Solutions to help revise the child welfare manuals across DFS programs to have one, streamlined comprehensive manual. They will design a well-organized and user-friendly document with hyperlinks; apply consistent formatting throughout; develop templates, forms and manual guidelines; and train key staff on how to do the manual in the future. A draft cover page has already been developed. The Policy Team will choose a new format for one section from each program's manual so that the Division can make changes to meet the unique needs of each program area.

The 2008 Fostering Connections to Success and Increasing Adoptions Act requires states to develop a health plan in order to be eligible for federal child welfare services payments. The plan provides ongoing oversight and coordination of health care services for children in foster care, in collaboration with the state Medicaid agency, pediatricians, other experts and recipients of child welfare services.

Health care is broadly defined as addressing the medical, dental and behavioral health needs of children.

The Health Plan Advisory Committee (HPAC) has been meeting and its purpose is to advise and make recommendations to VDSS on improving health outcomes for children in, and at risk of, foster care across the Commonwealth. The committee ensures that children receive adequate services to meet their physical and behavioral health needs. The committee provides ongoing oversight and coordination of health care services. It helps articulate the vision, determine effective strategies, make decisions, and follow through to ensure the health needs of children in the foster care system are met. HPAC is comprised of representatives from:

- Resource families & FACES of Virginia Families;
- Social services system representatives (State Board, State Foster Care & CPS Staff, regional consultant, and local departments of social services);
- Other state agencies (Virginia Departments of Medical Assistance Services (DMAS), Health, Education, Behavioral Health & Developmental Services, Juvenile Justice, and the Office of Comprehensive Services for At Risk Youth and Families(OCS));
- Advocacy groups (Voices for Virginia's Children and Virginia Poverty Law Center); and health care providers, including pediatricians, social workers, nurses, clinical pharmacist of psychiatry, dentist, child psychiatrist. These members include:
  - Former President of the Virginia Chapter of the American Academy of Pediatrics;
  - Professor of Psychiatry and Pediatrics; Chair of the Child and Adolescent Psychiatry Division of Virginia Commonwealth University (VCU) Medical Center;
  - Associate Professor & Graduate Program Director in the Department of Pediatric Dentistry VCU School of Dentistry,
  - Clinical Pharmacist, Psychiatry Division in the VCU Health System;
  - Executive Director Capital Area Health Education Center; and
  - Coordinator, Child Assessment & Treatment Center for Health.

In regards to a comprehensive child and family assessment, VDSS and OCS staff presented current screening and assessment tools used across the continuum of child welfare services to HPAC. The group brainstormed an overall schedule and purposes for screenings and assessments based on: what's best for children, youth and families; child's developmental level; child's progression through child welfare system; and different domains of child needs (safety, developmental, medical, dental, mental health and substance). The group identified issues, and a subgroup met to discuss the feasibility of developing one comprehensive assessment tool for the child and family across the child welfare system. The group drafted a charge for the subgroup, drafted criteria for evaluating tools, drafted membership, and set a deadline of September 30, 2010.

The Achieving Permanency through Adoptions Initiative began July 1, 2010. Through this initiative the adoption contractors have been given a goal of 300 final placements by June 30, 2011. As of July 1, 2010, the adoption contractors were already working with 88 of 300 children or 29% of their goal. Thirteen adoption contractors are working with their local departments of social services to achieve this goal. As part of this initiative, an agreement was developed for LDSS and adoption contractors to sign which outlines the roles and responsibilities for both parties. As of July 31, 2010, eighteen agreements had been signed. According to a SafeMeasures report, there are 563 children who have termination of parental rights (TPR) and are not in an adoptive placement or permanent living arrangement. Of the 563 children, the contractors must begin working with 212 children to attain their goal for the year. *(In*

*the adoption process, there is a minimum of six months with a family before a petition for adoption can be presented to the courts.)*

Another part of Achieving Permanency through Adoptions Initiative is the training of specific LDSS and adoption contractors on subjects of mutual interest. The first training event is on “diligent search/family finding” which will be provided by the Resource Family Specialists in each region.

### **Prevention**

The Prevention Committee is working on creating prevention guidance and will be incorporating prevention/diversion information gained during a site visit to Allegheny County, PA in September. In addition, DFS staff and consultants from the Annie E. Casey Foundation will collaborate in September in order to gather input from local agencies that will assist ChildTrends in conducting a study of diversion in Virginia. The study results are expected to assist DFS in formulating an approach to diversion as a prevention service.

### **Adult Services**

Posters are being mailed to long-term care facilities in Southwest Virginia educating facility employees about their responsibilities as mandated reporters for Adult Protective Services (APS). It also includes information on signs of abuse, neglect and exploitation; how to make an APS report; and the website for the online training course for APS mandated reporters. The impetus for the poster came from a high-profile criminal sexual abuse case in a Bristol nursing home where staff said they were unaware that they were supposed to report suspected abuse to APS. Feedback on the poster will be gathered in September with an eye toward replicating the campaign in other regions. The project was financed by a grant from the Family and Children’s Trust Fund, and the poster was designed by Public Affairs.

ASAPS usage reviews have been completed for local agencies in the Eastern, Piedmont and Western districts. Regional consultants are following up with additional ASAPS training and refresher classes and agency visits to promote improved compliance with the ASAPS system-of- record data entry requirements. The ASAPS reviews are the first step in the comprehensive Adult Services/APS Sub-recipient Monitoring Plan. The next step is Adult Services Program Quality Reviews (APQR) for individual agencies. Regional consultants will perform APQR’s for their agencies on a four-year schedule.

Central Region Adult Services/APS consultant Marjorie Marker has completed introductory visits to all 26 local agencies in her region. She also held her first AS/APS coordinators meeting, with over 30 local AS/APS supervisors and workers attending, including several from Eastern Region agencies assigned to her until a new Eastern consultant is hired. The vacant Eastern Region Adult Services/APS consultant position was approved and advertised. Hopefully, a new consultant will be on board by October 1st.

In addition, almost 85% of assisted living facilities (ALFs) participating in the Auxiliary Grant (AG) Program have returned their annual certification forms, the best return percentage in the three years since the certification requirement was established. Failure to submit the form can affect the provider’s ability to accept new AG residents.

The revised Auxiliary Grant (AG) regulation, including responses to public comment, goes before the State Board in August. Recommended changes include a 90-day state residency requirement for AG eligibility, which is opposed by some Southwest Virginia ALF providers.

## **Interstate Compact on the Placement of Children (ICPC) & Interstate Compact on Adoption and Medical Assistance (ICAMA)**

For ICPC, there were 215 new cases this month. Placement statistics for the month of July are listed below:

- Adoption – 35
- Foster Care – 60
- Parental Placements – 31
- Relative Placements – 21
- Residential – 68

In regards to ICAMA, there are a total of 2,797 cases – 71 of which are new for the month of July. In addition, the Program Managers and staff conducted ICPC training to Foster Care, Adoption, and CPS staff in the Eastern region. Approximately 60 people attended the session.

### **Continuous Quality Improvement**

Quality Service Review (QSR) planning continues. Implementation of the QSR process utilizes Virginia professionals, trained in the QSR protocol and process to work in pairs to complete the case reviews. In selecting Reviewers, we are looking for individuals who couple a belief in the Children's Services System Practice model with the following skills and/or attributes: ability to employ basic interviewing skills including engaging respondents and active listening; ability to use confidentiality appropriately and observe boundaries of the reviewer role; and the ability to accurately summarize the case in debriefings. After training, reviewers will be expected to: understand how case practice skills operationalize the values and principles of the practice model; understand the QSR process and protocol; score objectively based on the QSR protocol and understand scoring method; and have the ability to distinguish effort from outcomes.

At this time we are accepting Reviewer applications from staff at VDSS as well as staff at LDSS. The VA Family Connections Web site <http://vafamilyconnections.com/>, under "How to Transform," has a Quality Service Review link with background information on QSR and recruitment of Reviewers as well as an application form.

### **Child and Family Services Review (CFSR)/Program Improvement Plan (PIP)**

The Children's Bureau has given us the deadline of August 15, 2010 to submit the PIP. There is still a need to meet with the PMag Group (Children's Bureau data team) to set measurements for the PIP. The PIP can be approved before the measurements are set.