

County Improvement Plan (CIP)

County Name: Clarion County

Date of Plan: March 2017

Section I. Team Members

Sponsor Team Members:

Kay Rupert, Human Services Director

Todd Kline, Administrator

Denise Johnson, Deputy Administrator

Working Team Members:

Maryl Curtis, Program Specialist

Teresa Holdren, Quality Assurance Coordinator

Sarah Angiolelli, Ongoing Caseworker

Gina Antill, Intake Caseworker

Diana Detrick, Intake Caseworker

Shannon Kumer, Ongoing Caseworker

Section II. Background and Development of the Desired Future State including Priority Outcomes

In November of 2016, Clarion County Children and Youth Services completed their second Quality Service Review. This process was completed over the course of three days and was comprised of 42 interviews, averaging six interviews per case. A total of seven cases were reviewed during the QSR process with a sample that included four placement cases and three in-home cases. The cases were randomly selected from the list of open cases in mid-August of 2016.

The Safety, Living Arrangement, Physical Health, and Academic Status indicators were found to be appropriately addressed in all of the cases that were reviewed. However, there were areas for improvement. The information was analyzed, and three priority outcomes were chosen.

1--Efforts to Timely Permanence—Efforts by system agents for achieving safe case closure show a pattern of diligence and urgency necessary for timely attainment of permanency with sustained adequate functioning of the child/youth and family following cessation of protective supervision.

2--Tracking and Adjusting—The team routinely monitors the child/youth's and family's status and progress, interventions, and results and makes necessary adjustments.

3--Cultural Awareness and Responsiveness—Any significant cultural issues, family beliefs, and customs of the child/youth and family have been identified and addressed in practice.

The team participated in several meetings and chose to develop the plan around the three areas that were rated the least acceptable in the final results of the QSR. The team feels that all three areas are equally important to the safety, well-being and permanency of Clarion County's children. The team feels that by addressing Efforts to Timely Permanence, Tracking and Adjusting, and Cultural Awareness and Responsiveness, agency staff and the families will see children moved to or returned to permanent homes more quickly; families being matched with appropriate, helpful

services more quickly; enhanced communication between family members, foster families, service providers, and agency staff; and an increased sensitivity to the family’s culture and background.

Section III. Plan Strategies and Action Steps to be Implemented and Monitored

Outcome #1: Efforts by system agents for achieving safe case closure show a pattern of diligence and urgency necessary for timely attainment of permanency with sustained adequate functioning of the child/youth and family following cessation of protective supervision.							
Strategies	Action Steps	Indicators/Benchmarks	Person(s) Responsible	Timeframe	Resources Needed	Status	Monitoring
Streamline the Planning Process	Create a written concurrent plan at each permanency meeting that is signed by all permanency team members.	Agency Solicitor and Guardian Ad Litem will be made aware if all Permanency Team Members do not agree on the recommendations made.	Deputy Administrator, Program Specialist, Concurrent Planning Coordinator, Foster Parent Coordinator, Ongoing Supervisor, Caseworker, & Paralegal	During scheduled monthly permanency meeting	Staff time, Staff recommendations	In Progress	Once the concurrent plan is signed off on by all Permanency Team Members it will be added to the case file and provided to the Agency Solicitor and the Guardian Ad Litem.
Offer additional opportunities of assistance to parents	The agency will offer budgeting services to parents at the time of placement to keep them from being incarcerated for failure to pay child support. Administrative Assistant will provide a copy of the order received from Domestic Relations to the Program Specialist,	Improved QSR scores for “Efforts to Timely Permanence” Parents will be able to work on goals and visit with their children if they are not incarcerated for failure to pay child support.	Caseworkers, Ongoing Supervisor, Concurrent Planning Coordinator, Budgeting Worker, Program Specialist, & Administrative Assistant	At the time of child being placed out of home	Staff Time, Budgeting Worker (contracted)	In Progress	If parents are in agreement with budgeting services at the time of placement, they will be referred to the budgeting worker who will work with parents to identify family income and expenses, and help family develop a budget to meet their financial

	<p>who will then inform both the Caseworker and Casework Supervisor of the scheduled hearing regarding failure to make child support payments.</p>						<p>responsibilities. If parents do not agree to budgeting services at the time of placement, they will be offered them again should they miss child support payments. This information will then be provided to the court at the time of any review hearing.</p>
<p>Improve Communication between Parents and Caseworkers</p>	<p>Creation of a “fast facts” placement form. The form will clearly explain to the parents what they can be doing at the time of placement to get their children back (ie. attending medical appointments and visits, completing a family tree, cooperating with services, staying in contact with their CW, etc.)</p> <p>The Health and Education Update Form has also been modified to include certain</p>	<p>Provides a smooth transition for the family at the time of being accepted for services. It also provides the Ongoing Caseworker with necessary background information in order to meet the needs of the family.</p>	<p>Intake Caseworker, Ongoing Caseworker, Intake Supervisor, Ongoing Supervisor</p>	<p>3 to 5 days prior to passing visit from Intake to Ongoing Services.</p>	<p>Staff Time, Completion of draft form of FSP identifying areas of concern and goals identified for the family.</p>	<p>In Progress</p>	<p>Intake Supervisor and Caseworker will schedule date for meeting when they have identified the need for the family to be accepted for ongoing services. Intake Supervisors and Quality Assurance Coordinator will verify that the initial FSP is completed in CAPS by the intake worker at the time of passing.</p>

	items to be immediately discussed with the foster family, such as the child's daily routine, normal bedtime, food/TV/activity interests of the child.						
	Update Intake Social History throughout the life of the case.	Parents will be able to identify additional family/kin supports.	CI Team, Caseworker	Within the 60 day assessment period while on Intake, then at the time of transferring the case after being accepted for ongoing services, and then if there are any new developments throughout the life of the case.	Staff time, Creation of screening tool by CI Team	In Progress	Intake Social History will be completed at the assessment stage by the Intake Caseworker. Quality Assurance Coordinator will ensure at the time of being accepted for services that the Intake Social History is included in the file. Once accepted for services the ongoing worker will update the Intake Social History as things develop through the life of the case.
	Move toward less adversarial court hearings by moving to a more informal	Parents, Caseworkers, and Attorneys will be able to communicate more openly when	Judge, Agency Solicitor, Guardian Ad	Within 1 year	Discussion between Agency Director and Judge, available	Long Term Improvement	Arrangements and scheduling between court and agency

	<p>Modify the visitation form to have goals on form fall into the 5 categories that are scored on the Adult-Adolescent Parenting Inventory. The categories include Expectations; Level of Empathy; Belief in Value of Corporal Punishment; Family Roles; and Power Independence.</p>	<p>Parents will be informed of what skills still need to be improved upon before child can be returned home. Service Providers will be able to adjust their program in order to focus on specific areas needing improvement.</p>	<p>CI Team Justice Works</p>	<p>Within 1 year</p>	<p>Staff Time, Creation of a new form</p>	<p>In Progress</p>	<p>A contract is being developed with Justice Works to allow them to handle our visitation. A form will be developed between the two agencies that encompasses the things that the agency wants to see in the reports.</p>
	<p>Plan visits out with the biological parent prior to the visit occurring, to identify and prepare for what the visit should look like.</p>	<p>Opens up communication between parents and Visitation Caseworker regarding what arrangements the agency can assist with prior to the visit. There would be less miscommunication about what is expected at the visits, and gives the parents an idea of what an appropriate visit would look like.</p>	<p>Justice Works, Caseworkers</p>	<p>Within 1 year</p>	<p>Staff Time</p>	<p>In Progress</p>	<p>Parents will be responsible for the quality of the visit and if they arrived prepared for the visit. Depending on the time of the day or occasion, will they be providing food? Did the parent have supplies to meet the child's needs, such as diapers and wipes? Was there appropriate discussion and interaction with the child? It will be documented by Justice Works, and a report sent to the agency. The report can be</p>

							reviewed at Permanency Meetings.
Provide alternative visitation options	Identify creative ways to provide incarcerated parents with visitation of some sort with their placed children.	Allows parents and children, who will potentially be reunified, to remain bonded prior to their return home.	Judge, Agency Director, Jail Warden, Corrections Officer, Caseworkers, Justice Works	Within 1 year	Creation of new protocol by Judge, Agency Director, and Warden regarding ability to complete this task; Staff time (through CYS Agency and Jail); availability to use skype/IT capabilities	In Progress	An agency worker will be present at designated agency site with children during the time of the electronic interaction. A corrections officer will need to be present with incarcerated parent on other end of electronic interaction. The Judge is open to this type of visitation, and the Jail Warden is also onboard and has offered additional suggestions.
	Utilize a contracted provider for all visitation.	Offers a less biased opinion during visitation by not utilizing agency staff, and provides more opportunity for community and home based visits to occur. Allows for quicker/safer case closure.	Justice Works Youth Care, Caseworkers	6 months	Visitation Provider (Contracted)	In Progress — discussions are being held on March 30th	If ample funding is secured, the agency can contract with an outside provider to complete all visitation. Caseworkers will be responsible for making the referral for visitation to the contracted provider. The

							contracted provider will then be asked to provide written documentation of observations on a weekly basis to the agency, and will be required to participate in necessary court hearings regarding the child.
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Outcome #2: The team routinely monitors the child/youth's and family's status and progress, interventions, and results and makes necessary adjustments.							
Strategies	Action Steps	Indicators/Benchmarks	Person(s) Responsible	Timeframe	Resources Needed	Status	Monitoring
Streamline the Planning Process	Utilize the concurrent plan button on the CPP and FSP in CAPS to clearly document tasks related to the concurrent goal of the case.	Better understanding of concurrent planning and what progress is being made with the concurrent plan. All providers and family members will know what steps the agency has taken and the amount of time that remains before the concurrent plan goes	Caseworkers & Supervisors	Immediately	Staff training on using the concurrent planning button in CAPS, Updated FSP Review Form	In Progress	Supervisors are ensuring that the caseworkers are identifying tasks on the CAPS CPP that are related to the concurrent goal for the case so that all of the information is on one form that the family can easily read. Completion dates should be updated at every 5 month review.

		into effect.					Also, an FSP Review form should be completed at each monthly visit.
Improve Visitation Progression	Update visitation form to provide observations for adjusting the frequency of visits, visitation site, and types of visit supervision (supervised, monitored, or unsupervised).	Quicker/Safer Case Closure	CI Team, Caseworkers, Justice Works	3 months	Staff Time	In Progress	Justice Works will send a report to identify observations for visitation changes. Justice Works will then be invited to participate in permanency team meetings to discuss observations and what direction the visits should move in.
Improve Communication and Inter-Office Teaming	Participate in an information gathering passing meeting within the agency, prior to a family being	Provides a smooth transition for the family at the time of being accepted for services. It also provides the Ongoing Caseworker with necessary	Intake Caseworker, Ongoing Caseworker, Intake Supervisor, Ongoing	3 to 5 days prior to passing visit from Intake to Ongoing Services.	Staff Time, Completion of draft form of FSP identifying areas of concern and goals identified for family	In Progress	Intake Supervisor and Caseworker will schedule date for meeting when they have identified the

	accepted for ongoing services.	background information in order to meet the needs of the family.	Supervisor				need for the family to be accepted for ongoing services. Intake Supervisors and Quality Assurance Coordinator will verify that the initial FSP is completed in CAPS by the intake worker at the time of passing.
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Outcome #3: Any significant cultural issues, family beliefs, and customs, of the child/youth and family have been identified and addressed in practice.							
Strategies	Action Steps	Indicators/Benchmarks	Person(s) Responsible	Timeframe	Resources Needed	Status	Monitoring
Improve how you will identify and work with multiple cultures of Clarion County.	Develop a screening tool to identify family beliefs, cultures, and customs.	Both resource parents and biological parents will be able to identify what values and beliefs are most important to them.	Caseworker, CI Team	After child has been adjudicated dependent and will remain in foster care.	Staff time, Creation of screening tool by CI Team	Complete	An Ice Breaker Meeting will be scheduled and the screening tool will be discussed between the biological family and the resource family, with the caseworker present. Along with prudent parenting, when issues arise with the wishes of the biological family the caseworker

							can refer back to the screening tool.
	Locate and participate in a diversity training.	Both caseworkers and resource parents will become more tolerant of each other's values.	Caseworker, Resource Parent	Within 1 year	Staff Time (Caseworkers and Resource Parents)	In Progress	Caseworkers and Resource Parents will be given the opportunity to participate in a training provided by SWAN or through CWRC to bridge the gap between their own values and the values of others we are working with. Ideally the trainings would be conducted with both resource parents and caseworkers present, to see and understand differences in their values, however this would be dependent upon schedules. By bridging the gap between the staff (caseworkers and resource parents) we will be able to provide better service to the families we are working with.

Month and Year for the next state-supported Quality Service Review: November 2019
