



N.C. Department of Health
and Human Services

Child Protective Services Improvement Initiative

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Child Protective Services Improvement Initiative

Child Protective Services

- ▶ Emphasis to replace federal block grant funds counties lost in FY 2013-14 utilized to pay for CPS workers
 - ▶ Allocates \$4.5M to county departments of social services for CPS workers to replace federal funds counties lost
 - ▶ Applied methodology for TANF funding for child welfare workers
- ▶ Emphasis to reduce caseloads to an average of 10 families per worker performing CPS assessments
 - ▶ \$2.8M to hire new CPS workers (\$3.8M annualized)
 - ▶ Funds were allocated to 30 counties to hire 73 positions
 - ▶ Annualized salary of \$52,419 was applied to establish FTE
 - ▶ County commitment to utilize state CPS funds to hire additional CPS workers

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In-Home Services

- ▶ Emphasis to provide and coordinate interventions and services that focus on child safety and protection, and the prevention of further abuse or neglect
 - ▶ Allocates \$4.5M to county departments of social services
- ▶ Allocation based upon four criteria
 - ▶ Population of children age 18 and under in each county
 - ▶ In-Home services cases in each county
 - ▶ CPS assessments and investigations completed in each county
 - ▶ CPS reports received in each county

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Child Welfare Services

- ▶ Emphasis to enhance oversight of child welfare services in county departments of social services
 - ▶ Allocates \$750,000 to Division of Social Services to fund 9 new positions
- ▶ Emphasis to monitor, train, and provide technical assistance to the county departments of social services to ensure children and families are provided services that address safety, permanency, and well-being of children served by child welfare services
 - ▶ DSS Process Reviews/Program Assessment

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DSS Process Reviews/Program Assessment

- ▶ The objectives of the county child welfare program assessments are:
 - ▶ Assess county child welfare programs for compliance with statutes, rules, and policies in program administration and case management
 - ▶ Build county capacity in understanding and implementing quality assurance functions in the county
 - ▶ Development of continuous quality improvement plans with each county for enhancement of services to children and families
 - ▶ Hold county child welfare programs accountable for program improvement

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DSS Process Reviews/Program Assessment

- ▶ The nine new positions will be responsible for:
 - ▶ Reviewing available data regarding county child welfare programs to develop a picture of the counties' workflows
 - ▶ Engaging each county child welfare administration in a conversation regarding the compliance with statute, rules, and policies, and scheduling onsite case reviews to assess practice
 - ▶ Reporting assessment results to county administrations to which they will respond with a plan for which they will be accountable for program enhancement
 - ▶ Periodic assessments of county child welfare program plans and data to evaluate the effectiveness of county plans in demonstrating improvement in services

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Child Welfare Services Positions

- ▶ Created job descriptions for the new positions
- ▶ Posted positions for two weeks on the NC Office of State Human Resources' website
- ▶ Recruitment
 - ▶ Received 500 applications
 - ▶ Screened qualifications (>180 qualified, >45 highly qualified)
 - ▶ Interviewed 34 applicants
 - ▶ DSS is moving forward with recommendations for approval to hire

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Pilot Program

- ▶ Emphasis to enhance coordination of services and information among local county departments of social services, law enforcement agencies, and other agencies
 - ▶ Partnering with GDAC to leverage State demographic data to build an integrated view of a child and associated adults
 - ▶ Where possible, link services to child and family to build a dashboard
 - ▶ Select counties to pilot a web application to view child summary information
 - ▶ Progress report is due on March 1, 2015 and final report is due March 1, 2016

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Statewide Evaluation

- ▶ Emphasis to provide a comprehensive, statewide evaluation of the State's child protective services system
 - ▶ DSS is required to issue a Request for Proposals to acquire the services of a qualified vendor to perform this evaluation
 - ▶ DSS shall report the findings and recommendations from the evaluation to the Joint Legislative Oversight Committee on Health and Human Services by January 1, 2016
 - ▶ Recommendations from the evaluation should address short term and long term improvements, strengths that can be build on, and identify which target areas have the greatest impact on outcomes

**Caseload
Sizes**

**Administrative
Structure**

**CPS
Worker
Turnover**

**Statewide Evaluation will
include developing
recommendations for the
following**

**Monitoring &
Oversight of local
county DSS**

**Adequacy
of funding**

**Performance of
local county DSS**

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QUESTIONS?

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