

Houston County Minnesota Child and Family Service Review Program Improvement Plan

I. General Information

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To be completed by DHS:		
Date Draft PIP Submitted by County/Tribe: 7/26/11, 8/10/11, 8/23/11, 9/9/11, 9/20/11; 10/3/11; 10/10/11	Date PIP Approved: 10/11/11	
Due Dates for Quarterly Reports: Quarter 1: January 15, 2012 (for Oct – Dec, 2011) Quarter 2: April 15, 2012 (for Jan – March, 2012) Quarter 3: July 15, 2012 (for April – June, 2012) Quarter 4: October 15, 2012 (for July – Sept, 2012)	Date PIP Progress Reviews Received/Occurred:	
PIP Completion Date:		

II. MnCF SR PIP Recommendations (as indicated in the MnCF SR report)

PIP RECOMMENDATIONS

Safety Finding 1: Risk and safety issues were adequately assessed and managed in 50 percent of the cases reviewed. Ensure that caseworker visits with children occur at a frequency sufficient for assessing risk and safety (MnCF SR Items 4 and 19)
Assess training needs related to intake responsibilities and access needed training (MnCF SR Item 4)
Assess training needs related to purpose and appropriate use of SDM tools, and access needed training (MnCF SR Item 4).

Permanency Finding 1: Case review findings and annual performance data indicate additional efforts are needed to promote and ensure placement stability.
Assess and address barriers to placement stability (MnCF SR Item 6, Federal Data Indicators C4.1 and C4.3).

Permanency Finding 2: Annual performance data indicates that additional efforts are needed to achieve timely permanency for older youth and children in care for extended periods of time.
Develop a systemic approach to permanency planning, including:
Assess training needs and access training related to permanency planning, including Concurrent Permanency Planning
Develop and implement policies related to adoption of older youth
Assess agency policies related to the use of long-term foster care. Ensure that decisions to pursue LTFC are made only after all other permanency options have been fully explored and ruled out, and that there is an ongoing review of the appropriateness of LTFC (Federal Data Indicators C2.3, C2.4, C2.5, C3.1 and C3.3).

Permanency Finding 3: Efforts to conduct comprehensive relative searches of paternal and maternal relatives did not occur in any of the cases reviewed.
Address barriers to placing children with relatives (MnCF SR Item 15).

Well-being Finding 1: Inconsistent efforts to identify and engage non-resident fathers was the primary factor that resulted in negative ratings related to parent/child visitation, assessing needs, providing services, case planning and caseworker visits with parents.
Assess and address barriers to identifying and engaging fathers in child welfare cases (MnCF SR Items 13, 17, 18 and 20)
Ensure all families have current, signed case plans on file (MnCF SR Item 18).

Well-being Finding 2: Case review findings and annual performance data indicate caseworker visits with children in out-of-home care do not occur at a frequency that meets their needs, or meets state and federal standards.
Ensure that face-to-face caseworker visits with children in out-of-home placement occur each and every month a child is in care (MnCF SR Item 19).

Systemic Factors:

Ensure that a process is in place for notifying foster parents of court hearings for children in their care, and that they are informed of their right to be heard (Case Review System)

Assess training needs related to recent changes in staff responsibilities and access needed training (Supervisor and Social Worker Resources; Staff and Providing Training).

SAFETY

Goal: Risk and safety issues will be adequately addressed.

Applicable Items and/or Systemic Factors:
MnCF SR Items 4 (Risk assessment and safety management) and 19 (Caseworker visits with children)

Baseline (Performance at the time of the review):

Item 4: 50% of cases rated as a strength
Item 19: 50% of cases rated as a strength

Demonstration of Goal Completion: Daily review of intake log by intake screening team. Increase addressing risk and safety issues adequately in 75% of cases reviewed.

Action Steps (include persons responsible)	Qtr Due	Date Completed	Quarterly Update (Identify reporting quarter, e.g. Q1, Q2, Q3, Q4)
The agency will print and review the SSIS General Report "Monthly Contacts with Children in Continuous Placement" on a monthly basis.	Qtr 1		Q1: Q2: Q3: Q4:
The supervisor will review the above referenced report with workers and identify barriers to monthly contact.	Qtr 2		Q1: Q2: Q3: Q4:
The agency will develop action steps to address identified barriers.	Qtr 3		Q1: Q2: Q3: Q4:
The agency will return to having a designated intake worker effective June 6, 2001 as opposed to having intake rotated daily throughout all the social workers as it had been since April 2010. The intake worker assigned was the designated intake worker prior to April 2010. She is familiar and knowledgeable about the needed information in an intake to make adequate decisions in assessing risk and safety issues of children. The Intake Screening Team meets daily at 8:30 AM to assess the previous day's intakes that were not immediately responded to. The Intake Screening Team consists of Supervisor, Intake Worker, and rotation of social workers.			Completed: The return to a designated intake worker has eliminated the need identified during the review for additional training for all workers covering intake.
The agency will identify and access additional training for social workers related to the purpose and applicability of the SDM tools. The request for training will be made through the MN	Qtr 4		Q1: Q2: Q3: Q4:

Child Welfare Training System SIR website.			
Measurement/Monitoring Plan: Daily intake screening team, quarterly internal case review process, and "CW-TCM, MH-TCM contacts and "Monthly Contact with Children in Continuous Placement" reports generated through SSIS, and TrainLink.			
Role of the Supervisor: Supervisor will review the Intake Log in SSIS on a daily basis with Intake Screening Team. On days when the supervisor is not present, Team will designate a lead person for that day's meeting. Supervisor will review four cases on a quarterly basis.			
PERMANENCY			
Goal: Increase efforts to promote and ensure stability of children in OHP.	Applicable Items and/or Systemic Factors: MnCF SR Item 6 (Placement stability); Federal Data Indicators C4.1 and C4.3		
Baseline (Performance at the time of the review): Item 6: 50% of cases rated as a strength Federal Data Indicators (2010) C4.1: 83.3% of children in care less than 12 months were in 2 or fewer placement settings (National standard is 86% or higher) C4.3: 31.2% of children in care more than 24 months were in 2 or fewer placement settings (National standard is 41.8% or higher)	Demonstration of Goal Completion: The agency will demonstrate the following performance on Federal Data Indicators as measured by Charting & Analysis Reports C4.1: 86% C4.3: 35%		
Action Steps (include persons responsible)	Qtr Due	Date Completed	Quarterly Update (Identify reporting quarter, e.g. Q1, Q2, Q3, Q4)
On a quarterly basis, the supervisor will run Charting and Analysis reports C4.1, C4.2 and C4.3 to identify children who have experienced moves in placement. The agency will identify reasons for placement changes and develop action steps to address identified issues.	Qtr 2		Q1: Q2: Q3: Q4:
Review of OHP cases with the Juvenile Screening Team and Children's Meeting to assess and address barriers to individual placement stability. Work together as a team to make the most appropriate placement for a particular child that will address his/her individual needs.	Qtr 2		Q1: Q2: Q3: Q4:
At initial licensing and at every renewal the "Agreement Between Foster Parents and Placement Agency" (DHS-0139) will be gone over and signed. The agreement states what Houston County Human Services expects of foster parent and what the foster parents can expect from the agency.	Qtr 4		Q1: Q2: Q3: Q4:
The OHPP will be reviewed with the foster parents and their role in reunification and	Qtr 2		Q1: Q2: Q3:

permanency.			Q4:
Foster parents will submit the monthly progress report on each child and a follow-up phone call from social workers/case aides will be made to monitor progress and placement stability.	Qtr 2		Q1: Q2: Q3: Q4:
Measurement/Monitoring Plan: Quarterly internal case review process; Charting and Analysis reports for federal measures C4.1 and C4.3, monthly Juvenile Screening Team meetings, and quarterly CJI Team meetings.			
Role of the Supervisor: Supervisor will generate quarterly reports through SSIS of number of placements for each child, bring to team meetings, Juvenile Screening Team and CJI, and address any barriers.			
PERMANENCY			
Goal: Increase efforts to achieve timely permanency for older youth and children in care for extended periods of time.	Applicable Items and/or Systemic Factors: Federal Data Indicators: C2.3, C2.4, C2.5, C3.1 and C3.3		
Baseline (Performance at the time of the review): Federal Data Indicators (2010): C2.3: 13.3% (Nat'l Standard is 22.7% or *) C2.4: 0% (Nat'l standard is 10.9% or *) C2.5: 11.1% (Nat'l standard is or 53.7% or *) C3.1: 0% (Nat'l standard is 29.1% or *) C3.3: 100% (Nat'l standard is 37.5% or *)	Demonstration of Goal Completion: Training is completed The Juvenile Screening Team and CJI Team are actively reviewing cases of child in care and procedures have been developed for ongoing review. Ongoing review and analysis of Charting and Analysis reports for measures C2.3, C2.4, C2.5, C3.1 and C3.3 is occurring.		
Action Steps (include persons responsible)	Qtr Due	Date Completed	Quarterly Update (Identify reporting quarter, e.g. Q1, Q2, Q3, Q4)
The agency will identify and access additional training on permanency outcome for older youth. Agency staff will attend the Quarterly VPC Supervisor' Forum "Achieving Permanency Outcome For Older Youth Part II – Youth Engagement" Aug 23. Staff did attend Part I on May 17.		5/15/11 & 8/23/11	Completed
The agency will identify and access additional training for social workers in permanency planning and Concurrent Planning. Agency staff will attend "Permanency Planning and the Adoption Process" training on Oct. 4-5, 2011	Qtr 1		Q1: Q2: Q3: Q4:
For children who are not returning to their parents' home the agency will look at all permanency options including adoption regardless of child's age. The Juvenile Screening Team will review cases at 3, 6, 9 and 12 months to review progress and discuss permanency options.	Qtr 1		Q1: Q2: Q3: Q4:
The agency will use Long Term Foster care only after all other permanency options have been fully explored and ruled out. The Juvenile Screening and CJI Teams will	Qtr 2		Q1: Q2: Q3: Q4:

be involved in giving input and making decisions involving permanency.			
Measurement/Monitoring Plan: Charting and Analysis reports for measures C2.3, C2.4, C2.5, C3.1 and C3.3. TrainLink, Juvenile Screening Team (monthly), CJI Team (quarterly) Case plans will include progress on the permanency plan and inquiry will be made in court by judge. The law clerk has prepared checklists for the judge of relevant questions to be asked at each hearing. Attendance of staff at "Permanency Planning and the Adoption Process" training on Oct. 4-5, 2011.			
Role of the Supervisor: Review training records of social workers to ensure they have adequate training related to permanency planning, including Concurrent Permanency Planning, review of cases at Juvenile Screening Team and CJI Team.			
PERMANENCY			
Goal: Increase efforts in locating relatives for placement of the child.	Applicable Items and/or Systemic Factors: MnCFSR Item 15 (Relative Placement)		
Baseline (Performance at the time of the review): Item 15: 0% of cases rated as a strength Annual Performance Data: Less than 2% of Houston County placement settings in 2009 and 2010 were relative foster care.	Demonstration of Goal Completion: Documentation of Relative Searches and outcomes Rate of relative foster care placement settings will increase to 5% (measured by the 2011 Child Welfare Report)		
Action Steps (include persons responsible)	Qtr Due	Date Completed	Quarterly Update (Identify reporting quarter, e.g. Q1, Q2, Q3, Q4)
Review the "Relative Search Best Practice Guide" at staff meeting and discuss what have been the barriers to relative searches in the past and how best practices will be implemented at the agency for all children in placement.	Qtr 2		Q1: Q2: Q3: Q4:
Include a review of relative search efforts in the Juvenile Screening Team.	Qtr 2		Q1: Q2: Q3: Q4:
Agency staff will attend "Permanency Planning and the Adoption Process" training on Oct. 4-5, 2011.	Qtr 1		Q1: Q2: Q3: Q4:
At the EPC hearing the Court will order parents to complete and cooperate with the relative search process. CJI Permanency Action Plan	Qtr 1		Q1: Q2: Q3: Q4:
Measurement/Monitoring Plan: Documentation in file and SSIS of efforts to locate relatives, review case with Juvenile Screening Team and CJI Team, attendance of staff at "Permanency Planning and the Adoption Process" training on Oct. 4-5, 2011.			
Role of the Supervisor: The supervisor will review cases to monitor that relative searches are being done and all resources have been exhausted.			
WELL-BEING			
Goal: Increase efforts in identifying and engaging non-resident parents	Applicable Items and/or Systemic Factors: MnCFSR Items 13 (Parent/child visitation); 17 (Assessing needs and providing services); 18 (Case planning) and 20 (Caseworker visits with parents)		
Baseline (Performance at the time of the review): Item 13: 0% of cases rated as a strength Item 17: 50% of cases rated as a strength Item 18: 16.7% of cases rated as a strength Item 20: 60% of cases rated as a strength	Demonstration of Goal Completion: Results of qualitative case reviews will indicate: A father has been identified in every case Item 13: The agency made efforts to engage fathers in visitation with their children in 50% of cases reviewed Item 17: Comprehensive assessment of fathers' needs in 75% of cases reviewed Item 18: Agency made efforts to engage fathers in case planning in 50% of cases reviewed.		

		Item 20: Agency made efforts to have frequent/quality visits with fathers in 75% of cases reviewed.	
Action Steps (include persons responsible)	Qtr Due	Date Completed	Quarterly Update (Identify reporting quarter, e.g. Q1, Q2, Q3, Q4)
Intake worker will consistently request information regarding both parents for all intakes received.	Qtr 1		Q1: Q2: Q3: Q4:
The agency staff follow the recommendations contained in the DHS bulletin "Relative Search Best Practice Guide" and make diligent efforts to identify and locate both parents of any child who is the subject of CHIPS, TPR, or permanency proceedings. Diligent efforts include: asking the custodial or known parent to identify any nonresident parent of the child and provide information that can be used to verify the nonresident parent's identity, obtaining information that will identify and locate the nonresident parent from the county and state of Minnesota child support enforcement information system, using any other reasonable means to identify and locate the nonresident parent. CJI Permanency Action Plan	Qtr 1		Q1: Q2: Q3: Q4:
At the first hearing regarding the petition, and at any subsequent hearings as appropriate, the court will make inquires of the parties whether the identities and whereabouts of both parents of the child are known and correctly reflected in the petition filed with the court. (CJI Permanency Action Plan)	Qtr 1		Q1: Q2: Q3: Q4:
The Judge will order genetic testing to identify father when appropriate.	Qtr 1		Q1: Q2: Q3: Q4:
The Juvenile Screening Team will review cases on a routine basis to assist in permanency planning, including reviewing efforts to engage non-resident parents.	Qtr 2		Q1: Q2: Q3: Q4:
Staff will review DHS publication "Working with	Qtr 2		Q1: Q2:

Fathers: A Program Improvement Resource".			Q3: Q4:
Measurement/Monitoring Plan: Findings and court orders will include the findings of diligent efforts. Law clerk has established a checklist regarding the various inquires the court need to address at hearings. Case will be reviewed by the Juvenile Screening and CJJ Teams.			
Role of the Supervisor: All court orders on children in placement are reviewed first by the supervisor, entered into SSIS, reviewed by financial worker supervisor for correct IV-E language.			
WELL-BEING			
Goal: All children in placement will be seen by their social worker face to face at least once a month.		Applicable Items and/or Systemic Factors: MnCF SR Item 19 (Caseworker visits with children)	
Baseline (Performance at the time of the review): Item 19: 50% of cases rated as a strength Annual Performance Data: 10/1/09 – 9/30/10: 20% (8/40) of children in out-of-home placement had visits with their caseworkers each and every month 7/1/10 – 6/30/11: 26.5% (9/24) of children in out-of-home placement had visits each and every month with their caseworker.		Demonstration of Goal Completion: 90% of children in out-of-home placement will have face-to-face visits with their caseworkers each and every month they are in placement	
Action Steps (include persons responsible)	Qtr Due	Date Completed	Quarterly Update (Identify reporting quarter, e.g. Q1, Q2, Q3, Q4)
The agency will print and review the SSIS General Report "Monthly Contacts with Children in Continuous Placement" on a monthly basis.	Qtr 1 & ongoing		Q1: Q2: Q3: Q4:
The supervisor will review the report with workers and identify barriers to monthly contact.	Qtr 2 & ongoing		Q1: Q2: Q3: Q4:
The agency will develop action steps to address identified barriers.	Qtr 2		Q1: Q2: Q3: Q4:
Measurement/Monitoring Plan: Charting and Analysis reports, monthly hit list by each worker submitted to supervisor by the 10th of the following month, and "CW-TCM and MH-TCM contacts" generated through SSIS. The Juvenile Screening Team will review cases.			
Role of the Supervisor: Supervisor will review monthly the reports generated by the social worker and SSIS. Any contacts that were not made the supervisor will address with each social worker, identify barriers to contact, and address barriers.			
SYSTEMIC FACTOR			
Goal: Foster parents will receive notices of all hearings.		Applicable Items and/or Systemic Factors: Case Review System Systemic Factor	
Baseline (Performance at the time of the review): Approximately 40% of foster parents who responded to a written survey indicated that they receive notices of court hearings for children in their care; approximately 20% indicated they are notified of their right to be heard.		Demonstration of Goal Completion: Foster parents receive notice of hearings in 90% of cases.	
Action Steps (include persons responsible)	Qtr Due	Date Completed	Quarterly Update (Identify reporting quarter, e.g. Q1, Q2, Q3, Q4)
The agency will provide to the County Attorney's office and Court Administration the name, address, and phone number of child in placement. If the child moves from one foster care location to	Qtr 1		Q1: Q2: Q3: Q4:

another, the agency immediately file with the court written notice stating the name and address of the new foster home so that notice of hearings can be sent to the child and foster parents.			
Court Administration sends foster parents copy of Scheduling Order and Notice of Hearing. The agency will send the foster parent a copy of the court order to further promote communication of what happened in court.		Qtr 1	Q1: Q2: Q3: Q4:
Foster parents will receive information on notices and their right to be heard in court in their initial packet.	Qtr 1		Q1: Q2: Q3: Q4:
Measurement/Monitoring Plan: Court scheduling orders			
Role of the Supervisor: The supervisor will review all scheduling orders to make sure current foster parents have been sent a copy of hearings.			
SYSTEMIC FACTOR			
Goal: Develop an internal process for the ongoing evaluation of child welfare practices and systems, leading to program improvements.	Applicable Items or Systemic Factors: Quality Assurance		
Baseline (Performance at the time of the review):	Demonstration of Goal Completion:		
Action Steps (include persons responsible)	Qtr Due	Date Completed	Quarterly Update (Identify reporting quarter, e.g. Q1, Q2, Q3, Q4)
Establish and maintain a process that yields valid data:			
The agency will establish an internal quarterly review of four cases per quarter.	Qtr 2		Q1: Q2: Q3: Q4:
The agency will generate and review the reports in SSIS referenced back in the PIP. Intake log will be reviewed daily, face to face contacts monthly, and all other reports quarterly.	Qtr 2		Q1: Q2: Q3: Q4:
Develop/implement a process for analyzing and learning from the data:			
Cases will be reviewed by supervisor with staff assigned to the case. Cases will be analyzed and areas needing additional focus will be identified.	Qtr 3		Q1: Q2: Q3: Q4:
Use the data to effectively implement practice and system change:			
Based on the findings supervisor and staff will meet as a group after quarterly review to identify strategies to improve outcomes.	Qtr 3		Q1: Q2: Q3: Q4:
Measurement/Monitoring Plan: Quarterly internal case review.			
Role of the Supervisor: Supervisor will generate reports referenced back in PIP. Supervisor will schedule and conduct quarterly review of cases with staff and follow up meeting to review.			