



Appendix

(1) Program Improvement Plan (PIP) Tracking FY08 & Attachments



**Children's Administration
Department of Social and Health Services**

Annual Progress and Services Report FY 2008 - FY 2009
Appendix (1): Program Improvement Plan (PIP) –
Tracking and Monitoring PIP items via the APSR

This is an update on the few items where full implementation occurred outside the PIP timeframe. For these items CA requested, and ROX approved, the inclusion and tracking of these items in the APSR. This document includes (for reference) both the language from the first status update CA submitted June 2007 and **the most recent June 2008 update highlighted in yellow.**

PIP Item	Page #
<p>2.3.1 (also 3.1.3) In collaboration with contracted providers implement training for <i>staff and foster parents</i> on family engagement.</p>	Pg. 2
<p>6.1.3 Provide respite to resource families to support placements at risk of disruption and provide appropriate access to respite care for caregivers requesting and needing this service, to include in-home respite care for licensed foster parents.</p> <p>a. Management reviews plan for implementing the policy, including a plan for implementing the foster parent survey which will address the assessment of regional needs and the development of plans to address regional capacity</p>	Pg. 3
<p>13.1.1 Develop policies and protocols regarding visitations for children in foster care to include frequency of visitation.</p> <p>g. Develop and submit an implementation plan for statewide implementation</p>	Pg. 4
<p>13.1.2 Institute a placement agreement with the resource family that defines expectations around resource family/birth parent relationship building including an introductory meeting within 72 hours of placement.</p> <p>g. Submit plan for working with foster parents to develop strategies and recommendations for implementing the 72 hour introductory meeting within 72 hours of placement. <i>(Language pending approval from feds)</i></p>	Pg. 6
<p>19.1.4 For children placed in out-of-home care, develop and implement a policy to require 30-day visits between social and child.</p> <p>Submit a plan for implementation of 30 day visits to children in out of home placement in all offices (state wide implementation)</p>	Pg. 7
<p>29.1.1. i. Survey foster parents to assess their experience with timely notification and participation in court hearings.</p>	

PIP Status Update

ENGAGEMENT TRAINING

PIP # 2.3.1

Action Step 2.3.1

Implement training for *staff and foster parents* on family engagement.

d. Provide regional based training to social workers and foster parents.

June 2007 Status Update:

ROX requested additional engagement training for staff, (including in-home services and placement services staff), foster parents be identified in the APSR.

Social worker engagement training – During the period of 10/06 – 4/07 16 social workers training sessions were held. Eight more trainings are scheduled between May and September 2007.

Foster parent and relative caregiver engagement training - During the period of 10/06 - 4/07 32 foster parent and relative caregiver training sessions were held. Eighteen more trainings are scheduled between May and September 2007.

Current Status Update June 2008:

Social Worker Engagement Training – During the period May 2007- September 2007 eight training sessions were held as planned per the 2007 APSR. A total of 167 Social Workers attended the training during this time period. Nine additional sessions were conducted from October 2007- June 2008. A total of 250 Social Workers attended the training during this time period. There are 12 sessions of the training planned for the period July 2008 – June 2009.

Foster Parent and Relative Caregiver Training – During the period May 2007- September 2007 eight training sessions were held. A total of 34 Foster Parents and Relative Caregivers attended the training during this time period. To date, thirteen additional sessions have been conducted from October 2007 – June 2008. To date, a total of 78 Foster Parents and Relative Caregivers have attended the training. Final figures are pending. Additional training sessions are planned for the period July 2008- June 2009.

PIP Status Update

RESPITE

PIP # 6.1.3

Action Step 6.1.3 Respite

Provide respite to resource families to support placement at risk of disruption and provide appropriate access to respite care for caregivers requesting and needing this service, in include in-home respite care for licensed foster parents.

- b. ~~Complete assessment of regional needs.~~
- c. ~~Develop plans to increase regional capacity to support respite policy address highest need.~~
- d. *Management reviews plan for implementing the policy*, including a plan for implementing the foster parent survey which will address the assessment of regional needs and the development plans to address regional capacity
- e. *Implement policy*

June 2007 Status update - Policy and Supporting Products

Management reviewed and approved the plans for policy implementation and the plans for implementing the foster parent survey. The policy was implemented September 30, 2006 providing unlicensed relative caregivers who have children placed with them through CA, respite services when the placement is at risk of disruption (policy and supporting documents attached).

The foster parent survey is in the process of being administered. The survey involves approximately 100 questions. The survey will be administered through a telephone interview with 2400 caregivers (licensed and unlicensed). The results of the survey are expected in July 2007.

Attachments

- 6.1.3 - CA All Staff Intranet announcement
- 6.1.3 - Respite Policy

June 2008 Status Update – Foster Parent Survey Results

The results of the BRAAM Foster Parent/Caregiver Benchmark Survey were released on September 20, 2007. This survey is an independent survey developed and conducted by the Washington State University's Social and Economic Sciences Research Center (SERC).

The purpose of the survey was to gather information about caregivers' experiences to ensure they are getting the training and support they need. In this large-scale survey more than 1200 caregivers statewide were interviewed by telephone between April and July 2007. The questionnaire included over 150 questions and is probably one of the most comprehensive and valid survey of its kind. The survey results are considered accurate within + or - 2.7%. This is a very high confidence level.

Survey results may be accessed by clicking on the following link: <http://www.dshs.wa.gov/ca/general/fostersurvey.asp>

PIP Status Update

VISITATION

PIP # 13.1.1

Action Step 13.1.1 (sub steps d-f) Develop policies and protocols regarding visitations for children in foster care to include frequency of visitation.

June 2007 Status Update – Implementation-Phase I

Phase One of the visit policy implementation occurred in the 8 FTDM sites across the state from July-September, 2006.

FTDM sites are:

- Spokane
- Tri-Cities
- Yakima
- Kent
- Tacoma
- Bremerton
- Vancouver
- Office of African American Children's Services (OAACS)

Training was completed in these sites on the dates below.

- Statewide FTDM facilitators on July 10, 2006 with 27 staff trained.
- Spokane-August 16, 2006-19 supervisors and AA's trained. They will train staff using Aspen code (0115ML28)
- Tri-Cities-August 3, 2006 with 36 staff trained.
- Yakima-August 17, 2006
- Kent-July 26, 2006 with 7 staff trained.
- Tacoma-August 23, 2006 with 26 supervisors and AA's trained. They will train staff using Aspen code (0115ML28)
- Bremerton-August 15, 2006 with 49 staff trained.
- Vancouver-August 31, 2006 with 56 staff trained.
- Office of African American Children's Services (OAACS)-August 29, 2006 with 25 staff trained.

These sites represent approximately 40% of all children in out of home placement

Phase Two July 2007

Selected offices will be phased in July 2007. Selection for phase two implementation is based on the following criteria:

- Providing FTDM's for the past 12 months
- Consistent facilitator
- Offices serving high % of children in out of home care

Based on these criteria the next phase of implementation involves the following offices:

Region 1	Region 2	Region 3	Region 6
Colville Newport Republic	Walla Walla	Everett Lynwood Bellingham	Stevenson Kelso Centralia

The third phase of implementation includes the remaining 15 offices where FTDM is operating.

The final and fourth phase of implementation will include remaining offices (11) that will implement the policy as they implement FTDMs .

Initial Learning's from Phase I implementation

CA's case review program conducted an initial review of visits between parents and children and siblings in the FTDM sites during the period September – December, 2006. Review criteria for fully achieved was: "During the last six months, if the child was placed in a different out-of-home placement from his/her sibling(s), were the sibling's relationships adequately maintained through visits and/or other forms of contact?" In CPS cases with a child in placement, 71.4% of the cases were in full compliance. In CWS cases with a child in placement, 77.8% of the cases were in full compliance.

Based on feedback from field staff and the FTDM facilitators in the test sites, some revisions were made to the policy and practice guide. While most of the revisions were to clarify the intent of policy, the timeframe for the initial visit between parent and child was increased from the first 72 hours from original placement to 5 business days. While most offices anecdotally reported the initial visit happening within the first three days of placement, due to a variety of issues, there are occasions when this would not happen.

The revisions were distributed to the Phase I sites on December 20, 2006 with a cover email outlining the changes.

Status Update June 2008 –

Thirty-four CA offices are currently implementing Family Team Decision-Making meetings with a plan in place to expand into all remaining offices by September 2008. To date, over 10,000 FTDM meetings have taken place. The parent child sibling visit policy is being implemented as the offices implement FTDMs.

PIP Status Update

72 HOUR INTRO MEETING

PIP # 13.1.2

Action Step 13.1.2

Institute a placement agreement with the resource family that defines expectations around resource family/birth parent relationship building including an introductory meeting within 72 hours of placement.

f. Included workshops in annual conference on foster parents working with birthparent.

g. Submit plan for working with foster parents to develop strategies and recommendations for implementation of 72 hour introductory meeting within 72 hours of placement.

June 2007 Status Update

Benchmark f

Workshops in the annual foster care conference on foster parents working with birthparents are:

- Parent-Child Visits: The Caregiver Role
- Finding Our Roots

Benchmark g

CA has completed research and information gathering regarding barriers to implementing the 72 hour introductory meeting. Oregon and California children's services were contracted regarding their statewide implementation of introductory meetings. Practice has proven to be inconsistent in part due to increased workload for social work staff. Additionally, neither state holds the meetings within 72 hours of placement of the child. The current practice in both Oregon and California is having an introductory meeting between 5 and 14 days of placement, although it was agreed that earlier would be better.

Focus groups with foster parents were held in four of the six **Washington** state regions in the spring of 2007. After reviewing a brief summary of the purpose of the 72 hour introductory meeting, foster parents were asked to provide feedback on any benefits and concerns regarding these types of meetings with birth parents. The overall response was positive to the idea of the introductory meetings, with a clear understanding of the benefits to the child, their role as a foster parent and the birth parent. There are on-going concerns regarding safety for the child and the foster parent which lead to a recommendation of the introductory meeting occurring between 5 and 14 days of placement, when more is known about the situation and the birth parent.

Implementation

June 2007 – Recommendations for implementation of the 72 hour introductory meeting will be presented at the CA management team meeting in June 2007.

No Attachments

June 2008 Status Update:

Recommendations for implementation of the 72 hour introductory meeting were presented at the CA management team meeting in June 2007. The management team did not approve moving forward with the policy due to workload issues.

PIP Status Update

VISITS WITH CHILD IN OUT OF HOME PLACEMENT

PIP 19.1.4

Action Step 19.1.4

C. Develop a plan for implementation of 30 day visits to children in out of home placement in all offices (statewide implementation)

June 2007 Status Update - Policy and Supporting Products

Policy for social worker visits with the child in out of home placement was approved by management team. Phase I of implementation began in March, 2007 with an effective date of April 30, 2007. Highlights of the policy include:

- 1) The assigned social worker will visit with the child within the first week of out of home placement at the child's residence.
- 2) The assigned Social Worker will provide monthly face to face visits not to exceed 40 days with children placed in out-of-home care, with the majority of visits in the child's residence.
- 3) The content of the visits.

Implementation:

Phase-in Plan Summary

- Phase I was trained to and implemented within approved timelines.
- Phase II is scheduled for implementation in October 2007.

This phase in plan coincides with additional social work staff increased allotments.

Monitoring

By Case Review and By DATA Unit (CAMIS codes for 30 and 90 day visits)

- 1) In-home populations will be documented with the 30-day codes and out-of-home populations will be documented with the 90-day code.
- 2) "90-day health and safety" visit SER code has been renamed "health and safety" visit.

June 2008 Status Update:

In the last report (June 2007), the projections for the phase-in plan were made assuming the funding for additional social workers would be provided at the beginning of the new biennium budget, July 1, 2007. (See the previous phase-in plan in last years report). However, the Legislature did not provide funding for all the new positions effective July 2007. The funding of the new positions was established based on a roll-out of the new workers over the next two years, with the total number being reached at the end of the biennium in mid-2009. The delayed roll-out of new workers impacted CA's ability to implement monthly visits per the previously proposed schedule. An additional factor has been the increase in the number of children in out-of-home care.

The Washington State Plan for monthly visits uses a phased in approach.

- Phase I - monthly visits with children in in-home dependencies – implemented December 2005.
- Phase II - monthly visits for children ages 0-5 in unlicensed relative placement - implemented April 2007
- Phase III – monthly social worker visits for *all* children in care - implementation September 1, 2008.

Data for monthly social worker visits is tracked through CAMIS using SER codes and reported by:

- a. Percent of children in foster care who were visited on a monthly basis.
- b. Percent of visits that occurred in the residence of the child (baseline data).

PIP

FOSTER PARENT SURVEY
29.1.1 FOSTER PARENT SURVEY

29.1.1 Foster Parent Survey

29.1.1. i. Survey foster parents to assess their experience with timely notification and participation in court hearings.

June 2007 Status Update –

The foster parent survey is in the process of being administered. The survey involves approximately 100 questions. The survey will be administered through a telephone interview with 2400 caregivers (licensed and unlicensed). The results of the survey are expected in July 2007.

This survey is an independent, statistically valid, anonymous survey of foster parents and relative caregiver that is conducted annually concerning all areas of the Braam Settlement related to caregiver's work with foster children and associated outcomes and action steps.

The survey was developed and is being implemented in consultation with the an ongoing Advisory Committee which included the Washington State Foster Parents Association, CA Youth Advisory Group, the foster parent liaison staff in CA, foster parents, unlicensed caregivers and a DSHS staff member.

June 2008 Status Update – Foster Parent Survey Results

The results of the BRAAM Foster Parent/Caregiver Benchmark Survey were released on September 20, 2007. This survey is an independent survey developed and conducted by the Washington State University's Social and Economic Sciences Research Center (SERC).

The purpose of the survey was to gather information about caregivers' experiences to ensure they are getting the training and support they need. In this large-scale survey more than 1200 caregivers statewide were interviewed by telephone between April and July 2007. The questionnaire included over 150 questions and is probably one of the most comprehensive and valid survey of its kind. The survey results are considered accurate within + or - 2.7%. This is a very high confidence level.

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