

DEPARTMENT OF SOCIAL SERVICES UPDATES

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Big Four Update

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1. Strengthen the Safety, Permanency and Well-Being for all of Virginia's Children
2. Increase the availability of Safe, Quality Child Care
3. Transform Child Support Enforcement to a more Family-Centered Approach
4. Information Systems Modernization

CHILD AND FAMILY SERVICES REVIEW

Outcomes

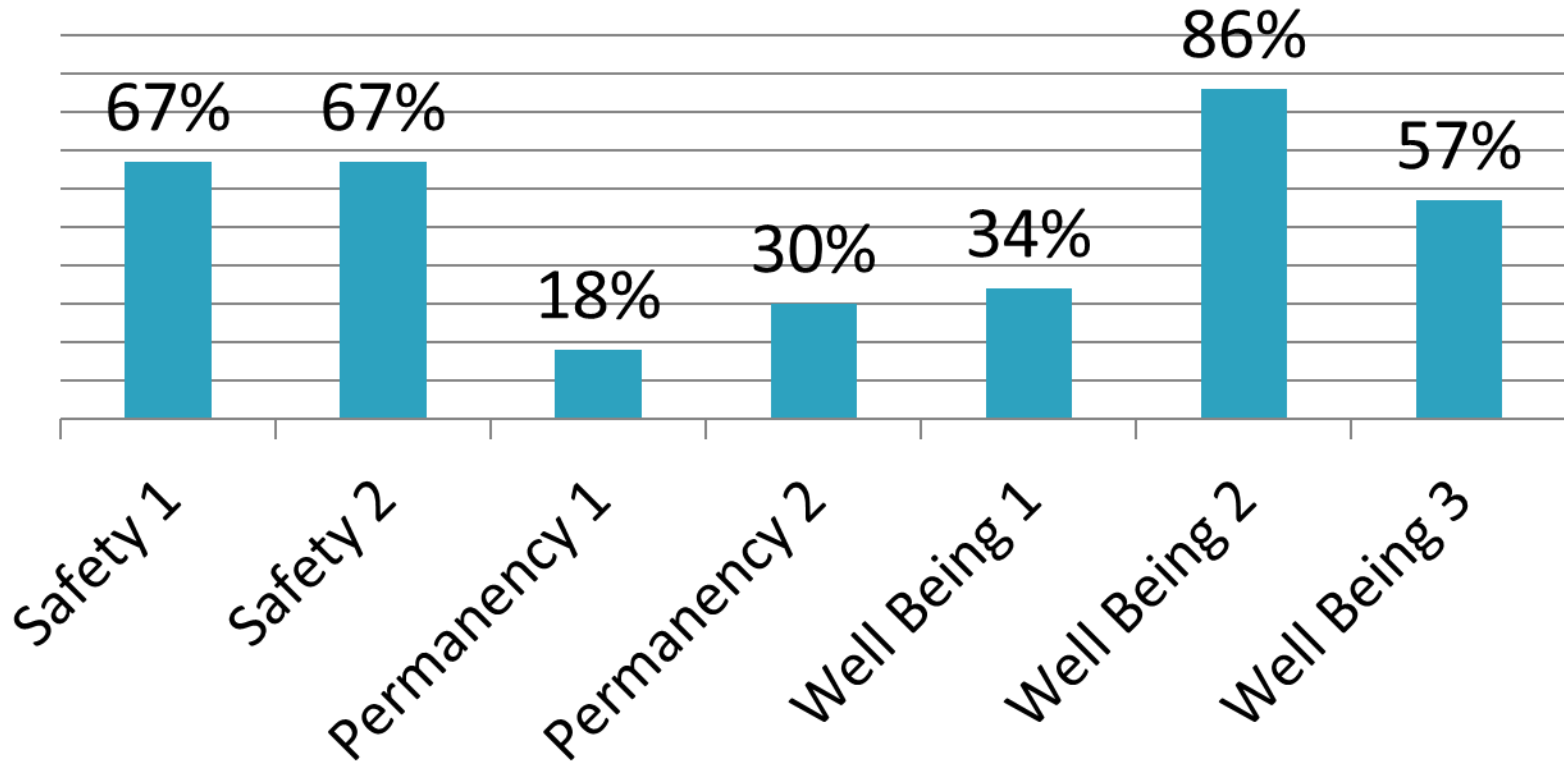
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- Safety, Permanency and Well-being Outcomes
 - With two exceptions, 90% of the cases must be Substantially Achieved for an outcome to be found in substantial conformity.
 - Item 1 (Safety Outcome 1) and item 16 (Well Being Outcome 2) - 95% of cases must be Substantially Achieved for an outcome to be in substantial conformity.
- None of the 7 outcomes were found to be in substantial conformity

CFSR Findings

5

% of Cases Substantially Achieved



Systemic Factors

6

- The following 4 of 7 systemic factors were found to be in substantial conformity:
 - ▣ Statewide Information System
 - ▣ Quality Assurance System
 - ▣ Agency Responsiveness to the Community
 - ▣ Foster and Adoptive Parent Licensing, Recruitment and Retention

CFSR Findings

7

- Measures of improvement will be required for Safety, Permanency, and Well-Being items not in substantial conformity
- Virginia will need to address the following systemic factors in their PIP:
 - Case Review System
 - Staff and Provider Training
 - Service Array and Resource Development

Themes - Strengths

8

- Frequency of caseworker visits with children
- Educational assessments
- Physical health of children
- Oversight of prescription medication in in-home cases

Themes – Areas Needing Improvement

- Initial and ongoing safety, risk and needs assessments are not always identifying all the needs of a family or all the safety concerns for the children. Services are not always addressing needs when provided.
- Engagement with birth families through the life of the case, particularly non-custodial parents
- Quality of caseworker visitation with children and families
- Relatives are not being identified, located, informed and assessed consistently at the beginning, and on an ongoing basis with both maternal and paternal relatives

Safety Outcome 1

Areas of Concern & Strengths

10

- Timeliness of initiating investigations – item 1
 - Overall rating of 67% of the applicable cases were rated as a strength
 - Delays in making face-to-face contact with child were primarily when a child could not be immediately located; subsequent efforts were delayed

Safety Outcome 2

Areas of Concern & Strengths

11

- Services to families to protect children in the home and prevent removal or re-entry into foster care – item 2
 - Overall rating of 71% of the applicable cases were rated as a strength
 - Safety services were more likely to be provided in in-home cases than foster care cases
 - The agency did not consistently respond appropriately in cases with parental and paramour substance abuse
 - Safety plans to address identified issues were not consistently developed and monitored

Safety Outcome 2

Areas of Concern & Strengths

12

- Risk and Safety Assessment and Management – item 3

- Overall rating of 71% of applicable cases reviewed were rated as a strength
 - 70% of the 44 foster care cases
 - 44% of the 9 in-home services cases
 - 71% of the 17 in-home services alternative/differential response cases

Permanency Outcome 1

Areas of Concern & Strengths

13

- Placement Stability – item 4
- Overall rating of 70% of the applicable cases were rated as a strength
 - 95% of the current placements were determined to be stable
 - Placements for children with behavioral challenges or requiring a change in level of care were most likely to not be stable

Permanency Outcome 1

Areas of Concern & Strengths

14

- Permanency Goal for Child – item 5
- Overall rating of 64% of the applicable cases were rated as a strength
- In 81% of the cases reviewed the goal was appropriate
- In 83% of the cases reviewed, the permanency goals in effect during the PUR were established timely
- 75% of TPRs were filed timely or exceptions were noted in the case records

Permanency Outcome 1

Areas of Concern & Strengths

15

- Achieving Reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement – item 6
- Overall rating of 25% of the applicable cases were rated as a strength
- Concerted efforts towards timely achievement were seen in
 - ▣ 38% of cases with a plan of reunification
 - ▣ 18% of cases with a plan of guardianship
 - ▣ 19% of cases with a plan of adoption

Permanency Outcome 1

Areas of Concern & Strengths

16

- Lack of agency efforts was most frequently cited reason for lack of timely goal achievement
- Not filing TPRs and court delays and denials were cited as second most frequent reasons for not achieving a timely goal (adoption)
- Not engaging and/or assessing relatives as a placement resource was a theme throughout many cases.
- Concurrent goals in place but only one goal is being worked
- 3 cases with ICPC related delays
- 2 cases with delays due to 6 month placement guideline

Permanency Outcome 2

Areas of Concern & Strengths

17

- Placement With Siblings – item 7
- Overall rating of 69%
- in 35% of cases reviewed, the child was not placed with siblings
- There was often not a valid reason noted when the child was not placed with siblings

- Visiting with Parents and Siblings in Foster Care – item 8
- Overall rating of 35%
 - Efforts to ensure the frequency and quality of visits with siblings was found in 50% of applicable cases
 - The state made such concerted efforts to ensure frequent quality of visits was sufficient with:
 - mothers in 41% of the cases
 - fathers in 44% of the applicable cases

Permanency Outcome 2

Areas of Concern & Strengths

18

- Preserving Connections – item 9
- Overall rating of 47% of applicable cases were rated as a strength
- Kinship placements more likely to facilitate connections to neighborhood, faith, extended family, school, and friends
- Significant variation in practice regarding identifying connections and preserving them

Permanency Outcome 2

Areas of Concern & strengths

19

- Relative Placement – item 10
- Overall rating of 34% of applicable cases were rated as a strength
- Child's current or most recent placement with relative only 7% of the time
- In 100% of those cases the child's placement was considered stable and appropriate to his/her needs.

- Efforts to promote, support and maintain positive relationships between child and parents – item 11
- Overall rating of 30% of applicable cases were rated as a strength
 - The state made such concerted efforts with mothers in 37% of the cases reviewed, and with fathers in 39% of the applicable cases

Well Being Outcome 1

Areas of Concern & Strengths

20

- Needs Assessment and Services to Children, Parents and Foster Parents – item 12 (3 parts)
- Overall rating of 34% of applicable cases were rated as a strength
- Assessment of Needs/Provision of Services Children - Item 12A
- 77% of the cases reviewed were rated as strength for assessing needs services for children
 - ▣ This was more likely a strength for children in foster care (77%) and alternative response cases (82%) than children in in-home cases (67%)
- 66% of the cases reviewed were rated as strength for providing services to meet the needs for children
 - ▣ This was more likely a strength for children in in-home cases (71%) and alternative response cases (79%) than children in foster care(59%)

Well-Being Outcome 1

Areas of Concern & Strengths

21

- Assessment of Needs/Provision of Services Parents – item 12B
- Overall rating of 33% of applicable cases were rated as a strength
- Only 14% of cases were rated as a strength in assessing needs and providing services to parents of children in foster care cases and 56% in in-home cases
- While improvement is needed for all parents, mothers were more likely to have needs assessed (62%) and services provided than fathers (41%)
- Assessment of Needs/Provision of Services Foster Parents – item 12C
- Overall rating of 69% of applicable cases were rated as a strength for assessing needs and providing services to foster parents

Well-Being Outcome 1

Areas of Concern & Strengths

22

- Child and Family Involvement in Case Planning – item 13
- Overall rating of 48% of applicable cases were rated as a strength in:
 - 41% of the applicable foster care cases
 - 44% of the applicable in-home services cases
 - 65% of the applicable alternative response
- Concerted efforts were made to involve
 - Children in 68% of applicable cases
 - Mothers in 60% of the applicable cases
 - Fathers in 48% of the applicable cases

Well-Being Outcome 1

Areas of Concern & Strengths

23

- Caseworker visits with child –item 14
- Overall rating of 77% of applicable cases were rated as a strength
 - ▣ Adequate frequency and quality visits with children are occurring more often in foster care and differential response cases than in-home cases.
- Frequency
 - ▣ 91% at least 1 time per month
 - ▣ 9% less than 1 time per month
- Sufficient Quality
 - ▣ 78%

Well-Being Outcome 1

Areas of Concern & Strengths

24

- Caseworker visits with parents – item 15
- Overall rating of 40% of applicable cases were rated as a strength
- Adequate frequency and quality visits with parents are occurring more often in in-home and differential response cases than foster care cases
 - ▣ The frequency of caseworker visits with mothers (64%) were more likely to be rated a strength than for fathers (55%) however the quality of visits was more often a strength with fathers (60%) than mothers (57%)

Well-Being Outcome 2

Areas of Concern & Strengths

25

- Children receive appropriate services to meet their educational needs –item 16
- Overall rating of 86% of applicable cases were rated as a strength
 - ▣ Adequate assessment in 91% of cases
 - ▣ Concerted efforts to provide appropriate services in 88% of cases
 - ▣ 89% of the applicable foster care cases
 - ▣ 80% of the applicable in-home services cases
 - ▣ 67% of the applicable in-home alternative response cases

Well-Being Outcome 2

Areas of Concern & Strengths

26

- Physical Health of the Child – item 17
- Overall rating of 82% of applicable cases were rated as a strength

- Case rated strength:
 - ▣ 77% of the foster care cases
 - ▣ 100% of the in-home services cases
 - ▣ 100% of the applicable alternative response cases

- In 79% of the cases reviewed it was determined the agency provided appropriate oversight of prescription medication for physical health issues of the child

Well-Being Outcome 2

Areas of Concern & Strengths

27

- Mental/behavioral health of the child – item 18
- Overall rating of 51% of applicable cases were rated as a strength
- Adequate assessment 74% of 47 cases
- Appropriate services provided 68% of 47 cases
- Appropriate oversight of prescription medications 52% of 23 cases
- Case Type Comparison
 - ▣ Foster Care 50% of 34 cases
 - ▣ In-Home 20% of 5 cases
 - ▣ In-Home Alternative/Differential Response 75% of 8 cases

Systemic Factors

Statewide Information System

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- Item 19: Statewide Information System
- Virginia DSS is in Substantial Conformity with the systemic factor of Statewide Information System
 - ▣ The information system collects timely information on demographics, location, status and goals for the placement of every child who is, or within the immediately preceding 12 months has been, in foster care
 - ▣ The state has processes in place to ensure the accuracy and timeliness of the required information and data

Case Review System

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- Item 20: Written Case Plan
- Item 21: Periodic Reviews
- Item 22: Permanency Hearings
- Item 23: Termination of Parental Rights
- Item 24: Notice of Hearings and Reviews to Caregivers

Case Review System

31

- Virginia is not in substantial conformity with the systemic factor of Case Review System
- 2 of the 5 items in this systemic factor were rated as strengths
 - Periodic reviews
 - Permanency hearings
 - The 3 items found to be needing improvement are:
 - Written Case Plan
 - Challenges were seen in consistently engaging parents in the development of the plan and also in the quality of the case plans
 - Termination of Parental Rights
 - Several barriers were noted to ensuring timely filing of petitions in accordance with the required provisions, or noting an exception in the case record
 - Notice of Hearings and Reviews to Caregivers
 - There is variation in how and if caregivers are informed of their right to be heard
 - There is not a consistent practice statewide to ensure this notice is provided

Quality Assurance System

32

- Item 25: Quality Assurance System
- Virginia is in substantial conformity with the systemic factor of Quality Assurance System
 - ▣ The quality assurance system is functioning statewide to ensure that it (1) operating in the jurisdictions where the services included in the Child and Family Services Plan (CFSP) are provided, (2) has standards to evaluate the quality of services (including standards to ensure that children in foster care are provided quality services that protect their health and safety), (3) identifies strengths and needs of the service delivery system, (4) provides relevant reports, and (5) evaluates implemented program improvement measures.

Staff and Provider Training

33

- Item 26: Initial Staff Training
- Item 27: Ongoing Staff Training
- Item 28: Foster and Adoptive Parent Training

Staff and Provider Training

34

- Virginia is not in substantial conformity with the systemic factor of Staff and Provider Training
- 1 of the 3 items in this systemic factor were rated as strength
 - ▣ Foster and Adoptive Parent Training
 - ▣ The 2 items found to be needing improvement are:
 - ▣ Initial Staff Training
 - ▣ Training is available and does support staff in their roles; however, new staff are not routinely participating in training
 - Ongoing Staff Training
 - Quality training is provided by VDSS, but staff are not consistently attending ongoing and supervisory training as required

Service Array and Resource Development

35

- Item 29: Array of Services
- Item 30: Individualizing Services

Service Array and Resource Development

36

- Virginia is not in substantial conformity with the systemic factor of Service Array and Resource Development
- Neither Service Array or Individualizing Services were rated as strength

- While Virginia has a broad array of services, these services are not all
- accessible statewide to meet the needs of children and families

- The agency and key partners interviewed identified gaps in services, most
- prevalent in the southern part of the state, including:
 - Bi-lingual services
 - Services for LGBTQ children and youth
 - Transportation
 - Quality mental health services for children
 - Services for children with special needs

Agency Responsiveness to the Community

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- Item 31: State Engagement and Consultation with Stakeholders Pursuant to the CFSP and APSR
- Item 32: Coordination of CFSP Services with Other Federal Programs

Agency Responsiveness to the Community

38

- Virginia is in substantial conformity with the systemic factor of Agency Responsiveness to the Community
 - ▣ The state engages in ongoing consultation with stakeholders in implementing provisions of the CFSP and developing related APSRs
 - ▣ The state's services under the CFSP are coordinated with services and benefits of other federal or federally assisted programs serving the same population
 - ▣ Consultation with some stakeholders could be strengthened

Foster and Adoptive Parent Licensing, Recruitment, and Retention

39

- Item 33: Standards Applied Equally
- Item 34: Requirements for Criminal Background Checks
- Item 35: Diligent Recruitment of Foster and Adoptive Homes
- Item 36: State Use of Cross-Jurisdictional Resources for Permanent Placements

Foster and Adoptive Parent Licensing, Recruitment, and Retention

40

- Virginia is in substantial conformity with the systemic factor of Foster and Adoptive Parent Licensing, Recruitment, and Retention
- 3 of the 4 items in this systemic factor were rated as strengths
 - ▣ Standards Applied Equally
 - ▣ Requirements for Criminal Background Checks
 - ▣ State Use of Cross-Jurisdictional Resources for Permanent Placements
- ▣ The 1 item found to be needing improvement was:
 - ▣ Diligent Recruitment of Foster and Adoptive Homes
- ▣ There is no statewide coordinated approach to recruitment of foster and adoptive parents. Aggregated racial or ethnic demographic data could not be provided to show

THREE BRANCH INSTITUTE

Virginia's Work Plan

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Efforts were focused on children **under the age of four**, with a special focus on children **under the age of one**, and include four goals:

1. Increase understanding of risk and protective factors that are predictive/associated with child maltreatment and child fatalities
2. Assess the effectiveness of existing screening, safety and risk tools and explore the development of new or expanded policies, practices and protocols
3. Strengthen existing efforts to improve child welfare practice through primary prevention and family engagement strategies
4. Enhance child welfare recruitment and retention efforts in order to create and sustain a culture of safety in the workforce

Goal 1 Successes

Increase understanding of risk and protective factors that are predictive/associated with child maltreatment and child fatalities

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- ✓ Memorandum of Understanding between the Office of the Chief Medical Examiner (OCME) and VDSS
- ✓ Risk Terrain Mapping/Predictive Analytics

Goal 2 Successes

Assess the effectiveness of existing screening, safety and risk tools and explore the development of new or expanded policies, practices and protocols

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- ✓ **Legislative Movement**

**Senate Bill 1086 (Senator Wexton) and House Bill 1786
(Delegate Stolle)**

House Bill 2162 (Delegate Pillion)

Senate Bill 868 (Favola)

- ✓ **VDSS contracted with Children's Research Center (CRC) to analyze current Structured Decision Making (SDM) tools**
 - ✓ **Central Virginia Family Resiliency Project**

Goal 3 Successes

Strengthen existing efforts to improve child welfare practice through primary prevention and family engagement strategies

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- ✓ Presentations to Strengthen Child Welfare Practice
 - ✓ Safe Sleep Campaign



Goal 4 Successes

Enhance child welfare recruitment and retention efforts in order to create and sustain a culture of safety in the workforce

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- ✓ VDSS Training System
- ✓ Title IV-E Child Welfare Stipend Program
 - ✓ Practice Profiles and Coaching
- ✓ Quality Improvement Center for Workforce Development (QIC-WD)

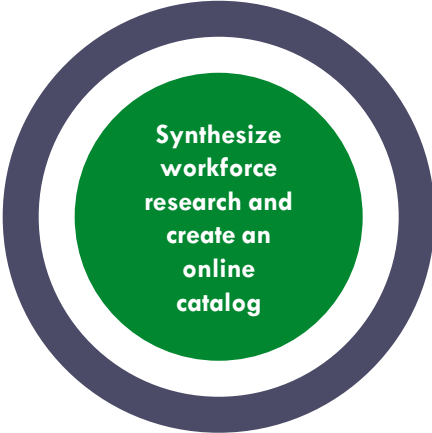
QUALITY IMPROVEMENT CENTER FOR WORKFORCE DEVELOPMENT (QIC-WD)

QIC GOALS

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Develop and
test promising
workforce
interventions
and apply
best practices




Synthesize
workforce
research and
create an
online
catalog



Identify and
publish
workforce
trends



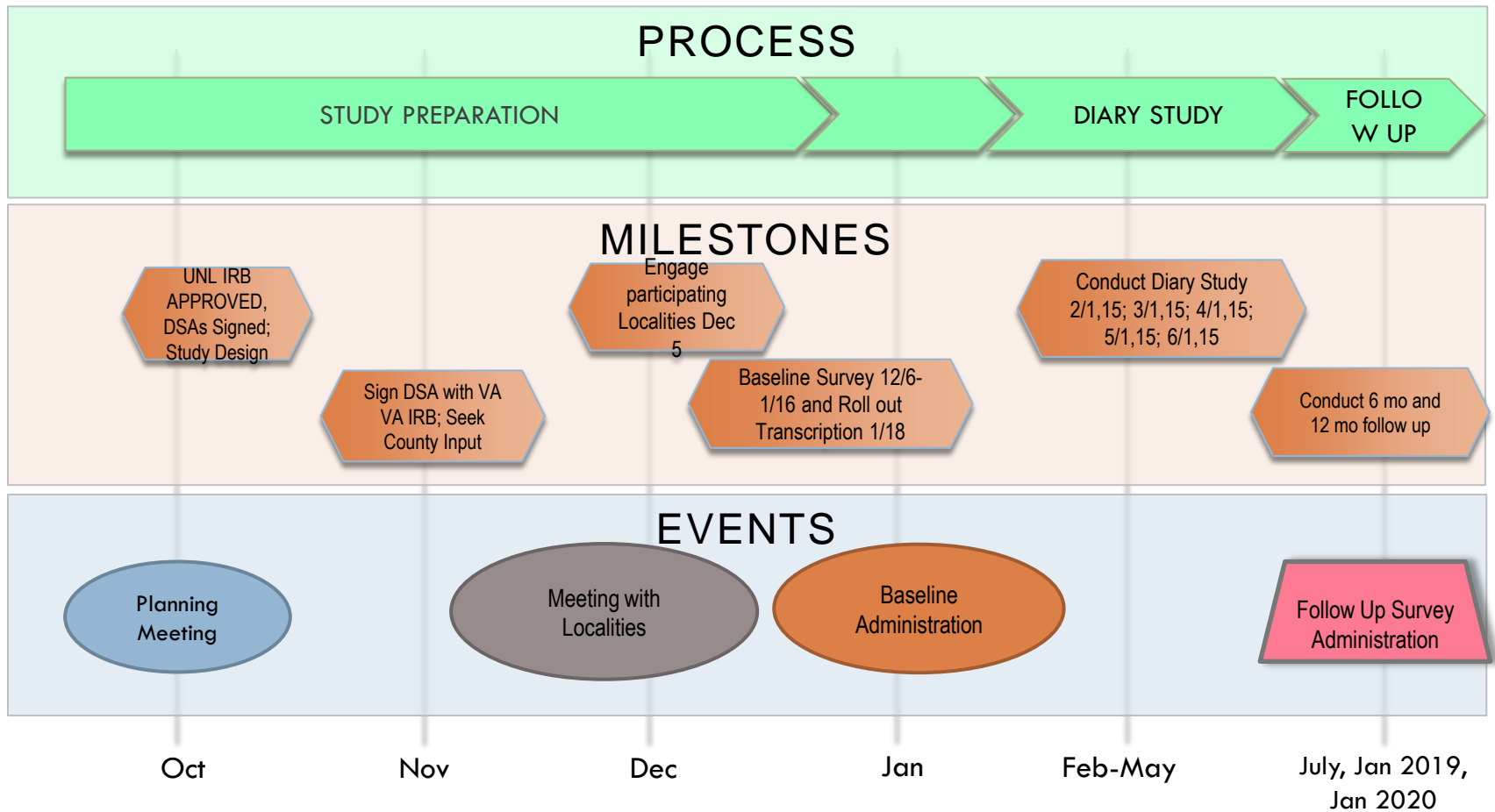
Prepare sites
for continued
workforce
development



Improve
outcomes for
the children
families
through
workforce

Timeline for Transcription Study

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PARTICIPATING AGENCIES

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Central

1. Chesterfield/Colonial Heights
2. Fluvanna
3. Henrico
4. Hopewell

Piedmont

5. Botetourt
6. Henry/Martinsville
7. Roanoke City
8. Rockbridge

Western

9. Bland
10. Pulaski
11. Wise

Northern

12. Arlington
13. Fairfax
14. Loudoun
15. Stafford

Eastern

16. Norfolk
17. Williamsburg
18. York/Poquoson

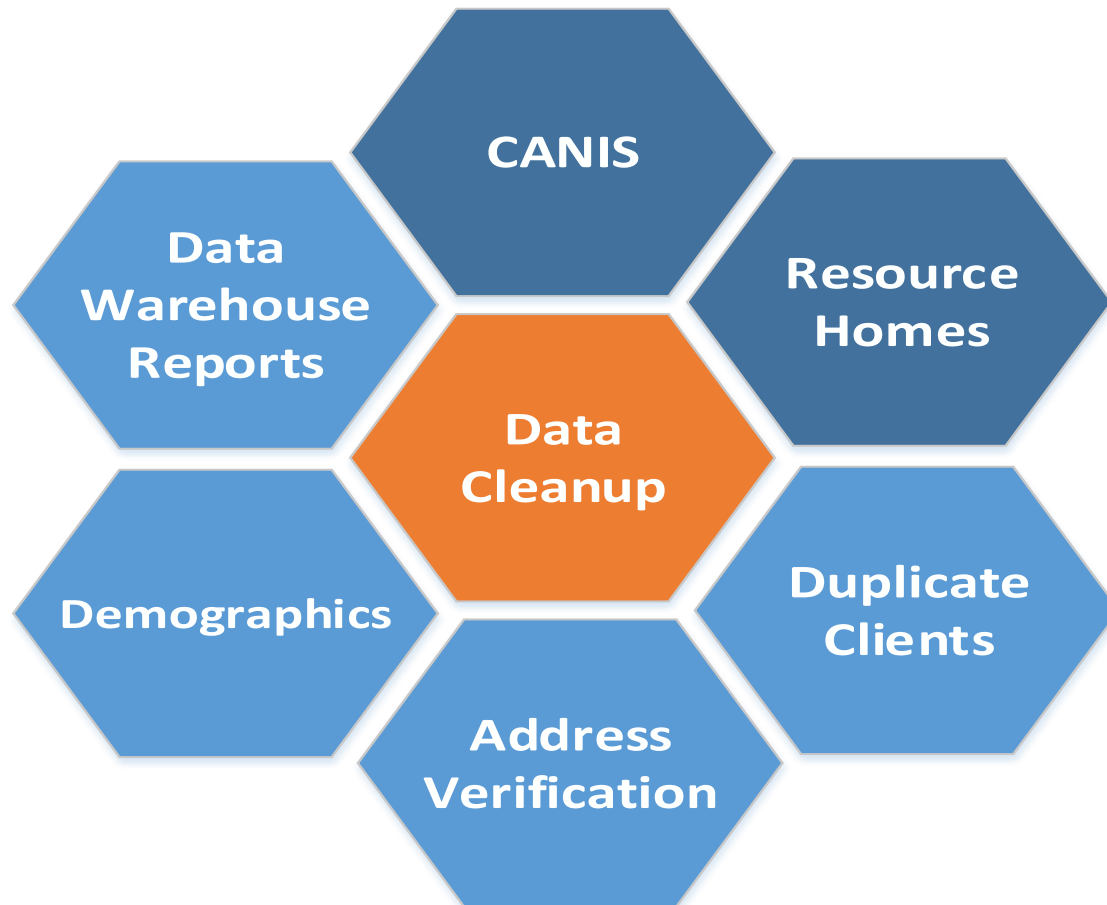
TRANSCRIPTION

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Transcription Rollout			
Region	Admin Training	User Training	Go Live
Central	11/2 11/6	11/7 11/8 11/9	11/14
Piedmont	11/9 11/13	11/28 11/29 11/30	12/5
Western	11/30 12/4	12/5 12/6 12/7	12/12
Northern	1/4 1/5	1/8 1/9 1/10	1/11
Eastern	1/4 1/5	1/10 1/11 1/17	1/18

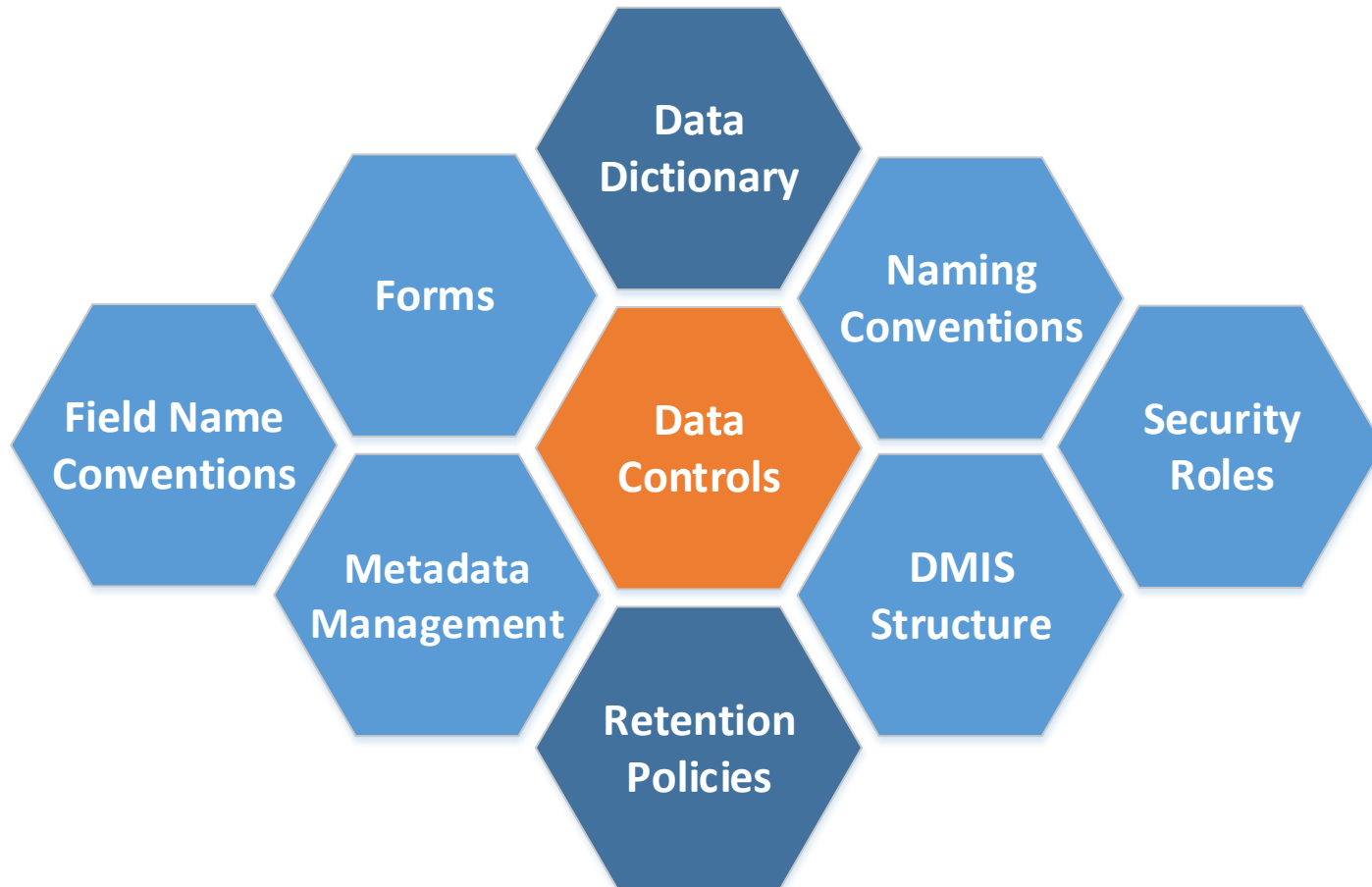
MOBILITY

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MOBILITY

53



SAFE FAMILIES

MODEL

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- Founded in Chicago in 2003
- A volunteer driven model that seeks to support families in crisis
- Desired outcomes are the prevention of child maltreatment, deflection of families at risk of entering the child welfare system, and stabilization of families at a time of crisis.
- Parents voluntarily place children with an approved host family while other volunteers provide resources and services

MODEL (con't)

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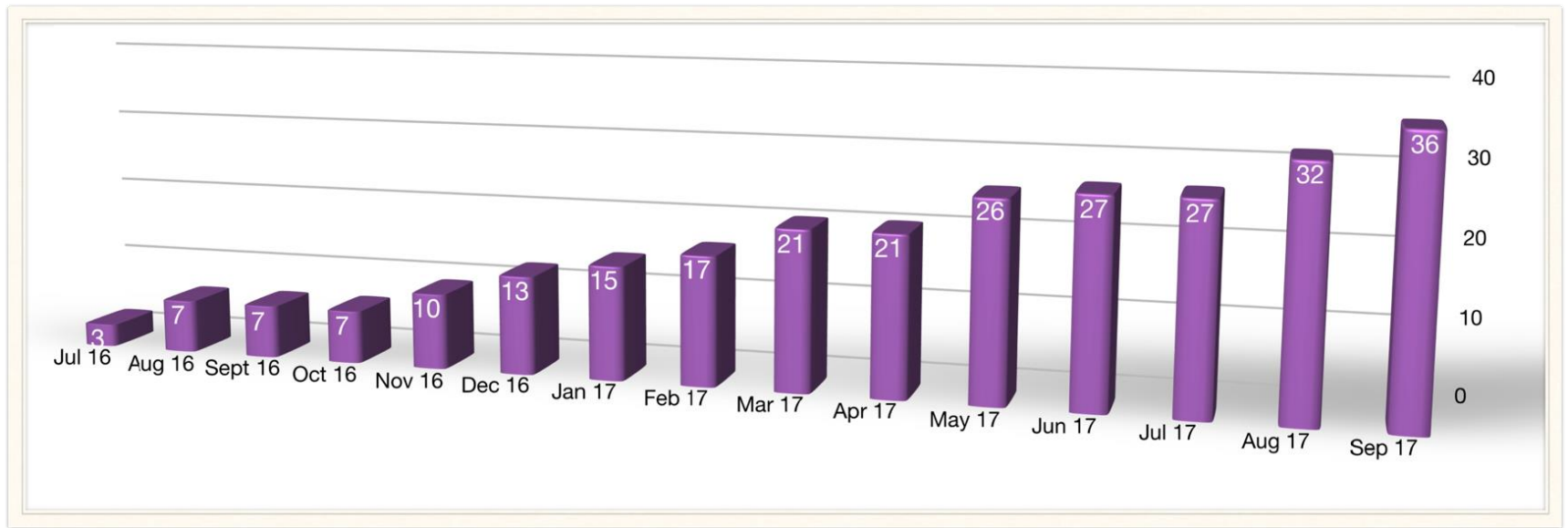
- Host families are not compensated
- Average stay is approximately six weeks
- Placing parents maintain full custody of their children and are encouraged to make decisions regarding their care.
- Host families are considered “extended family” for the families once the children return home

STUDY

- In the 2016 General Assembly session, the Department was directed to establish a pilot program with Patrick Henry Family Services in Planning District 11 for the temporary placements of children in families in crisis and report its findings and recommendations

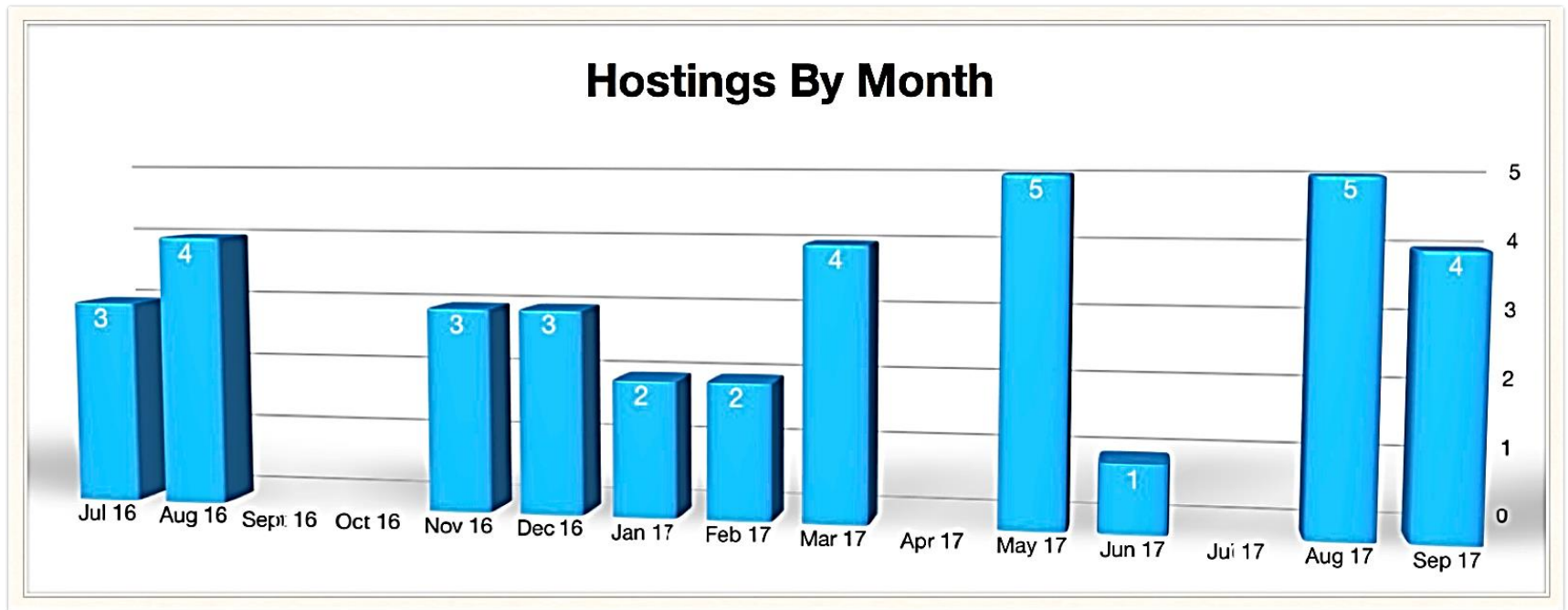
HOSTINGS

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HOSTINGS BY MONTH

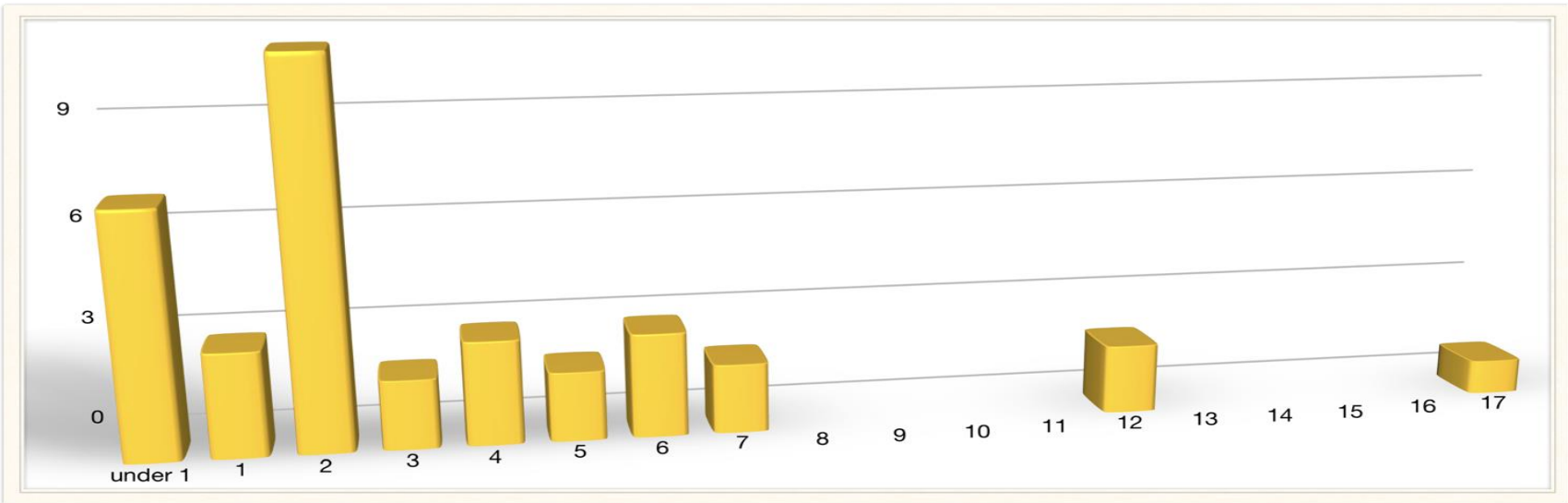
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LENGTH OF STAY AND AGE

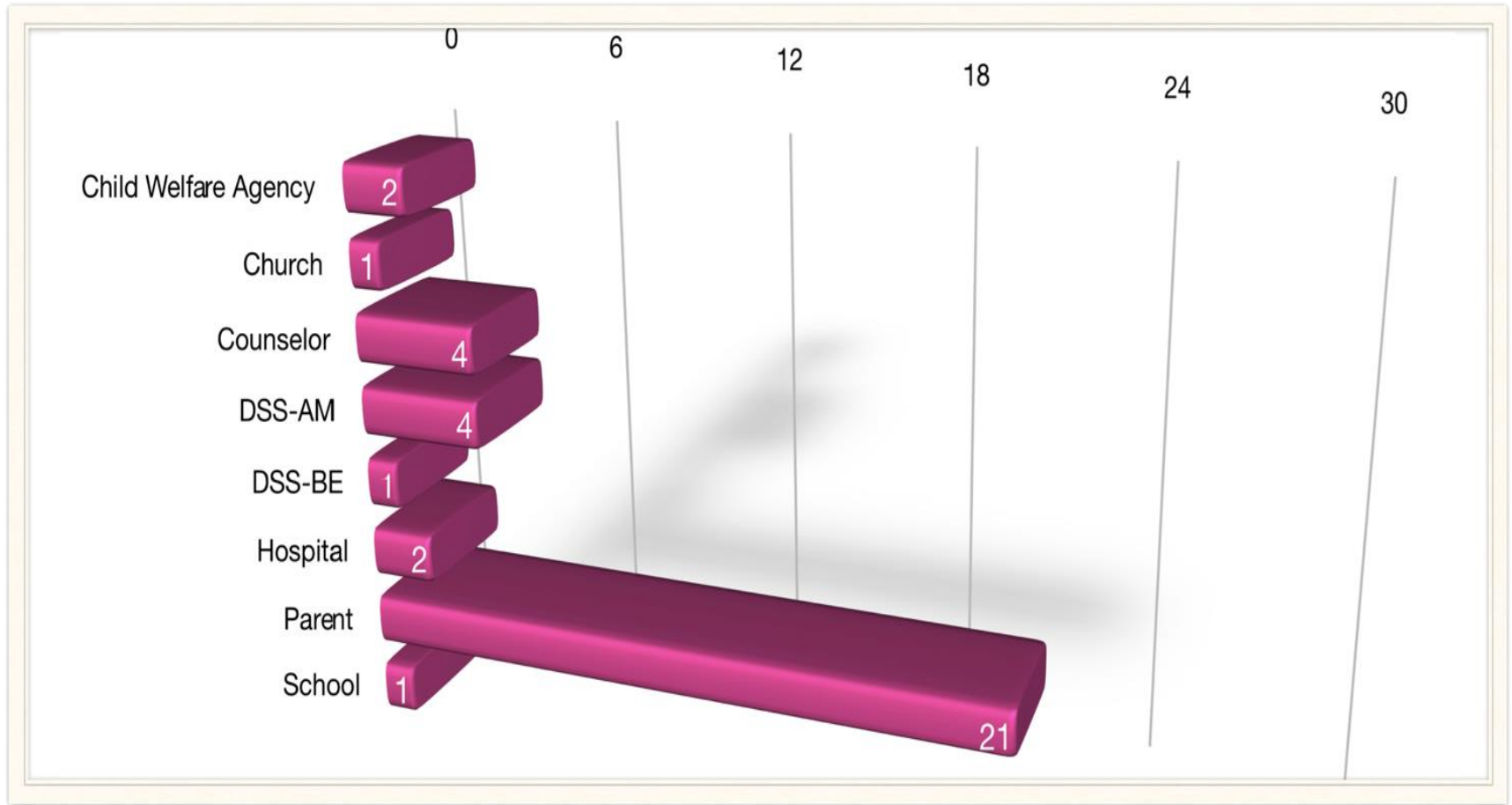
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Variable	Days	Mean	Median	SD	Max	Min	N
Length of Stay	932	30.06	12	31.59	132	3	31
Age		3.52	2	3.022	17 years	1 month	36



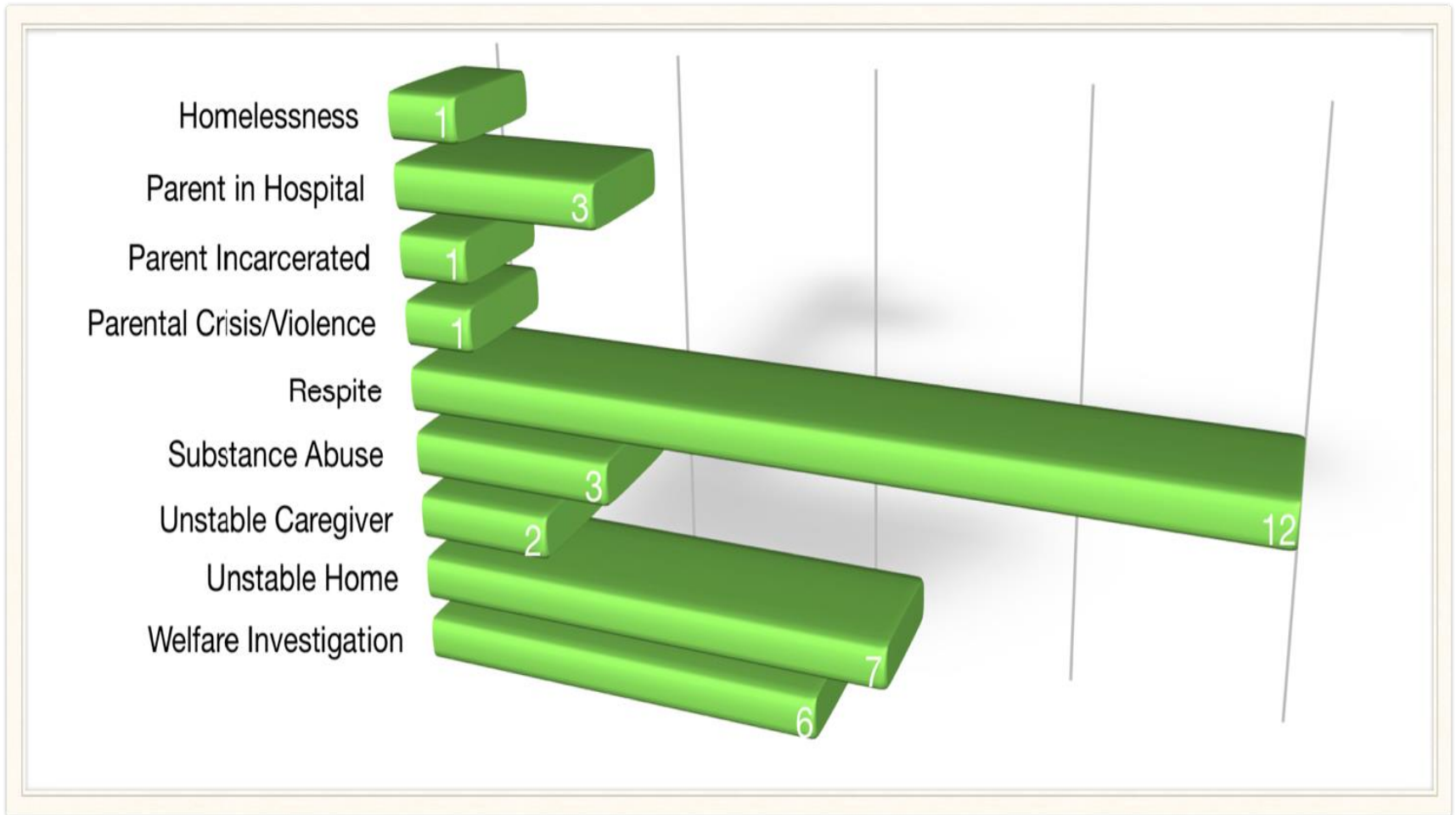
SOURCE OF REFERRAL

61



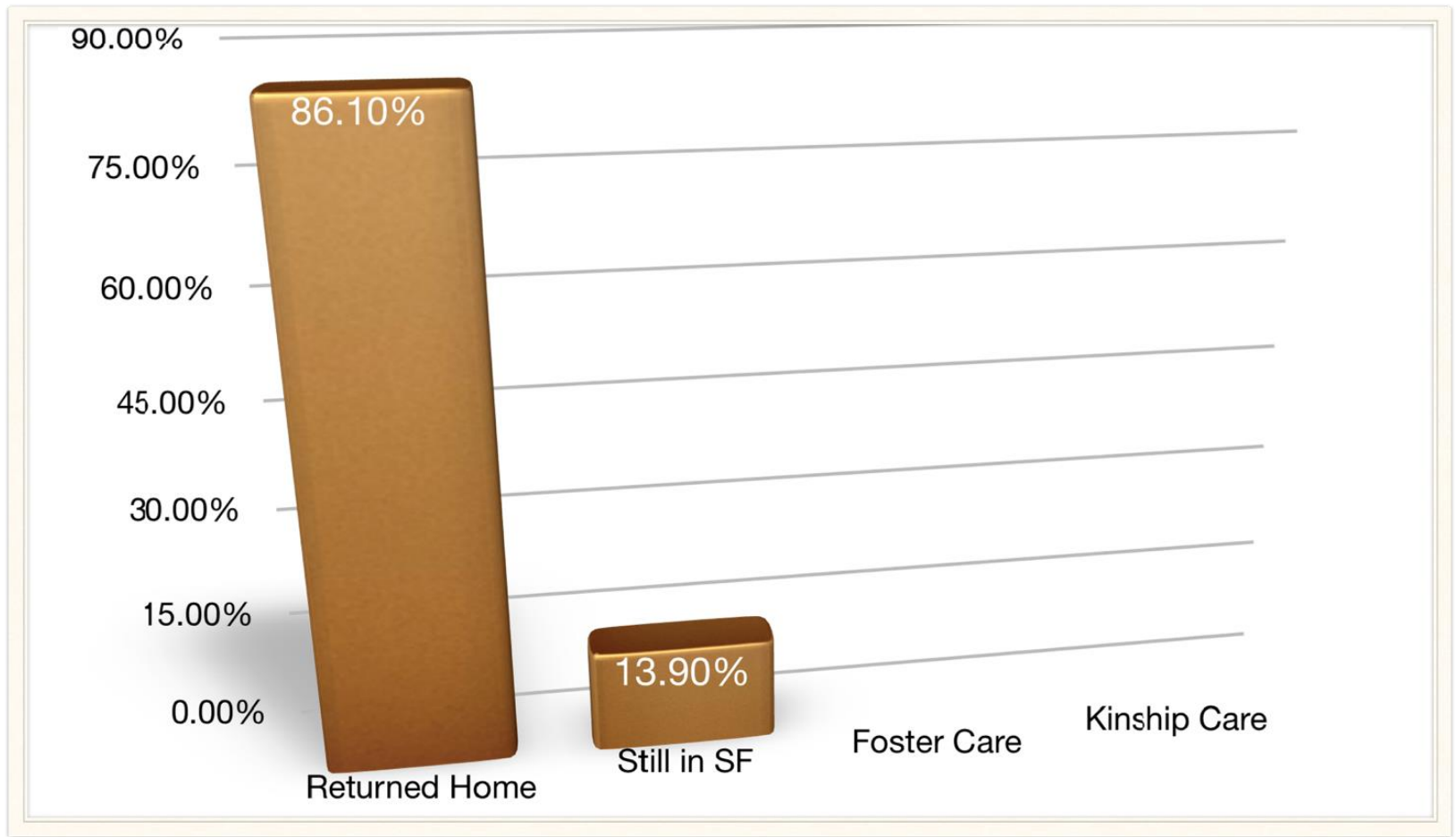
REASON FOR HOSTING

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HOSTING OUTCOMES

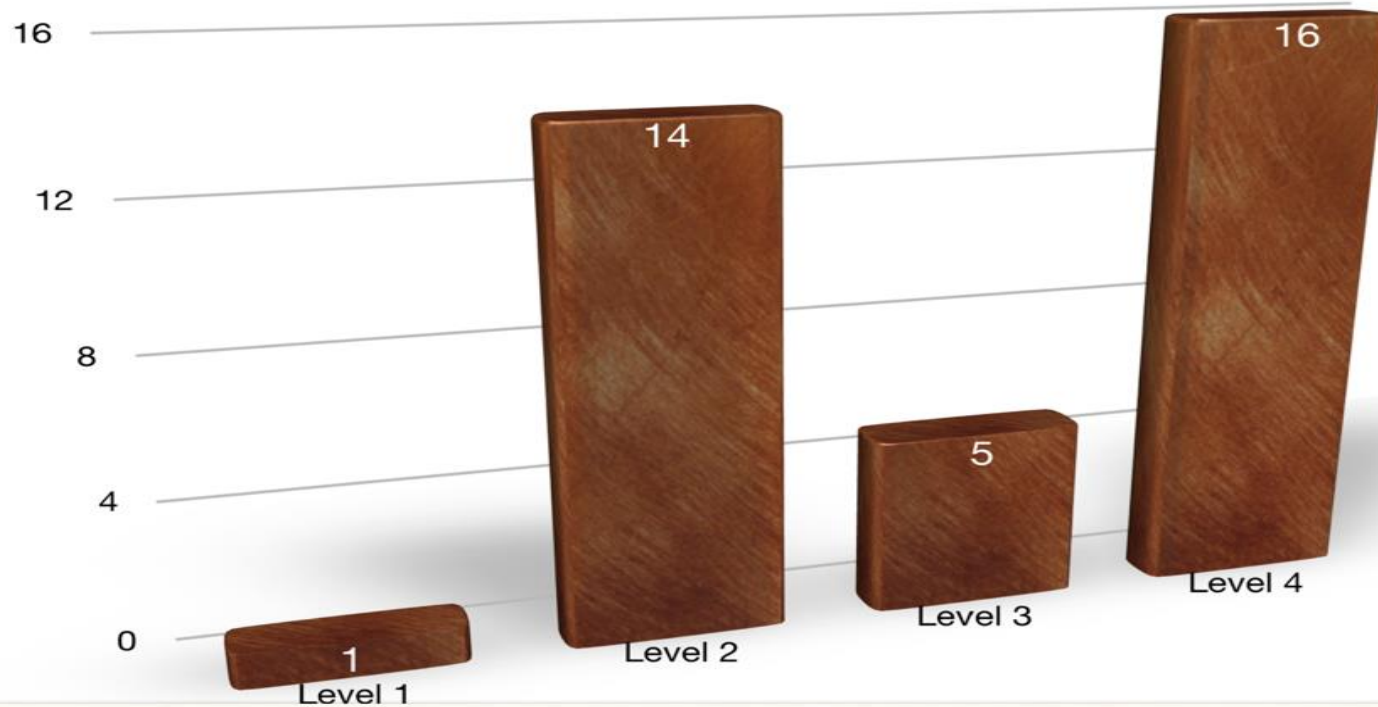
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EDGE OF LEVEL OF CARE

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Edge of Care Level at Intake



EDGE OF LEVEL OF CARE - DISCHARGE

65



RECOMMENDATIONS

- **Recommendation 1: A more rigorous evaluation of the Safe Families model's impact on children and families in crisis is needed to justify broader implementation of the program in other communities.**

RECOMMENDATIONS

- **Recommendation 2: VDSS supports the enhancement of family-driven service models, like Safe Families, as a best practice in prevention. Thus, LDSS and other community-based organizations have the opportunity to work together as partners to strengthen the infrastructure and array of local prevention efforts.**