



VIRGINIA DEPARTMENT OF SOCIAL SERVICES

Bridging the GAPS between CSA & DSS

Enhancing CQI & Supporting Case Managers

CSA Conference 2019

*People helping people triumph over poverty, abuse and neglect
to shape strong futures for themselves, their families and their
communities*



Foster Care Responsibilities

Place/move children – recruit homes

Perform Diligent Searches to locate relatives

Enroll in school & attend to educational needs

Arrange for Transportation

Obtain birth certificates & social security cards

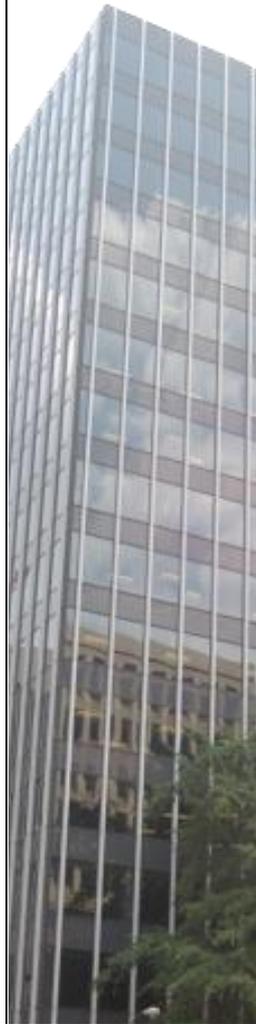
Complete DCSE and IV-E/Medicaid paperwork

Coordinate & attend Family Partnership Meetings

Complete funding requests to FAPT

Attend FAPT meetings

Schedule services & create PO's (prorate/calculate payments)





Foster Care Responsibilities

Coordinate and conduct monthly visits with parents/prior custodians and children/youth and visits between siblings

Manage clothing needs & vouchers

Create Foster Care Plans

Attend foster care court hearings, administrative panel reviews, and criminal proceedings (parent, prior custodian, child/youth)

Attend case staffings

Attend treatment team meetings

Attend VEMAT meetings

Attend medical/mental health appointments

Conduct supervised visitations





Foster Care Responsibilities

Serve as case manager/mediator between parent/prior custodian, child & youth, parole/probation, relatives, GAL, CASA, treatment providers, etc.

Provide ongoing support to children's placement providers

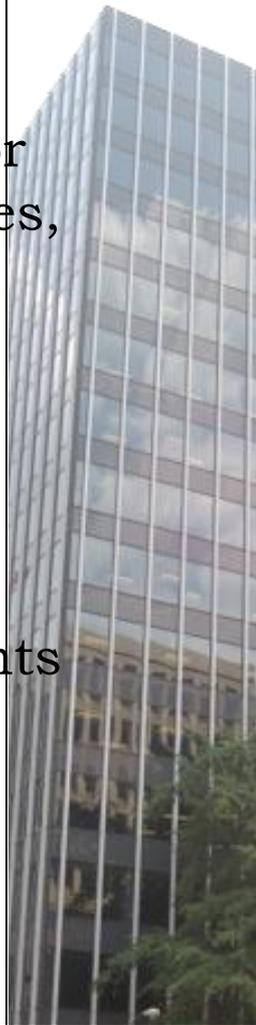
Obtain licenses for placements & child care facilities

Respond to crisis

Complete IL assessments, plans, and schedule IL events and/or trainings

Record all placements, funding, medical, educational, court hearings, and IL events in OASIS

Record every contact in OASIS





Foster Care Responsibilities

File an endless amount of paperwork

Complete genograms, social histories, and assessments

Complete ICPC paperwork

Complete referral paperwork for placements

Act as legal custodian, e.g. question the use of
psychotropic medications

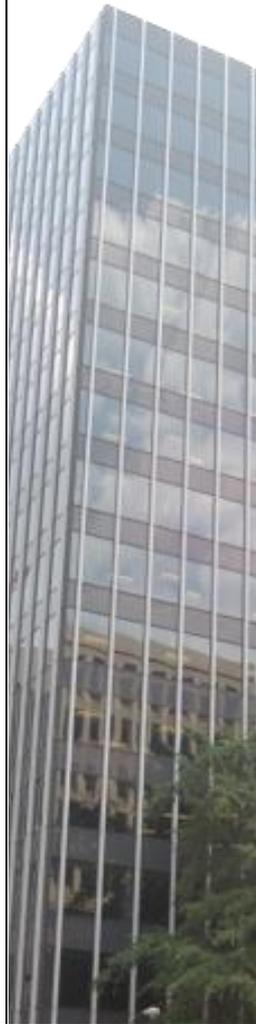
Complete mandated and annual training requirements

Often serve on-call at night and on the weekends





Foster Care Responsibilities

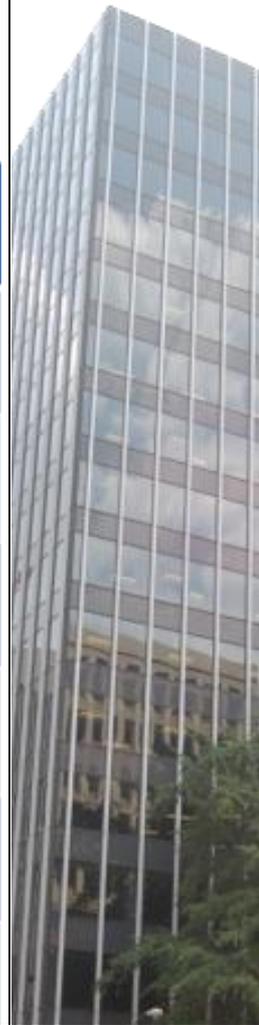




Workforce Turnover

Table 6.1. Workforce Turnover Rates By Occupational Title – Small Agencies

Occupational Title	CY12-13	CY13-14	CY14-15	CY15-16	CY16-17
Family Services Specialist I	11.1%	30.0%	22.2%	46.7%	61.1%
Family Services Specialist II	15.5%	23.1%	26.2%	30.9%	21.5%
Family Services Specialist III	10.0%	33.3%	23.5%	13.3%	42.1%
Family Services Specialist IV	0.0%	0.0%	20.0%	0.0%	20.0%
Family Services Supervisor	15.8%	15.0%	9.5%	17.4%	26.1%

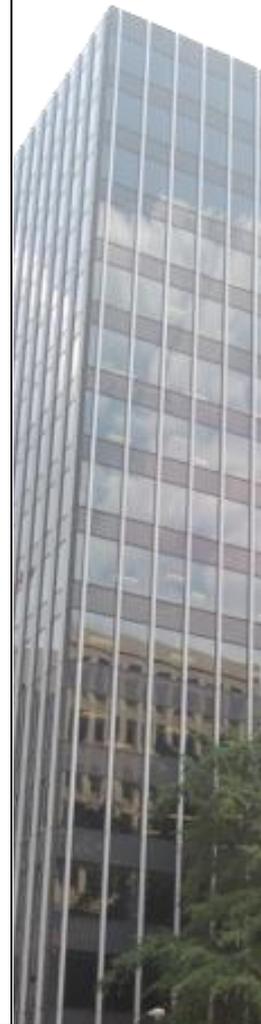




Workforce Turnover

Table 6.2. Workforce Turnover Rates By Occupational Title – Medium Agencies

Occupational Title	CY12-13	CY13-14	CY14-15	CY15-16	CY16-17
Family Services Specialist I	29.4%	29.1%	39.1%	45.8%	50.0%
Family Services Specialist II	21.2%	17.4%	17.9%	27.7%	31.7%
Family Services Specialist III	20.5%	14.4%	20.8%	24.1%	22.2%
Family Services Specialist IV	9.1%	16.7%	13.2%	14.9%	17.8%
Family Services Supervisor	10.0%	18.4%	12.4%	23.9%	12.6%

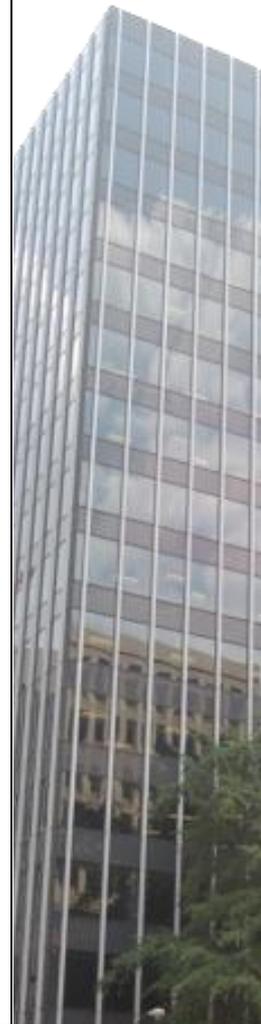




Workforce Turnover

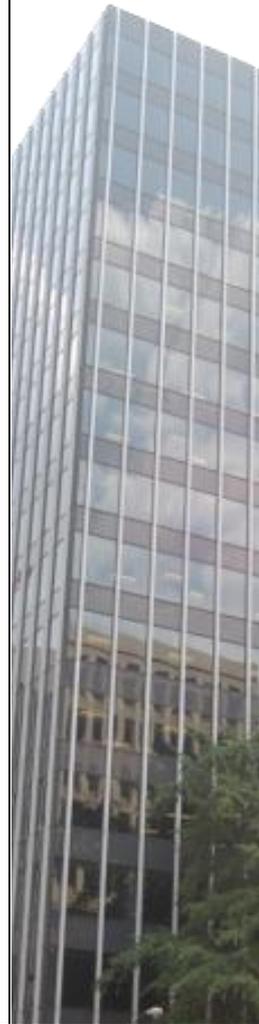
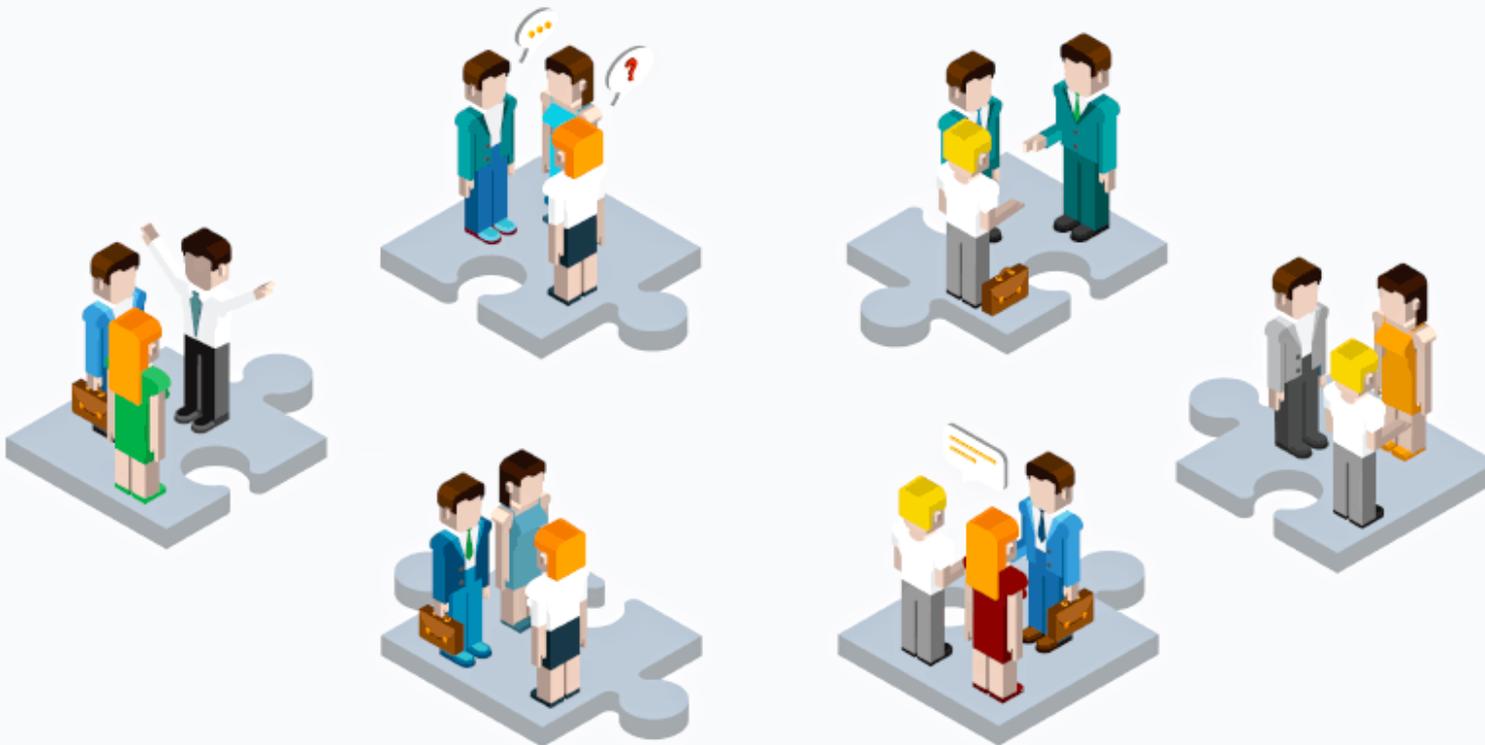
Table 6.3. Workforce Turnover Rates By Occupational Title – Large Agencies

Occupational Title	CY12-13	CY13-14	CY14-15	CY15-16	CY16-17
Family Services Specialist I	12.5%	18.9%	10.0%	20.2%	28.9%
Family Services Specialist II	11.8%	18.9%	23.2%	22.3%	21.5%
Family Services Specialist III	6.9%	19.4%	18.0%	17.4%	19.0%
Family Services Specialist IV	0.0%	16.4%	9.0%	16.4%	16.9%
Family Services Supervisor	13.0%	12.8%	14.5%	13.1%	22.3%

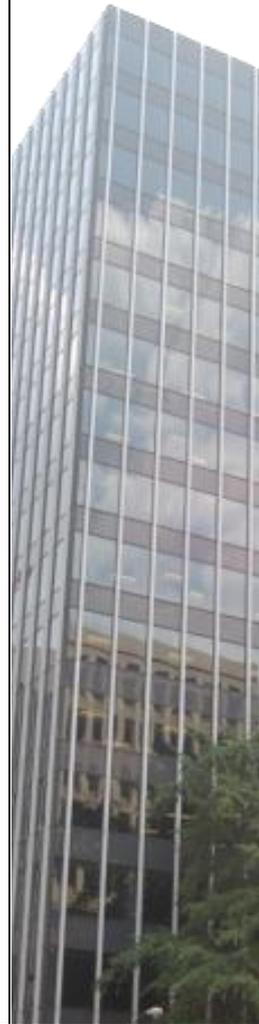




Silos – Disconnect between programs and requirements

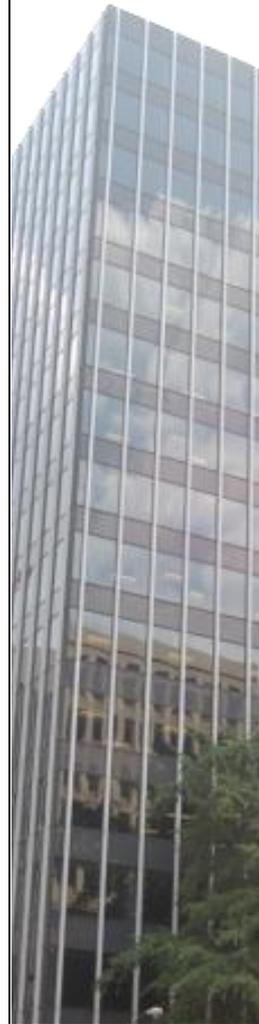
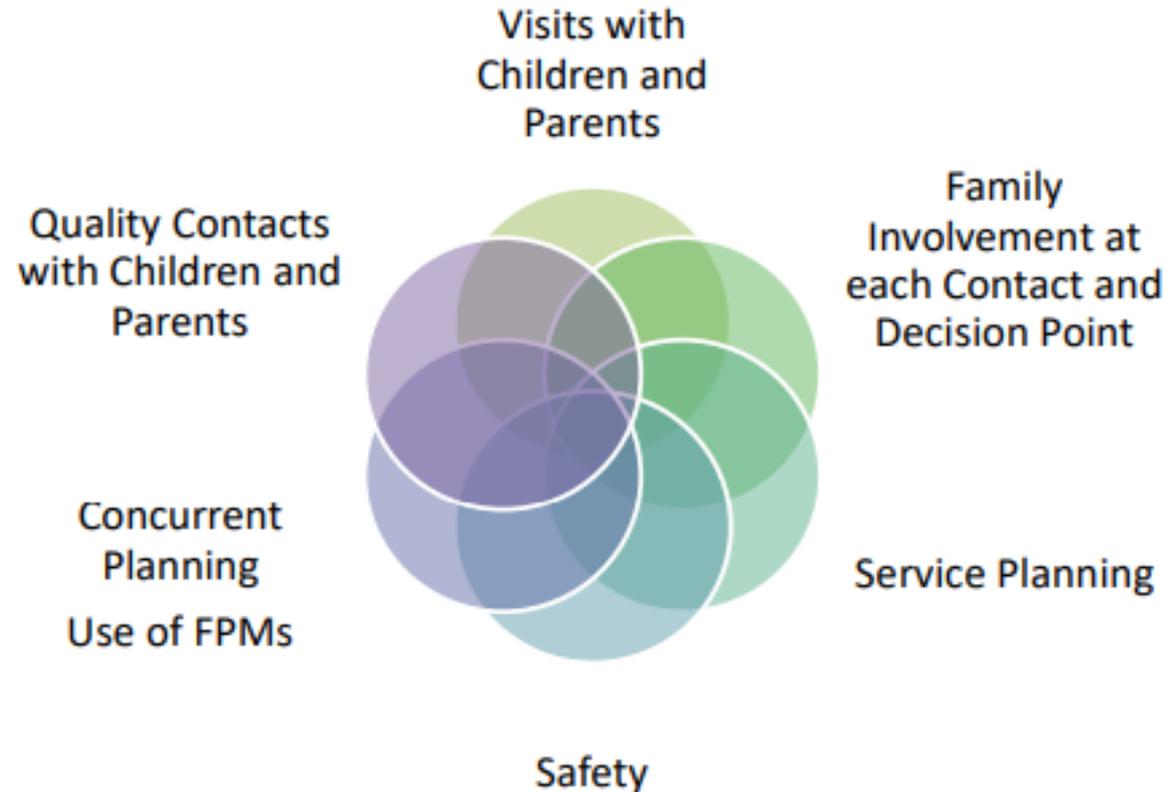


Imagine – Working Together to Achieve the Same Goals!

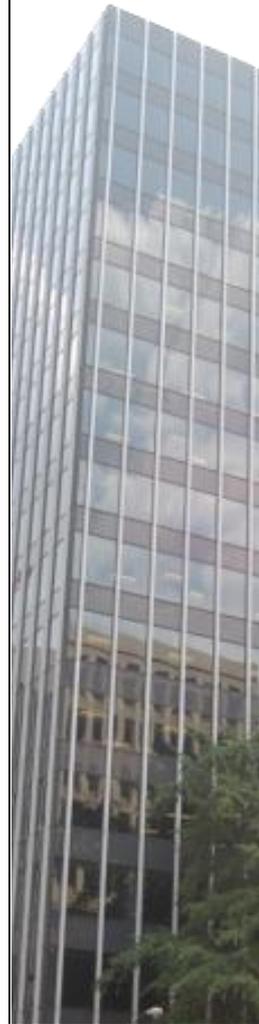
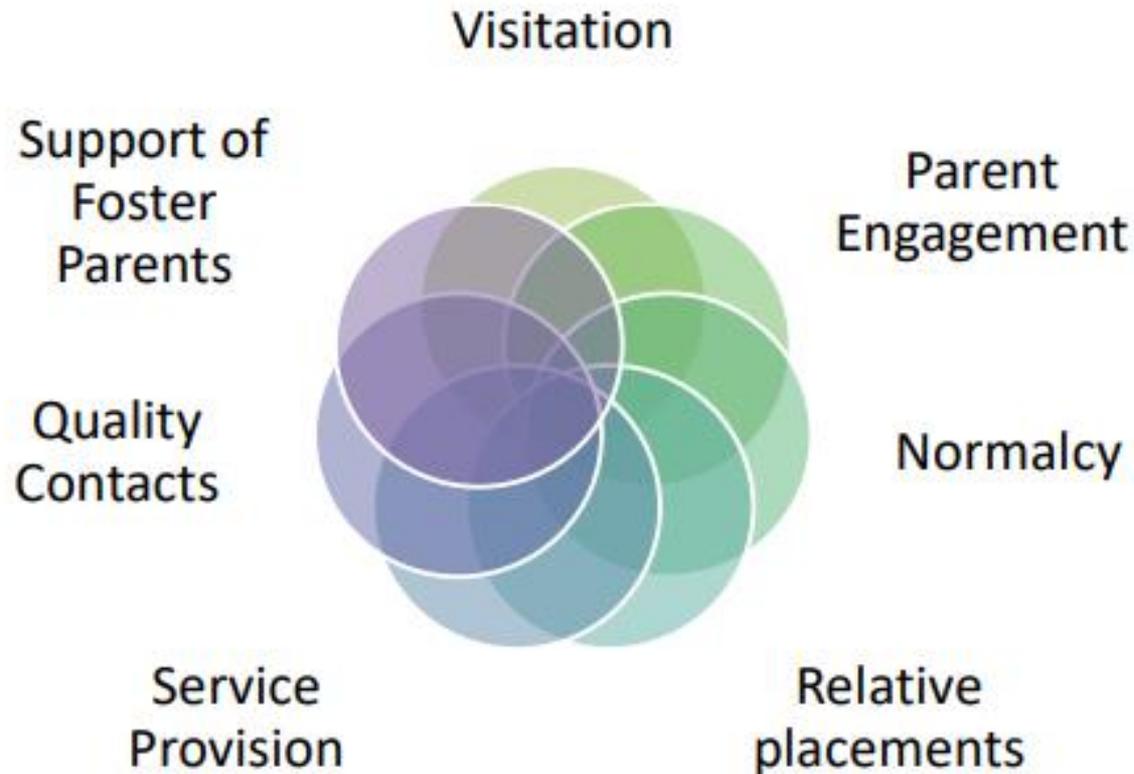




Shift focus to Family Engagement Practices



Shift focus to Permanency Practices





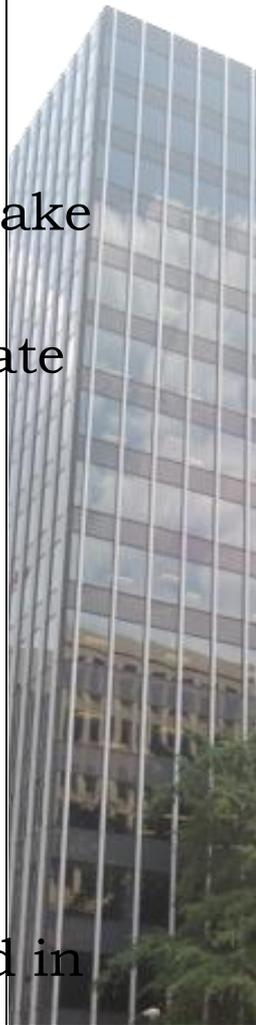
AFCARS & Data Integrity

LDSS should conduct regular reviews of their Active Foster Care reports to self-identify problems and make corrections.

Ultimately, the failure to ensure that all data is accurate and timely could result in a decrease in the pass-through funding or the base allocation made to agencies.

AFCARS was established to provide data that would assist in policy development and program management.

The collection of adoption and foster care data is mandated by section 479 of the Social Security Act (the Act). The requirements for AFCARS are codified in Federal regulation at 45 CFR 1355.40.





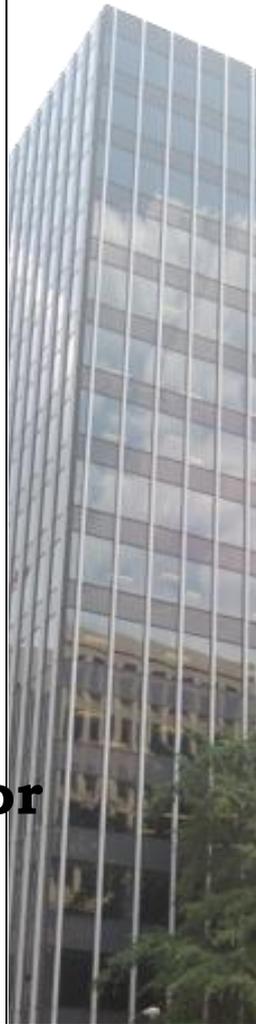
Reporting Errors

The most common federal reporting data element errors for OASIS were:

- Incorrect payment status for AWOL or Trial Home Visits
- Missing social security numbers
- Blank eligibility determination date
- Blank funding screens
- Incomplete or inaccurate placements or court hearing information
- Missing and/or inaccurate Adoption finalization date

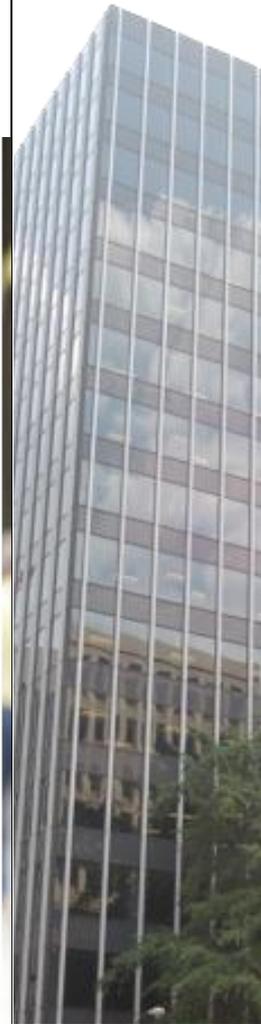
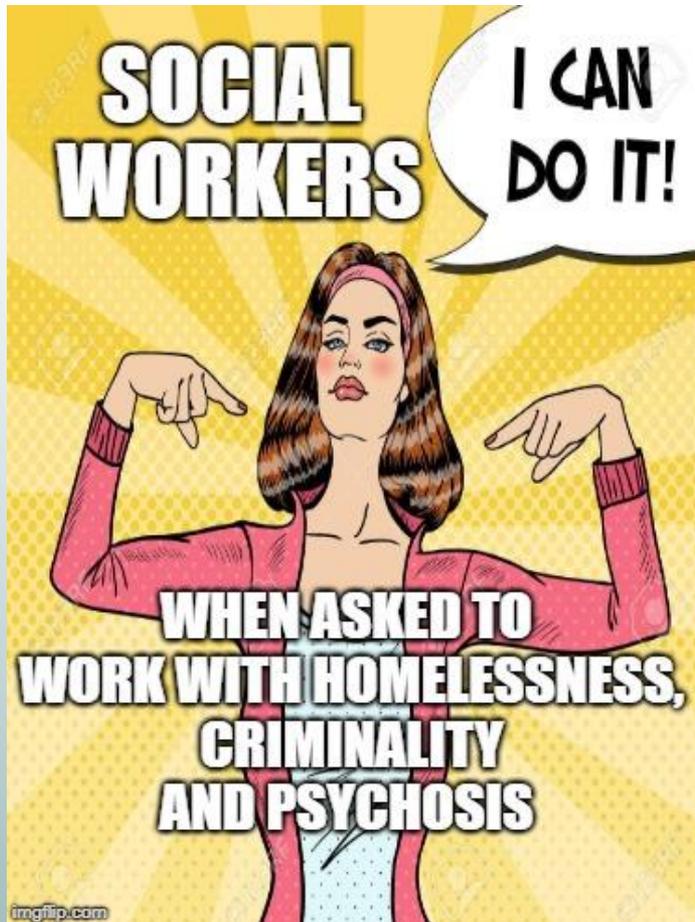
How accurate is foster care data in Harmony or other CSA reporting systems?

What if?





Social Workers Can't Do Math!

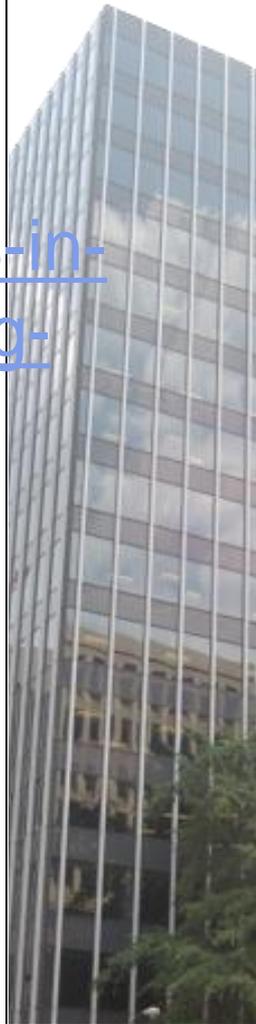




Social Workers Can't Do Math!

<https://www.wptv.com/news/local-news/investigations/school-social-workers-in-florida-are-losing-their-jobs-for-not-passing-a-state-teacher-test>

Article dated March 16, 2019



How Can We Address These Issues?



Teaming & Support

- Centralize key elements of the foster care data entry and payment system to ensure payment accuracy, financial accountability, IV-E & CSA audit compliance, and improve the validity and accuracy of OASIS & CSA reporting data.

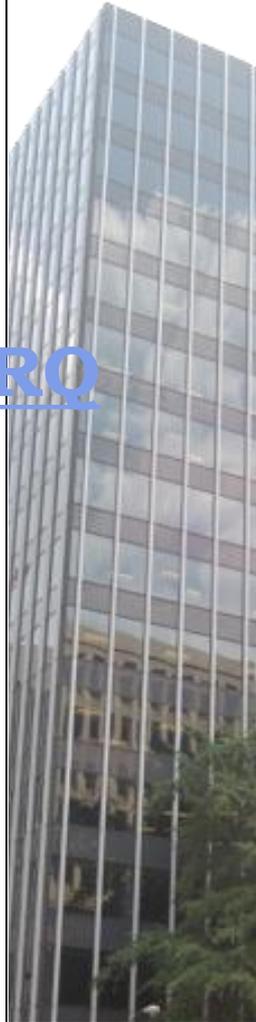
This will ultimately enhance Family Services Specialists' ability to promote child safety, reduce the risk of future harm/maltreatment, and afford workers additional time to prioritize permanency planning activities.





Process Mapping

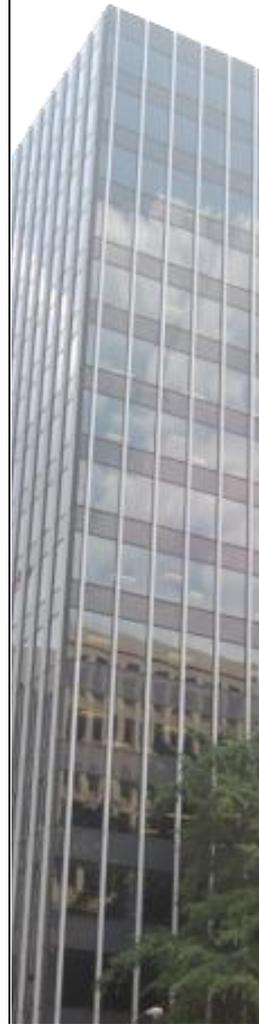
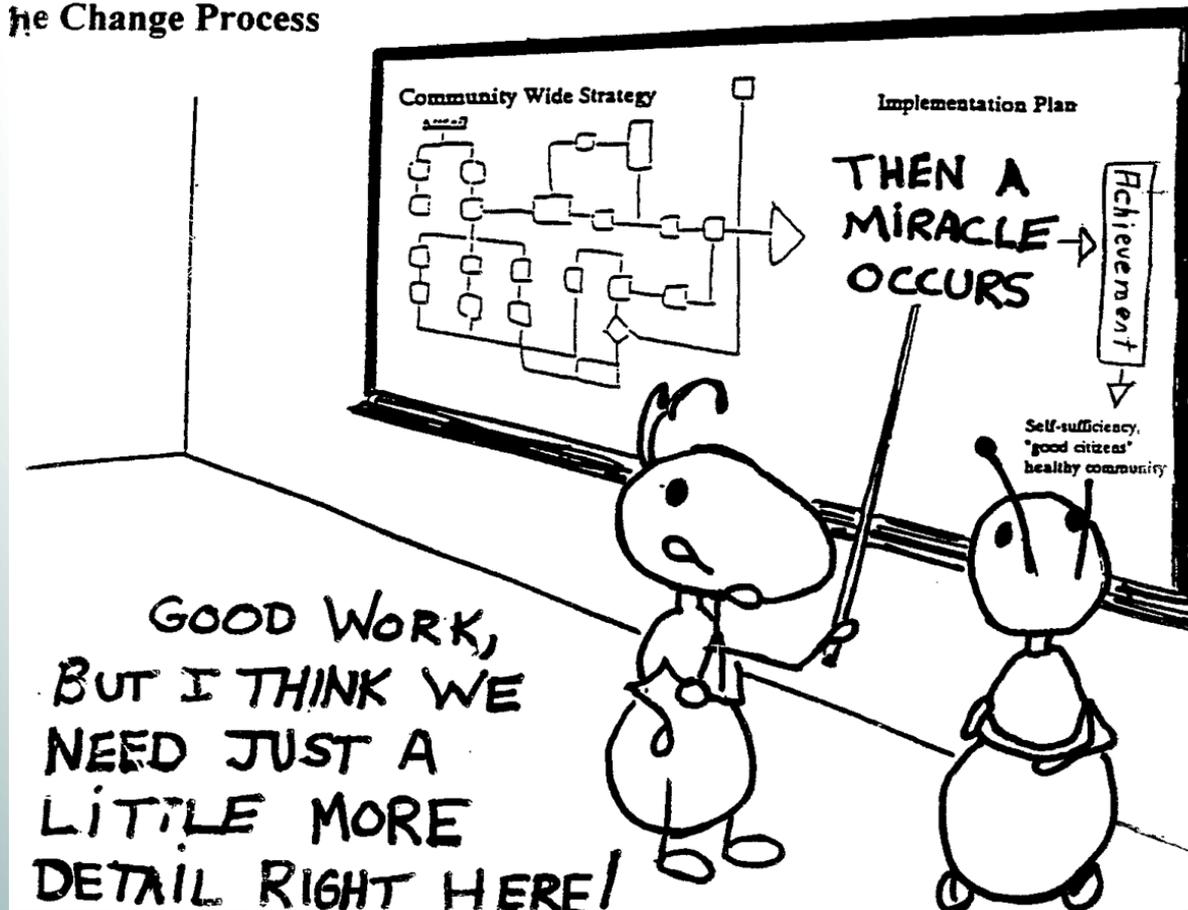
<https://www.youtube.com/watch?v=RQSh2CyxdIA>





Process Mapping

The Change Process

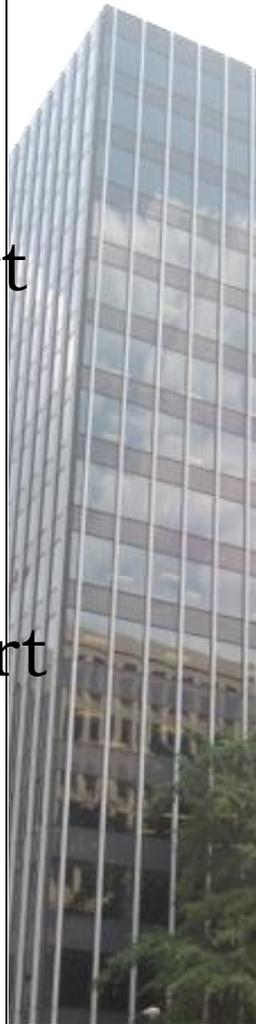




A Child Enters Care...

CPS Worker:

- Immediately notifies Program Support & Eligibility Worker of removal.
- Provides copy of emergency removal affidavit by email.
- Submits removal paperwork and court order within 24 hours of hearing to Program Support.





A Child Enters Care...

Program Support:

- Reviews placement agreement & ensures accuracy with contracted rates and maintenance amounts.
- Opens/reopens a Foster Care case in OASIS within 24 hours of child entering care.
- Completes or updates Client Demographic & Relations Screens ensuring accuracy of information.





A Child Enters Care

Program Support:

- Opens or reopens the family's case in Harmony or CSA system and updates data ensuring accuracy of information.
- Obtains CLEAR & Spider searches on family members. Records in Diligent Search tab.
- Cuts and pastes removal affidavit as opening case narrative - ensures ICWA is documented.

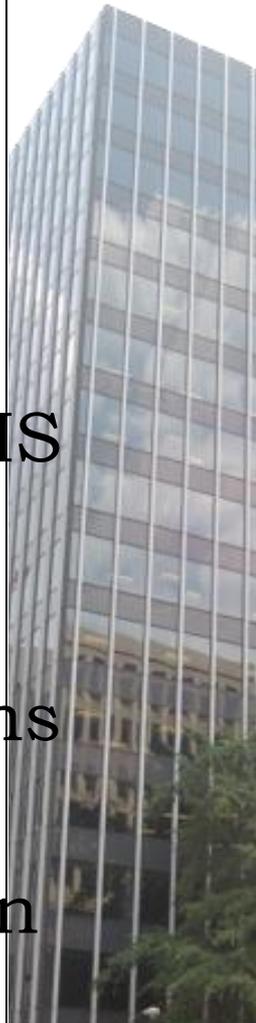




A Child Enters Care...

Program Support:

- Completes Legal & Physical Custody, Placement, and Funding screens.
Merges duplicate Client ID#'s in OASIS case record – clean up duplicate Harmony cases.
- Transfers case to supervisor or assigns case to worker.
- Begins Title IV-E Medicaid Application & emails to Foster Care Worker.

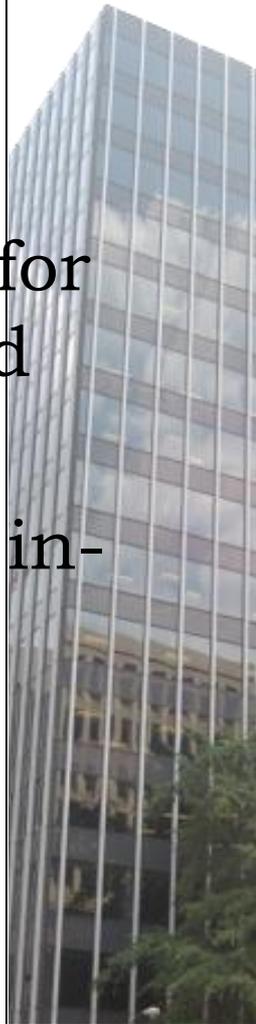




A Child Enters Care...

Program Support:

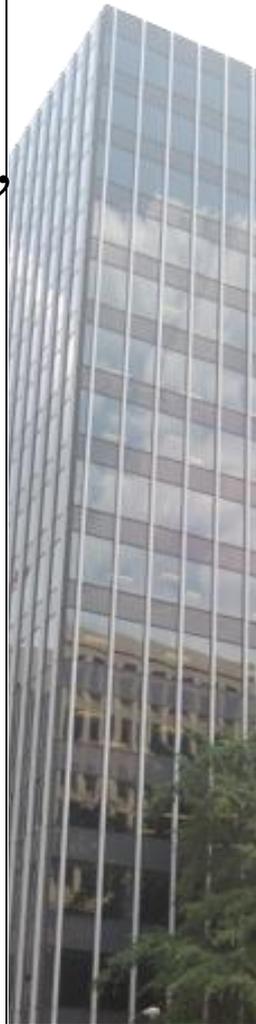
- Obtains removal court order, license for placement, placement agreement, and childcare license (if applicable).
- Searches for birth certificate & SS#'s in-house and/or orders two birth certificates & SS cards.





A Child Enters Care...

- Forwards copies of the removal order, birth certificate, social security card, placement agreement, placement/childcare license(s) to Eligibility Worker.
- Sends out relative notifications.
- Requests paper case records be opened/reopened.





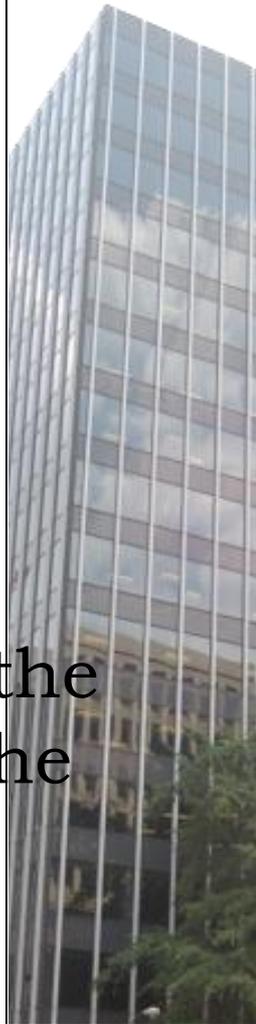
Ongoing

City/Agency Attorney or Clerks Office:

- Forwards court orders.

Program Support:

- Enters court order information in OASIS in Court screen.
- Provides a copy of the court order to the eligibility worker and a true copy to the foster care worker.





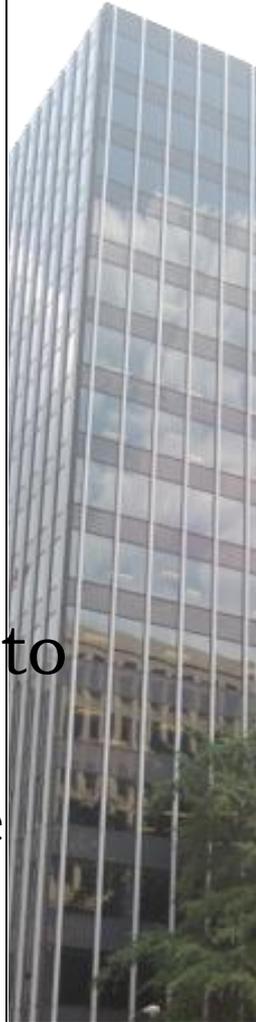
Ongoing

Foster Parent or Online Portal:

- Documents medical/dental appointments.

Program Support:

- Records appointments in OASIS and tracks medical/dental appointments to monitor compliance with guidance. Forwards paper copies to Foster Care Worker.

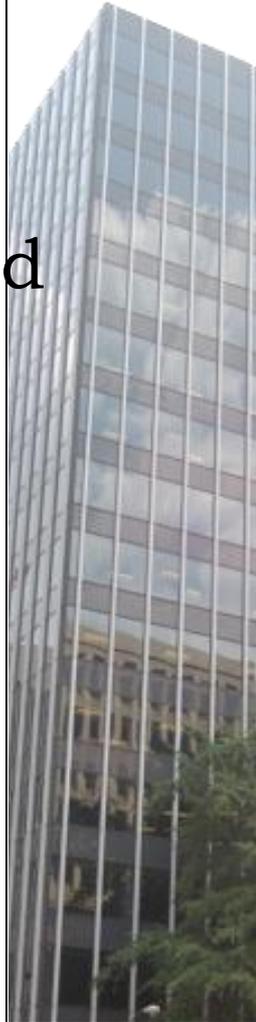




Ongoing

Program Support:

- Reviews Active Foster Care Report and SafeMeasures reports for AFCARS errors and makes corrections.
- Reviews CSA data and makes corrections.





Funding

CSA or Program Support:

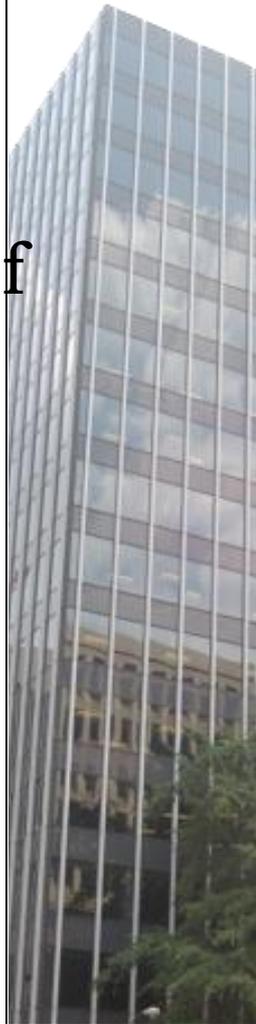
- Maintains an assessable database of approved vendors and contracted rates.

OPTION 1

Provide FAPT team minutes following every FAPT team meeting

OPTION 2

Program Support attends all FAPT meetings and maintains record of approved services or types FAPT team meeting minutes





Funding

Foster Care Worker:

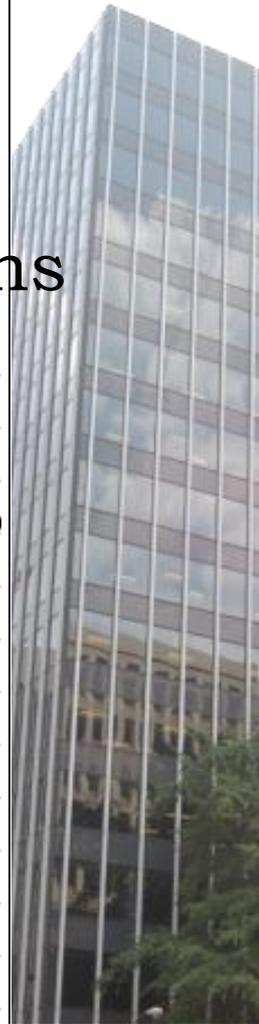
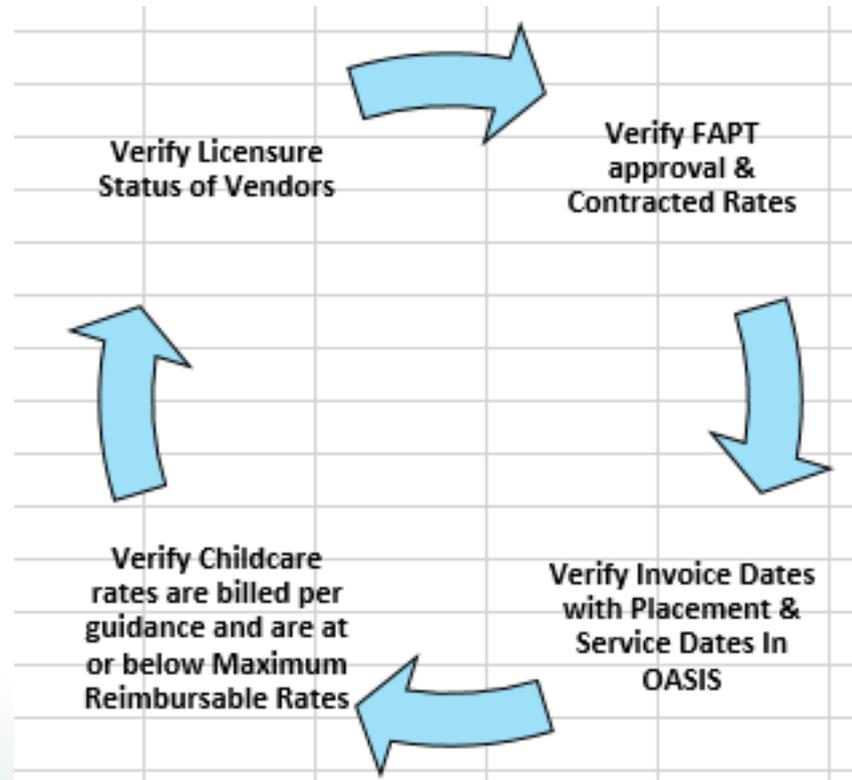
- Submits a Placement/Service/Worker Change Form and Childcare Request & Notification Change Form (if applicable) within 24 hours of placement or enrollment.
- Submits a copy of initial and ongoing VEMATs & CANS.
- Submits a Request for a Clothing Voucher on behalf of a Foster Parent or Foster Youth



Funding

Program Support:

- Updates Placement & Funding Screens in OASIS.





Funding

Program Support:

- Create, Modify, Unencumber Purchase Orders (POs) for IV-E and maintenance/VEMAT & childcare payments as placement changes occur or rates increase.
- Create, Modify, Unencumber Purchase Orders (POs) for CSA maintenance/VEMAT & childcare payments as placement changes occur or rates increase.



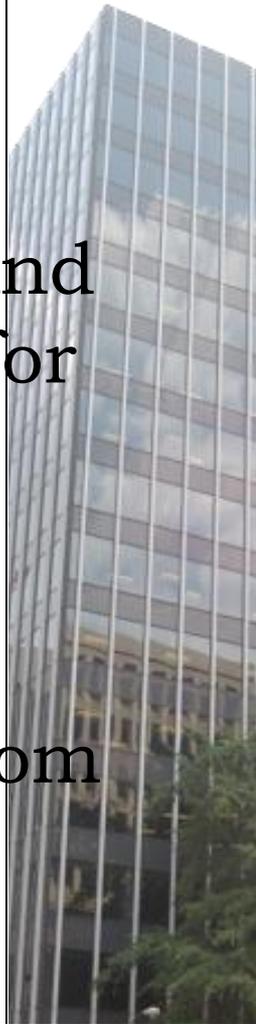
Funding

Program Support:

- Verifies placement dates in OASIS and FAPT approval. Circulates invoices for signature & payment.

Foster Care Worker:

- Verifies service dates are correct. Signs invoice. Obtains signatures from the following: (INSERT SIGNATURE CHAIN).





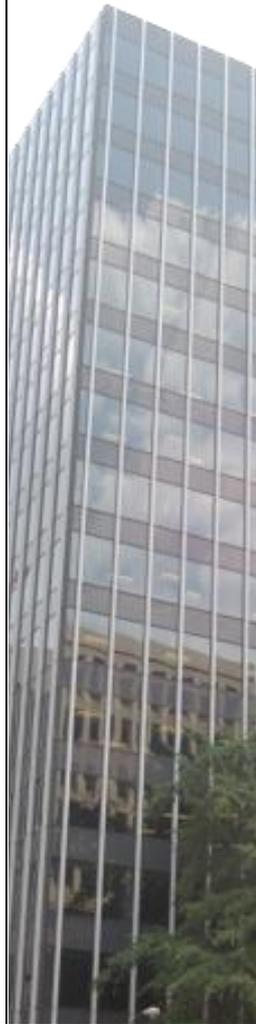
Funding

Finance:

- Circulate PO's for Signature.
- Sends PO's to Vendors.

Vendors:

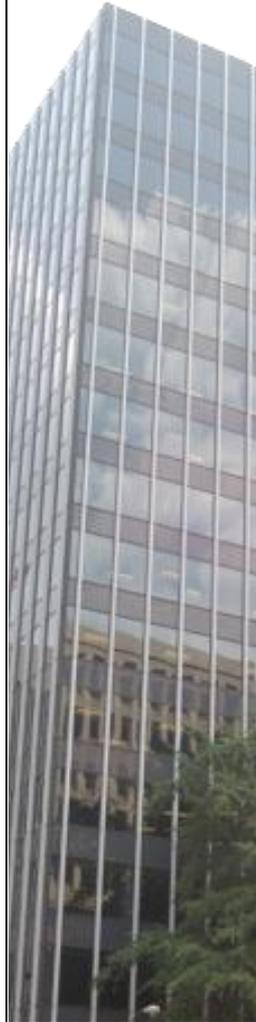
- Submits signed PO's, bills, and invoices to Program Support.





Forms & Tracking

- Placement Change Form
- Childcare Change Form
- Tracking
Clothing/VEMAT/Court/Licensure
- Fostering Futures
- Medical/Dental

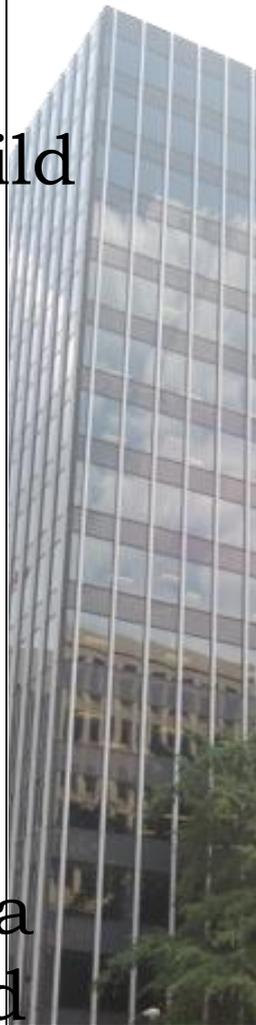




Silos – Disconnect between Programs & Requirements

How many times have you heard the child is thriving in the Smith's home?

- The child is receiving Level 3 services through a LCPA.
- IFSP or Foster Care Plan does not address any of the CANS identified needs.
- The child is receiving a large VEMAT payment. There is no mention of extra support or supervision being provided and no needs identified in the VEMAT are being addressed.

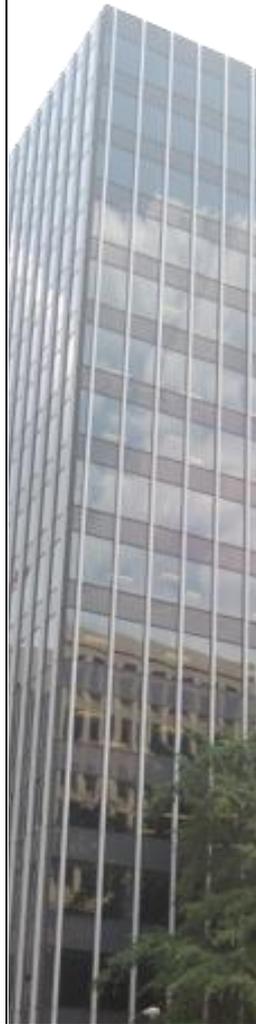




Supports through FAPT process

Administration of the VEMAT - The use of a team is critical to completing the VEMAT in as unbiased and inclusive manner as possible to facilitate the best possible decision for the child. It is the team's job to describe and discuss the child's characteristics in measureable ways (e.g., frequency, intensity, and duration of the characteristic or behavior; severity, onset, and relevance to the child's age and developmental level).

VEMAT raters may be LDSS services staff (e.g., foster care, CPS, adoption, adult services) or members of other public child-serving agencies such as the Community Services Board staff or the CSA Coordinator.





Supports through FAPT process

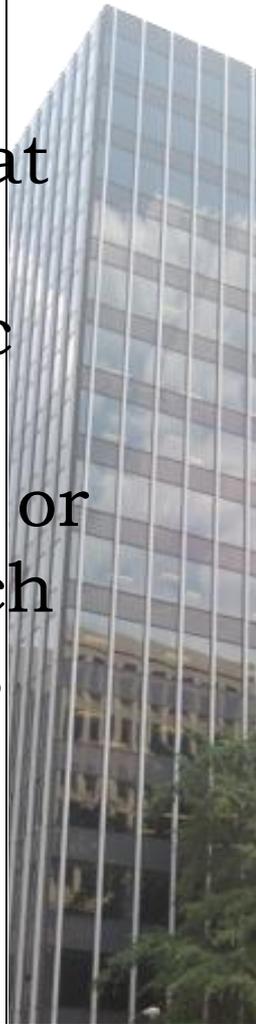
Administration of CANS through the FAPT process - All children in foster care and receiving services and funding through CSA shall be assessed using the CANS. Initial assessment should be completed within 30 days of entry into foster care. Reassessment shall be completed at least annually, *and within 90 days of discharge from foster care*, although may be completed more often.

CANS assessments can be completed at the FAPT with parents, providers, and other individuals involved in the family's life to provide maximum information. The completed CANS is used as foundation for creative, child-specific service plan using natural supports and family strengths as appropriate in addressing identified needs



But envision...

The CANS is completed (reassessment) at the next FAPT review for child, noting progress or lack of progress in specific areas and the service plan is adjusted accordingly. Consider any new needs or strengths identified on the CANS which have emerged and integrate objectives and strategies into service plan to address these.





But all too often...

The worker or case manager does not have, or take the time to study and learn the CANS; tries to learn enough just to pass the certification

The worker rates the CANS based only on his or her knowledge of the child and family

The completed CANS (along with a completed service plan) is taken to FAPT, based on discussion with his/her supervisor.



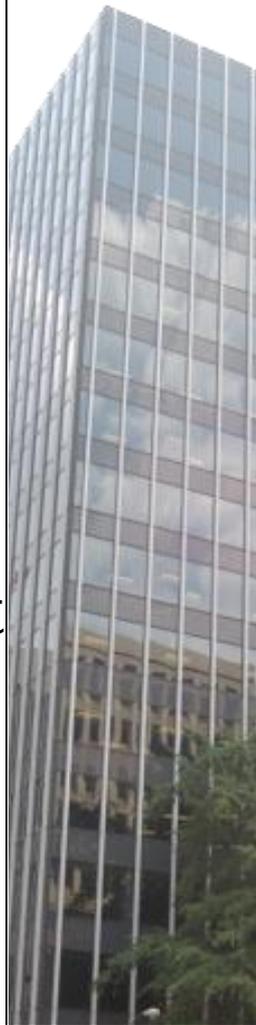


But all too often...

The service plan is “cookie-cutter,” e.g., the family will comply with services, agency will provide intensive in-home services, child will attend school, etc.

The FAPT reviews and “rubber stamps” (rather than develops) the assessment and service plan.

The CANS is filed in CSA folder for documentation.





But envision...

Integrating into practice the critical necessity of involving the child and parents in their own assessment and service planning. (If they're not involved in a meaningful way, no matter how hard everyone else tries, there's less likelihood of success.)

It is important to have a reliable and accurate assessment of child and family needs and strengths. (It's not just a "form" to complete to get funding.)





Supports through FAPT process

A Foster Care Plan developed by a local department of social services may be used in lieu of an IFSP for the purposes of CSA. When a Foster Care Plan is used as an alternative to an IFSP, services need to be planned by FAPT – Could

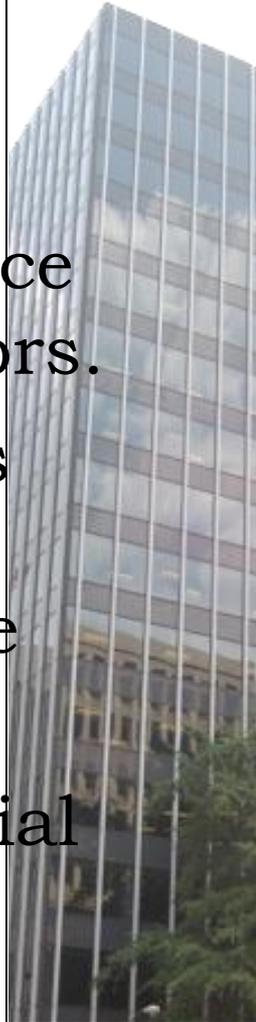
FAPT member(s) attend the Family Partnership Meeting (FPM) to develop the Foster Care Plan?





Supports through FAPT process

- CSA staff can promote the use of evidence based practices with contracted vendors.
- Contract management – hold vendors accountable for contracted services. Through centralization, trends can be identified.
 - Define their scope of work from a social work prospective and set measurable outcomes.





Questions

