

Addressing the Use of Caseworker Visit Funds

Teleconference/Webinar
Thursday, July 26, 2012
3:00-4:30 PM EST



nrcinhome

National Resource Center
for In-Home Services

A service of the Children's Bureau,
a member of the T/TA Network

*An event for State Foster Care Managers and PSSF
Managers, co-sponsored by the National Resource
Center for Permanency and Family Connections and
the National Resource Center for In-Home Services*



**NATIONAL RESOURCE CENTER
FOR PERMANENCY AND
FAMILY CONNECTIONS**
at the Hunter College
Silberman School of Social Work



a service of the Children's
Bureau – ACF/DHHS and
member of the T&TA Network

Agenda

- **Webinar Welcome and Introduction**
 - Stephanie Boyd Serafin, Associate Director, NRC PFC
- **Policy and Caseworker Data from States**
 - Gail Collins, Director, Division of Program Implementation, Children's Bureau
- **Introduction to State Presentations**
 - Sharon McKinley, Senior Consultant, NRC for In-Home Services

Agenda (continued)

- **New York State Example**
 - Lisa Gharthey Ogundimu, New York State OCFS, Assistant Commissioner, Division of Child Welfare and Community Services
- **Georgia State Example**
 - Kym Crooms, Georgia DHS/DCFS, Federal Regulations and Data
- **Peer-to-Peer Discussion/Questions and Answers**



**Children's
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Federal Requirements Relating to Caseworker Visits with Children in Foster Care

Gail Collins, Director
Division of Program Implementation
Children's Bureau

July 26, 2012



Overview of Presentation

- This presentation provides an overview of Federal legislative requirements relating to caseworker visits with children in foster care.
- Provides overview of statutory provisions enacted in 2006 and amendments to those provisions in 2011
- Also provides a brief national snapshot of progress in conducting monthly caseworker visits with children in foster care.

2006 Amendments to Title IV-B Programs

- Public Law (P.L.) 109-288, the Child and Family Services Improvement Act of 2006, amended title IV-B, subparts 1 and 2, of the Social Security Act (the Act) to include a series of provisions intended to ensure that children who are removed from home and placed in foster care receive regular visits from a caseworker.
- Law included:
 - New Funding
 - Requirement for State Standards
 - Data Reporting Requirements

Factors Influencing 2006 Amendments

- Congress noted that the Child and Family Services Reviews (CFSRs) conducted by the Children's Bureau (CB) "...found a strong correlation between frequent caseworker visits with children and positive outcomes for these children, such as timely achievement of permanency and other indicators of child well-being."
- December 2005 report by HHS's Office of Inspector General found that only 20 States were able to produce reports to show whether caseworkers actually visited children in foster care on, at least, a monthly basis despite the fact that nearly all States had written standards suggesting monthly visits were State policy.

2006 Amendments to Title IV-B Programs

Amendment to title IV-B-2

- Set aside funds for formula grants to States to support monthly caseworker visits with children in foster care with an emphasis on activities that will improve caseworker retention, recruitment, training and the ability to access the benefits of technology.
 - \$40 million in fiscal year (FY) 2006;
 - \$ 5 million in FY 2008,
 - \$10 million in FY 2009;
 - \$20 million in FY 2010; and
 - \$20 million in FY 2011.

2006 Amendments to Title IV-B Programs

Amendments to title IV-B-1

- Required States to:
 - Describe State standards for the content and frequency of caseworker visits for children who are in foster care, which, at a minimum, ensure:
 - children are visited on a monthly basis and that
 - caseworker visits are well-planned and focused on issues pertinent to case planning and service delivery to ensure the safety, permanency and well-being of the children.

2006 Amendments to Title IV-B Programs

Amendments to title IV-B-1 (continued)

Required States to:

- Submit data, beginning in FY 2007, on the **percentage of children in foster care under the responsibility of the State who were visited on a monthly basis** (*i.e., each and every calendar month the children were in care*) by the caseworker handling the case of the child; and the **percentage of the visits that occurred in the residence of the child;**
- Set target percentages to be reached each fiscal year to ensure that by October 1, 2011, 90 percent of children in foster care are visited by their caseworkers on a monthly basis, and that the majority of the visits occur in the residence of the child; and

2006 Amendments to Title IV-B Programs

Amendments to title IV-B-1 (continued)

Required States to:

- Establish an outline of the steps the State will take to ensure that 90 percent of children in foster care are visited by their caseworkers on a monthly basis, and that the majority of the visits occur in the residence of the child by October 1, 2011.
- The steps could include activities designed to improve caseworker retention, recruitment training and ability to access technology.

2006 Amendments to Title IV-B Programs

Amendments to title IV-B-1 (continued)

- Law also established fiscal sanction for failure to meet targets for monthly caseworker visits.
- The Federal Financial Participation (FFP) rate for title IV-B, subpart 1 funds (normally 75%) reduced in proportion to the amount that the State failed to reach its target.
 - Note: State could still draw full Federal allocation, but needed to demonstrate higher State match to do so.

Potential Reduction in Federal Financial Participation (FFP)

- The following chart details the FFP reductions associated with each level of non-compliance:

If the State falls short of target percentage by:	The Federal match for the title IV-B, subpart 1 program will be reduced by:
Less than 10%	1 percentage point
10% to less than 20%	3 percentage points
20% or more	5 percentage points

Progress in Monthly Caseworker Visits

- How have States progressed in making monthly caseworker visits since passage of 2006 Amendments?

Average State Performance – Monthly Caseworker Visit (MCV) Percentage

- The following chart details the MCV performance of all States through FY 2011 (latest reported FY):

National MCV Performance Summary	FY 2007 Baseline Percentage	FY 2008 Percentage	FY 2009 Percentage	FY 2010 Percentage	FY 2011 Percentage
MCV Percentage - Average of All States	42%	50%	63%	71%	74%
Number of States Achieving State MCV Target Percentage		38	41	32	15* (*Target = at least 90%)

Average State Performance – Visits In Home (VIH) Percentage

- The following chart details the performance of all States regarding the conduct of MCVs in the residence of the child through FY 2011 (latest reported FY):

National VIH Performance Summary	FY 2007 VIH Baseline Percentage	FY 2008 Percentage	FY 2009 Percentage	FY 2010 Percentage	FY 2011 Percentage
VIH Percentage - Average of All States	69%	76%	81%	84%	84%
Number of States <u>Not</u> Achieving 50% VIH Target Percentage	8	6	2	1	1

2011 Amendments to Title IV-B Programs

- The Child and Family Services Improvement and Innovation Act [Public Law (P.L. 112-34)], signed into law on September 30, 2011, revised requirements in title IV-B-1 relating to submission of data and performance standards for monthly caseworker visits with children in foster care.
 - The law changed both the standards for performance and the way that the percentages relating to monthly caseworker visits are calculated.
- The law also reauthorized and revised the purpose of the Monthly Caseworker Visit Formula Grants in title IV-B-2.

2011 Amendments (continued)

- As amended, section 424(f) of the Social Security Act requires that each State must meet the following performance requirements for monthly caseworker visits beginning in Federal Fiscal Year (FFY) 2012:
 - *For each of FFYs 2012-2014:* The total number of visits made by caseworkers on a monthly basis to children in foster care during a fiscal year must not be less than **90 percent** of the total number of such visits that would occur if each child were visited once every month while in care.
 - *For FFY 2015 and each FFY thereafter.* The total number of visits made by caseworkers on a monthly basis to children in foster care during a fiscal year must not be less than **95 percent** of the total number of such visits that would occur if each child were visited once every month while in care.
 - *For FFY 2012 and each FFY thereafter.* At least **50 percent** of the total number of monthly visits made by caseworkers to children in foster care during a fiscal year must occur in the child's residence.

2011 Amendments (continued)

- On January 6, 2012, the Children's Bureau issued Program Instruction ACYF-CB-PI-12-01 detailing the new caseworker visit data requirements.
- The PI clarifies the reporting population, the method of calculating percentages and the potential fiscal consequences for missing performance standards defined in statute.

2011 Amendments: Key Difference in Old vs. New Requirements for Caseworker Visit Data

- A key change in the framework for measuring caseworker visits is a shift from counting **children** who received a visit each and every month they were in care, to counting **monthly visits** and comparing that to the number of visits that would be expected to occur if each child in care for at least a month got visited once each month.
- This change addresses one concern that States had expressed of not getting credit for monthly visits made to a child in care for multiple months if one month was missed.

2011 Amendments: Potential Reduction in Federal Financial Participation (FFP)

- Similar to previous law, the amended statute includes a potential loss of FFP for title IV-B, subpart 1 program (Child Welfare Services) if statutory performance targets are not met. Potential loss of FFP now applies to both monthly visit percentage and percentage of visits occurring in the residence of the child.
- Note that as in the past, the full Federal allocation will still be available to the State, however, a higher State match will be required to draw down the full allocation. (Normally a 25 percent match is required. Depending on the amount by which target is missed, this could increase to 26, 28 or 30 percent.)

2011 Amendments: Potential Reduction in Federal Financial Participation (FFP)

- The following chart details the FFP reductions associated with each level of non-compliance:

If the State falls short of statutory target percentage by:	The Federal match for the title IV-B, subpart 1 program will be reduced by:
Less than 10%	1 percentage point
10% to less than 20%	3 percentage points
20% or more	5 percentage points

2011 Amendments: Monthly Caseworker Visit Formula Grant

- *Use of Monthly Caseworker Visit Funds:* Pub. L. 112-34 revises the purpose for the use of title IV-B, subpart 2 formula grants provided to State title IV-B agencies for monthly caseworker visits. The law now specifies that State agencies must use monthly caseworker visit funding **to improve the quality of caseworker visits with an emphasis on caseworker decision making and caseworker recruitment and retention** (section 436(b)(4)(B)(i) of the Act).
- Provides \$20 million for each of FYs 2012 – 2016.

Changes in Monthly Caseworker Visit Formula Grant

- **OLD:** to support monthly caseworker visits with children in foster care with an emphasis on activities that will improve caseworker retention, recruitment, training and the ability to access the benefits of technology.
- **NEW:** to improve the quality of caseworker visits with children in foster care with an emphasis on caseworker decision making and caseworker recruitment and retention.

2011 Amendments: Monthly Caseworker Visit Grants

- In APSR submission that was due on June 30, 2012, States were to indicate any changes planned for the use of monthly caseworker visits funds to be in consistent with new statutory requirements.
- Also required to describe their action steps to ensure that the total number of monthly caseworker visits to children in foster care is not less than 90 percent of the total visits that would be made if each child were visited once per month for FYs 2012 and 2013.

2011 Amendments: Use of Monthly Caseworker Visit Grant Funds

- The Children's Bureau has received a number of questions regarding specific uses of funds. Generally speaking, provided that the State can provide a reasonable rationale for how the proposed use meets the statutory purpose and provided the proposed use doesn't violate any other applicable restrictions on use of funding we will consider it.
- Specific questions are best addressed through the Regional Office.

New York State: Addressing the Use of Caseworker Visit Funds

New York State
Office of Children & Family Services

Nancy W. Martinez, Director, Strategic Planning
and Policy Development

Lisa Gharthey Ogundimu, Assistant Commissioner,
Child Welfare & Community Services

Michelle Rafael, Director of Policy Analysis

New York State Office of Children and Family Services (OCFS)

Mission Statement

The Office of Children and Family Services serves New York's public by promoting the safety, permanency and well-being of our children, families and communities. We will achieve results by setting and enforcing policies, building partnerships, and funding and providing quality services.

NYS Monthly Caseworker Contact Initiative

- The New York State child welfare system is supervised by the State (OCFS) and locally administered by Counties (Local Department of Social Services “LDSS”) and private voluntary agencies (“VA”).
- In an effort to implement the provisions of the federal Child and Family Services Improvement Act of 2006 (monthly caseworker contacts) OCFS sent letters to Commissioners of Social Services and Executive Directors of voluntary authorized agencies advising them of the requirements of the law.

NYS Monthly Caseworker Contact Initiative

- OCFS staff completed a case review of case records in each social services district and many voluntary agencies.
- As a result of this statewide review OCFS compiled a compendium of best practice guidelines.
- Additionally, OCFS identified key barriers to timely, meaningful, and impactful caseworker contacts.

NYS Monthly Caseworker Contact Initiative

- **Best Practice Guidelines**
- Local District/Voluntary Agency Leadership – Administrators are encouraged to reinforce the importance of monthly face-to-face casework contacts; by incorporating the use of data and management reports to help staff meet benchmarks.

NYS Monthly Caseworker Contact Initiative

- **Best Practice Guidelines**
- **Supervisors** –
 - Conduct regular staff meetings to discuss case activity including action to visit foster children.
 - Focus on outcomes for the monthly visits
 - Review Progress notes to see quality of visit
 - Regular use of data warehouse reports to assess if staff timely completing tasks

NYS Monthly Caseworker Contact Initiative

Best Practice Guidelines

- Caseworkers -
 - Must clearly understand the required tasks that comprise a face-to-face contact with a foster child on their caseload. Notably the importance of timely documentation of their interaction with foster children on their workload.
 - Participate in online training.
 - Utilize training materials and technical assistance.

NYS Monthly Caseworker Contact Initiative

Best Practice Guidelines

Reports

- **OCFS Data Warehouse - Developed series of Casework Contact reports**
 - Caseworkers – Caseworker contact activity by Worker
 - Supervisors – Caseworker contact activity by Unity or by Worker **AND** No Successful Contact Summary
 - Managers – Casework contact activity by Unit or No Successful Contact Summary
 - Quarterly Report – LDSS and Voluntary Agency version : Details comparative performance data among all local districts and voluntary agencies.
 - Open Caseload Inquiry Report (OCI) – Informs worker in real-time which foster children on caseload have not yet had a face-to-face progress noted completed and documented by the 20th day of the month.

NYS Monthly Caseworker Contact Initiative

- **Barriers**

- Software – Develop user friendly software which would make it easier for caseworkers to successfully document foster care contacts.
- Training – Develop training and desk guide for foster care case workers on the proper entry of casework contacts. OCFS Regional Office Staff responsible to provide technical assistance to the LDSS and Voluntary Agency as needed.
- Technology – The need to upgrade the technological capacity in the field. The procurement of computer equipment, software, as well as mobile telephones deemed necessary to enable the caseworker to enter contact information in the field and as a result spend more time in the field meeting with the child and not running back to the office to input contact.

Software Update: To Ease Caseworker Documentation of Visits

TEST - CONNECTIONS - Alonso, Maria

CONNECTIONS Personalization Help/Training Log Out

HOME **WORKLOAD & TO-DOs** REPORTS WINDOWS MANAGER --Search/Maintain--

Print Screen

My Workload My To-Dos

Last Refresh: 12/13/2011 9:37:21 AM refresh list

<input type="checkbox"/>	New	!	Stage Name	Stage	Type	Role	Stage ID	Case ID	County	Zone	Agency	Start Date	Assigned	Unit
<input type="checkbox"/>			Person1, Person1	FSS	CWS	CM	23097429	21317144	055		A55	07/16/2005	09/01/2011	ZFF
<input type="checkbox"/>			Person2, Person2	FSS	CWS	CM	23093285	20058439	055		A55	07/16/2005	05/11/2010	ZFF
<input type="checkbox"/>			Person3, Person3	FSS	CWS	CM	24012370	21977648	055		A55	01/17/2007	05/23/2008	ZFF
<input type="checkbox"/>			Person4, Person4	FSS	CWS	CM	24784012	22409050	055		A55	05/08/2008	10/28/2008	ZFF
<input type="checkbox"/>			Person5, Person5	FSS	CWS	CM	27182810	24532055	055		A55	11/08/2010	04/19/2011	ZFF
<input type="checkbox"/>			Person6, Person6	FSS	CCR	CM	24796212	22453438	055		A55	05/15/2008	04/19/2011	ZFF
<input type="checkbox"/>			Person7, Person7	FSS	CWS	CM	23093681	20136512	055		A55	07/16/2005	05/07/2008	ZFF

Count = 7

! = Sensitive * = Required \$ = AFCARS ✓ = Data Exists 🔒 = Read-Only Mode 🔄 = Unsaved Changes

Person Workload View

My Workload My To-Dos

Last Refresh: **12/13/2011 10:02:36 AM**

[refresh list](#)

Children: Missing Contact By Month

Search

Click on the Search button

New	Person Name	PID	Age	Stage Name	Stage	Type	Role	Stage ID	Case ID	County	Zone	Agency	Start Date	Ass
	Person1,Person1	24889069	32	Person1,Person1	FSS	CWS	CM	23097429	21317144	055		A55	07/16/2005	09/0
	Child1,Person1	24889074	9	Person1,Person1	FSS	CWS	CM	23097429	21317144	055		A55	07/16/2005	09/0
	Child2,Person1	29359393	5	Person1,Person1	FSS	CWS	CM	23097429	21317144	055		A55	07/16/2005	09/0
	Person2,Person2	607199	47	Person2,Person2	FSS	CWS	CM	23093285	20058439	055		A55	07/16/2005	05/1
	Child3,Person2	6174763	15	Person2,Person2	FSS	CWS	CM	23093285	20058439	055		A55	07/16/2005	05/1
	Child2,Person2	6170813	15	Person2,Person2	FSS	CWS	CM	23093285	20058439	055		A55	07/16/2005	05/1
	Dad,Person3	28938395	37	Person3,Person3	FSS	CWS	CM	24012370	21977648	055		A55	01/17/2007	05/2
	Child1,Person3	28938406	12	Person3,Person3	FSS	CWS	CM	24012370	21977648	055		A55	01/17/2007	05/2
	Child2,Person3	28938411	13	Person3,Person3	FSS	CWS	CM	24012370	21977648	055		A55	01/17/2007	05/2
	Person3,Person3	28938417	37	Person3,Person3	FSS	CWS	CM	24012370	21977648	055		A55	01/17/2007	05/2
	Mom,Person4	36376300	28	Person4,Person4	FSS	CWS	CM	24784012	22409050	055		A55	05/08/2008	10/2
	Child4,Person4	22406134	18	Person4,Person4	FSS	CWS	CM	24784012	22409050	055		A55	05/08/2008	10/2
	Child2,Person4	34865445	1	Person4,Person4	FSS	CWS	CM	24784012	22409050	055		A55	05/08/2008	10/2
	Person4,Person4	20382929	42	Person4,Person4	FSS	CWS	CM	24784012	22409050	055		A55	05/08/2008	10/2
	Child1,Person4	20382934	17	Person4,Person4	FSS	CWS	CM	24784012	22409050	055		A55	05/08/2008	10/2
	Child3,Person4	20382935	16	Person4,Person4	FSS	CWS	CM	24784012	22409050	055		A55	05/08/2008	10/2
	Person5,Person5	22090967	34	Person5,Person5	FSS	CWS	CM	27182810	24532055	055		A55	11/08/2010	04/1

Count = 21

Person Workload View

TEST - CONNECTIONS - Alonso, Maria



[Personalization](#) [Help/Training](#)

HOME **WORKLOAD & TO-DOs** REPORTS WINDOWS MANAGER

--Search/Main

Print S

My Workload My To-Dos

Last Refresh: 12/13/2011 10:14:06 AM

[refresh list](#)

Children: Missing Contact By Month

Search

New	Person Name	PID	Age	Stage Name	Stage	Type	Role	Stage ID	Case ID	County	Zone	Agency	Start Date
	Child1,Person1	24889074	9	Person1,Person1	FSS	CWS	CM	23097429	21317144	055		A55	07/16/2005
	Child2,Person1	29359393	5	Person1,Person1	FSS	CWS	CM	23097429	21317144	055		A55	07/16/2005
	Child3,Person2	6174763	15	Person2,Person2	FSS	CWS	CM	23093285	20058439	055		A55	07/16/2005
	Child2,Person2	6170813	15	Person2,Person2	FSS	CWS	CM	23093285	20058439	055		A55	07/16/2005
	Child2,Person4	34865445	1	Person4,Person4	FSS	CWS	CM	24784012	22409050	055		A55	05/08/2008
	Child1,Person4			Person4,Person4	FSS	CWS	CM	24784012	22409050	055		A55	05/08/2008
	Child3,Person4			Person4,Person4	FSS	CWS	CM	24784012	22409050	055		A55	05/08/2008
	Child1,Person5	8422348	17	Person5,Person5	FSS	CWS	CM	27182810	24532055	055		A55	11/08/2010
	Person6,Person6	25905335	10	Person6,Person6	FSS	CCR	CM	24796212	22453438	055		A55	05/15/2008
	Child1,Person7	8483118	20	Person7,Person7	FSS	CWS	CM	23093681	20136512	055		A55	07/16/2005

Select a person

Select the Missing Contact By Month link

Case To-Dos Stage Events

From: ___/___/___ To: 01/12/2012*

Search

refres

Type	Status	Date	Stage ID	Stage Name	Description	Assigned To	Created By
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Missing Contact By Month

TEST - CONNECTIONS - Alonso, Maria

CONNECTIONS Personalization Help/Training Log Out

HOME **WORKLOAD & TO-DOS** REPORTS WINDOWS MANAGER --Search/Maintain--

Print Screen

My Workload My To-Dos

Last Refresh: 12/13/2011 10:14:06 AM refresh list

Children: Missing Contact By Month Search

New	Person Name	PID	Age	Stage Name	Stage	Type	Role	Stage ID	Case ID	County	Zone	Agency	Start Date	Ass
	Child1,Pe											A55	07/16/2005	09/0
	Child2,Pe											A55	07/16/2005	09/0
	Child3,Pe											A55	07/16/2005	05/1
	Child2,Pe											A55	07/16/2005	05/1
	Child2,Pe											A55	05/08/2008	10/2
	Child1,Pe											A55	05/08/2008	10/2
	Child3,Pe											A55	05/08/2008	10/2
	Child1,Pe											A55	05/08/2008	10/2
	Person6,P											A55	07/16/2005	05/0
	Child1,Pe											A55	07/16/2005	05/0

Missing Contact By Month - P:6174763

Child Name: Child3,Person2

Reporting Period: 10/1/2011 to 9/30/2012

Month/Year
November - 2011
December - 2011

Count = 10

Case To-Dos Stage Events

From: ___/___/___ To: 01/12/2012* Search refresh list

Type	Status	Date	Stage ID	Stage Name	Description	Assigned To	Created By
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! = Sensitive * = Required \$ = AFCARS ✓ = Data Exists 🔒 = Read-Only Mode 📄 = Unsaved Changes

Progress Notes

TEST - CONNECTIONS - Alonso, Maria



Personalization Help/Training Log Out

HOME WORKLOAD & TO-DOs REPORTS WINDOWS MANAGER

--Search/Maintain--

Progress Notes - S:23093285/C:20058439

File Options Help

Case Name: Person2,Person2 Case Initiation Date: 8/4/2000

Search Progress Notes

From Event Date: 12/13/2011 To Event Date: 12/13/2011 Type:

Author: Family Part: Method:

Entered By: Other Part: Purpose:

District/Agency: Focus: Location:

Refresh List Search

Event Date	Note Status	Type	Method	Location	Participant	Other Participant
	Final	Supervisor/Managerial F				
	Final	Supervisor/Managerial F				
11/2/2011	Final	Collateral Contact	Phone			Medical, Mental Health
11/2/2011	Final	Collateral Contact	Phone			Medical
11/1/2011	Final	Supervisor/Managerial F				
10/27/2011	Final	Casework Contact, Colle	Face To Face	Foster Home	Child2,Person2; Child3,F	Foster/Adoptive Parent
10/25/2011	Final	Collateral Contact	Phone			Foster/Adoptive Parent
10/19/2011	Final	Attempted Casework Co	Phone			
10/5/2011	Final	Casework Contact, Colle	Face To Face	Court	Person2,Person2	Foster/Adoptive Parent,
10/3/2011	Final	Supervisor/Managerial F				
9/22/2011	Final	Casework Contact, Colle	Face To Face	Foster Home	Child2,Person2; Child3,F	Relative
9/8/2011	Final	Supervisor/Managerial F				
8/10/2011	Final	Casework Contact, Colle	Face To Face	Relative's Home	Child2,Person2; Child3,F	Foster/Adoptive Parent,

New Using View Note New Note Edit Note Copy Note Select All Print Note(s) Close

Print Screen

Start Date	Ass
07/16/2005	09/0
07/16/2005	09/0
07/16/2005	05/1
07/16/2005	05/1
05/08/2008	10/2
05/08/2008	10/2
05/08/2008	10/2
11/08/2010	04/1
05/15/2008	04/1
07/16/2005	05/0

Count = 10

refresh list

Type	Status	Date	Stage ID	Stage Name	Description	Assigned To	Created By
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REPORTS

Foster Children Contact Summary (LDSS) - Cognos Viewer - Windows Internet Explorer

http://cognos.otda.state.nyenet/cognos8/cgi-bin/cognosisapi.dll?b_action=cognosViewer&ui.action=run&ui.object=storeID(Live Search

File Edit View Favorites Tools Help

My Timesheet OCFS Data Warehouse ... Foster Children Con... X Foster Children In Care... Page Tools

Foster Children Contact Summary (LDSS) FFY 2012: Oct 2011 - Jun 2012

Note: Foster Care data is based on CCRS; contact information is from CONN

CCRS Data as of Date: Jul 12, 2012
CONN Data as of Date: Jul 14, 2012
Report Date: Jul 18, 2012

District	Total Children	Contacted Each Month	Contact %	Not Contacted	In Care Months	Contact Months	In Care Contact %
A02-ALLEGANY COUNTY	<u>92</u>	78	84.8%	<u>14</u>	564	542	96.1%

Placement Agency	Total Children	Contacted Each Month	Contact %	Not Contacted	In Care Months	Contact Months	In Care Contact %
A02-Allegany County Dss	<u>45</u>	33	73.3%	<u>12</u>	252	232	92.1%
T01-Baker Hall / Baker Victory Svc	<u>2</u>	2	100.0%	<u>0</u>	10	10	100.0%
T07-Child & Family Services Erie	<u>1</u>	1	100.0%	<u>0</u>	1	1	100.0%
C14-Children's Home Wyoming Conf	<u>1</u>	0	0.0%	<u>1</u>	5	4	80.0%
T10-Gateway - Longview	<u>1</u>	1	100.0%	<u>0</u>	1	1	100.0%
T11-Gustavus Adolphus	<u>4</u>	4	100.0%	<u>0</u>	12	12	100.0%
W09-Hillside Family Of Agencies	<u>31</u>	31	100.0%	<u>0</u>	186	186	100.0%
C12-House Of The Good Shepherd	<u>1</u>	1	100.0%	<u>0</u>	2	2	100.0%
W11-Kinship Family & Youth Ser	<u>7</u>	7	100.0%	<u>0</u>	23	23	100.0%
T20-New Directions	<u>10</u>	9	90.0%	<u>1</u>	50	49	98.0%
W18-Snell Farms Children's Center	<u>4</u>	4	100.0%	<u>0</u>	22	22	100.0%

Page: 1

****WARNING****

****CONFIDENTIAL INFORMATION****

****AUTHORIZED PERSONNEL ONLY****

Foster Children In Care and Contacted FFY 2012: Oct 2011 - Jun 2012

Note: Foster Care data is based on CCRS; contact information is from CONN

Data As Of Date: Jul 14, 2012
Report Date: Jul 19, 2012

District	Total Children	Contacted Each Month	Contact %	Not Contacted	In Care Months	Contact Months	In Care Contact %
A01-ALBANY CO DEPT CHILD YOTH& FAM	215	185	86.0%	30	1,263	1,211	95.9%
A02-ALLEGANY COUNTY	92	78	84.8%	14	564	542	96.1%
A03-BROOME COUNTY	395	319	80.8%	76	2,668	2,531	94.9%
A04-CATTARAUGUS COUNTY	136	126	92.6%	10	880	869	98.8%
A05-CAYUGA CTY HEALTH & HUMAN SVCS	158	118	74.7%	40	1,063	999	94.0%
A06-CHAUTAUQUA COUNTY	159	155	97.5%	4	861	854	99.2%
A07-CHEMUNG COUNTY	132	126	95.5%	6	837	823	98.3%
A08-CHENANGO COUNTY	53	46	86.8%	7	404	395	97.8%
A09-CLINTON COUNTY	92	73	79.3%	19	530	508	95.8%
A10-COLUMBIA COUNTY	169	120	71.0%	49	1,192	1,095	91.9%
A11-CORTLAND COUNTY	168	133	79.2%	35	1,082	1,025	94.7%
A12-DELAWARE COUNTY	91	84	92.3%	7	610	598	98.0%
A13-DUTCHESS COUNTY	301	257	85.4%	44	1,847	1,765	95.6%
A14-ERIE COUNTY	981	859	87.6%	122	6,573	6,360	96.8%
A15-ESSEX COUNTY	33	24	72.7%	9	231	221	95.7%
A16-FRANKLIN COUNTY	113	75	66.4%	38	772	681	88.2%

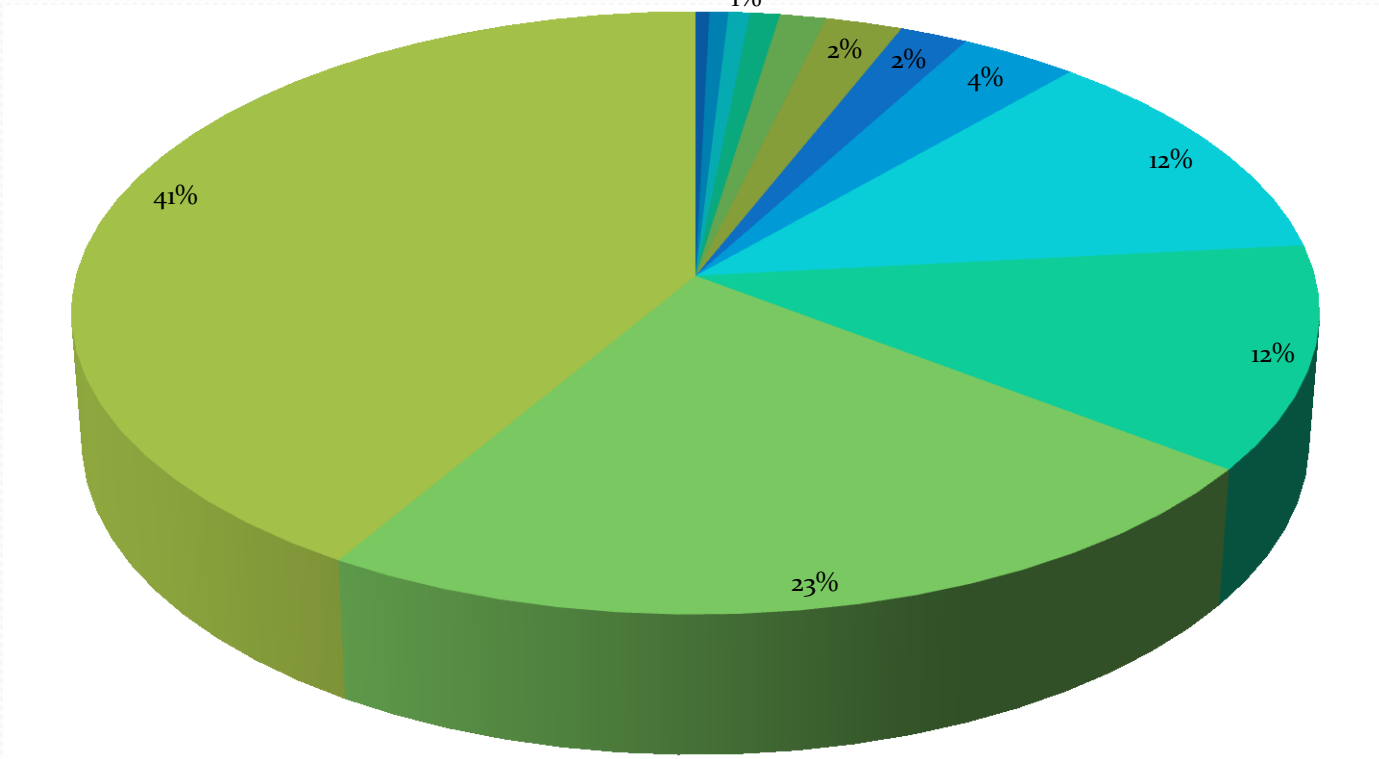
NYC Business Analyst: In Depth

Voluntary Agency Data Analysis

Missed Contacts For New York City Cumulative through April

Total Contacts Missed

- Hospitalization
- CCR Count
- Detention Count
- Incarceration - Jail
- Other
- CCRS - Not Updated
- In Facility
- Miscoded
- ICPC
- AWOL
- Missed
- Late Entry



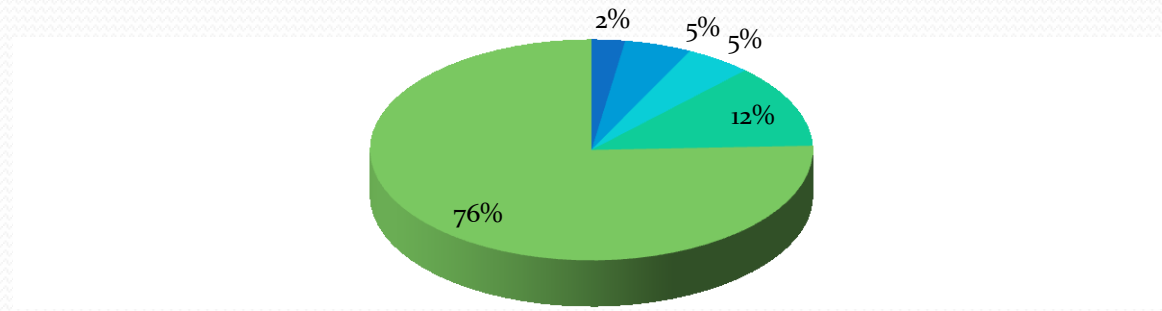
Total Contacts Missed in Quarter1: 7440

NYC Business Analyst: In Depth Voluntary Agency Data Analysis

Voluntary Agency Breakdown of Missed Contacts By Month

Missed Reasons March

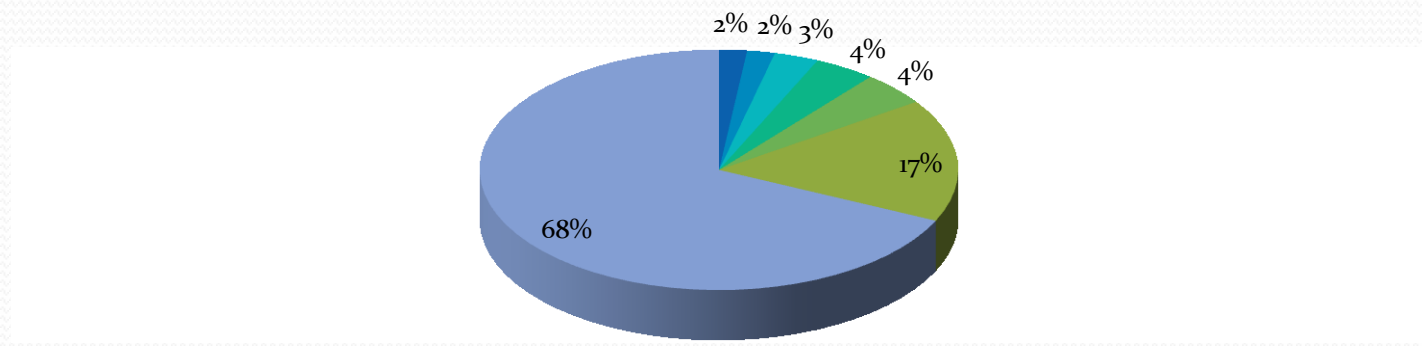
■ Multiple PID ■ ICPC ■ Missed ■ AWOL ■ Late Entry



Total Contacts Missed in October: 41

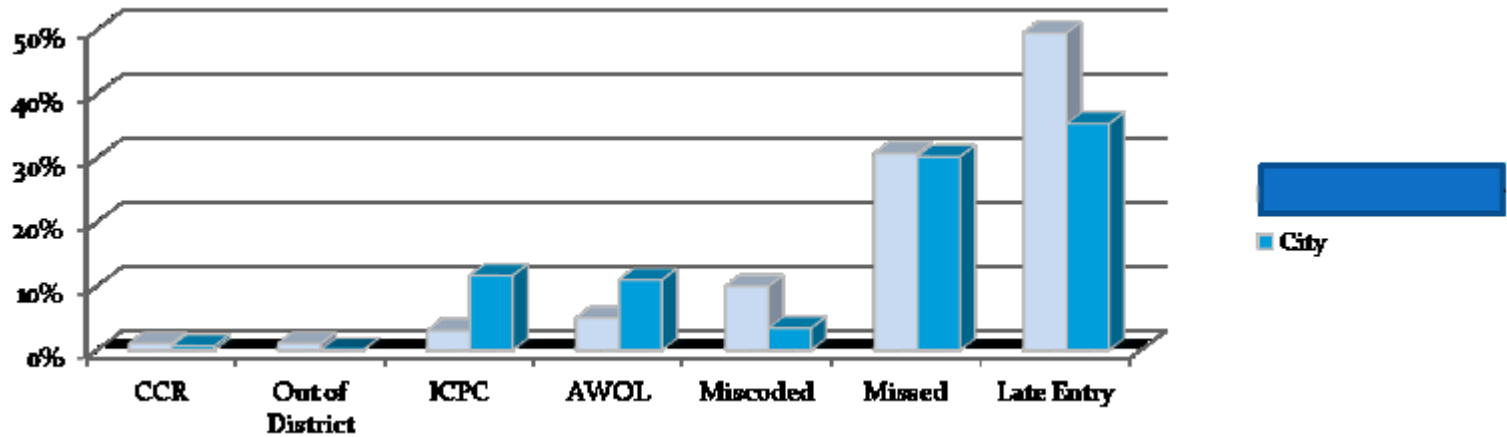
Missed Reasons Cumulative

■ Other ■ In Facility ■ ICPC ■ Miscoded ■ AWOL ■ Missed ■ Late Entry

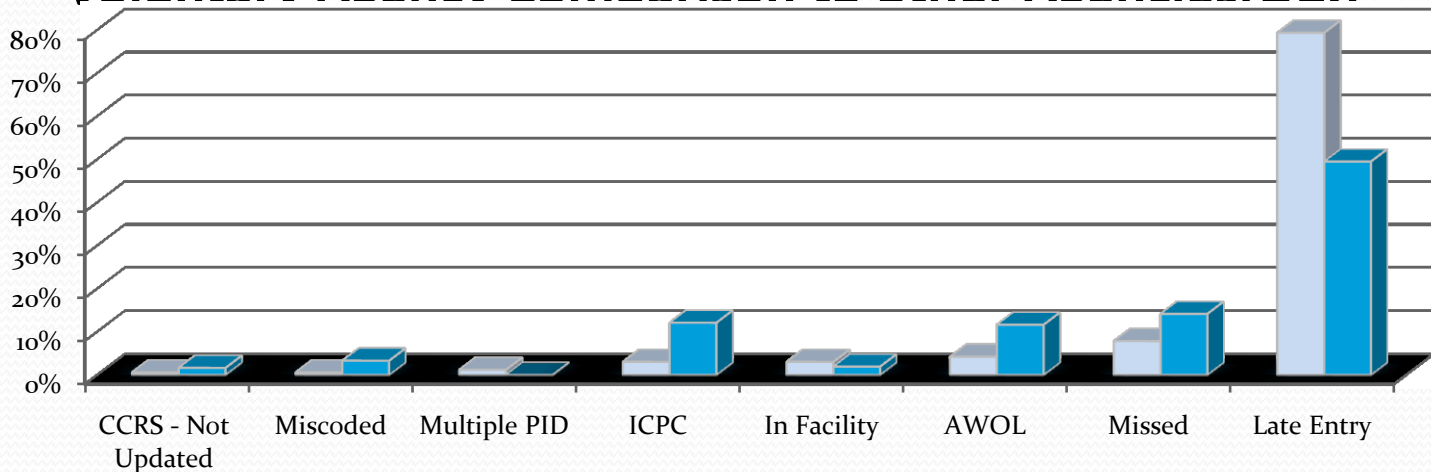


Total Contacts Missed in Cumulative: 266

Voluntary Agency Comparison to other Agencies(Q1.)

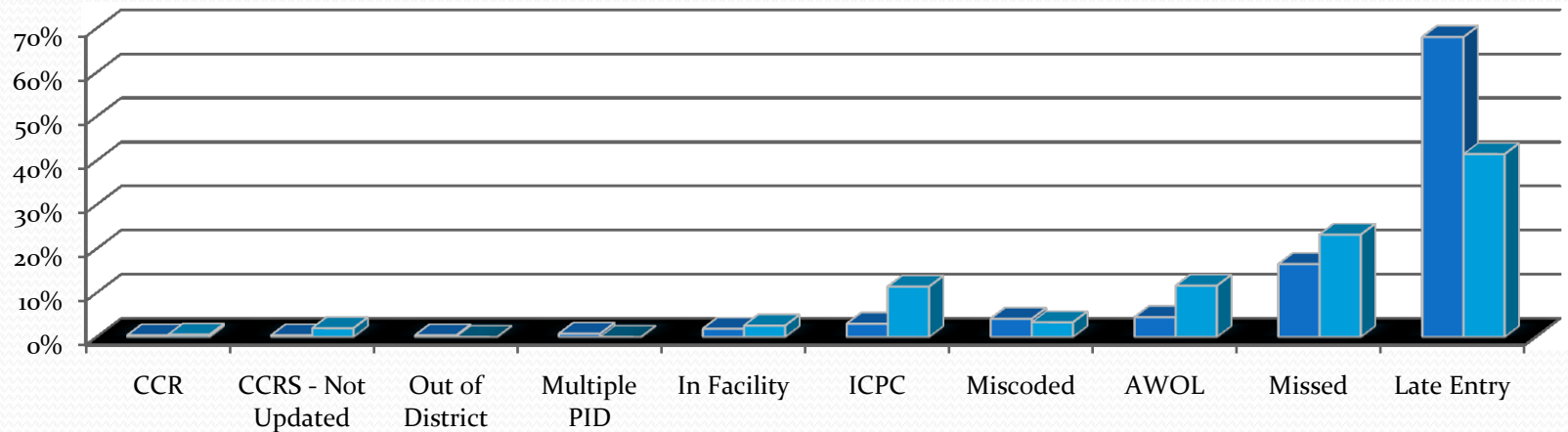


Voluntary Agency Comparison to other Agencies(Q2.)

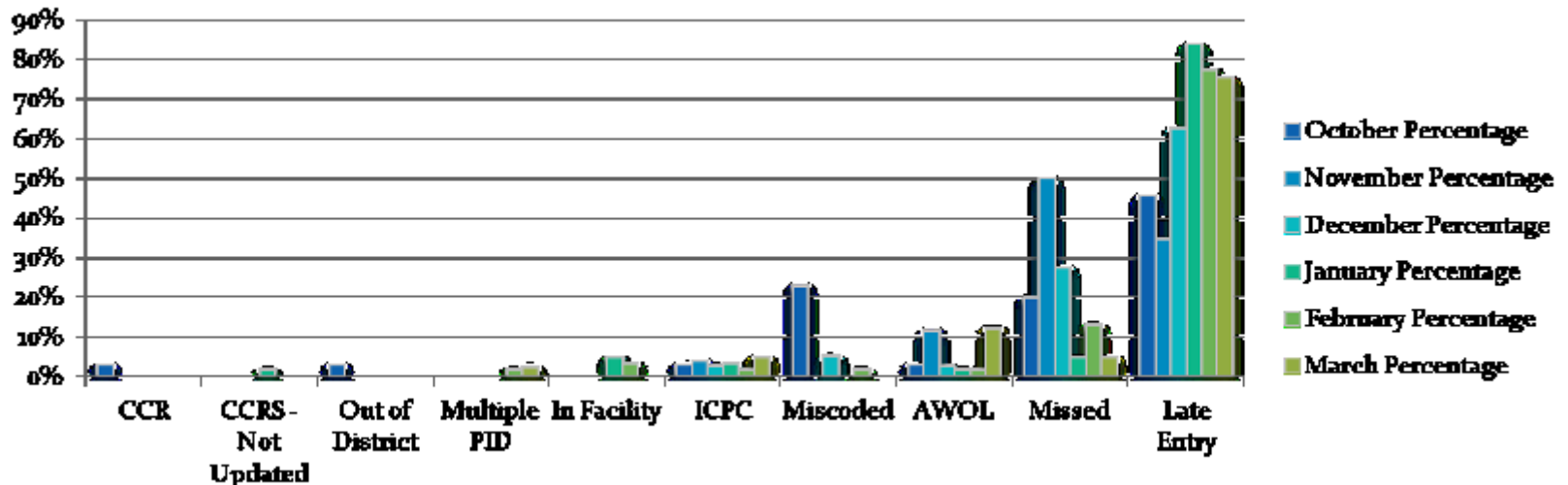


In Depth Agency Specific Data Analysis

Voluntary Agency Comparison to other Agencies(Cumulative)



Voluntary Agency Comparison



NYS Monthly Caseworker Contact TRAINING AND TECHNICAL ASSISTANCE

- Training and Technical Assistance
 - OCFS developed Computer Based Training for Caseworkers “*Documenting Casework Contacts With Foster Children.*”
 - Developed a companion desk aid and manual for caseworkers.
 - Business Analysts were hired and assigned to OCFS Regional Offices where the counties and voluntary agencies were not meeting benchmarks. The Business Analysts provide outcome assessment, monitoring, and technical assistance to LDSS and Voluntary Agencies.

NYS Monthly Caseworker Contact TECHNOLOGY PROCUREMENTS

- Technology
 - Laptops
 - Mi-fi devices
 - Digital Recorders
 - Voice recognition software (and training)
 - Pilot use of iPads in select LDSS and voluntary agencies
 - Cell Phones

Georgia

Addressing the Use of Caseworker Visit Funds

Department of Human Services:
Division of Family and Children Services

July 26, 2012

V. Kym Crooms, 404-657-0010

vkrooms@dhr.state.ga.us



Georgia Department of Human Services

Vision, Mission and Core Values

Vision

Stronger Families for a Stronger Georgia.

Mission

Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

Core Values

- **Provide access to resources that offer support and empower Georgians and their families.**
- **Deliver services professionally and treat all clients with dignity and respect. Manage business operations effectively and efficiently by aligning resources across the agency.**
- **Promote accountability, transparency and quality in all services we deliver and programs we administer.**
- **Develop our employees at all levels of the agency.**

Georgia Strategic Plan

2007 (Baseline 51%)

Project Name: Every Child Every Month (ECEM)

Five-year strategic plan:

- Increase system capacity for data collection and reporting
- Update and revise policies
- Provide staff and supervisor training and technical assistance
- Increase emphasis on quality assurance
- Develop a workforce incentive program to engage staff and leadership

2008 (Target: 56% Actual: 58%)

Focused on policies and training

2009 (Target: 71% Actual: 86%)

Focused on data tracking

2010 (Target: 85% Actual 96%)

Focused on workforce incentives

2011 (Target: 90% Actual 98%)

Focused on quality of visits



Training (2008)

Curriculum: Promoting Placement Stability through Caseworker/Child Visits

- 1 pilot – 120 staff statewide
- 1 two-day, 12-hour Train the Trainer
- 10 one and ½ -day trainings to remaining foster care staff
- 5 two-day trainings to CCI and CPA providers
- Webinar for CCI and CPA providers
- Incorporated into New Worker and Professional Excellence Training

Expenditures:

NRC Trainer

Notebooks/Tool Kits

Independent Contracted Trainers

General and Practice Handouts

Curriculum Development

Training Sites

Webinar Development

Data Collection & Reporting (2009)



SHINES - SACWIS System Enhancements

Updated system and created real-time reports to address trends, challenges and progress

- **External Documentation**

- **Case Watch Page**

- **SHINES reports**

- Can view visits made/not made by DFCS case managers
- Can pull list by state, region, county and/or case manager
- Can view various reporting periods (one month, six months, one year, etc.)

- **LENSES reports**

- Easy-to-read dashboards, scoreboard-like charts that help the user know in seconds how the team is doing with regard to achieving goals
- Can view visits made by both DFCS case managers and providers
- Daily alerts

- **Provider Portal**

Sample SACWIS/SHINES Report

Report Mock-Up

Division of Children and Family Services
 Every Child Every Month
 Statewide
 1/2009 – 12/2009

<u>Child Name</u>	<u>Case Id</u>	<u>Case Manager</u>	<u>2009</u> <u>01</u>	<u>2009</u> <u>02</u>	<u>2009</u> <u>03</u>	<u>2009</u> <u>04</u>	<u>2009</u> <u>05</u>	<u>2009</u> <u>06</u>	<u>2009</u> <u>07</u>	<u>2009</u> <u>08</u>	<u>2009</u> <u>09</u>	<u>2009</u> <u>10</u>	<u>2009</u> <u>11</u>	<u>2009</u> <u>12</u>	<u>Visits</u> <u>Made</u>	<u>Visits</u> <u>Not Made</u>

Region 08																

Chattahoochee																
John, John	673893	Sutton, Kandi	NV	NV	NV	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	3
Tom, Tom	3844935	Suttn, Kandi	NV	NV	VMH	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	2

Monthly Summary

Children Required a Visit:	2	2	2
Visited:	0	0	1
Visited in the Home:	0	0	1

ECEM Child Summary

Children Required a Visit:	2
Visited Every Month:	0
% Visited every Month:	0

ECEM Visit Summary

Visits Required:	6	%Visits Made:	16.6%
Visits Made:	1	%Visits Made in the Home:	100%
Visits Made in the Home:	1		



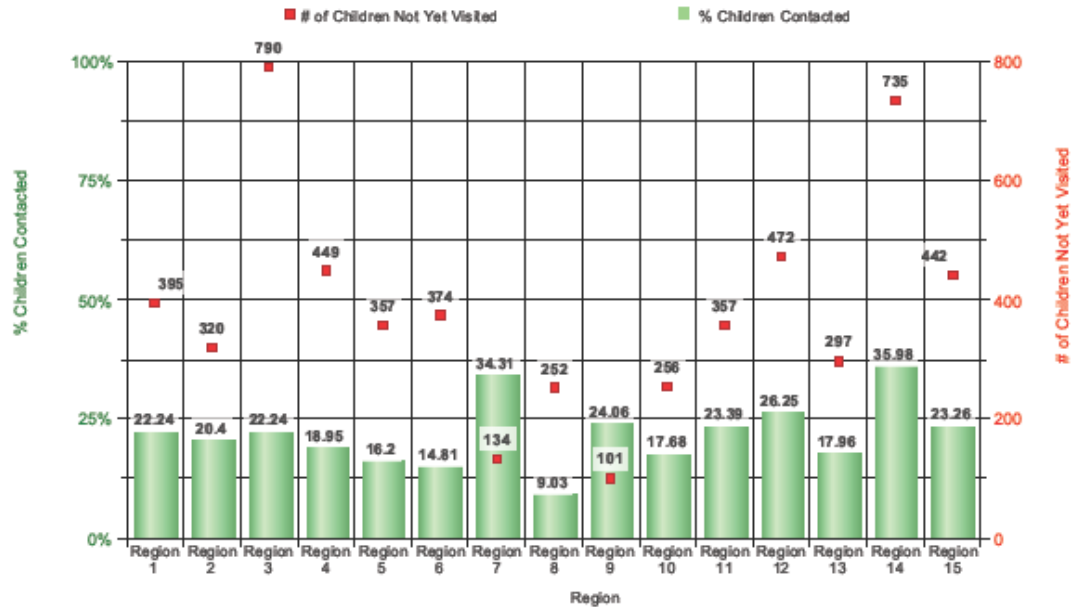
Sample LENSES Reports

Month to Date Contacts
Data as of: 07/11/2012

% of ECEM Eligible Children Visited Statewide:	23.20%
# of ECEM Eligible Children Not Yet Visited Statewide:	5,731
# of ECEM Eligible Children Statewide:	7,462

Current Month View

This report was dispatched very early in the month, hence the large quantity of children remaining to be seen.



Sample LENSES Reports

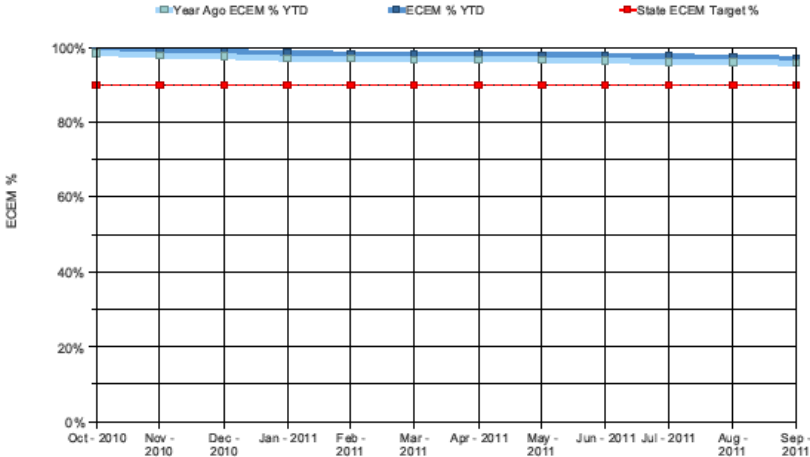
Visits with ECEM Eligible Children (Monthly Snapshot)
Data as of: 07/11/2012

Monthly & Yearly Trends View

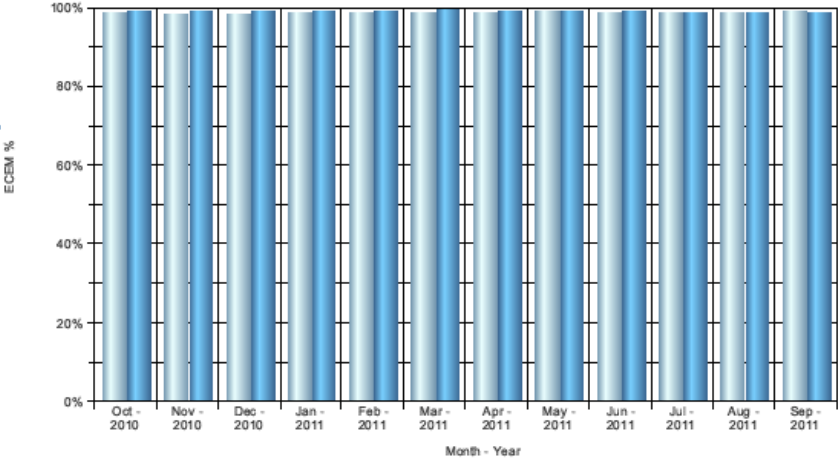
Federal Fiscal Year is equal to 2011
and Month - Year is not equal to / is not in Jul - 2012
and State is equal to Georgia

ECEM Percentage Year to Date (Cumulative)
Data as of: 07/11/2012

Federal Fiscal Year is equal to 2011
and Month - Year is not equal to / is not in Jul - 2012
and State is equal to Georgia



Year Ago ECEM % ECEM %



Sample LENSES Reports

ECEM In-Home Visitation Percentage

Data as of: 07/11/2012

In-Home Visits View

The red and yellow bars were added to this chart to demonstrate how this chart might look if we actually had fewer than 60% or 50% visits in the home in some of the months.

Federal Fiscal Year is equal to 2011
 and Month - Year is not equal to / is not in Jul - 2012
 and Child equal to any Child in ECEM Eligible Children for Year
 and State is equal to Georgia

Legend: Red Highlighted Cell Indicates In-Home Visitation Percentage Below 50% Threshold Yellow Highlighted Cell Indicates In-Home Visitation Percentage Between 50% and 60% Threshold

Region	Oct - 2010	Nov - 2010	Dec - 2010	Jan - 2011	Feb - 2011	Mar - 2011	Apr - 2011	May - 2011	Jun - 2011	Jul - 2011	Aug - 2011	Sep - 2011
Region 1	79.59%	78.96%	79.53%	79.46%	79.81%	80.26%	80.52%	80.95%	82.01%	83.19%	83.75%	84.61%
Region 2	93.88%	92.95%	93.93%	93.96%	93.41%	93.14%	93.44%	93.30%	93.39%	93.23%	93.37%	92.81%
Region 3	76.22%	76.22%	76.28%	77.34%	77.23%	77.27%	77.49%	78.36%	79.25%	80.11%	80.94%	81.50%
Region 4	84.19%	82.33%	83.78%	83.44%	83.97%	83.59%	83.42%	84.28%	84.65%	85.33%	85.28%	85.39%
Region 5	95.09%	96.17%	96.21%	96.00%	94.96%	94.97%	94.81%	94.59%	94.60%	94.52%	94.64%	94.81%
Region 6	91.18%	92.51%	91.77%	91.74%	91.14%	91.43%	91.72%	91.30%	91.28%	91.28%	91.21%	91.23%
Region 7	98.84%	98.41%	99.60%	99.55%	99.51%	99.18%	98.97%	98.74%	98.89%	98.88%	98.67%	98.53%
Region 8	96.78%	98.36%	98.32%	97.58%	97.93%	97.97%	97.60%	97.48%	97.32%	96.92%	96.67%	96.83%
Region 9	96.07%	96.07%	93.33%	93.51%	92.04%	92.67%	92.83%	93.08%	91.74%	91.38%	90.97%	90.91%
Region 10	95.83%	96.24%	95.98%	96.75%	96.10%	96.58%	96.51%	96.72%	96.53%	96.33%	96.25%	96.25%
Region 11	88.41%	89.20%	88.74%	88.43%	89.29%	88.99%	89.11%	88.99%	89.71%	90.16%	90.43%	90.62%
Region 12	95.33%	94.12%	93.42%	93.39%	93.31%	93.27%	92.94%	92.95%	92.80%	92.74%	92.74%	92.79%
Region 13	94.65%	93.20%	92.85%	92.30%	91.83%	91.14%	91.02%	90.25%	89.98%	90.13%	90.28%	90.29%
Region 14	96.33%	97.40%	97.33%	97.61%	97.43%	97.36%	97.39%	97.37%	97.39%	97.45%	97.45%	97.36%
Region 15	81.82%	80.33%	80.43%	81.36%	80.97%	81.27%	81.35%	82.73%	82.73%	83.32%	83.72%	84.05%
Statewide Totals	89.15%	89.10%	88.11%	89.28%	89.12%	89.09%	89.14%	89.34%	89.61%	89.92%	90.11%	90.28%

Visitation Compliance LENSES Reports

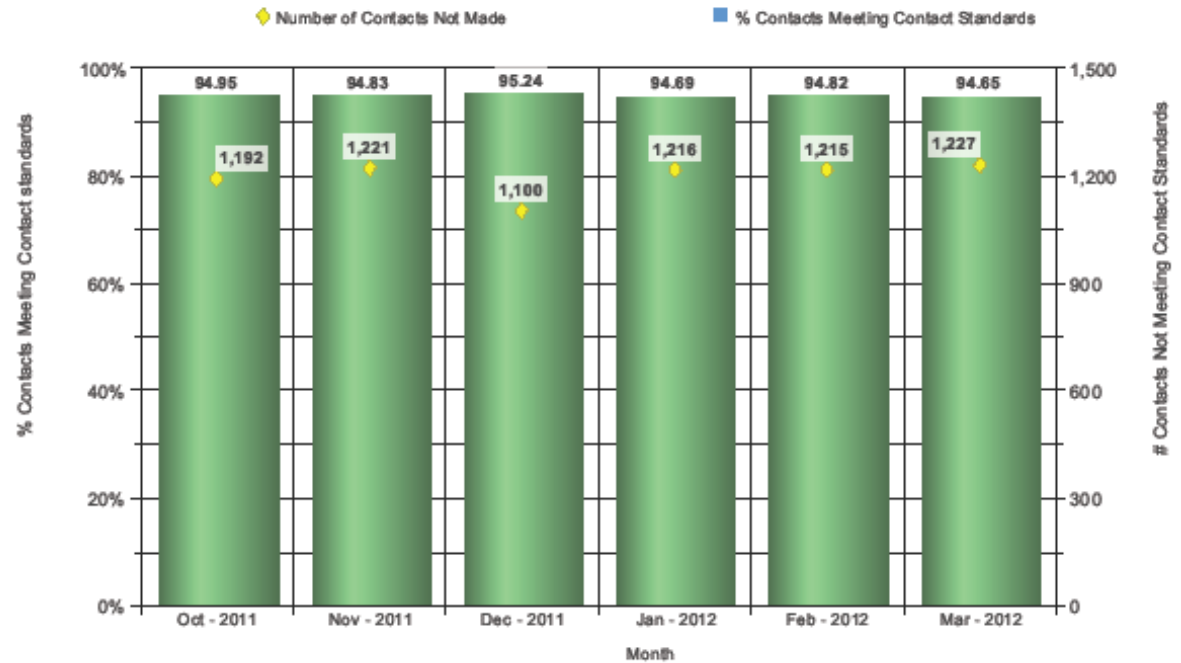
These reports focus on visits to the child **and** to caretakers, fathers and mothers.

The case is not considered to be in compliance unless all required contacts for the family have been met, and the contacts meet standards set forth by our quality assurance unit.

Month - Year is equal to Dec - 2011 , Feb - 2012 , Jan - 2012 , Mar - 2012 , Nov - 2011 , Oct - 2011
 and State is equal to Georgia
 and Person Role is equal to Caretaker , Child , Father , Mother

# of unique contacts with contact standards cumulative	139,601
# of unique contact not meeting contact standards cumulative	7,171
# of unique contacts meeting contact standards cumulative	132,430
% of unique contacts meeting contact standards cumulative	94.86%

Legend: Red Highlighted Bar Indicates Contact Standards Met Score Below 90% Threshold Green Highlighted Bar Indicates Contact Standards Met Score Of 90% Or At



[View Visitation Details](#)

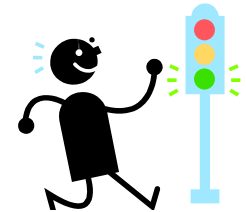
Workforce Incentive Program (2010)



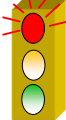
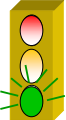
Campaign to promote positive and long-lasting change in practice performance by maintaining a motivated and stable workforce.

Expenditures

- Computer tablets
- Posters
- Scanners
- Pens
- Cameras
- Certificates
- Tracking Charts
- Display Cases
- Pins/Buttons



State Baseline Data 2006-2007

	ECEM <small>(Every Child Every Month)</small>	In Home
State Traffic		
373 Children	ECEM	In-Home
Benchmark	90%	50%
Actual	51%	82%

Future Expenditures Under Consideration (2012)

Supervisor Summits

- High interest in improving supervisor staffings with case managers and helping supervisors be better coaches and mentors
- Each region to select their own specific topics, but the overarching theme must be on making quality visits and/or caseworker decision making

Workforce Retention Incentives

Field staff now have several tools to locally and periodically track frequency and quality of visits as well as case manager performance. They can more easily identify and reward outstanding work performance.

Voice Dictation Software Licenses

92% of Georgia survey respondents (692 social services case managers) said they would consider using voice dictation in their work





**NATIONAL RESOURCE CENTER
FOR PERMANENCY AND
FAMILY CONNECTIONS**
at the Hunter College
Silberman School of Social Work



a service of the Children's
Bureau – ACF/DHHS and
member of the T&TA Network

Questions

?????????

*Press *1
on your phone to ask a question
or engage in discussion.*



nrcinhome

National Resource Center
for In-Home Services

A service of the Children's Bureau,
a member of the T/TA Network

After the Event

- A feedback survey will be emailed to all participants. We appreciated your feedback!
- Materials for this event are currently posted on the NRCPFC website at:
<http://www.nrcpfc.org/teleconferences/2012-07-26.html>
- The event will be archived on Wednesday, August 1st. State Foster Care and PSSF Managers will receive an email with a link to the archived event.
- Follow up questions for the presenters can be emailed to Tracy Serdjenian, NRCPFC Director of Information Services, at tserdjen@hunter.cuny.edu



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