

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

464



FROM: Department of Public Social Services

SUBMITTAL DATE:
9/1/06

SUBJECT: Strategic Plan Progress Report for April through June 2006

RECOMMENDED MOTION: That the Board of Supervisors receive and file the attached Strategic Plan Progress Report.

BACKGROUND: On December 13, 2005 (Agenda #2.11), the Board approved the submission of the System Improvement Plan to the California Department of Social Services. Under the Board of Supervisors' leadership, Riverside County has emerged as a model statewide for our decade-long self-examination of the child protection system. The Board has commissioned three major external reviews of the county system and DPSS has commissioned numerous smaller-scale reviews.

The California Legislature passed AB 636 (Chapter 678, Statutes of 2001), enacting the Child Welfare Outcomes and Accountability Act. The Act's goals require counties to focus more on the child welfare outcomes, rather than on the process of providing services, and require demonstration of efforts to improve those outcomes. While the State requires an annual report, DPSS reports to the Board quarterly.

Departmental Concurrence

Susan Joew for CH
Cynthia Hinckley, Director

FINANCIAL DATA	Current F.Y. Total Cost:	\$ N/A	In Current Year Budget:	N/A
	Current F.Y. Net County Cost:	\$ N/A	Budget Adjustment:	N/A
	Annual Net County Cost:	\$ N/A	For Fiscal Year:	FY 05/06

SOURCE OF FUNDS: N/A	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION: **APPROVE.**

County Executive Office Signature *Debra Cournoyer*

Consent
 Policy
 Consent
 Policy
 Dept't Recomm.:
 Per Exec. Ofc.:

Prev. Agn. Ref.: 03/14/06 (#2.9)
6/13/06 (#2.7) | **District:** All | **Agenda Number:**

3.42

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BACKGROUND (Cont.):

The consolidated recommendations for action, which are expected to drive improvement trends for all outcome indicators, fall into four primary strategies:

1. Building the capacity of social workers and other staff, in conjunction with community partners, to deliver quality services.
2. Improve community collaboratives and ensure shared responsibility for outcomes.
3. Monitor county performance to ensure safety, permanence, and well-being of children and families.
4. Monitor the oversight requirements of supervisors and managers who are the critical instruments of change.

The most recent progress in these areas is reflected in the attached report. This is the seventh progress report submitted to the Board. The most recent report was submitted and received by the Board on June 13, 2006 (#2.7).

The Director of DPSS therefore requests the Board receive and file the attached report.

FINANCIAL IMPACT: N/A

CH:SL:mg



Strategic Plan Progress Report: April – June 2006



Background

In our commitment to achieve better outcomes for children and families, Riverside County Children’s Services proactively solicits the involvement and participation of our families and community partners. This process assists us in building strategic relationships, improving overall social work practice, forming consensus on needed services as well as setting agency priorities. This feedback is actively incorporated into the framework and subsequent updates of our Strategic Plan.

Vision Statement

Every child in Riverside County will have a safe, permanent home, nurtured by stable families, living in strong communities committed to their well being.

Highlights

Court Orientation Project

The Court Services Branch implemented an innovative project to improve a parent’s first-time Juvenile Court experience.

Parents will receive a half-hour video orientation as to how the Court works, what to expect, and will receive encouragement from a former parent who went through the same process; there is a period for questions and answers.

We anticipate the Court Orientation will positively engage parents and actively involve them in resolving the issues that brought their family before the court.

Family Resource Center Events

To celebrate 5 years of community service, open house events were hosted by each of the four Family Resource Centers (FRC), located in Desert Hot Springs, Mecca, Perris, and Rubidoux. The events, which

focused on recruiting new foster parents and increasing awareness of the resources and services available to the community, drew hundreds of residents and approximately 35-40 public and non-profit agencies to each site. The festivities included food, entertainment, toys and other giveaways. Guests included Supervisor John Tavaglione, staff from the offices of Assembly members Russ Bogh and Bonnie Garcia, Desert Hot Springs Mayor, Alex Bias and Perris Mayor, Daryl Busch. We thank you for your support.

Family Preservation Drug Court

Children’s Services actively participated in the planning and implementation of Family Preservation Court (FPC) program. FPC is a preventative program, in which clients voluntarily participate to address drug-related issues. Through a parent’s active participation, removal of their child(ren) may be prevented; in some cases the need for Children’s Services may be eliminated. It is anticipated that the implementation of this program will positively impact the SIP outcomes for recurrence of abuse and/or neglect when children were not removed from the home (SIP Outcome 2A), and re-entries into foster care (SIP Outcome 3F).



RIVERSIDE COUNTY DPSS – CHILDREN’S SERVICES

Accomplishments:

The following section identifies progress made towards the completion of strategic milestones appearing in Riverside County Children’s Services Strategic Plan for 2005-2006.

Strategy 1: Customer-Centered Service

- As part of our Family to Family initiative, Children’s Services conducted a total of 217 Team Decision Making (TDM) meeting’s in the Desert and Metro regions, between October 2005 and June 2006. This is well over 100% of the current goal of 10 TDMs at initial removal per quarter. TDMs are instrumental in involving, staff, birth parents, family members and community partners in the development of clear child safety plans and the identification of appropriate placement decisions.
- Currently 84.7% of children in foster care experience no more than two placement changes within a 12 month period. This represents a .6% improvement from last quarter. The target rate is 87%.
- Efforts to enhance improvement in the rate of foster care re-entry continue. However, the rate of foster care re-entry has increased to 11%, a .5% increase from last quarter. The target rate is 9.6%. Improvements for this quarter include the implementation of Differential Response in the Desert Region, Family Preservation Court and the utilization of TDMs to maintain children with their families by developing safety plans that include parental and family input, as well as “Risk and Safety” Structured Decision Making (SDM) concepts.

Strategy 2: DPSS’ Role as Part of a larger Social Network

- Children’s Services provided Family to Family training and TDM Preparedness training to the community and Children’s Services staff. Trainings are expected to improve outcomes related to the rate of recurrence of abuse. The current rate is 10%, which is greater than the target goal of 8.7% by July 2007.
- Children’s Services hosted its System Improvement Plan Community Partner’s forum on May 10, 2006. A total of 87 individuals were in attendance. The forums continue to engage the community in strategies to improve relationships and services to clients, which in turn is incorporated into our Strategic Plan.
- Children’s Services hosted foster parent and resource family appreciation events in each of our regions. Activities are focused at reducing the rate of abuse in out of home care and improving the recruitment and retention of high quality resource families within the child’s community. The current rate of abuse in out of home care has decreased from 1.44% to 1.05%.
- Children’s Services continues to host monthly Family to Family community partner meetings. The meetings are designed to increase, develop, and nurture community partner relationships in all target zip codes.

Strategy 3: Efficient Operations Delivering Maximum Impacts

- Quality Assurance reviews were conducted on out-of-home investigations to evaluate the quality of investigation and the accuracy of allegation conclusions. Promising practices and areas of development were identified in an effort to guide improvements in reducing the rate of abuse in foster care (SIP Outcome 1C).
- Social workers received training on risk and safety assessments, high risk investigations, and responses to critical incidents. They were also provided with training to address issues uniquely related to Stand by Call Back (SBCB) which is our after-hours Emergency Response service.



RIVERSIDE COUNTY DPSS – CHILDREN’S SERVICES

Performance Measures:

The following reflects Children’s Services progress toward achieving improved results in the three SIP outcomes. The data included is derived from the April 2006, Outcomes and Accountability Data Report, provided by UC Berkeley’s Center for Social Services Research.

OUTCOME	Riverside County Baseline	Riverside County Current Performance	State	Federal Standard
1C. % Of Child Abuse in Foster Care (% of children that had a substantiated allegation within the past nine months). (data set: 01/01/2005 to 09/30/2005)	1.40	1.05	0.67	0.57
This outcome continues to show improvement. Riverside County continues to be a leader in the statewide policy for investigating and documenting allegations of abuse in out of home care. It is believed the consistent work practices of our Out of Home Investigations unit, the implementation of Family to Family, the Parent Partner Program and the anticipated development of the Structured Decision Making tool for resource families, will contribute to significant improvements in this outcome over time.				

OUTCOME	Riverside County Baseline	Riverside County Current Performance	State	Federal Standard
2A. % Of Recurrence of Abuse/Neglect When Children Were Not Removed. (% of children not removed who had an allegation (substantiated or inconclusive) and whose next event was another substantiated allegation after 3, 6 or 12 months). (data set: 07/01/2003 to 06/30/2004)	9.2%	9.4%	8.6	N/A
This outcome has experienced a moderate decrease in performance since the initial baseline. It is believed continued improvement will occur with the expanded implementation of the Team Decision Making (TDM) process and the coordination of services between Children’s Services and community partners who work with children and families. Additional improvement is expected to occur as a result of the recent implementation of Family Preservation Court (FPC) and Differential Response Programs.				

OUTCOME	Riverside County Baseline	Riverside County Current Performance	State	Federal Standard
3F. % Of Admissions Who Were Re-entries (For all children who entered foster care during the most recent 12 month study period, what percent were subsequent entries within twelve months of a prior exit). (data set: 10/01/2004 to 09/30/2005)	11.1	11.0	10.0	8.6
This outcome continues to show improvement. The percent of children re-entering foster care has improved by 0.1%. It is believed that a critical practice change requiring a minimum of three months of family maintenance services following reunification contributed to this improved outcome. Additionally, staff have improved in their completion of the Family Strengths and Needs Assessment (FSNA), of the Structured Decision Making tool, which substantially contributes to the development of relevant case plans. Community partners are also becoming more informed of the challenges posed when providing services to children and families and have been influential in the development of new resources.				