

Child Welfare 20/21

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CW 20/21 Project Overview

I. Introduction

A majority of ACS' foster care and prevention service contracts are scheduled to expire in June 2020. The CW 20/21 project is a cross-divisional effort at ACS to plan for the future of child welfare in advance of this procurement. To ensure the voices of families, providers, advocates, and experts are heard throughout the planning process, we are creating an Advisory Committee. Our vision for this board is grounded in information sharing to ensure transparency between our service providers and the community that we all serve.

II. Aims of CW 20/21 Collaborative Planning

- Plan for the delivery of high-quality prevention and foster care services that are effective in achieving our goals of safety, permanency and well-being for children and families
- Address gaps in our prevention, foster, Juvenile Justice/Cross Over care array; incorporating family, youth, and community perspective in the planning and design of child welfare services
- Improve the alignment of financial and contract structures of the system with our shared values of safety, permanency and well-being for children and families.

III. CW 20/21 Project Methodology

ACS is conducting in-depth analyses of existing prevention and foster care programs. At this point in the data analysis we can share that we have many bright spots in our system that we need to recognize, protect and grow, with some room for service improvement. Over the coming months, ACS will engage with representatives from contract provider organizations as we map out the future of child welfare services. This will include a variety of conversations with providers, as well as a new advisory committee, that will be involved with community engagement.

IV. Next Steps:

- We have released a survey to all prevention and foster care providers - - including executives, program directors, and line staff - - to inform our overall approach - we have also compiled those outcomes in a one page flyer for the Listening Tour.
- Our next step will be to begin a listening tour to gain further insight from providers and to validate the findings of the survey.
- We will use the information gathered from both the survey and the listening tour to inform our selection process for a Provider Agency Advisory Committee.
- We will share information with the provider community throughout, to ensure transparency. Our advisory board will assist us in engaging other stakeholders and soliciting feedback about our entire continuum.
- The anticipated timeline for this work will continue throughout the summer and into early fall of 2018.

We are looking toward a future child welfare system that can address some or all of these gaps. Our values point toward a true continuum of supports and services for families and children. In order to accomplish this, we want to hear your voices because your expertise and input is critical to us.

ENGAGEMENT + PUBLIC INFORMATION STRATEGY

ACS is in the process of planning for the future child welfare continuum and is committed to engaging a broad group of stakeholders throughout the process. Over the next 8 months, the ACS planning team will engage in the following activities to ensure broad participation and information sharing:



PHASE	Provider Survey	Listening Tour	Advisory Committee	Advisory Committee Engagement	Concept Paper
SCOPE	All providers	Existing Meetings / COFCCA	Selected Providers	As identified by advisory committee – all providers, families, advocates, staff, etc.*	All interested providers
LEAD	ACS	ACS	ACS	Advisory Committee	ACS
PURPOSE	Signal kickoff of process; gain feedback on engagement strategy	Validate findings from survey; gather additional feedback; communicate next steps of process	Share information about goals of project; gather data; understand needs in a nuanced way; etc.	Ensure committee members engage directly with all stakeholders; gain substantive feedback on continuum	Share proposed service and fiscal models, receive feedback from providers to inform RFP
PUBLIC INFORMATION (available to all audiences)	Findings of survey; process measures	Findings of listening tour; process measures	Materials from each advisory committee meeting; criteria for new system goals	Process measures; feedback rollout	Concept paper; Feedback from stakeholders

*note: prevention and foster care research work streams will also engage these stakeholders as informants



Provider Engagement Survey PREVENTION

In May 2018, ACS surveyed prevention services and foster care provider agencies to learn more about engagement preferences. Our goal was to learn how to best engage provider staff so that their voices can be heard in our planning for the future of child welfare.

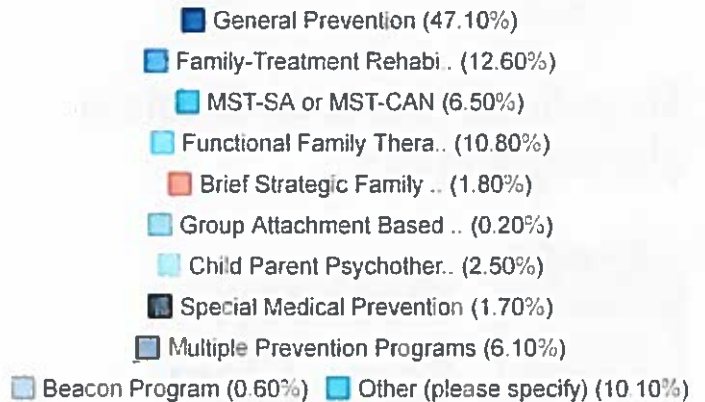
881

Total Responses

100%

Prevention Provider Agencies Responded

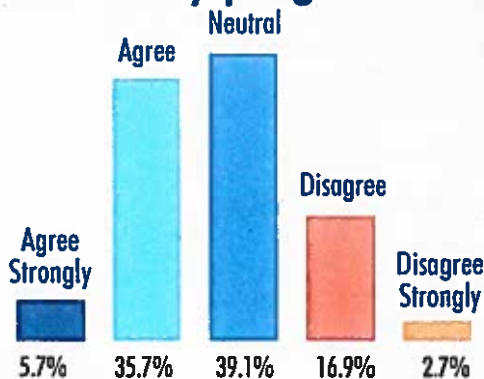
Responses by Program



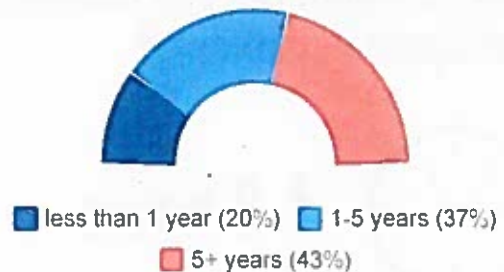
Responses by Job Title

Case Planner	48%		
Supervisor	18%	Quality Assurance	2%
Director	8%	Finance	2%
Executive Director	5%	Human Resources	.1%
Case/Parent Aide	3%	Other	13%

ACS is responsive to the needs of my program.

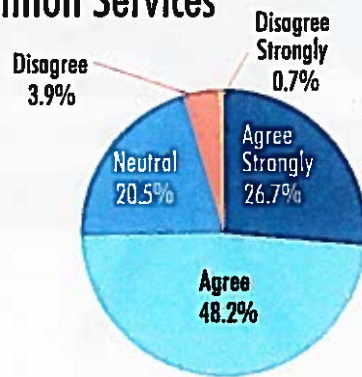


I have worked in child welfare for...



PROVIDER ENGAGEMENT SURVEY | Prevention Services

I would like to participate in planning with ACS that impacts my work.



My most preferred method for participating in planning with ACS...

Strongest Preference

Weakest Preference



My preferred time to participate in planning with ACS...



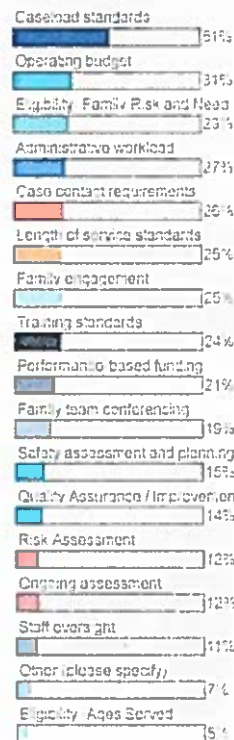
Weekdays
9am - 12pm

Over the next 6 months how many hours a month can you commit to participate in planning?



1-2 hours

If I could redesign my program I would focus on...





Provider Engagement Survey

FOSTER CARE

In May 2018, ACS surveyed prevention services and foster care provider agencies to learn more about engagement preferences. Our goal was to learn how to best engage provider staff so that their voices can be heard in our planning for the future of child welfare.

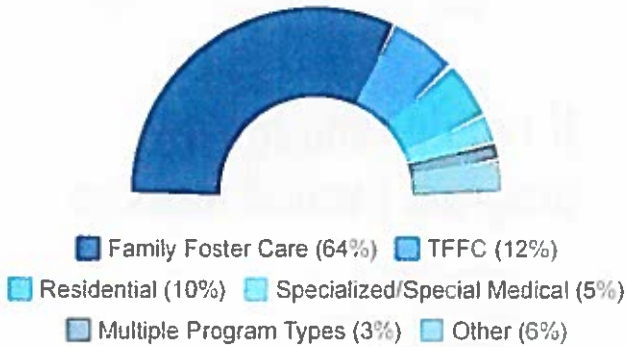
764

Total Responses

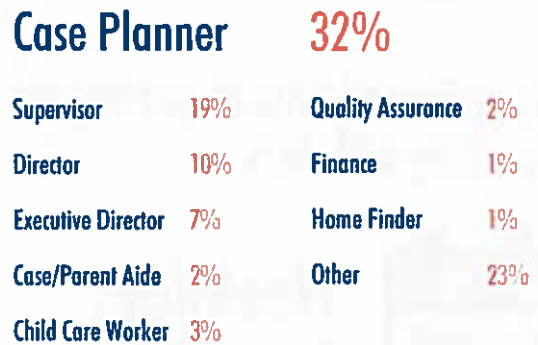
100%

Foster Care Provider Agencies Responded

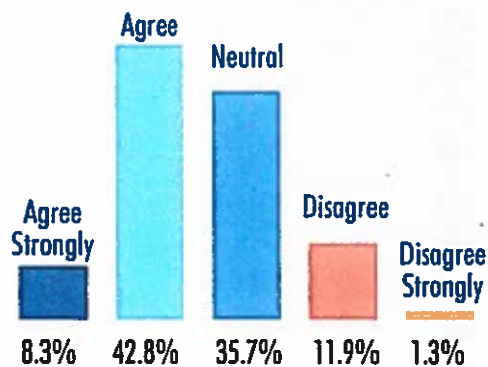
Responses by Program



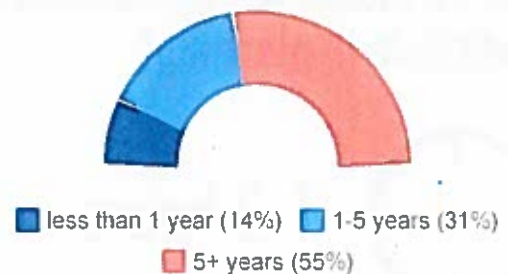
Responses by Job Title



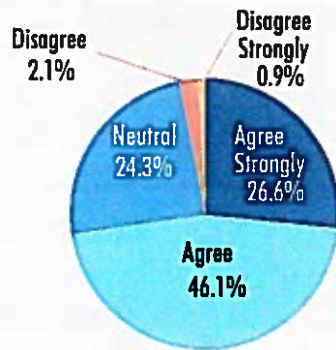
ACS is responsive to the needs of my program.



I have worked in child welfare for...



I would like to participate in planning with ACS that impacts my work.



My most preferred method for participating in planning with ACS...

Strongest Preference

Weakest Preference



Meetings at my agency



Online Surveys



Focus Groups



Meetings at ACS

My preferred time to participate in planning with ACS...



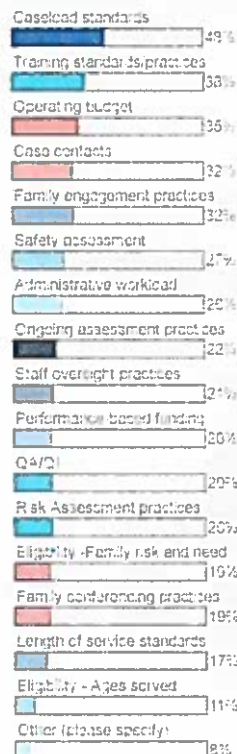
Weekdays
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Over the next 6 months how many hours a month can you commit to participate in planning?



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Provider Engagement Survey CW 20/21 | Roundtable Listening Session Outcomes

Listening Sessions Held

6/4	COFCCA P.A.M.	6/13	Foster Care Directors Meeting
6/11	COFCCA QDM	6/14	COFCCA EBM Work group
6/12	Children's Center Placement planning meeting	6/20	Education/QI Provider meeting
6/20	Home Finders Meeting	6/20	IV-Waiver Meeting w/providers

Outcomes from discussions

TOPIC	Themes from each Topic
Analysis of Responses	<p>Responses by Job Title</p> <ul style="list-style-type: none"> Agency Participants agree with the fact that the majority of agency respondents were case planners, about 40%. <p>Responses by Program</p> <ul style="list-style-type: none"> Agency Participants agreed that there was an overall 31% of agency survey respondents who reported that they have specialized roles such as education specialists, etc. (Listed as "other") Agency Participants reacted to this finding by thinking the number of agency respondents in specialized roles should have been listed to select. Agency Participants agreed that they would have liked to see an even higher level of response from more agency staff and more varied staff at the agency.
Analysis of Engagement Preferences	<p>ACS is responsive to the needs of my program</p> <ul style="list-style-type: none"> Some Agency Participants were surprised that an average of 46% of the survey respondents reported that they thought ACS was meeting their needs. Many Agency Participants assumed that case planners would think differently and negatively about ACS because of their daily interactions with CPS, contrary to the survey findings. Some Agency Participants were not surprised that there was an average of 37% agency respondents who gave a neutral response, positioning that some staff may have been worried about how truly confidential responses were. <p>My preferred methods for participating in planning with ACS</p> <ul style="list-style-type: none"> Agreement that ACS should attend monthly staff meetings to engage all levels of staff There was no consensus as to whether meetings with direct staff should be held separately from managers and supervisors—with some Agency Participants advocating for separate meetings and some saying that they should be held together. Agreement that there is a need for group discussions and/or focus groups should be planned both at agency sites and at outside venues. Agreement that having meetings at the agencies in the mornings work best for most staff. There was also a suggestion made at multiple meetings that meetings can be planned at regular staff meetings, so that ACS staff can integrate the work into those meetings. Agreement by Agency Respondents that they will make time if ACS comes to their agency for meetings, as well as any follow up discussion and planning initiatives.
If I could redesign my program...	<ul style="list-style-type: none"> There was an overall agreement that the list of components we surveyed are important areas that they would like to redesign –caseload standards, operating budget (that this is interpreted as salaries for case planners), evaluating the risk and needs for families, and training practices that require immediate improvement. Suggestion made for a follow up survey to engage staff who did not initially participate and continue engagement for those who did.

