



BUILDING THE FUTURE

CPS REDESIGN OVERVIEW

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PRINCIPLES OF CPS REDESIGN



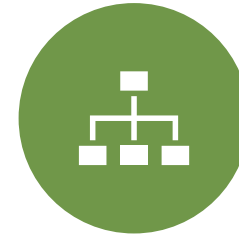
**PRIORITIZE
RESOURCES**



**CONCENTRATE
SERVICES, RATHER
THAN EXTEND
THEM.**



**FOCUS ON
QUALITY, RATHER
THAN QUANTITY,
AND OUTCOMES
OVER OUTPUTS.**



**CASE MOVEMENT
OVER CASE
MANAGEMENT
AND PROGRESS
OVER STABILITY.**



**SYNCHRONIZE
SERVICE DELIVERY
TO PROMOTE
POSITIVE
OUTCOMES.**

GOALS

- Improved outcomes for families
- Quality services across the state
- Ensure every worker has supervisory support
- Standardize the work (process is followed with fidelity)
- Work as one (erasing the boundaries)
- Find our hidden capacity
- Focus on “Blue Light Time”
- Measure our success (efficiency, metrics)





CPS INTAKE

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REDESIGNED INTAKE

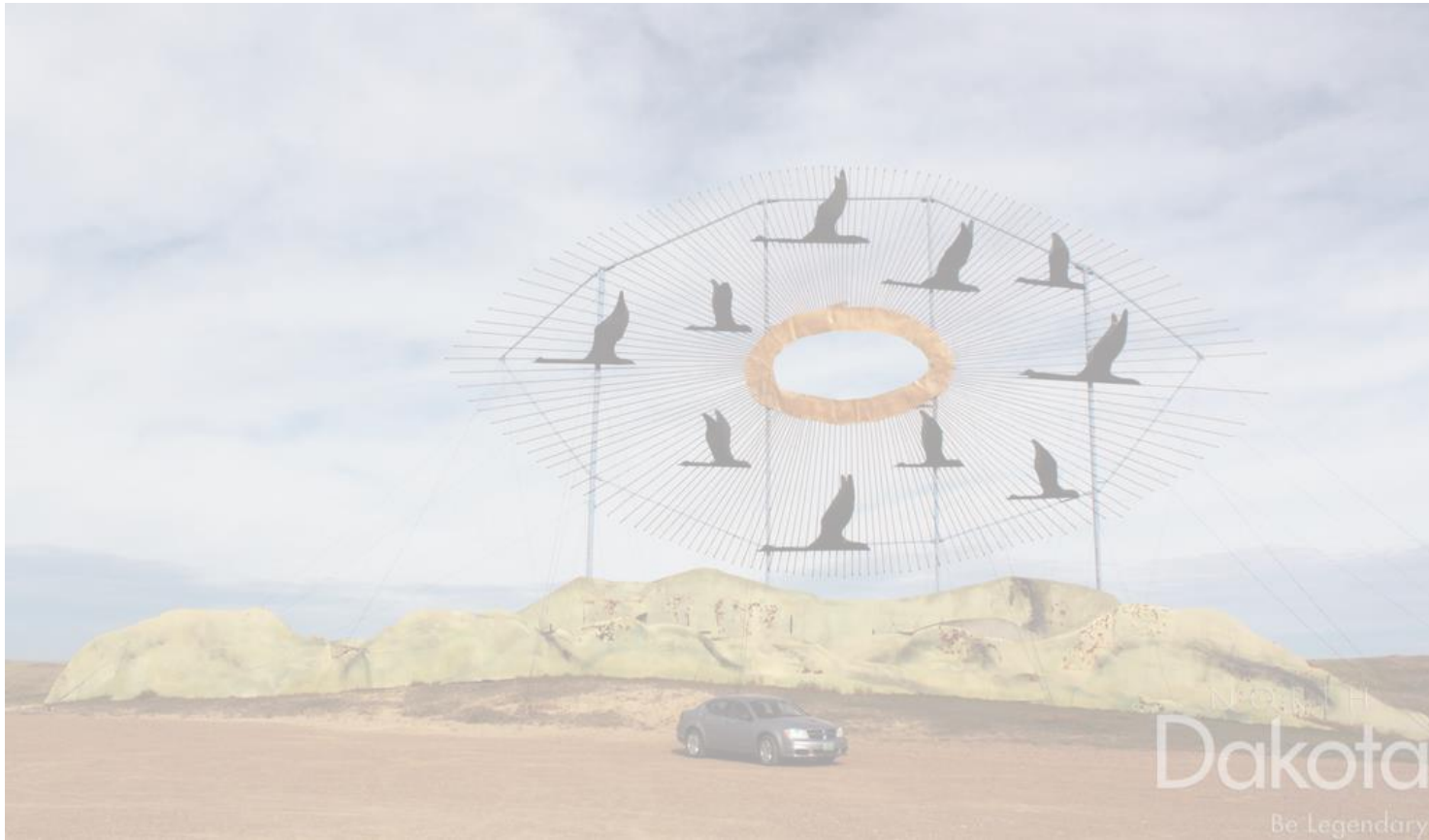
- All reports will be directed to intake to include, phone, fax, walk ins, mail and email to be “full kitted” (as much as possible)
- Human Service Zones will assist walk-in reporters with calling intake directly or completing a 960.
- Intake will also make initial record requests, and summarize the CPS history along with other tasks
- Intake begins the triage/analysis process. Reports of present danger/emergencies forwarded immediately and complete AR assessments and most AA assessments to minimize the unnecessary flow of reports to CPS

TRIAGE – ADMINISTRATIVE ASSESSMENTS

- Reports clearly fall outside the state law
- No credible or causal reason for suspecting the child has been abused or neglected
- Insufficient information given to identify or locate the child or family
- Reason to believe the reporter is willfully making a false report
- Concerns addressed in a prior assessment.
- Alleged subject is receiving therapy at the human service center,
- Child and family are currently receiving case management services by the county due to prior reported concerns.

TRIAGE - ADMINISTRATIVE REFERRALS

- Reports in which the child named in the report is not physically present in the Zone receiving the report;
- Non-caregiver sexual or physical abuse
- Suspected child abuse or neglect took place on an Indian reservation and assessment is the responsibility of the tribal government or BIA;



- Centralized Intake is coming, but we're not there just yet!

CENTRALIZED INTAKE?

INTAKE FULL KIT

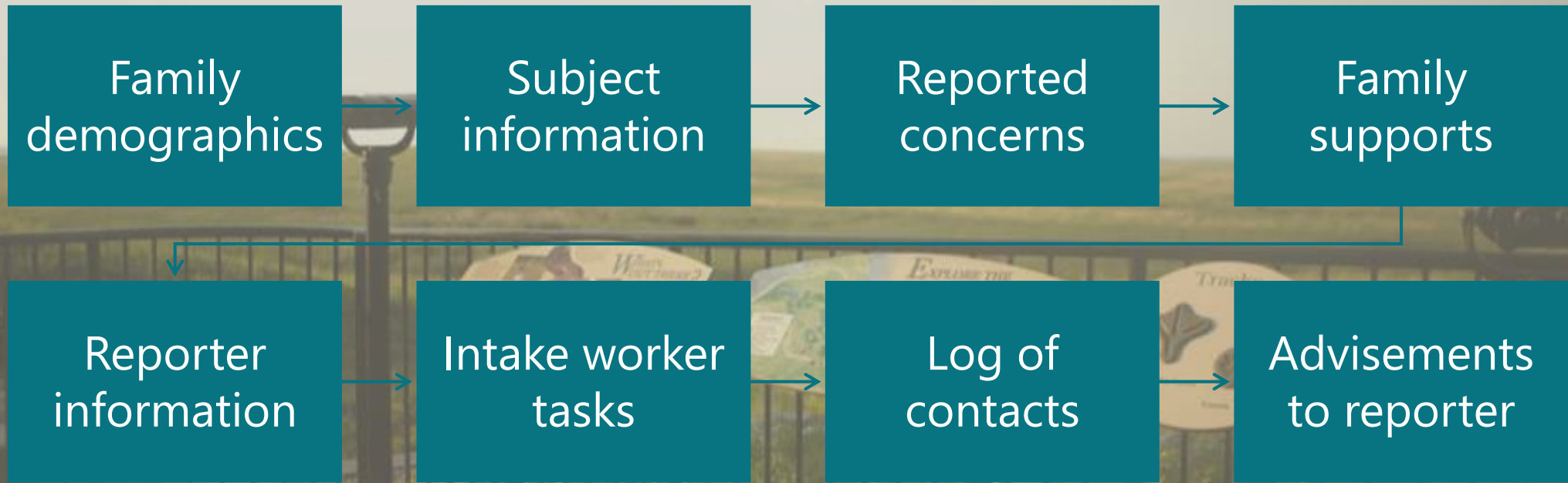
- **Interview with reporter (20-30 minutes)**
- **Complete the full intake form-See CPS intake form**
- **Effectively identify emergency cases and pass on to CPS supervisor within 30 minutes**
 - **Follow up to full kit Emergency cases**
- **Completion of a full kit within 24 hours for non-emergency cases**
- **Triaging AA and AR cases**

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INTAKE RESPONSIBILITIES



ASSIGNMENT OF CPS REPORTS

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REPORT ASSIGNMENT

- Reports assigned within 24 hours
- Supervisor handoff to worker by end of next day
- Initiation of an assessment by A Child Welfare Worker 24-72 hours
- Assess child safety (present danger) within 24-72 hours
- Finalizing assessment and Documentation

EMERGENCIES

A CPS report indicates a child may be in **Present Danger** = **immediate, significant, and clearly observable**:

- family condition,
- child condition,
- individual behavior or action or family circumstances
- occurring now and which obviously
- endanger or threaten to endanger a child
- requires immediate action to protect a child.

Supervisor and worker will meet to assign and plan for the emergency cases following the batching process each agency has in place.



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WORKFLOW

**Cases assigned
within 24 hours**

**Supervisor
handoff to worker
by end of next
day**

**Initiation 24-72
hours by worker**

**Assess child
safety within 72
hours**

**Finalizing and
Documentation-
22 days**

**Workers are
responsible to
manage their TAB
Board Lane**

**Supervisors
monitor workflow**

WORKFLOW

	"In Queue" To-Do	Initiate Assessment	Quality Assurance Staffing	Gather Additional Information	Additional Intervention	Pending	Staffing + Decision (QA)	Full Kit Review + Submitting to Regional Rep (QA)
		< 3 days	< 7-10 days	3-15	(Anytime)	15+	22-30 Day	<30 days
Definition	<p>Cases that have been assigned, but not initiated</p> <p>OR</p> <p>Full Kit received from intake, but on hold for batching</p>	<p>Face to Face, by child welfare worker, complete with victim within 3 days of the assignment or within 24 hours if category A or B</p> <p>Contact Parent</p> <p>Contact Reporter</p>	<p>Face to Face, In Depth Staffing between worker and supervisor</p>	<p>Contacting collateral sources for additional information regarding the family and concerns listed in the report</p>	<p>CPS worker connecting family with resources to prevent future maltreatment and address family needs</p>	<p>Waiting for information, reports, or court action outside of CPS workers' control</p>	<p>Staffing for decision, reviewing assessment or case</p>	<p>Supervisor reviews all final documentation prior to submitting to regional rep.</p> <p>Submitting the Fullkit to the regional rep for approval.</p>
Steps for Full Kit	<ol style="list-style-type: none"> Supervisor to assure that the report from intake is full kitted Assign the case to worker Supervisor to add case to TAB Board, discuss due dates 	<p>Locate and meet with victim listed in the report and all children living in the home</p> <p>Contact parent by phone or visit</p> <p>Call reporter to inform them the case has been assigned to them and gather additional information if necessary.</p> <p>Complete the Emergency Safety Plan with parent</p>	<p>Review FRAME and FAI with worker</p> <p>Review Safety Plan and Crisis Steps</p> <p>Identify next steps and additional information needed</p> <p>Make a referral to the appropriate intervention if identified.</p>	<p>Contacting Collaterals such as: School, medical, law enforcement, caregivers, extended family,</p> <p>Make a referral to the appropriate intervention if identified.</p>	<p>Meet with family and facilitate a warm hand off to other service provider</p>	<p>Contacting agencies for updates or progress.</p> <p>Determine next steps for pending collateral contacts during supervision.</p> <p>Make a referral to the appropriate intervention if identified.</p>	<p>Include Regional Office for complex cases or Services Required</p> <p>Review CAL to ensure that contacts and attempts are documented in FRAME</p> <p>Review CAL, FAI, Safety Plan</p> <p>Make a referral to the appropriate</p>	<p>Review Notification Letters</p> <p>Review CAL to ensure that contacts and attempts are documented in FRAME</p> <p>Review CAL, FAI, Safety Plan</p> <p>Close in FRAME</p> <p>Referral for Right</p>

DAILY MEETINGS

- Daily Meetings (Huddle)
- Report Assignment (Batching)



BATCHING

Definition:

Batching is a way of distributing cases in small, manageable sizes based on a set schedule.



BENEFITS OF BATCHING

- Prioritization of cases
- Protected time
- Family friendly

PROTECTED TIME



Definition:

Uninterrupted time for completing essential tasks that need your undivided attention.



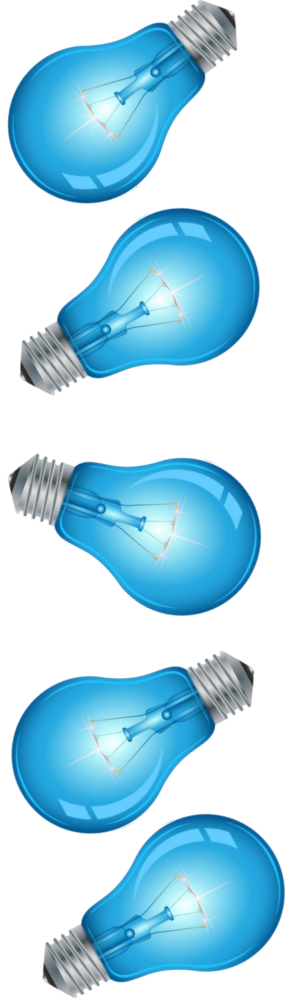
CPS WORKER BLUE LIGHT

- Present danger assessment
- Present danger safety plan
- CPS Assessment
 - Maltreatment
 - Child functioning
 - Adult functioning
 - Parenting
 - Discipline



CPS WORKER BLUE LIGHT

- Impending Danger Assessment
- Safety Plan
- Staffing
- Maltreatment determination
 - Along with CPS Supervisor and CFS Field Service Specialist
- Transition



"BLUE LIGHT" TIME STEALERS

- ✓ Drop ins
- ✓ Phone calls (unrelated to your Blue Light Activity)
- ✓ Email
- ✓ Personal tasks/responsibilities
- ✓ "THAT ONE" co-worker (visiting, complaining, etc.)
- ✓ Court activities
- ✓ Being on Intake
- ✓ Trying to find clients
- ✓ Paperwork, paperwork, paperwork
- ✓ What else?

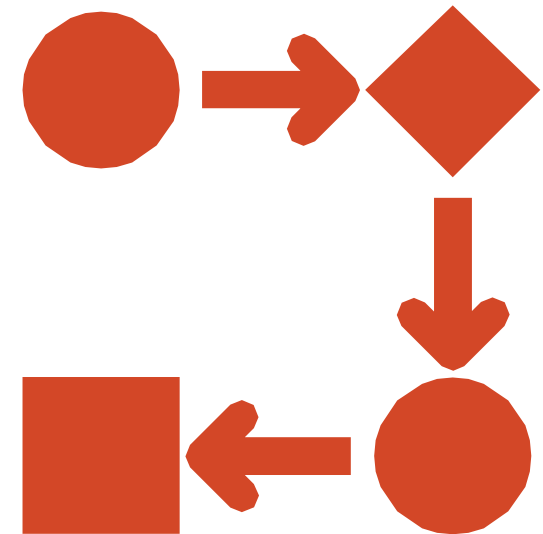




TAB BOARD - KANBAN

TASK ANALYSIS BOARD (TAB)

- Definition:
Measures work that has started, in process and completed. Ultimately, measuring the throughput.
- A workflow communication board
- Shared by CPS workers and CPS supervisors
- Measures timeliness



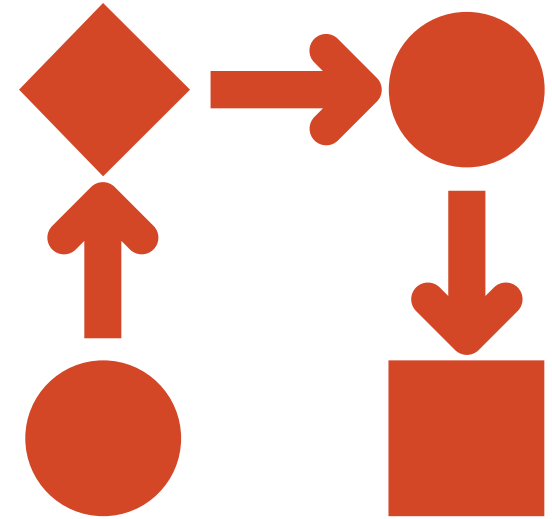
PURPOSE OF TAB BOARDS

- Batch work assignments
- Have daily morning huddles
 - Review quick updates
 - Move your cases through the work-flow
 - Prioritize the days tasks
 - Prep for the next day
- Workers will be responsible for moving their assessment cards and providing the daily updates



HOW WE WILL USE IT

- Report assignments
- Balance and leveling workloads
- Tracking the flow and movement of cases
- Identifying bottlenecks
- Quality assurance (timeliness, safety planning, interventions)
- More timely present danger assessment, engaging with families, and making timely decisions
- Visual aid to help us celebrate success



	In Que: To do	Initiate Assessment	Quality Assurance Staffing	Gather Additional Information	Additional Intervention	Pending	Staffing + Decision	Full Kit Review + Submitting to Regional Rep	
CPS Worker	+ add task	+ add task Ber, A Tin, N	+ add task	+ add task Iv, K	+ add task	+ add task You, O	+ add task	+ 50 archived tasks + add task Mar, M	
CPS Worker	+ add task	+ add task	+ add task	+ add task	+ add task	+ add task LUN, L JON, R LAD, T BRO, U	+ add task CAL, T	+ 75 archived tasks + add task	
CPS Worker	+ add task	+ add task Mak, S	+ add task Cah, T Sko, R	+ add task Car, R Sul, B	+ add task Hoa, H Har, C	+ add task Pet, C	+ add task Gar, X Kle, B	+ 55 archived tasks + add task Jos, K	
<div style="display: flex; justify-content: space-between; border-top: 2px solid red; padding-top: 5px;"> Category A Category B Category C Child on Child SEN Abandoned Infants </div>									

CPS SUPERVISOR ROLE

Assigning cases/Batching cases

Monitoring TAB Board

Coordinating daily meetings

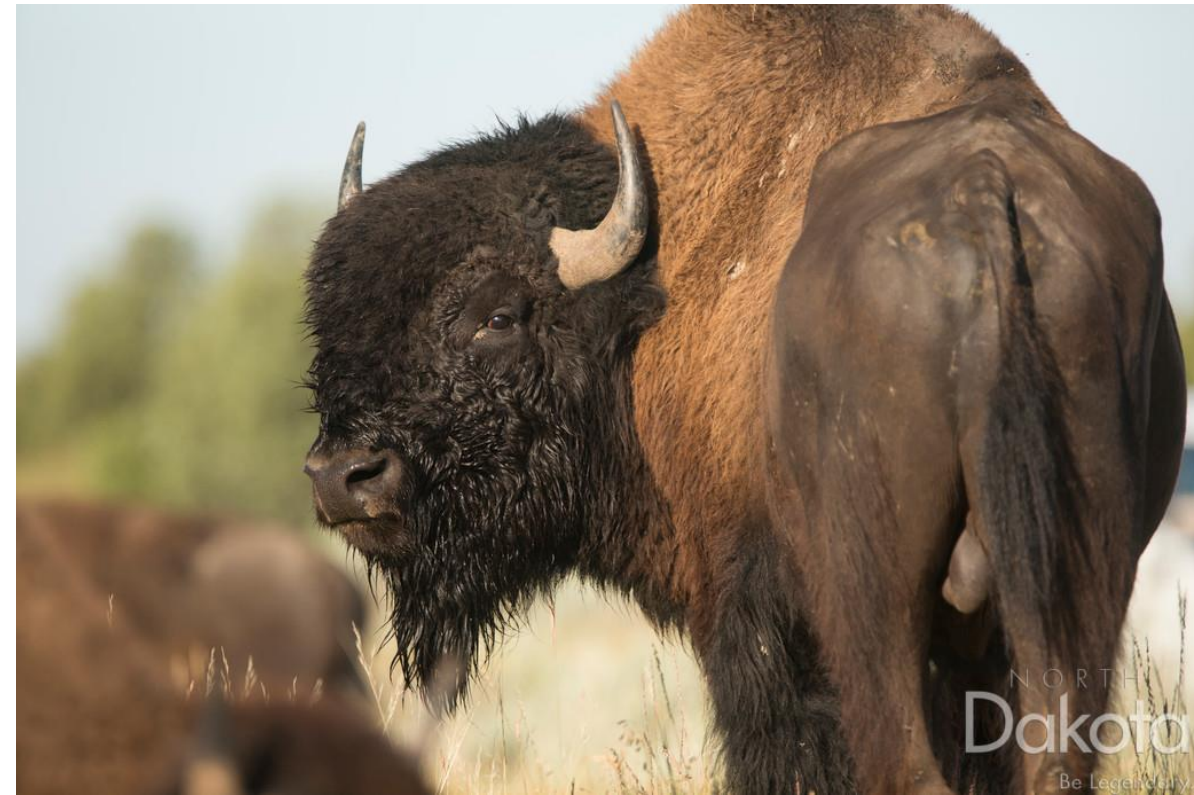
Setting expectations for assessment

Weekly staffing

Measuring quality of cases

Evaluating skill set

Assure full kit for decision making



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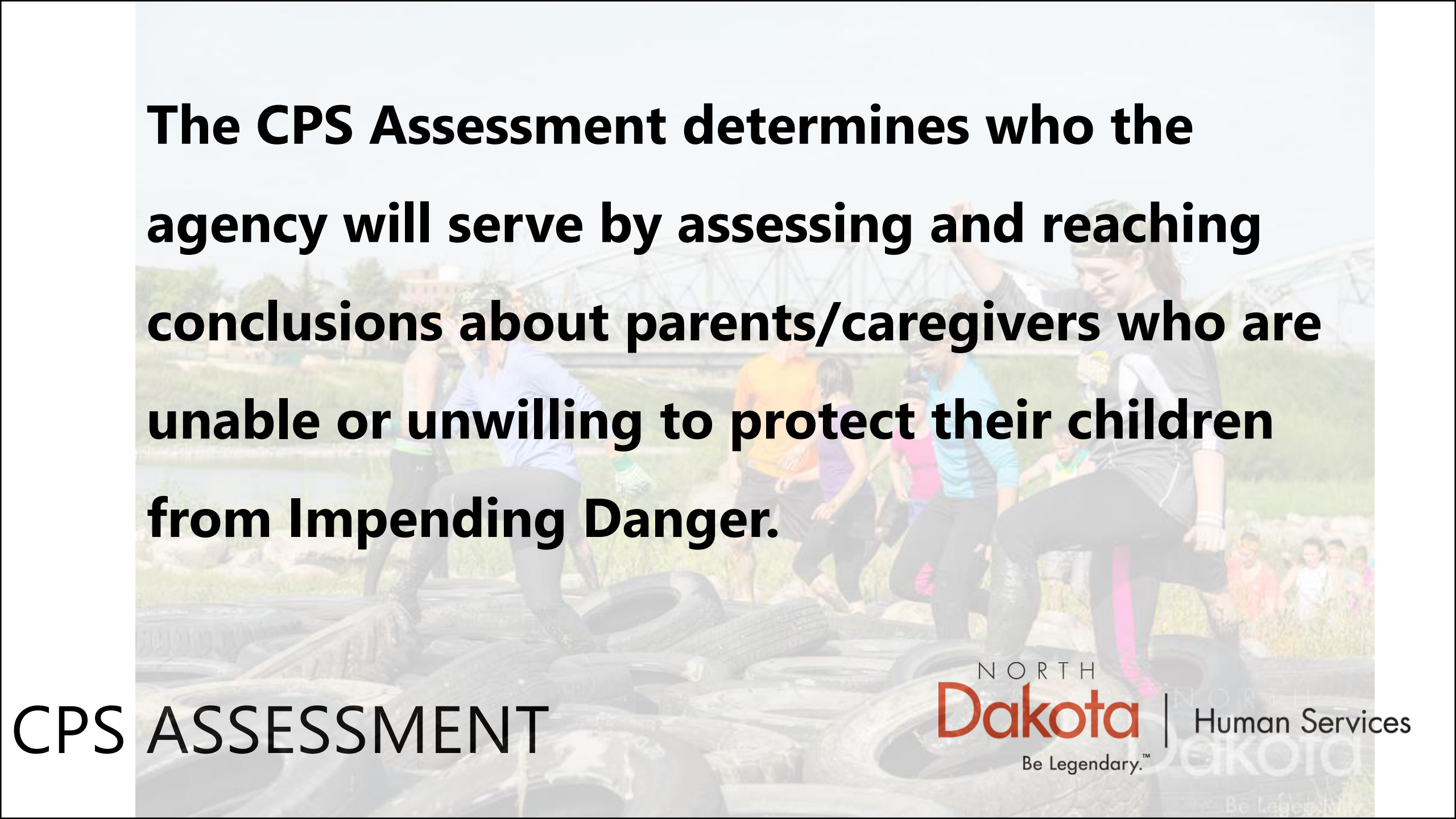
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CPS ASSESSMENT

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The CPS Assessment determines who the agency will serve by assessing and reaching conclusions about parents/caregivers who are unable or unwilling to protect their children from Impending Danger.

CPS ASSESSMENT

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PURPOSE FOR ASSESSMENT

Assessments are completed to:

- determine whether children are in present danger;
- control present danger through use of a present danger safety plan (in home or out of home)
- assess how the family functions
- determine if abuse or neglect occurred;
- determine whether there is impending danger;
- develop a safety plan to address the danger

ASSESSMENT PLANNING

- CPS SUPERVISOR
 - Reviews the report prior to case assignment
 - Makes an informed decision on what the case plan will be
 - Assists the worker in planning the assessment.
- Supervisor and worker meet at case assignment to plan the assessment
 - identify key participants, first steps and assign a response time to initiate the assessment.
- Use the Task Analysis Board (TAB) and batching to assign reports to appropriate worker.



ASSESSMENT PLANNING

- **Supervisors and workers will “team huddle” every morning to plan daily priorities to monitor the assessment as it goes through the process.**
- **This will be reflected by the “assessment cards” on the Task Analysis Board (TAB).**
- **Supervisors and workers will have regular checkpoints to plan and troubleshoot the assessment process**
- **This may look a little different in every agency**
 - **Checkpoints may be daily, weekly and monthly**

ASSESSMENT PLANNING

- The assessment plan will focus on identification of present and impending danger threats and making the appropriate safety plan determination.
- CPS Worker will develop a present danger safety plan if necessary.
 - There is one safety plan form that will be used across programs.
- Workers will have access to support and resources for difficult cases.
- Supervisors will monitor the quality and timeliness of the assessment as it moves through the process. The activities in the assessment are planned so the worker will be able to meet the targeted close assessment date.

SUPERVISOR'S BLUE LIGHT

- Daily Team Planning: Less than 15 Minute Team Huddle with TAB visual management
- Supervisor Staffing/Consultation:
 - *Urgent*
 - *Daily Scheduled*
 - *Weekly Scheduled*
- Field Support & Coaching
- Safety planning, Services, & Conclusion
- Quality Assurance & Reporting

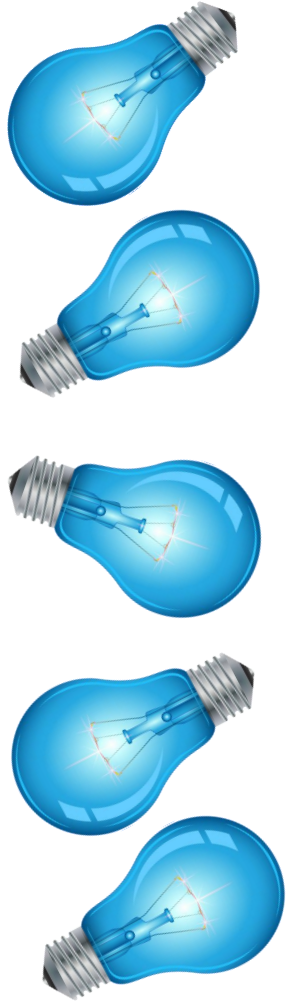


SUPERVISOR'S BLUE LIGHT

Spend most supervisor time on proactive support of your team and families by ensuring:

- focus,
- flow,
- quality
- results of present danger and safety planning
- assessment decisions

Supervisors guide "Blue Light" for the CPS Workers



DOCUMENTATION EXPECTATIONS

- Keep CAL documentation minimal, to primarily include dates/times that activities occurred.
- The facts of the case must be included in the Child Protection Services Assessment form rather than in the Case Activity Log.
- Document the assessment as you go instead of waiting till the end.
 - This is how the paperwork constraint blocks the flow of work.

MALTREATMENT DECISION

Upon completion of the assessment, the assessment decision made as follows:

- **Services Required** –
 - CPS Worker, CPS Supervisor and CFS Field Service Specialist will coordinate a staffing time as needed on a case by case basis
- **No Services Required** –
 - CPS Worker & CPS Supervisor
 - May include the CFS Field Service Specialist if “borderline” or “grey” case
- **Assessments Terminated in Progress** –
 - CPS Worker & CPS Supervisor
 - Submit for Review in FRAME to CFS Field Service Specialist

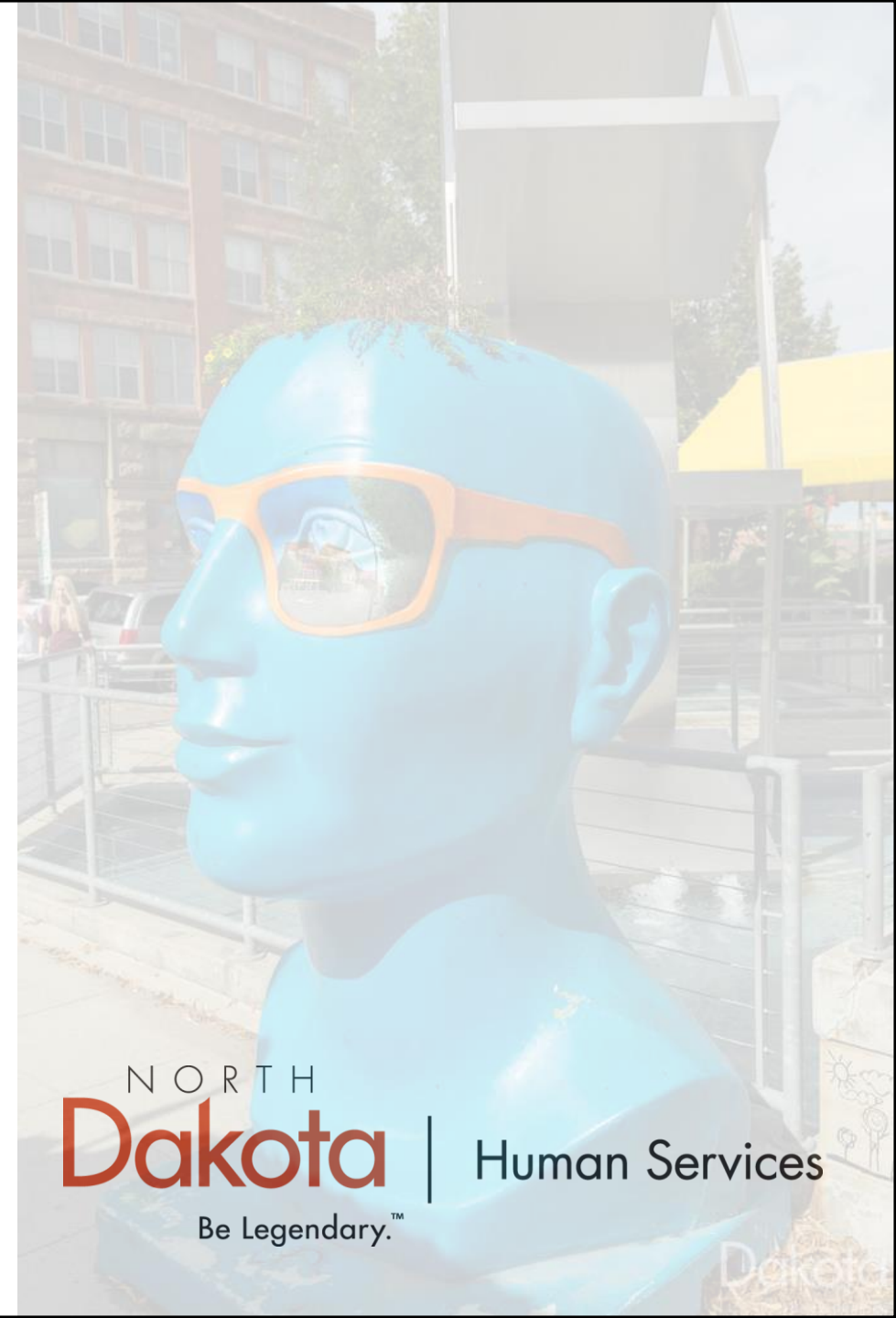
NOTIFICATIONS

Notification Letters will be prepared by the CPS Worker, reviewed by CPS Supervisor and sent to the following:

- Parent(s) or caregiver(s)
- Absent Parent(s)
- Subject – if other than parent/caregiver
- Mandated Reporter
- Juvenile Court (ALL Services Required)

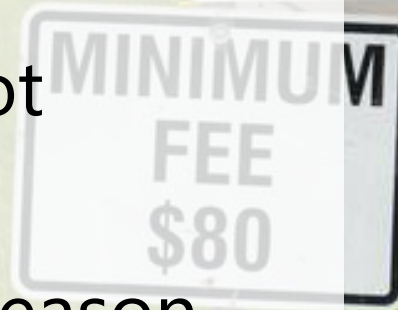
SUBJECT NOTIFICATIONS

- Services Required subject notification letters will be written utilizing the staffing/decision notes entered by the CFS Field Service Specialist
 - may be reviewed by the CFS Field Service Specialist to assure accuracy prior to mailing.
- Affidavit of Mailing will be utilized per policy
- ★ Appeal rights insert included (see handout)



TIMELINESS

- Goal is 50% of assessments completed in 25 days or less
 - This is a GOAL, not a law
- Unable to change the existing Extension process of FRAME.
- Responsibility for timeliness is upon the supervisor and assessing worker, through use of supervisor metric board and TAB process.
- Document the reason assessment not completed within 25 days in CAL.
 - Extra time for paperwork is not a reason.



ACCEPTABLE REASONS FOR NOT MEETING THE 25-DAY GOAL

- Coordinating with law enforcement investigation
- Waiting for collateral information; (Ex: scheduling forensic Interviews, waiting for courtesy interviews, etc.)
- Unable to locate caregivers, child, subject
- Monitoring Substance Exposed Newborn (Alternative Response) assessments
- Attending mandatory training/Child Welfare Certification Training
- Court involvement (example: caregiver/subject being charged criminally and advised not to speak with CPS)



Document
as you go.

SUPERVISOR QA



It's the supervisor's role to ensure that upon completion of the assessment, the case is ready to submit for approval.

CPS FULL KIT

- Full report from intake
- Assessment Planning with supervisor
- Safety assessment + Present Danger plan when needed
- Full assessment report (6 risk factors reviewed)
- Collateral records / interviews
- Case Activity Logs – log of contacts, when you made them and why
- Safety Determination and safety plan (impending danger)
- Notification Letters
- Terminate in Progress – reasons reflected in the staffing notes
- Referral forms/releases to outside agency – if identified
- All paperwork completed timely
- Transition process (if appropriate)



QUALITY WORK

CPS Supervisor:

It's the supervisor's role to ensure that the assessment is complete and the case is ready to submit for approval.

- Completion of sufficient information gathering
- Detailed Present Danger Plan and Safety Plan (when appropriate)
- Clearly documented decisions based on danger/safety and maltreatment definitions

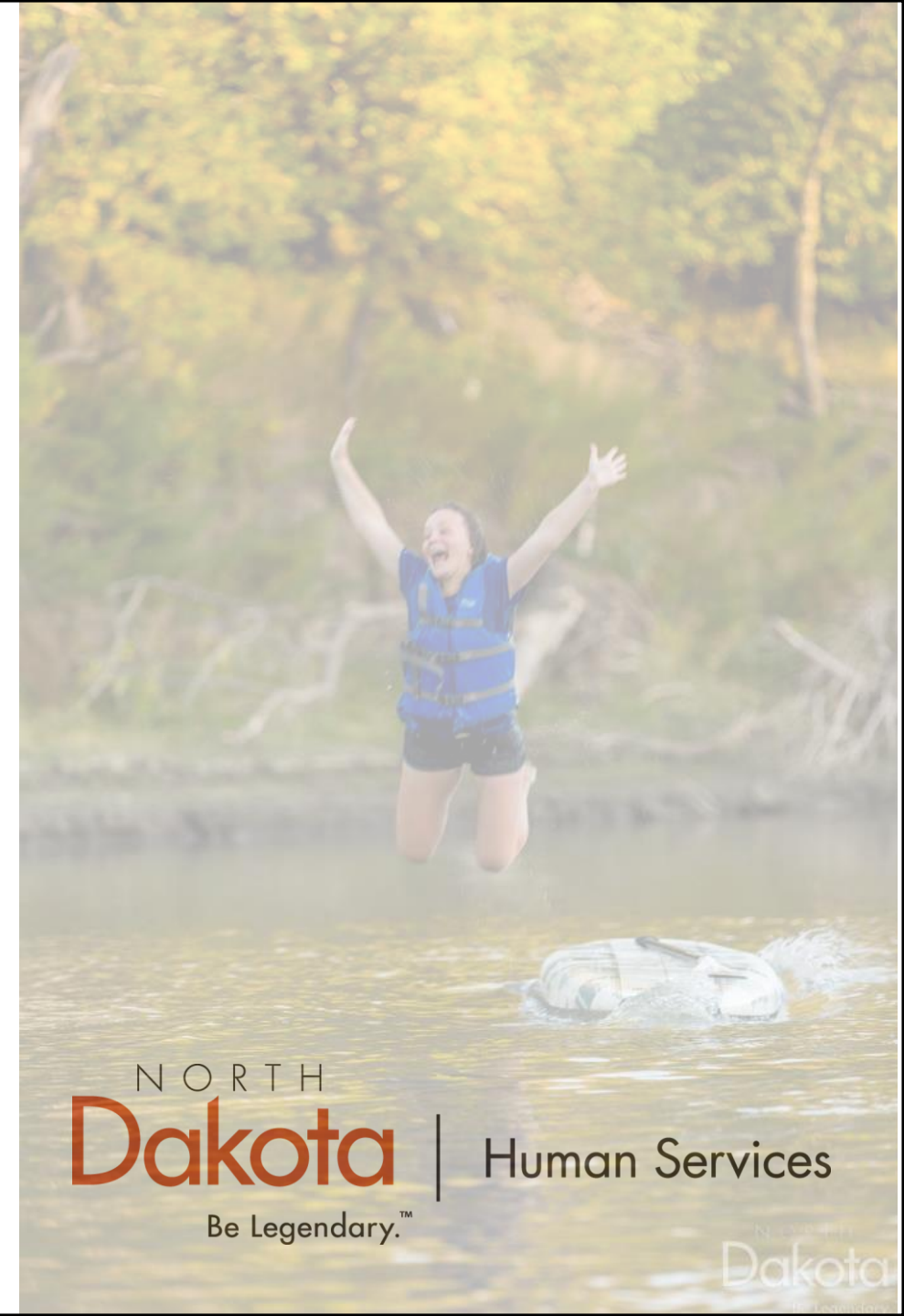
CPS Worker:

- # of times an incomplete assessment has to be returned to a worker after submission
- Quality time spent with family- Measured through Case Activity Log
- Timeliness / Case Duration

QUALITY OUTCOME

Quality of the Outcome:

- Decisions made based on assessment of child safety
- Assessment decision is correctly associated with the maltreatment type
- Communicated clearly and correctly to the family





TRANSITION FROM CPS TO SERVICES

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TRANSITION FULL KIT

The CPS Worker prepares the FULL Kit for transition to the case manager:

- Present Danger Assessment/
Present Danger Plan
- CPS assessment + Safety
Plan Determination Report
- Safety Plan

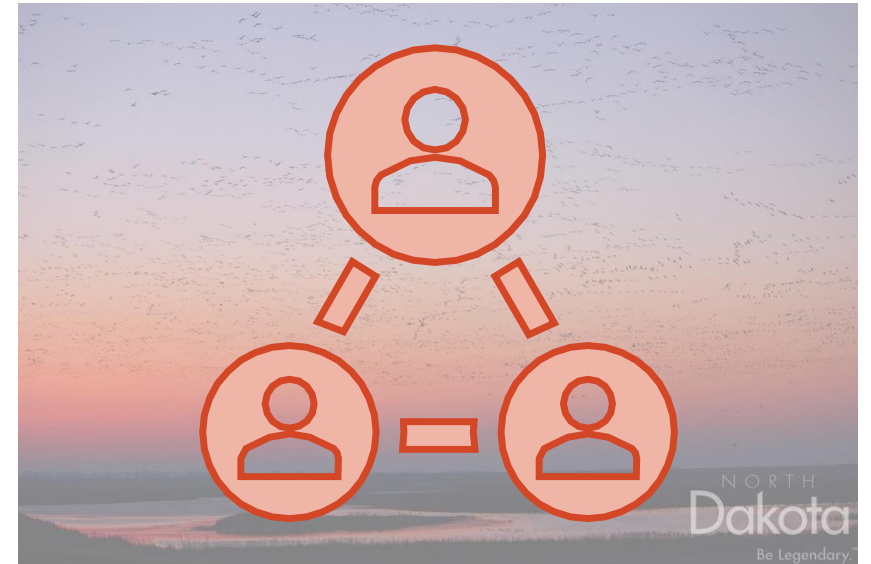


TRANSITION

- Following the CPS assessment decision and development of a safety plan, the transition from CPS assessment to service provision begins
- A case transition staffing takes place
 - includes the CPS Worker, the receiving caseworker, and the necessary supervisors.

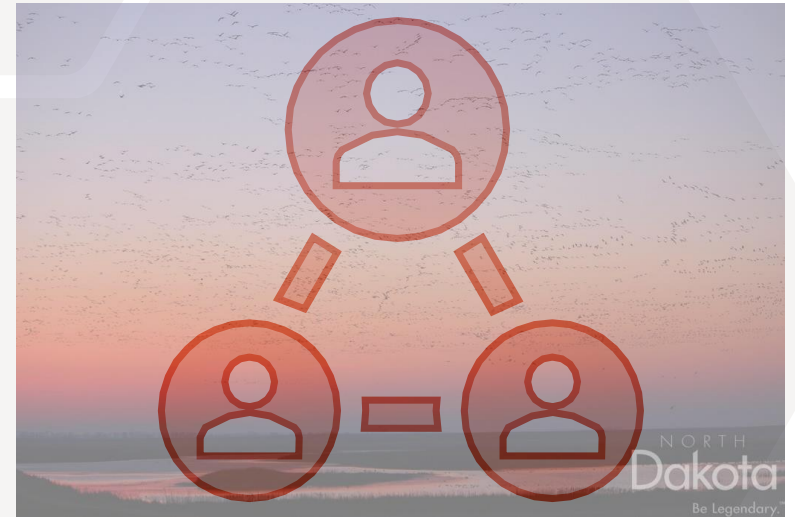
TRANSITION

- The case transition staffing:
 - prepares the receiving caseworker for the initial meeting with the family,
 - communicates the status of impending danger,
 - reviews the safety plan to ensure it is sufficient, feasible, and sustainable.



TRANSITION

- The transition is completed by:
 - meeting face-to-face with parents/ caregivers and children to review their understanding of the safety plan and their roles and responsibilities,
 - communicating with safety plan participants/providers,, to confirm their commitment and understanding of their roles and responsibilities,
 - modifying the safety plan as necessary



**This is the
Warm Hand Off**



CHANGES

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CPS REDESIGN CHANGES

- Daily/weekly/monthly supervision
- Workflow is visible to CPS worker & supervisor
- Emphasis on quality at the source and full kit assessments
- Assessment staffing occurs in shorter time periods (no waiting for CPT)
- Assessments are completed timely for families
- Warm Handoff occurs following completion of the CPS Assessment

NEW TOOLS!

- CPS Intake Form
- Present Danger Assessment and Present Danger Plan
- Child Protection Services Assessment Form
- Child Protection Services Assessment Guide-hardcard
- Safety Plan Form
- Safety Plan Determination Report
- Appeal rights insert* (see handout)
- These must be scanned and attached to the assessment in FRAME!

OLD TOOLS


FAI

Say GOODBYE!



QUESTIONS FOR DISCUSSION

- How do you think the redesign will contribute to consistent practice between Zones? Statewide?
- How will batching report assignments change current practice?
- What might the daily "huddles" look like in your Zone?



Thank You for Who You Are
and
For All You Do!

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