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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.**

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### 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)

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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

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### 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.

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### 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;

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

CENTRALIZED INTAKE?

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### 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



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### 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




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### 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




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### BENEFITS OF BATCHING

- Prioritization of cases
- Protected time
- Family friendly




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### PROTECTED TIME



**Definition:**

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




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### CPS WORKER BLUE LIGHT

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




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### CPS WORKER BLUE LIGHT

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




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### "BLUE LIGHT" TIME STEALERS

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




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TAB BOARD -  
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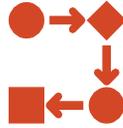
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### TASK ANALYSIS BOARD (TAB)

- 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




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### 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




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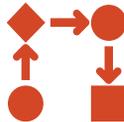
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### HOW WE WILL USE IT

- 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




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	In-Case To-Do	Initial Assessment	Quality Assurance Staffing	Other Additional Information	Additional Intervention	Pending	Staffing + Decision	Case Review + Submission to Regional Rep
CPS Worker 1		Sec A		Sec E		Sec D		Sec W
CPS Worker 2						Sec L	Sec T	
CPS Worker 3		Sec S	Sec T	Sec E	Sec R	Sec C	Sec X	Sec K

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### 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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**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**

Assessment 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

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**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.



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### 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




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### 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.




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### 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




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### 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




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### 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.




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### 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

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### 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)




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### 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)




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### 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.




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### 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.

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### SUPERVISOR QA



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

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### 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)



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### 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




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### 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




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### 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



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### 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.

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### 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.




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### 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**

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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




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✓ **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!

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**OLD TOOLS**



**Say GOODBYE!**



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**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?

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