

FY 2022 PERFORMANCE PLAN

| In-Home Child Protective Services | | CFSD/Child Welfare | Molly Marlatt x1107 |
|-----------------------------------|--|--------------------|---------------------|
| Program Purpose | Stabilize children in their families by reducing risk of abuse and neglect | | |
| Program Information | <p>The broad goals of In-Home CPS Services are to prevent reoccurrence of maltreatment, maintain children safely in their home, and increase caregiver protective capacity. Many families involved with In- Home CPS Services are also involved with Juvenile and Domestic Relations Court.</p> <ul style="list-style-type: none"> • Families are referred from the CPS investigations unit, with the majority being court involved. Services are offered to families when their risk level is assessed by the CPS investigations unit as Moderate, High or Very High. • Five <u>categories of child maltreatment</u> are established by the Virginia Administrative Code: physical abuse, physical neglect, medical neglect, mental abuse or neglect, and sexual abuse. • Risk of maltreatment is assessed using the Virginia Department of Social Services (VDSS) Structured Decision Making (SDM) assessment tool. Factors assessed include family history, substance abuse, domestic violence, and child needs. • Families with high risk levels have significantly higher rates of subsequent maltreatment than low risk families and are more often involved in serious abuse or neglect incidents. • In FY 2021, prevention services were added to In-Home CPS to further assist families with stabilizing and therefore reducing the likelihood of children coming into care. Staff assigned to In-Home case management are also assigned Family Support Services cases (Prevention) from the CPS Hotline. Beginning in FY 2022, families that receive a CPS report but do not rise to the level of validation are able to receive additional voluntary prevention services. The criteria for this program includes (at least 2): <ul style="list-style-type: none"> ○ Prior CPS history regardless of whether the previous reports were validated ○ Parenting capacity challenges ○ Family vulnerability (i.e socioeconomic instability) ○ Caretaker mental health and substance use that is impacting parenting. • CPS In-home families that have been able to demonstrate reduced risk but still require additional support and resources to continue to stabilize/reduce risk are able to access family support services. <p>Program staff address families’ immediate needs, re-evaluate risk levels, reinforce safety plans, and connect families to services outlined in the service plan.</p> <ul style="list-style-type: none"> • Services offered to families may include parent education, mental health and substance abuse services, domestic violence counseling, and assistance with basic needs. • Staff have weekly contact with youth and families including face to face meetings at least once per month or more frequently depending on individual needs. Risk level and service plan progress are assessed quarterly. • Service duration averages approximately six months, and ranges from three months to twelve or more months. | | |

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| | <ul style="list-style-type: none"> • Case closure is indicated for families when risk levels have been mitigated. • In FY 2021, the state of Virginia changed the name from "Ongoing CPS" to "In-Home CPS". |
| Service Delivery Model | <ul style="list-style-type: none"> • In FY 2022, the majority of services were provided in-person face to face. While many meeting continued to be provided virtually, many CPS In-home staff attended those meeting alongside the family in their homes. • In FY 2023, foster care workers will incorporate In-Home cases into their caseloads as foster care numbers decrease and the number of In-Home cases increases. |

PM1: How much did we do?

| Staff | <ul style="list-style-type: none"> • 7.0 FTEs: <ul style="list-style-type: none"> ○ 1.0 FTE Supervisor ○ 6.0 FTE Human Services Clinicians | | | | | | | | | | | | | | | |
|----------------------------|--|----------------|----------------|----------------|----------------|----------------|-----------------|----|----|----|----|-----------------|-----|-----|-----|-----|
| Customers and Service Data | <table border="1"> <thead> <tr> <th></th> <th>FY 2019</th> <th>FY 2020</th> <th>FY 2021</th> <th>FY 2022</th> </tr> </thead> <tbody> <tr> <td>Families served</td> <td align="center">60</td> <td align="center">64</td> <td align="center">65</td> <td align="center">76</td> </tr> <tr> <td>Children served</td> <td align="center">113</td> <td align="center">135</td> <td align="center">126</td> <td align="center">163</td> </tr> </tbody> </table> | | FY 2019 | FY 2020 | FY 2021 | FY 2022 | Families served | 60 | 64 | 65 | 76 | Children served | 113 | 135 | 126 | 163 |
| | FY 2019 | FY 2020 | FY 2021 | FY 2022 | | | | | | | | | | | | |
| Families served | 60 | 64 | 65 | 76 | | | | | | | | | | | | |
| Children served | 113 | 135 | 126 | 163 | | | | | | | | | | | | |

PM2: How well did we do it?

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| 2.1 | Timeliness of service plans and contacts |
| 2.2 | Gain in Protective Factors |
| 2.3 | Risk reduction within 90 days |

PM3: Is anyone better off?

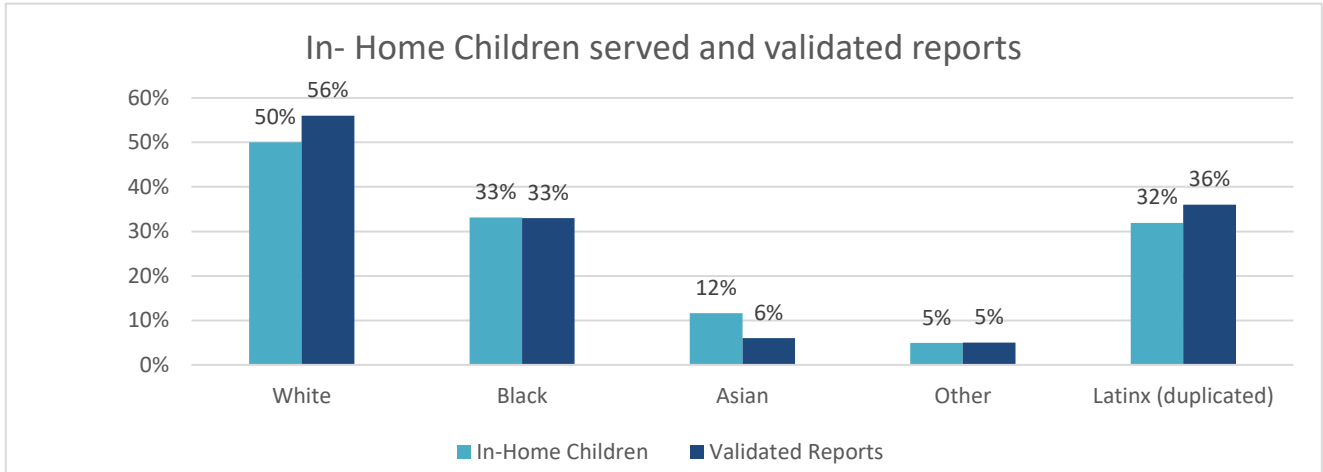
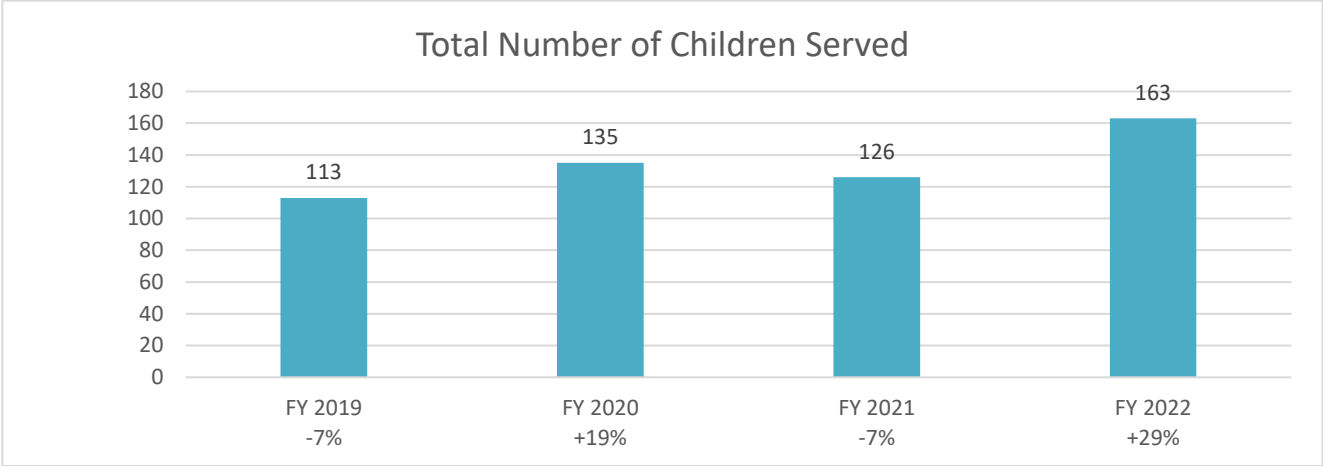
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|-----|---|
| 3.1 | Children safely stabilized with their families |
| 3.2 | Families with a repeat validated report within two years post closure |

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In-Home CPS Services

Measure 1 Families and Children Served by In-Home CPS Services

Data



Data Summary

- Between FY 2021 and FY 2022, the number of children receiving CPS In-Home services has increased by 29%.
- In FY 2022, the percentage of children receiving In-Home services remained consistent with the percentages of validated reports by race.
- In FY 2022, 3 of the 7 Asian families identified as Mongolian.
- In FY 2022, 100% of the children that identified as Hispanic also identified as White.

What is the story behind the data?

- In FY 2022, there was an increase in the percentage of families that were opened to CPS In-Home, from 15% in FY 2021 to 20% in FY 2022.
- Families are considered for In-Home Services when their State Structured Decision Making (SDM) rating is High Risk.
- In FY 2022, the family support workers were more integrated into the teams and the day-to-day services. Having a family support worker assigned to an In-Home team has been helpful with providing concrete supports, parenting education, psychoeducation in addition to assisting with administrative supports.
- The introduction of the prevention program provided the team with more flexibility with managing cases. Prevention is used to support families that have closed to CPS intake (at moderate level)

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and provide them with family support services to support family stability. Prevention is also used when a case is screened-out at CPS Intake but could benefit from additional supports/resources to stabilize the family. Prevention can also be used when an In-Home case has a protective order, and the family is doing well but still has some needs. The program becomes voluntary at that point.

- All families identified as High Risk are reviewed weekly in a multi-disciplinary staffing to include behavioral health, FPM, kinship navigation, and county attorney.
- Decisions to open a family to In-Home services are made by the In-Home Supervisor with support of CPS Intake Supervisor and input of weekly staffing participants.

| Recommendations | Target Dates |
|--|--|
| <ul style="list-style-type: none"> • Include number of Prevention cases • Continue to maintain bi-lingual positions to staff In-Home services. • Continue to provide educational opportunities to staff about the cultural and ethnic communities most represented in the families served. • Continue integrating In-Home cases into the foster care caseloads | <ul style="list-style-type: none"> • FY 2023, Q1 • Ongoing • Ongoing • Ongoing |

Forecast

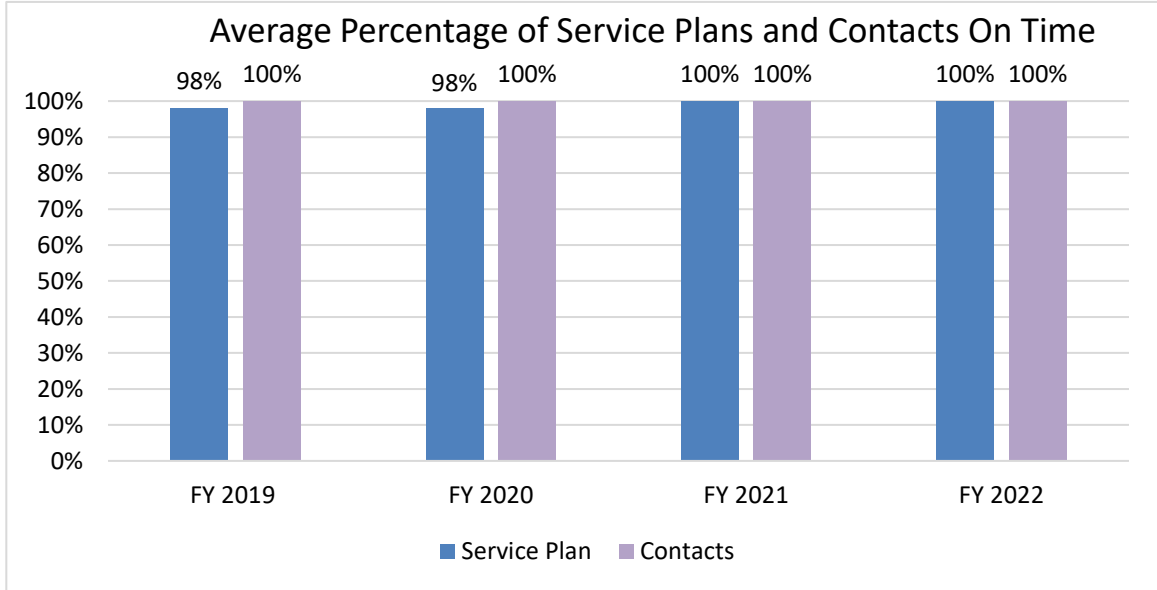
- In FY 2023, it is anticipated that the number of children and families served will increase by 10%

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In-Home CPS Services

Measure 2.1 Timeliness of service plans and contacts

Data



Data Summary

- The Virginia Department of Social Services (VDSS) requires quarterly updates to service plans, and monthly face-to-face contact with each active member of the household.
- In FY 2022, 100% of service plan updates were completed on time. 100% of face-to-face contacts with active household members occurred on time.
- Percentages for each month are reported on the monthly progress report (MPR) spreadsheet that is maintained by child welfare.

What is the story behind the data?

- In FY 2022, timely completion of service plans and contacts remained high.
- Program staffing was stable, and supervisor continued to provide ongoing monitoring of each case file to ensure accuracy and completion. Supervisor continued reviewing status of service plans and contact notes with staff to ensure that documents were completed on-time, and used Microsoft Outlook to send staff reminders of upcoming services that are due.
- In FY 2021 and FY 2022, CPS In-Home staff were required to complete the Child and Adolescent Needs and Strengths (CANS) tool at the time of the service plan. This process has been helpful as preparation for FAPT meetings.
- Beginning June 1, 2021, staff were required to transition to in-person visits by conducting at least one face-to-face (physically in the home) each month. In addition, In-Home CPS staff went to the family’s home to assist with needs and to help families engage in meetings that were facilitated by a third-party provider (who was participating virtually).

Recommendations

- Explore replacing this measure with a measure to assess efficacy of Family Support and Prevention services.
- Continue using the implemented tracking system to monitor the completion rates of service plans and contacts ongoing.

Target Dates

- Fall 2022
- Ongoing
- Ongoing

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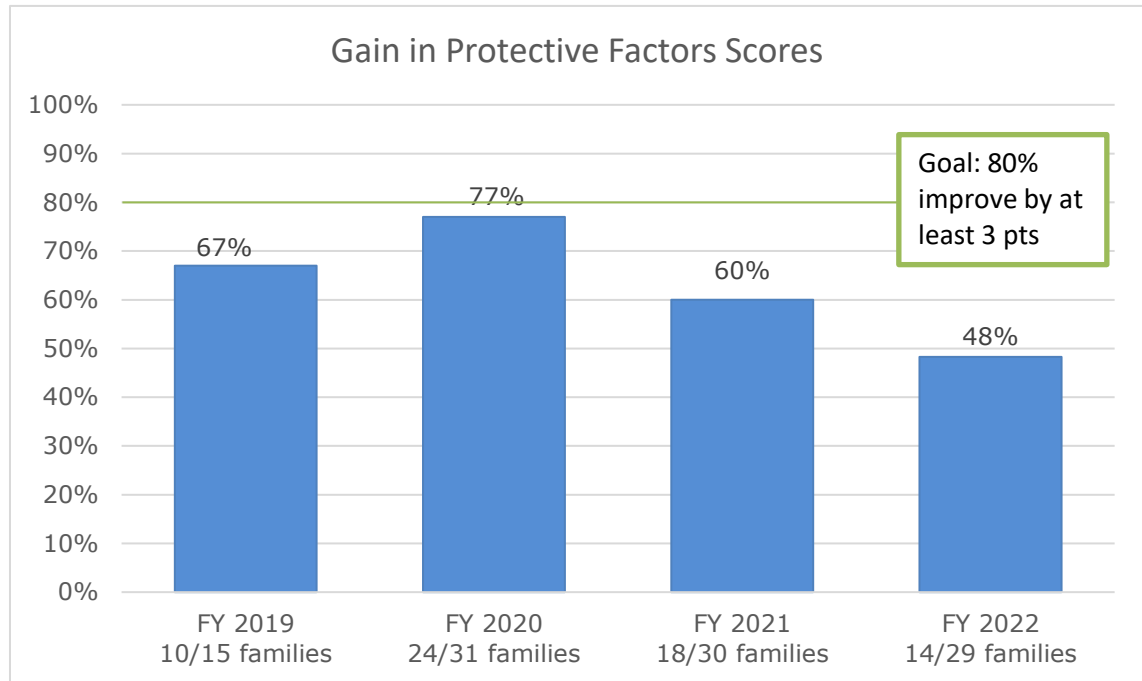
| | |
|--|---|
| <ul style="list-style-type: none">• Continue to review OASIS database to ensure documentation is completed on time and accurately.• Continue to use reminder system to alert staff of pending service plans | <ul style="list-style-type: none">• Ongoing |
| Forecast | |
| <ul style="list-style-type: none">• In FY 2023, it is anticipated that 100% of the contacts and services plans will be completed on time. | |

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In-Home CPS Services

Measure 2.2 Gain in Protective Factors

Data



FY 2022 average increase by domain

| Resilience | Social | Concrete | Nurturing | Knowledge |
|------------|--------|----------|-----------|-----------|
| 0.75 | 0.82 | 0.68 | 0.39 | 0.43 |

Data Summary

- Families respond to a 20-question survey at the beginning and end of services, resulting in a score between 1 and 7 in each factor.
- In FY 2022, pre and post service scores were collected for 29 families. Of those families, 14 (48%) increased their protective factors scores by at least 3 points. The survey measures client perception, not the worker’s assessment.

What is the story behind the data?

- In FY 2022, staff continued to administer pre-surveys within 30 days of case opening. In FY 2022 six families refused to participate in the survey process.
- In FY 2020 and FY 2021 the biggest increase in scores was in Concrete Supports. In FY 2022, while improvements were reported in all domains, no domain saw a substantial increase of 1 point or more.
- In FY 2022, families rated themselves higher on the pre-assessment than in FY 2021. In FY 2022, the average score on the preassessment was 5.67 compared to 5.21 in FY 2021. Post-service scores were comparable in both years: 6.29 in FY 2022 versus 6.14 in FY 2021. As this measure was implemented during the COVID pandemic, it is possible that families served in FY 2020 and FY 2021 experienced additional pressures such as job loss and social isolation, which were less acute in FY 2022.
- In FY 2022, families reported the largest increases in parental resilience, social connections and concrete supports. The average length of service for a closed case was six months, so a

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relatively brief period of intervention appears to have resulted in positive outcomes for clients.

- The post scores decreased for four families during survey administration. Despite these decreases, all four families were able to safely stabilize.
- The survey measures the clients’ perception of how they are functioning, and some clients may have rated themselves higher in the pre-survey than what the social worker assessed.
- In FY 2022, the new Protective Factors survey was reviewed and the team decided to continue using the current survey as the new survey did not offer any additional value.

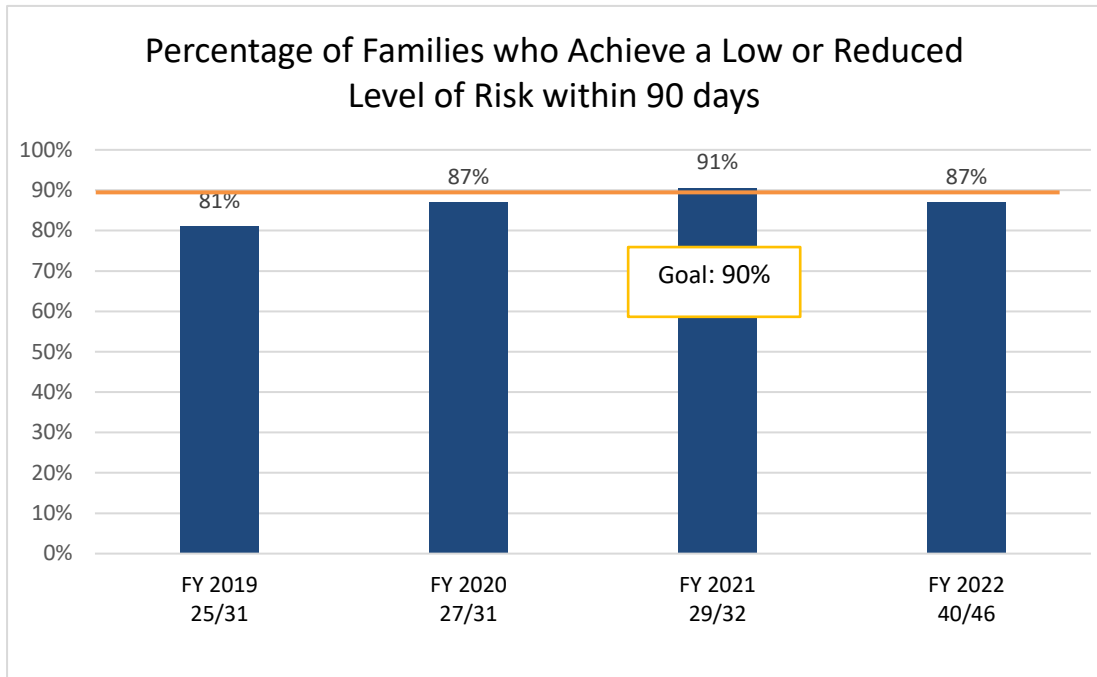
| Recommendations | Target Dates |
|---|---|
| <ul style="list-style-type: none"> • Explore methods for the worker to rate the families. • Continue to utilize the results of the pre-post surveys to identify trends in parental/guardian protective factors deficits and integrate methods in service planning to decrease those deficits. • Update survey collection process to begin using MicroSoft Forms. | <ul style="list-style-type: none"> • Q2, FY 2023 • Ongoing • Q2, FY 2023 |
| Forecast | |
| <ul style="list-style-type: none"> • In FY 2023, it is projected that 55% of families will increase their protective factors scores. | |

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In-Home CPS Services

Measure 2.3 Risk Reduction in 90 Days

Data



Data Summary

- Staff assess each family’s risk of maltreatment at case opening, and on a quarterly basis. Data is recorded in OASIS as well as in a spreadsheet maintained by the Supervisor.
- In FY 2022, there were 46 total cases opened for at least 90 days. The percentage of those families who achieved a low or reduced level of risk within 90 days was 87% (40).

What is the story behind the data?

- When families are transferred from Intake to In-Home services, procedures call for a clear presentation of concerns at the opening of the case, and clear criteria for what safe case closure would look like. This clarity on the front end enables staff to rapidly develop a plan and implement services.
- In FY 2022, services returned to primarily in-person face-to-face unless there was a present COVID risk.
- Five families were opened at moderate risk and remained at moderate at 90 days. These families had significant trauma histories that required long-term intervention. Two of these families achieved a low risk level, two stabilized and closed at a moderate level, and one remains open to services.
- In FY 2022, one case increased to a very high risk level at the 90 day mark, then stabilized and closed at a moderate risk level after 9 months of services.
- In FY 2022 biopsychosocial forms were created to assist with gaining a more holistic perspective of the families social and medical histories. The program uses the data from these forms to generate conversations and rapport with the clients. It offers additional information about the family history that is not directly related to the allegations.

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- In FY 2022, the Kinship Navigator began attending the case staffings which has added an additional support to the case manager with working with the relative/kin to provide additional resources that help expedite the process of safe case closure.

Recommendations

Target Dates

- Continue training for staff on working with trauma, domestic violence and substance abuse.
- Continue joint home visits and case staffings between Intake and In-Home to ensure continuity of information.
- Utilize staffing protocol for In-Home cases that exceed the six month mark without a closure date identified. This will exclude cases that were extended by the court.

- Ongoing
- Ongoing
- Q2, FY 2023

Forecast

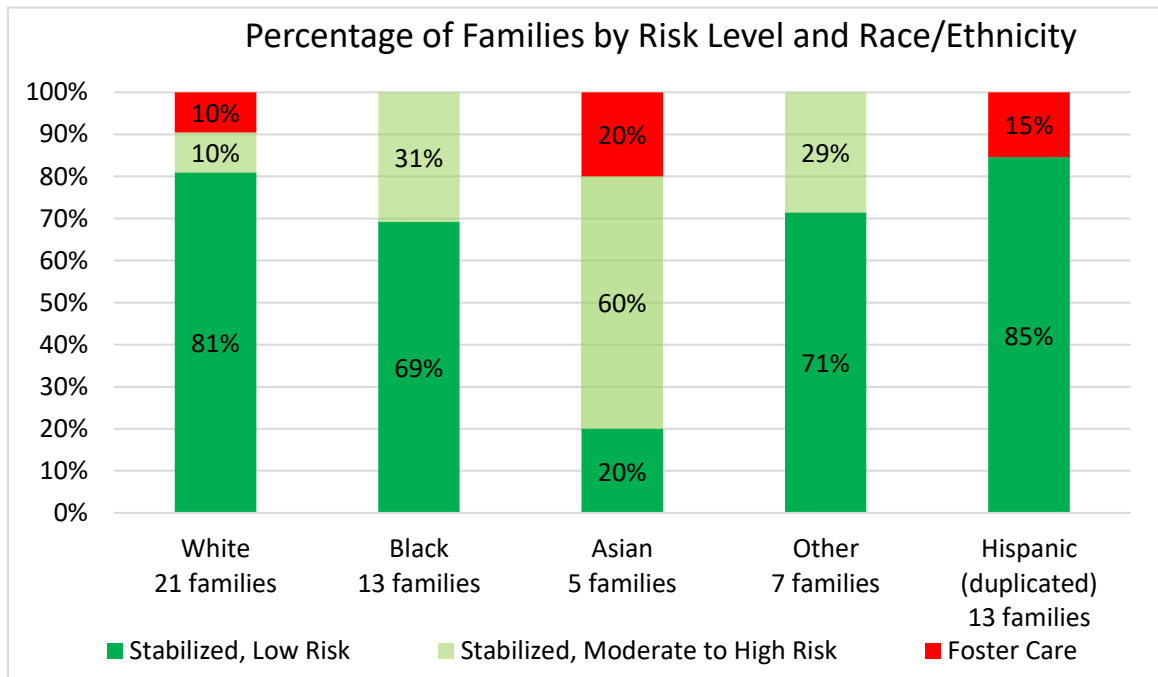
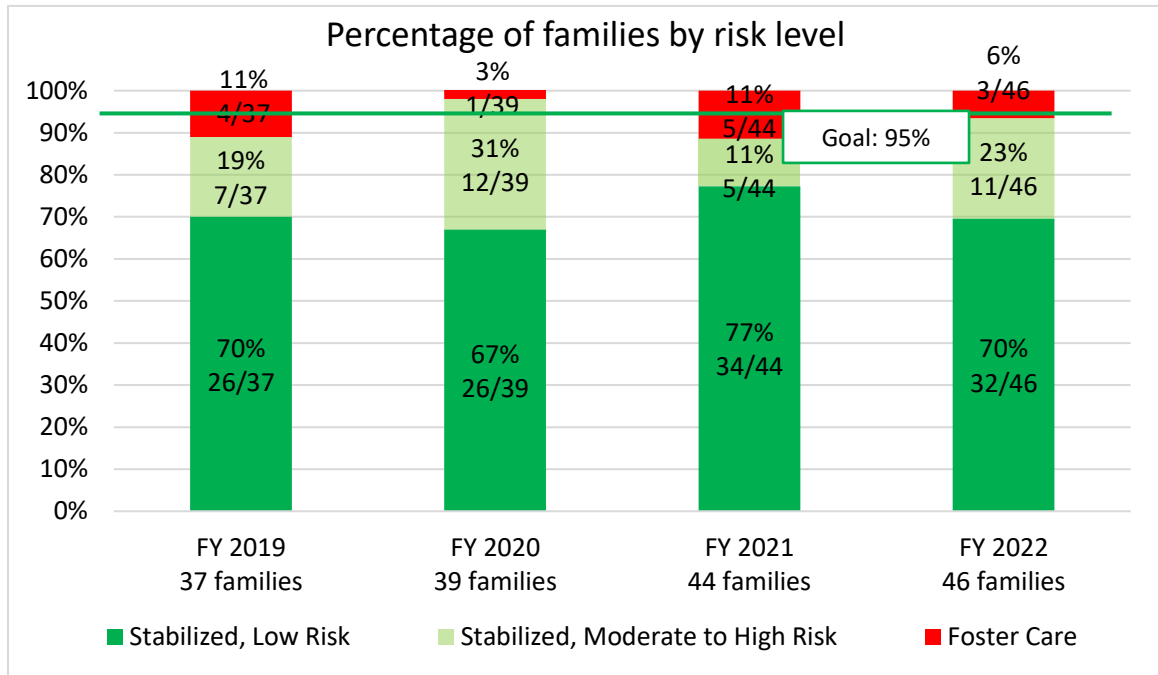
- In FY 2023, it is anticipated that 87% of the families will reach low risk within 90 days of coming into care.

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In-Home CPS Services

Measure 3.1 Children safely stabilized with their families

Data



Data Summary

- Children are safely stabilized with their families if they remain in their family home, or if they are placed with relatives at case closure.
- Staff assess each family’s risk of maltreatment at case opening and quarterly until case closure. Data is placed in OASIS and tracked by the supervisor.

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- In FY 2022, 46 families were closed to CPS In-Home Services. In 43 cases (93%), children were stabilized with their families. In the three remaining cases the children were removed and placed in foster care.
- In FY 2022, 3 children from 3 families entered foster care from In-Home.
- In FY 2022, 100% of the families that identified as Hispanic also identified as White.
- In FY 2022, no families identifying as Black or Other entered foster care.
- In FY 2022, families that identified as White and/or Hispanic stabilized at low risk more frequently than families of other races.

What is the story behind the data?

- Stabilized families successfully engaged in and completed services without further allegations. Their average length of service is 6 months, consistent with FY 2021. There were 8 long-term (10 month or longer) cases closed in FY 2022. Of those 8 cases, 5 were court involved, which causes a delay in the closure process.
- Of the 43 families who stabilized at closure:
 - 14 families were voluntarily involved with services, and 29 were court involved.
 - 32 families were assessed to be high or very high risk at case opening; 31 of these families were assessed to be at a lower risk level at 90-days.
- Two of the three children who entered foster care in FY 2022 had been living with kin as a part of their safety plan. They were unable to stay with the kin as the kin was no longer able to care for them.
- In FY 2022, the Kinship Navigator was integrated into case staffings and home visits to provide kinship care options if children cannot be stabilized.

Recommendations

Target Dates

- | | |
|---|---|
| <ul style="list-style-type: none"> • Continue to engage relatives early in the case, to provide kinship care options if children cannot be stabilized in their homes. • Continue to utilize the kinship navigator to complete kinship assessments on relatives who present as supports and participate in the high-risk FPM when a case transfers from intake to CPS In-Home Services. • Continue to collaborate with legal stakeholders through collaborative meetings (guardian ad litem’s, attorneys, judges) to promote kinship placements where appropriate. • Continue developing staff capacity to comprehensively address domestic violence and substance abuse issues • Continue to transfer cases quickly from Intake once the need for services is identified therefore engaging families sooner. | <ul style="list-style-type: none"> • Ongoing • Ongoing • Ongoing • Ongoing • Ongoing |
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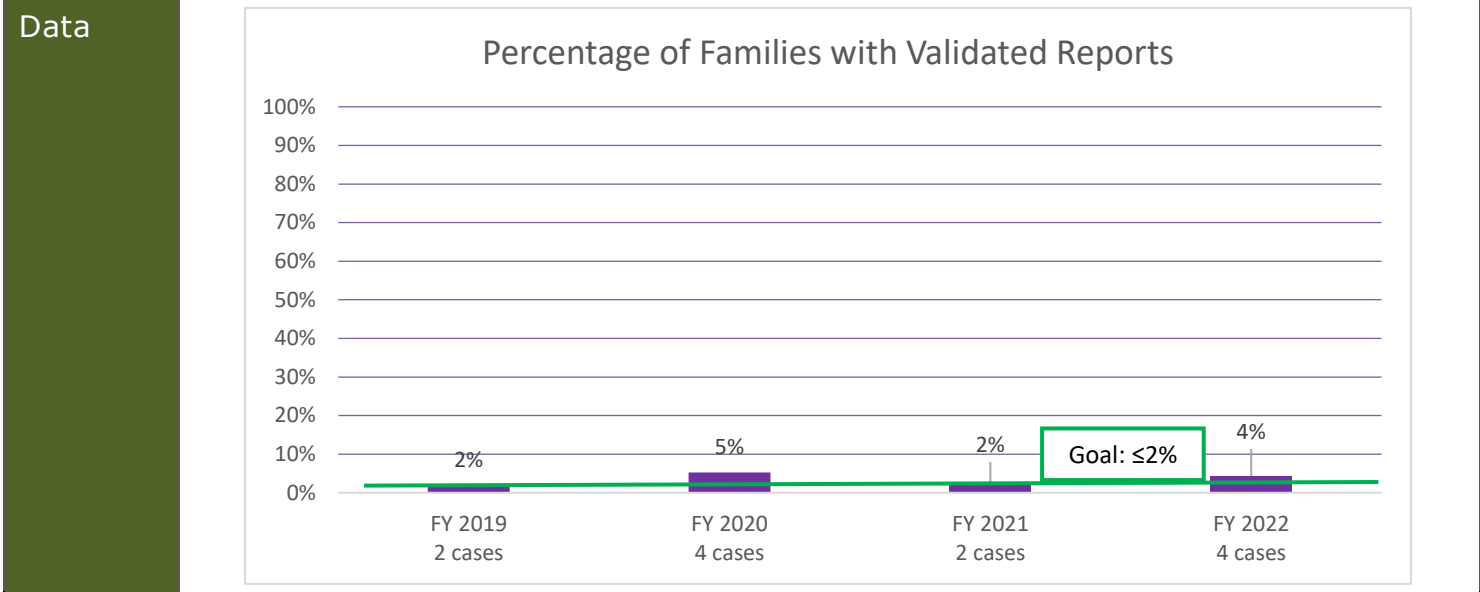
Forecast

- In FY 2023, it is projected that 95% of families will stabilize at case closure

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In-Home CPS Services

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|----------------|-----|---|
| Measure | 3.2 | Families with a repeat validated report within two years post closure |
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| Data Summary | <ul style="list-style-type: none"> In FY 2021 and FY 2022, a total of 91 family cases were closed to CPS In-Home. After closure, 4 of these families received validated Child Protective Services reports again in FY 2022. This measure assesses the recidivism rate of families who were previously closed to CPS In-Home and received a validated report within 2 years of closure. |
|---------------------|--|

What is the story behind the data?

- The low recidivism rate can be attributed to: staff conducting thorough assessments of need at the beginning of the case, appropriate service recommendations, frequent visits in the home (more than once per month if needed), and well-developed service plans with objectives that describe what behavior/skills/learning need to be demonstrated to close a case successfully.
- Of the four cases that returned to Child Protective Services, two of the cases opened to foster care and the remaining two cases have safely stabilized and closed.

| Recommendations | Target Dates |
|---|--|
| <ul style="list-style-type: none"> Continue to promote staff skill building around domestic violence specifically by implementing the Safe and Together Practice Model. Continue to debrief families with repeat validated reports to consider trends or strategies for future interventions. Exclude families that were previously opened with other jurisdictions. Update data collection and measure to include families that have received Prevention services. | <ul style="list-style-type: none"> Ongoing Ongoing Q1, FY 2023 Q1, FY 2023 |

| | |
|-----------------|--|
| Forecast | <ul style="list-style-type: none"> In FY 2023, it is expected that the recidivism rate will be 3% |
|-----------------|--|

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