

# FY 2024 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"> <li>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.</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>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"> <li>Prior CPS history regardless of whether the previous reports were validated</li> <li>Parenting capacity challenges</li> <li>Family vulnerability (i.e., socioeconomic instability)</li> <li>Caretaker mental health and substance use that is impacting parenting.</li> </ul> </li> <li>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.</li> </ul> <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"> <li>Services offered to families may include parent education, mental health and substance abuse services, domestic violence counseling, and assistance with basic needs.</li> <li>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.</li> <li>Service duration averages approximately six months, and ranges from three months to twelve or more months.</li> <li>Case closure is indicated for families when risk levels have been mitigated.</li> </ul> |                     |

## FY 2024 PERFORMANCE PLAN

|                        |  |
|------------------------|--|
|                        | <ul style="list-style-type: none"> <li>In FY 2021, the state of Virginia changed the name from "Ongoing CPS" to "In-Home CPS".</li> </ul>  |
| Service Delivery Model | <ul style="list-style-type: none"> <li>In FY 2024, the majority of services were provided in-person face to face. While many meetings have returned to in-person, there are some that continued to be provided virtually. Many CPS In-home staff continued to provide support alongside the family during required meetings.</li> <li>In FY 2025, CPS In-home visits will be in-person and staff will continue to support families for virtual meetings when necessary.</li> </ul> |

### PM1: How much did we do?

|                            |  |         |         |         |         |
|----------------------------|--|---------|---------|---------|---------|
| Staff                      | <ul style="list-style-type: none"><li>9.0 FTEs:<ul style="list-style-type: none"><li>1.0 FTE Supervisor</li><li>6.0 FTE Human Services Clinicians</li><li>1.0 FTE Family Support Coordinator</li><li>1.0 FTE Family Support Worker</li></ul></li></ul> |         |         |         |         |
| Customers and Service Data |  |         |         |         |         |
|                            |  | FY 2021 | FY 2022 | FY 2023 | FY 2024 |
|                            | In-Home Families served  | 65      | 76      | 73      | 52      |
|                            | In-Home Children served  | 126     | 163     | 165     | 119     |
|                            | Prevention Families/Children Served  | *       | *       | 15/28   | 31/61   |

### PM2: How well did we do it?

|     |   |
|-----|---|
| 2.1 | Youth Who Remained in the Home At Least 90 Days after FPM |
| 2.2 | Gain in Protective Factors                                |
| 2.3 | Risk reduction within 90 days                             |

### PM3: Is anyone better off?

|     |   |
|-----|---|
| 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

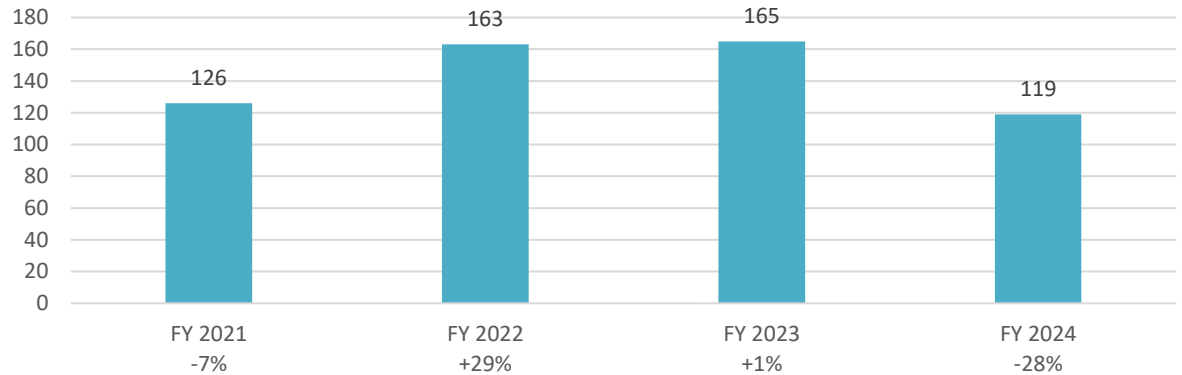
Measure

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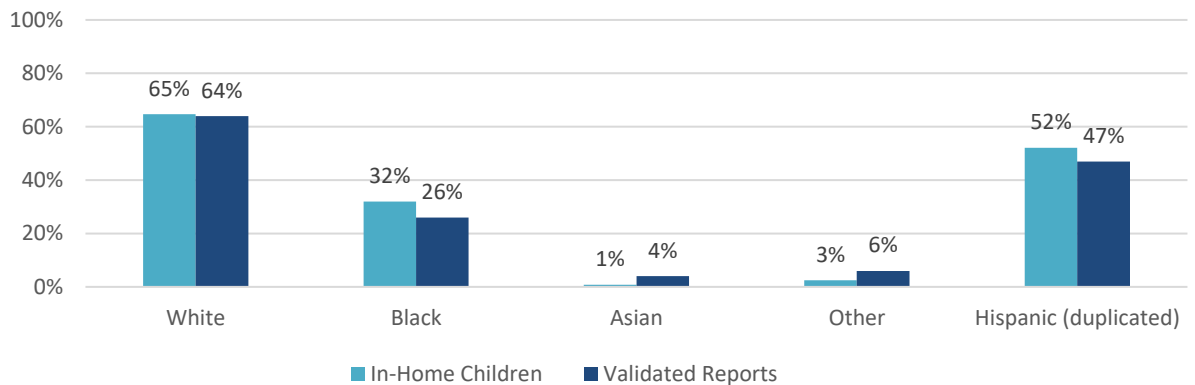
Families and Children Served by In-Home CPS Services

Data

Total Number of In-Home Children Served



In- Home Children served and validated reports



Data Summary

- Between FY 2023 and FY 2024, the number of children receiving CPS In-Home services has decreased by 28%.
- In FY 2024, the percentage of children receiving In-Home services remained consistent with the percentages of validated reports by race.
- In FY 2024, (59/77) 77% of the children that identified as Hispanic also identified as White.
- Racial and ethnic demographic data was captured for all children in FY 2024.

### What is the story behind the data?

- In FY 2024, the Family Engagement Team was created and diverted cases from CPS In-Home. Cases were more appropriately assigned to family engagement services that allow staff to interact with the family while reducing exposure to the child welfare system. This led to a decrease in the overall number of CPS In-Home Families.
- If a case was assessed as moderate at the CPS Intake level, families had the option to be opened to the Prevention Team instead of CPS In-Home. The Prevention Team is a voluntary service that is client driven. The number of families served by the Prevention Team doubled from 15 in FY 2023 to 31 in FY 2024.

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- In FY 2024, there was a decrease in the percentage of families that were opened to CPS In-Home. However, the families that were opened to CPS In-Home services had a higher level of need.
- Families are considered for In-Home Services when their State Structured Decision Making (SDM) rating is High Risk.
- In FY 2024, the family support workers continued providing concrete supports to families who needed access to resources.
- All families identified as High Risk are reviewed weekly in a multi-disciplinary staffing to include behavioral health, Family Partnership Meeting, kinship navigation, and county attorney.
- In FY 2024, processes were streamlined in the High Risk Meetings, and an enhanced focus was placed on identifying families that were not connected to outside supports. The Family Engagement Team supervisor attended these meetings and helped to identify what supportive services are needed immediately to stabilize families.
- 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.
- In FY 2024, Prevention services continued to play a large role in maintaining children in the home with their families. When staff received a court notice, a divisional team meeting was held to review the court notice and determine the best assignment for that family. Many times, those families were assigned Prevention services which prevented them from coming into Foster Care. Families with moderate risk levels were prioritized for Prevention services.
- In FY 2024, staff completed and were certified in Motivational Interview Training, which is a model that engages families to enhance positive changes and improve client outcomes.

### Recommendations

### Target Dates

- Continue to provide educational opportunities to staff about the cultural and ethnic communities most represented in the families served.
- Continue reviewing families that have a Moderate Risk level to determine prevention service needs.
- Utilize and document Motivational Interviewing when meeting with clients.
- Continue staff education around Motivational Interviewing and meet requirements for state assessments.
- CPS In-Home supervisor will work with QA Team to review and monitor compliance with the Motivational Interviewing model.

- Ongoing
- Ongoing
- FY 2025, Q1
- Ongoing
- FY 2025, Q3

### Forecast

- In FY 2025, it is anticipated that the number of children and families served will remain consistent at 52 families and 119 children.

## FY 2024 PERFORMANCE PLAN

### In-Home CPS Services

| Measure  | 2.1  | Youth Who Remained in the Home At Least 90 Days after FPM |             |             |            |         |              |     |         |             |     |         |               |     |         |             |     |
|--|--|---|-------------|-------------|------------|---------|--------------|-----|---------|-------------|-----|---------|---------------|-----|---------|-------------|-----|
| Data   | <div><p>Youth at Risk of Removal Who Remained in the Home<br/>At Least 90 Days After FPM</p><table><thead><tr><th>Fiscal Year</th><th>Youth Count</th><th>Percentage</th></tr></thead><tbody><tr><td>FY 2021</td><td>92/102 youth</td><td>90%</td></tr><tr><td>FY 2022</td><td>86/92 youth</td><td>93%</td></tr><tr><td>FY 2023</td><td>114/126 youth</td><td>90%</td></tr><tr><td>FY 2024</td><td>77/79 youth</td><td>97%</td></tr></tbody></table><p>Goal: 95%</p></div> |   | Fiscal Year | Youth Count | Percentage | FY 2021 | 92/102 youth | 90% | FY 2022 | 86/92 youth | 93% | FY 2023 | 114/126 youth | 90% | FY 2024 | 77/79 youth | 97% |
| Fiscal Year  | Youth Count  | Percentage  |             |             |            |         |              |     |         |             |     |         |               |     |         |             |     |
| FY 2021  | 92/102 youth   | 90%   |             |             |            |         |              |     |         |             |     |         |               |     |         |             |     |
| FY 2022  | 86/92 youth  | 93%   |             |             |            |         |              |     |         |             |     |         |               |     |         |             |     |
| FY 2023  | 114/126 youth  | 90%   |             |             |            |         |              |     |         |             |     |         |               |     |         |             |     |
| FY 2024  | 77/79 youth  | 97%   |             |             |            |         |              |     |         |             |     |         |               |     |         |             |     |
| Data Summary   | <ul style="list-style-type: none"><li>97% (77/79) of youth remained in the home at least 90 days after their Family Partnership Meeting (FPM), which is an increase from FY 2023.</li><li>Data is taken from a spreadsheet maintained by the supervisor.</li></ul>   |   |             |             |            |         |              |     |         |             |     |         |               |     |         |             |     |
| What is the story behind the data?   |  |   |             |             |            |         |              |     |         |             |     |         |               |     |         |             |     |
| <ul style="list-style-type: none"><li>To promote early identification and engagement, DHS requires Structured Decision Making (SDM) assessment within 15 days of referral. In FY 2024, weekly management team reviews of CPS cases with SDM Risk ratings of High or Very High continued to occur. Continued collaboration with the kinship navigator contributed to maintaining youth in the home by supporting family members directly involved with the parents' safety plan.</li><li>In FY 2024, CPS In-Home continued to focus on family engagement and used family support and prevention services to help families secure resources to safely maintain youth in the home.</li><li>In FY 2024, the decrease in the number of FPM's is correlated with the decrease in the number of CPS In-home cases. CPS in-home cases and FPM's are both linked to high risk cases.</li><li>In FY 2024, 2/79 (3%) children were placed in foster care after having a Risk FPM. The two youth that entered into foster care were unable to be safely maintained in the home and required a higher level of care. Meetings were held prior to foster care placement to support the families in trying to maintain them in the home. Additional reasons for youth not being able to safely stabilize in the home include significant mental health/substance use needs and caretaker inability to manage needs.</li></ul> |  |   |             |             |            |         |              |     |         |             |     |         |               |     |         |             |     |
| Recommendations  |  | Target Dates  |             |             |            |         |              |     |         |             |     |         |               |     |         |             |     |

### FY 2024 PERFORMANCE PLAN

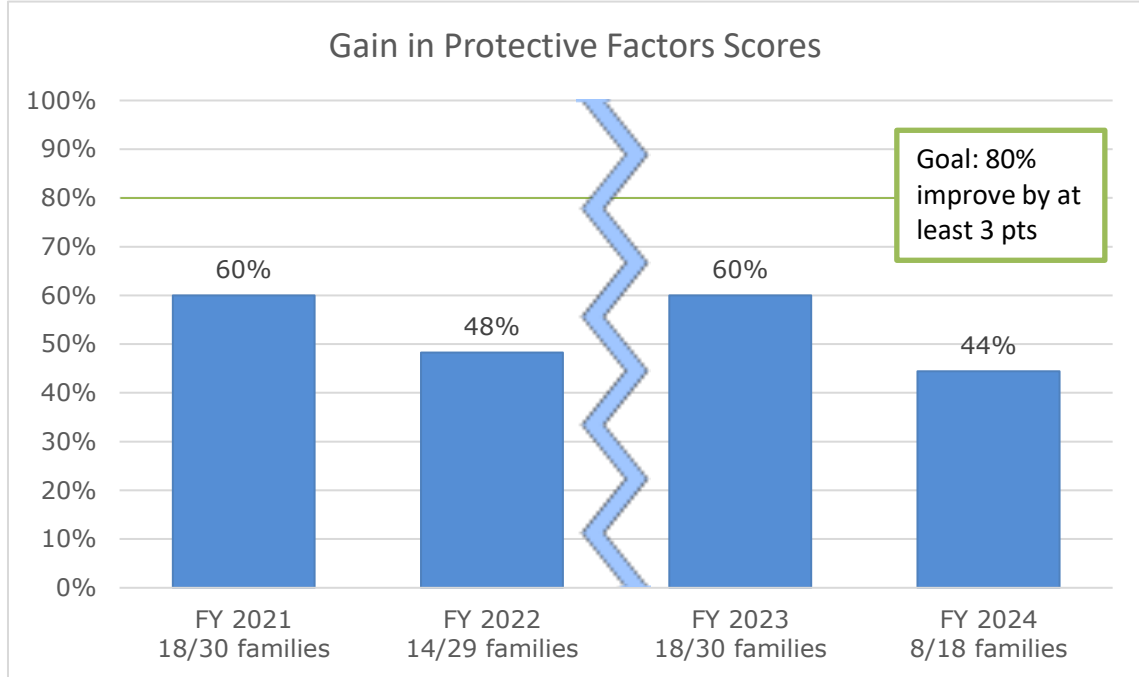
|  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Continue to review CPS data weekly to address appropriateness of FPM referrals for cases identified as High or Very High risk. Moderate risk cases may also be considered when the family has needs to plan around.</li><li>• Continue to document in the electronic health record clinical rationale for those cases that are not referred for FPM or when referred and the family declines.</li><li>• Utilize Kinship Navigator to provide additional support to kin caring for youth through protective orders and CPS safety plans</li><li>• Family Engagement Team will meet with the CPS In-Home team regularly for case collaboration</li></ul> | <ul style="list-style-type: none"><li>• Ongoing</li><li>• Ongoing</li><li>• Ongoing</li><li>• FY 2024 Q1</li></ul> |
| <b>Forecast</b>  |  |
| <ul style="list-style-type: none"><li>• In FY 2025, 97% of youth will remain out of foster care at least 90 days after the FPM.</li></ul>  |  |

## FY 2024 PERFORMANCE PLAN

### In-Home CPS Services

|                |            |                                   |
|----------------|------------|-----------------------------------|
| <b>Measure</b> | <b>2.2</b> | <b>Gain in Protective Factors</b> |
|----------------|------------|-----------------------------------|

**Data**



#### FY 2024 average increase by domain

| Resilience | Social | Concrete | Nurturing | Knowledge |
|------------|--------|----------|-----------|-----------|
| 0.50       | 0.67   | 0.78     | 0.00      | 0.89      |

**Data Summary**

- In FY 2024, families responded to a 10-question survey at the beginning and end of services, resulting in a score between 1 and 5 in each factor.
- In FY 2023 the survey was edited to decrease from 20 questions to 10. Additionally, the rating scale changed from 1-7 to 1-5 to streamline the response options for the families.
- In FY 2024, pre and post service scores were collected for 18 families. Of those families, 8 (44%) increased their protective factors scores by at least 3 points. The survey measures client perception, not the worker's assessment.
- In FY 2024, the largest increase in protective factors according to questions were "I know exactly where to turn if my family needed food or housing" (Concrete), "If there is a crisis, I have others I can talk to" (Social), "I feel confident that I know what I am doing as a parent" (Knowledge).

#### What is the story behind the data?

- In FY 2024, staff distributed pre-surveys within 30 days of case opening using Microsoft Forms.
- Beginning in FY 2024, staff used the results of pre-surveys to inform service planning. Staff reviewed results with families after completion to build rapport, facilitate exploration of needs, and connect to community resources.

## FY 2024 PERFORMANCE PLAN

- In FY 2024, families reported the largest increases in concrete supports and parenting knowledge. The average length of service for a closed case was six months, so a relatively brief period of intervention appears to have resulted in positive outcomes for clients.
- In FY 2024, there was no increase in Nurturing scores. This is because scores were already very high to begin with, as parents reported feelings of joy and happiness with their children both before and after services.
- The post scores decreased for eight families during survey administration. Despite these decreases, all of these families were able to safely stabilize.
- In FY 2024, barriers included housing and client immigration status. CPS In-Home staff were able to partner with EID, PathForward, and other shelter programs in order to address barriers with housing.
- In FY 2024, the Family Support Worker team was instrumental in increasing parenting capacity.
- In FY 2024, the employment specialist worked with families to connect to job resources.
- 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 2024, the survey was completed in Microsoft Forms and included a QR code as a method of survey distribution/completion.

### Recommendations

- Explore methods for the worker to rate the families.
- Utilize the Spanish translation of the survey.
- 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.

### Target Dates

- FY 2025, Q2
- FY 2025, Q1
- Ongoing

### Forecast

- In FY 2025, it is projected that 65% of families will increase their protective factors scores.

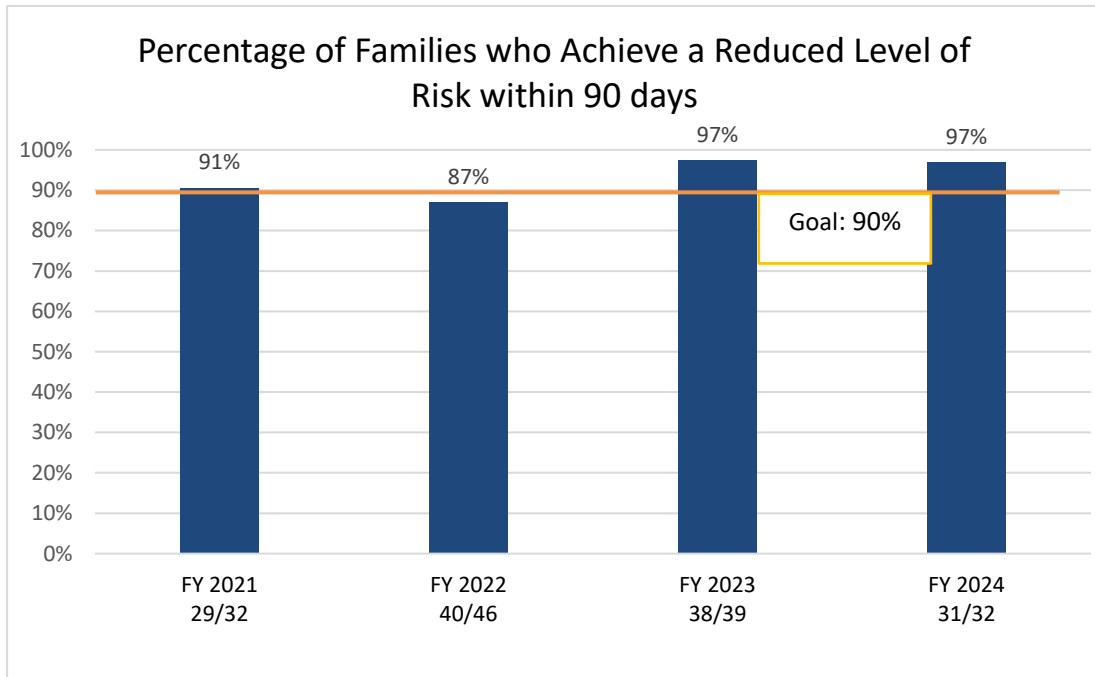


## FY 2024 PERFORMANCE PLAN

### 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 2024, there were 32 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 97% (31).

#### 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 2024, 29 cases opened at a high or very high risk level had decreased to a moderate or low risk level by the 90 day mark. 2 cases opened at a moderate risk level and decreased to a low risk level. 24 of the 32 cases were able to stabilize and safely close, while 8 remained open by the end of the fiscal year.
- FY 2024, there was one case that did not reduce risk level within 90 days. This case opened at a moderate level. Multiple factors affected the ability for this case to stabilize, including mental health barriers and environmental factors. The case was able to close at a low risk level after 7 months of service.
- In FY 2024, the Fatherhood Engagement Coordinator continued to work closely with CPS In-Home staff to advocate and arrange services for the father figures involved in the cases. As a result of this targeted approach, fathers have been more included in service and treatment planning. Having someone dedicated to this work enables them to have ongoing contact and follow up with the father figures to assist them with being a part of their child's life.

## FY 2024 PERFORMANCE PLAN

- In FY 2024, the Family Engagement Team was created and consists of the Kinship Navigation and Outreach Coordinator, the Fatherhood Engagement Coordinator, and Family Partnership Meeting Coordinator. The team was developed to provide a targeted approach to relative engagement in service and treatment planning which was instrumental in diverting entry into foster care.
- In FY 2024, all staff were trained and certified in Motivation Interviewing, which will assist with the engagement and cooperation of families to expedite the reduction of risk level and safe case closure.

### Recommendations

### Target Dates

- Continue training for staff on working with trauma, domestic violence, and substance use.
- Continue joint home visits and case staffings between Intake and In-Home to ensure continuity of information.
- Collaborate with local universities to hire MSW interns to partner with CPS In-Home staff.

- Ongoing
- Ongoing
- Fall 2024

### Forecast

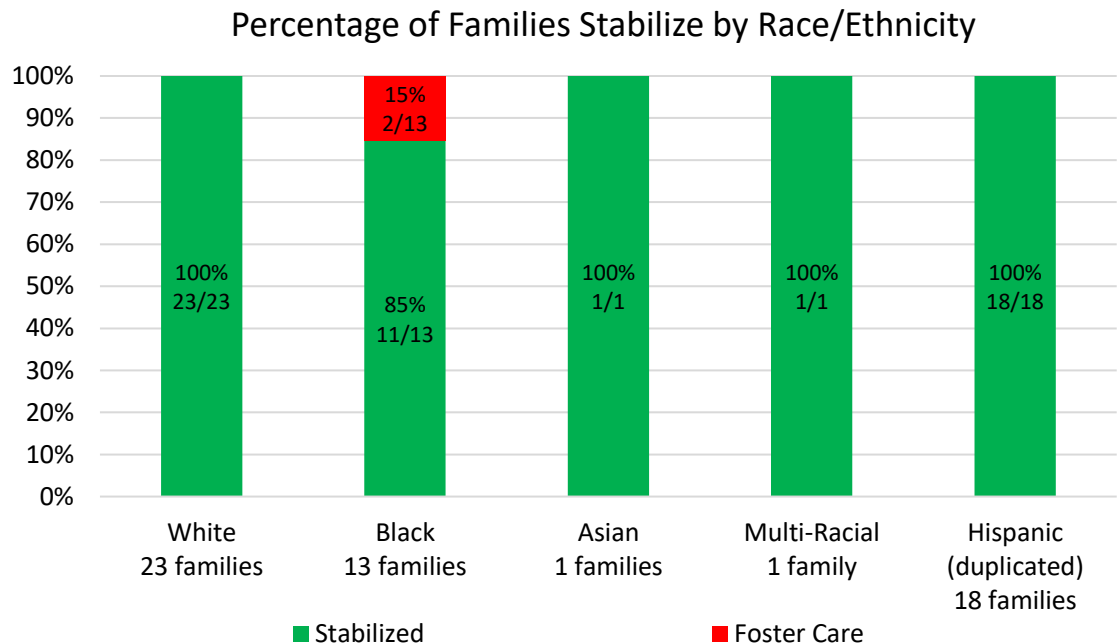
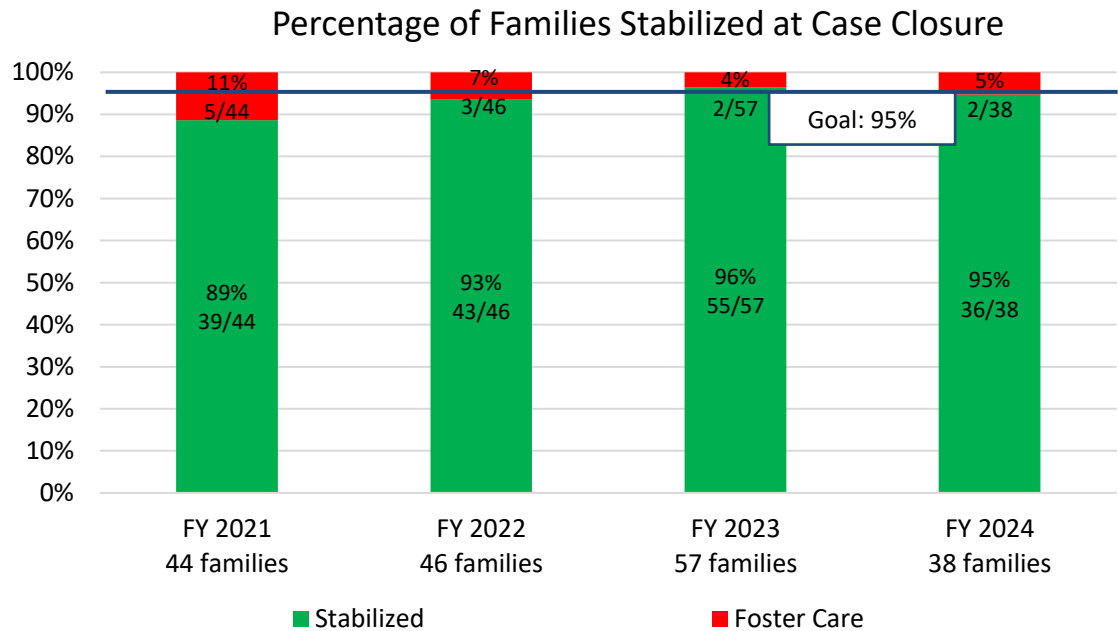
- In FY 2025, it is anticipated that 97% of the families will reach low risk within 90 days of opening to CPS In-Home services.

## FY 2024 PERFORMANCE PLAN

### 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.

## FY 2024 PERFORMANCE PLAN

- In FY 2024, 38 families were closed to CPS In-Home Services. In 36 cases (95%), children were stabilized with their families. In the two remaining cases the children were removed and placed in foster care.
- In FY 2024, 94% (17 of 18) of the families that identified as Hispanic also identified as White.
- In FY 2024, both of the youth entering foster care identified as Black.

### 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 2022 and FY 2023. There were 6 long-term (10 months or longer) cases closed in FY 2024. There was one case that exceeded 15 months. Of the 6 long-term cases, all were court involved, which causes a delay in the closure process.
- Of the 36 families who stabilized at closure:
  - 16 families were voluntarily involved with services, and 20 were court involved.
  - 34 families were assessed to be high or very high risk at case opening; 34 of these families were assessed to be at a lower risk level at 90-days. 2 families were assessed to be at moderate risk at case opening, and 1 was assessed to be at a lower risk level at 90-days.
- The children who entered foster care in FY 2024 were unable to be stabilized with their birth parent or kin.
- In FY 2024, the Family Engagement Team was instrumental in attending case staffings and home visits to provide kinship care options if children cannot be stabilized.

### Recommendations

- Continue to engage relatives early in the case, to provide kinship care options if children cannot be stabilized in their homes, and collaborate with legal stakeholders (guardian ad litem's, attorneys, judges) to promote kinship placements where appropriate.
- Continue developing staff capacity to comprehensively address domestic violence, mental health, and substance use issues.
- Explore Alternative Living Arrangement agreements for relatives as a diversion to Foster Care in order to place children with kin.
- Explore the possibility of enhancing the equity chart to capture three years' worth of data.

### Target Dates

- Ongoing
- Ongoing
- FY 2025, Q1
- FY 2025, Q3

### Forecast

- In FY 2025, it is projected that 97% of families will stabilize at case closure

## FY 2024 PERFORMANCE PLAN

| In-Home CPS Services  |  |  |             |            |       |         |    |  |         |    |  |         |    |  |         |     |      |
|---|--|--|-------------|------------|-------|---------|----|--|---------|----|--|---------|----|--|---------|-----|------|
| Measure   | 3.2  | Families with a repeated CPS In- Home case within two years post closure |             |            |       |         |    |  |         |    |  |         |    |  |         |     |      |
| Data  | <div><p>Percentage of Families with Previous CPS In-Home Case(s)</p><table><thead><tr><th>Fiscal Year</th><th>Percentage</th><th>Count</th></tr></thead><tbody><tr><td>FY 2021</td><td>2%</td><td></td></tr><tr><td>FY 2022</td><td>4%</td><td></td></tr><tr><td>FY 2023</td><td>7%</td><td></td></tr><tr><td>FY 2024</td><td>17%</td><td>6/35</td></tr></tbody></table></div>   |  | Fiscal Year | Percentage | Count | FY 2021 | 2% |  | FY 2022 | 4% |  | FY 2023 | 7% |  | FY 2024 | 17% | 6/35 |
| Fiscal Year   | Percentage   | Count  |             |            |       |         |    |  |         |    |  |         |    |  |         |     |      |
| FY 2021   | 2%   |  |             |            |       |         |    |  |         |    |  |         |    |  |         |     |      |
| FY 2022   | 4%   |  |             |            |       |         |    |  |         |    |  |         |    |  |         |     |      |
| FY 2023   | 7%   |  |             |            |       |         |    |  |         |    |  |         |    |  |         |     |      |
| FY 2024   | 17%  | 6/35   |             |            |       |         |    |  |         |    |  |         |    |  |         |     |      |
| Data Summary  | <ul style="list-style-type: none"><li>In FY 2024, a total of 35 family cases opened to CPS In-Home. 6 of these families had a previous CPS In-Home case within the last two years.</li><li>This measure assesses the recidivism rate of families who opened to CPS In-Home this fiscal year and had a previous in-home case opened within the last 2 years.</li><li>In FY 2024, this measure was modified to assess cases that opened this fiscal year and had a previous In-Home case within the last 2 years. The increase in the percentage reflects the change in measurement method. There was a decrease in the number of cases that returned from 7 in FY 2023 to 6 in FY 2024.</li></ul> |  |             |            |       |         |    |  |         |    |  |         |    |  |         |     |      |
| What is the story behind the data?  |  |  |             |            |       |         |    |  |         |    |  |         |    |  |         |     |      |
| <ul style="list-style-type: none"><li>Multiple factors affected the recidivism for the 6 families, including mental health and financial barriers.</li><li>In FY 2024, the severity of cases and chronic risk factors, such as domestic violence, parental trauma history, and unaddressed mental health concerns attributed to the recidivism rate.</li><li>Four of the six cases that returned to Child Protective Services safely stabilized. One case opened to foster care and one case remained opened at the end of the fiscal year. The one case that opened to foster care represented 4 children.</li></ul> |  |  |             |            |       |         |    |  |         |    |  |         |    |  |         |     |      |
| Recommendations   |  | Target Dates   |             |            |       |         |    |  |         |    |  |         |    |  |         |     |      |
| <ul style="list-style-type: none"><li>Continue to promote staff skill building around domestic violence specifically by implementing the Safe and Together Practice Model.</li><li>Continue to debrief families with repeat validated reports to consider trends or strategies for future interventions.</li></ul>  |  | <ul style="list-style-type: none"><li>Ongoing</li><li>Ongoing</li></ul>  |             |            |       |         |    |  |         |    |  |         |    |  |         |     |      |

### FY 2024 PERFORMANCE PLAN

|  |   |
|--|---|
| <ul style="list-style-type: none"><li>Update quarterly data collection and measure to include families that have received Prevention services.</li></ul> | <ul style="list-style-type: none"><li>FY 2025, Q1</li></ul> |
| <b>Forecast</b>  |   |
| <ul style="list-style-type: none"><li>In FY 2025, it is expected that the recidivism rate will be no more than 15%.</li></ul>                            |   |