

STATE TREND REPORT – FFY 2010
SOCIAL SERVICES QUALITY CASE REVIEW
October 2009 – September 2010

I. PURPOSE

The Quality Assurance Social Services Unit of the Program Evaluation and Analysis Section conducted Quality Case Reviews (QCR) from October 2009 to September 2010 for the purpose of evaluating the quality of services provided to children and families. This document presents the findings of the QCR assessment of state performance with regard to seven child and family outcomes and seven systemic factors. Cases were also reviewed to measure the accuracy and consistency of data entered into SHINES; in addition, the review measured the regions' degree of system utilization. The findings were derived from the following documents and data collection procedures:

- A review of 1143 (313 Investigations, 509 Foster Care, 321 Family Preservation) social services cases in Regions 1, 2, 4, 5, 6, 8, 10, 11, 12, 13, 14, 15, 17 was completed. Regions 13 and 14 were not included in permanency or wellbeing outcomes. A total of 906 (313 Investigations, 272 Foster care, 321 Family Preservation) cases were reviewed for data integrity.
- In addition to cases reviewed for CFSR achievement, a total of 299 Diversion/Family Support cases and 259 Foster Homes were reviewed.
- The input of 1557 stakeholders was incorporated into this report. Case specific interviews, focus groups and/or surveys were conducted in counties and at the region level with community stakeholders, including but not limited to, children, parents, foster parents, social services supervisors, social services case managers, DFCS administrators, Independent Living youth, collaborating agency personnel, service providers, court personnel, law enforcement, school personnel and attorneys.
- Information reflected in state, regional and county level data reports as well as regional self assessments.

The design of the process and the review instrument measures the same elements identified in the Child and Family Services Federal Review (CFSR). Region related data and other information were combined to determine the State's compliance with Federal review items.

II. METHODOLOGY

A qualitative review instrument and case specific interviews were utilized to evaluate the quality of casework and adherence to policy as they related to safety, child and family well-being and permanency planning for children. In addition, a standardized questionnaire was utilized and interviews conducted in order to assess the agency's relationship with stakeholders in the community and the agency's effectiveness in helping children move toward permanency.

Case records were randomly selected in regions based on a statistically valid sample. This data was included in the statewide sample. All program activity (CPS Investigations, Family Preservation, Placement and/or Adoption) in selected case records was reviewed. Cases were also reviewed for Data Integrity in SHINES.

The QCR assessed regional performance on 23 items (1-23) pertaining to the seven outcomes (safety, permanency and well being) and 22 items (24-45) pertaining to the seven systemic factors. In the Outcomes Section of the report, an overall rating of Strength or Area Needing Improvement is assigned to each of the 23 items. In order for the state to be in substantial conformity with a particular item, **90%** of these cases must be rated as strengths. State performance on the seven outcomes is evaluated as Substantially Achieved, Partially Achieved and Not Achieved. In order for the state to be in substantial conformity with a particular outcome, **95%** of the cases reviewed must be rated as having substantially achieved the outcome.

Social Services Year End Trend

The seven systemic factors are as follows:

- Information System
- Case Review System
- Quality Assurance System
- Staff and Provider Training
- Service Array and Resource Development
- Responsiveness to the Community
- Foster and Adoptive Parent Licensing, Recruitment, and Retention

III. OVERALL QUALITY ASSURANCE REVIEW KEY FINDINGS

Strengths

- Substantial conformity of at least 90% was achieved in the following items: Item 1 (Timeliness of initiating investigations of reports of child maltreatment); Item 2 (Repeat maltreatment); Item 5 (Foster care re-entries); Item 11 (Proximity of foster care placement); and Item 12 (Placement with siblings).
- Review results indicated a continued improvement in meeting response times in investigation of child maltreatment.
- Placement cases rated higher in Safety Outcome 2 (Children are safely maintained in their homes whenever possible and appropriate) as well as Wellbeing Outcome 1 (Families have enhanced capacity to provide for their children's needs) and Wellbeing Outcome 2 (Children receive appropriate services to meet their educational needs).
- Based on case record reviews, the average length of stay for a child placed in a safety resource home continued to decrease from 111 days in FFY 2009 to 72 days in FFY 2010.
- Permanency plans were determined to be appropriate in 83.30% of cases reviewed.
- Improvement was noted in the following Permanency Outcome 1 items: Item 7 (Permanency goal for child); Item 8 (Reunification, guardianship, or permanent placement with relatives); Item 9 (Adoption); and Item 10 (Other planned permanent living arrangement). Cases where children were in care less than twelve months had a higher Permanency Outcome 1 (Children have permanency and stability in their living situations) measure (55.74%) than children in care twelve months or more (26.00%).
- Contacts with the child and with parents improved from FFY 2009. The biggest improvement was in Item 20 which increased from 20.83% in FFY 2009 to 31.17% in FFY 2010.
- Identifying fathers in the Person Detail in SHINES had improved.
- The accuracy of documentation in the Legal tabs in SHINES had improved including documentation of TPR dates on parents (particularly mothers).
- Merging cases and persons had improved slightly based on data quality reviews in SHINES. The biggest increase was in merging persons in placement cases which increased from 7% in FFY 2009 to 40% in FFY 2010.
- Documentation of physical description of the child, medication, health log, and education detail page in SHINES improved in FFY 2010.
- The quality of documentation in Regions 5 and 11 reflected improvement in case relevance and service provision.
- Documentation of Independent Living Services had improved for youth with a goal of Another Planned Permanent Living Arrangement.

Areas Needing Improvement:

- There was a significant decrease in timeliness of completing Family Team Meetings (FTMs), involvement of families in FTMs, and holding subsequent FTMs.
- Although some improvement was noticed in identifying fathers, a lack of engagement of fathers in assessment of needs, visitation, case planning, and services impacted outcomes, particularly in items 17, 18 and 20.
- Of the 163 cases reviewed involving children placed in safety resources, 59.75% did not have timely and/or appropriate safety resource assessments completed.
- Safety Outcome II continues to decline due to failure of the regions to follow up with identified risk factors and lack of adequate monitoring of services provided to families. Risk and safety management (item 4) outcomes in Family Preservation cases are much lower than outcomes in placement cases.
- Quality of contacts continues to impact achievement in Item 19 (Caseworker visits with child) and Item 20 (Caseworker visits with parents).
- Although assessment of needs often occurred, follow-up with services for identified needs for children and parents and collateral contacts to assess progress continues to be an area needing improvement.
- Although there was a slight increase in Item 7 (Timely and appropriate permanency goal for children) from 48.60 in FFY 2009 to 52.46% in FFY 2010, Termination of Parental Rights (TPR) was not filed within ASFA timeframes (64.31%) or appropriate compelling reasons for not filing were not documented (64.81%). This had greatly impacted the timely achievement of permanency for children.
- Concurrent planning was utilized in only 85 cases out of 509 foster care cases reviewed in FFY 2010. There was a lack of understanding of when concurrent planning is appropriate and how to implement and work both plans concurrently. There was also resistance from courts in approving concurrent plans.
- Ansel Casey Life Skills assessments were utilized in the development of case plans in only 50.43% of applicable cases.
- Thirty-three out of 509 children had previously been adopted and returned to care. Most had not achieved permanency since re-entering foster care.
- Only 32.48% of children reviewed were placed in DFCS foster homes. Placement in private agency settings was found in 45.07% of cases reviewed.
- Item 15 (Relative Placement) decreased from 74.79% in FFY 2009 to 69.21% in FFY 2010. Relative searches were not completed and/or assessments completed on identified relatives. A lack of diligent search for maternal relatives was noted in 27.82% of cases and paternal relatives in 41.26% of cases reviewed.
- Dental needs were not being assessed and/or dental services provided for identified needs which impacted achievement in Item 22 (Physical Health needs of children).
- Documentation in case records reviewed did not support follow-up with recommendations for identified medical/mental health needs. Often dates of exams are documented with no results discussed and there was a lack of current health records in SHINES.
- Documentation of required screenings on the Records Check tab in SHINES remained an area needing improvement.
- There continues to be a lack of SHINES acceptance and Supervisor oversight of data integrity which results in missing data and impacts reporting requirements.

Social Services Year End Trend

Systemic Factors:

- Stakeholders reported training opportunities were available; however, staff appeared to struggle with transfer of knowledge from training to practice.
- Available services for families were identified by stakeholders as a major need particularly in rural areas. Services not available included mental health, domestic violence, and substance abuse counseling.
- There were delays in filing petitions for Termination of Parental Rights by the SAAG, continuances of court hearings, resistance from the Juvenile courts to issuing protective orders, and a lack of understanding of permanency planning and ASFA timeframes within the Juvenile Court system.
- Youth reported a lack of contact with their court advocate or attorney.
- Communication at all levels within the agency and with stakeholders was reported as a concern by some stakeholders.
- Quality of case staffings and follow-up with recommendations from staffings was an area needing improvement. There was a lack of understanding by supervisors of how to conduct case staffings to move cases forward.
- Agency staff reported a lack of understanding of SHINES reports and often did not find them useful to track the work of the agency.

Social Services Year End Trend

FFY 2010 Overall CFSSR Outcome Ratings October 2009 – September 2010						
Performance Item or Outcome		Performance Item Rating		Outcome Ratings		
		Strength	Area Needing Improvement	Substantially Achieved	Partially Achieved	Not Achieved
Outcome S1: Children are, first and foremost, protected from abuse and neglect.				90.22%	7.05%	2.73%
Item 1:	Timeliness of initiating investigations of reports of child maltreatment	93.85%	6.15%			
Item 2:	Repeat maltreatment	92.90%	7.10%			
Outcome S2: Children are safely maintained in their homes whenever possible and appropriate				66.84%	13.56%	19.60%
Item 3:	Services to family to protect child(ren) in home and prevent removal or re-entry into foster care	70.77%	29.23%			
Item 4:	Risk assessment and safety management	68.33%	31.67%			
Outcome P1: Children have permanency and stability in their living situations.				34.18%	60.12%	5.70%
Item 5:	Foster care re-entries	100.00%	0.00%			
Item 6:	Stability of foster care placement	86.44%	13.56%			
Item 7:	Permanency goal for child	52.46%	47.54%			
Item 8:	Reunification, guardianship, or permanent placement with relatives	47.50%	52.50%			
Item 9:	Adoption	38.11%	61.89%			
Item 10:	Other planned permanent living arrangement	81.63%	18.37%			
Outcome P2: The continuity of family relationships and connections is preserved for children.				66.47%	25.44%	8.09%
Item 11:	Proximity of foster care placement	99.55%	0.45%			
Item 12:	Placement with siblings	93.84%	6.16%			
Item 13:	Visiting with parents and siblings in foster care	65.63%	34.37%			
Item 14:	Preserving connections	69.90%	30.10%			
Item 15:	Relative placement	69.21%	30.79%			
Item 16:	Relationship of child in care with parents	36.87%	63.13%			
Outcome WB1: Families have enhanced capacity to provide for their children's needs.				47.63%	36.36%	16.01%
Item 17:	Needs and services of child, parents, foster parents	53.01%	46.99%			
Item 18:	Child and family involvement in case planning	54.85%	45.15%			
Item 19:	Caseworker visits with child	70.81%	29.19%			
Item 20:	Caseworker visits with parent(s)	31.17%	68.83%			
Outcome WB2: Children receive appropriate services to meet their educational needs.				77.82%	9.02%	13.16%
Item 21:	Educational needs of the child	77.82%	22.18%			
Outcome WB3: Children receive adequate services to meet their physical and mental health needs.				58.45%	19.01%	22.54%
Item 22:	Physical health of the child	68.12%	31.88%			
Item 23:	Mental/Behavioral health of the child	68.11%	31.89%			

Social Services Year End Trend

Safety Resources	Yes	No
Are Children In Safety Resources?	163	980
Was SR Assessment Completed Timely & Appropriate?	40.25%	59.75%
The child(ren) experienced no moves between safety resources.	79.75%	20.25%
Were dates on Safety Resource Assessment accurately reflected in GA SHINES?	55.83%	44.17%

Family Team Meetings	Yes	No
Was an initial FTM conducted timely (within 9 days of date of removal for foster care and 45 days of initial family preservation staffing for Family Preservation cases)?	65.76%	34.24%
Was an FTM conducted which clearly demonstrates the inclusion of family members, child (if developmentally and age appropriate/school age), caregivers, stakeholders and service providers?	40.91%	59.09%
Does documentation support the development of the case plan/family plan from information gleaned during the FTM, from assessments, deprivation findings and with the inclusion of family members?	77.27%	22.73%
Are the findings from assessments (substance abuse assessments, psychological, CCFA, developmental, mental health, etc.) incorporated into the case plan?	83.37%	16.63%
Were subsequent FTMs held when needed (<i>newly identified needs, change in permanency plans etc.</i>)?	45.85%	54.15%
Were all required FTMs accurately entered in Georgia SHINES?	74.42%	25.58%

Key Findings:

- Initial FTM meetings were often not held within the required timeframe.
- All appropriate family members were not included in the FTM meetings.
- Assessment findings were not always incorporated into case plans.
- Subsequent FTM meetings were not held when warranted by a change in the family situation, newly identified needs, change of permanency plans, etc.

IV. SYSTEMIC FACTORS

INFORMATION SYSTEM

The Data Quality Assurance Review was implemented in FFY 2009 to measure the consistency and accuracy of data entered in the Georgia State Automated Child Welfare Information System known as SHINES. In addition, the review measured the regions' degree of system utilization. Key findings were reflected as strengths or needs. The cumulative results of the data review demonstrated a pattern of inconsistent data between system tabs and a lack of utilization of the SHINES system. Also, based on review findings there was a lack of understanding of definitions for data fields or the correlation of data fields to reporting features. Data fields were generally only completed when they were required or only enough information was entered to save the page. Overall review findings from SHINES data reviews are summarized below.

Social Services Year End Trend

GEORGIA CHILD AND FAMILY SERVICES REVIEWS				
SHINES Data Review for CPS				
Trend Report October 2009 - September 2010				
Regions 1, 2, 4, 5, 6, 8, 10, 11, 12, 13, 14, 15, 17				
PERSON DETAILS				
Core Questions:			Strength	Need
1.	Do the basic demographics for the child(ren) in the case match information known to the Agency from SUCCESS, GHP, or birth verifications? [N13-21]		51%	49%
2.	Do the basic demographics for the caretaker(s) and other HH member(s) in the case match information known to the Agency from SUCCESS, GHP, or birth verifications? [N93-N100, N112-N119, N131-N138]		60%	40%
3.	Were the essential fields under Demographics (Person Detail Page) completed? At a minimum the reviewed fields are marital status and occupation (for Adults only), language, and living arrangement (INV only). Refers to caregivers and children only. [N23]		48%	52%
4.	Were the child characteristics identified in the Safety Plan, Case Plan, Narrative, etc. listed in the Person Detail? [N24, N35-43]		28%	72%
5.	Were the caregiver characteristics identified in the Safety Plan, Case Plan, Narratives, etc. listed in the Person Detail? [N24, N44-55, N101, N120, N139]		28%	72%
6.	Was there a biological, putative and/or legal father identified in the Person List?		68%	32%
7.	Were the required screenings reviewed and documented on all household members in the case in the Records Check tab? [N25]		16%	84%
8.	Do all principals in the case have a CRS ID Number (Person Detail Page) listed?		63%	37%
9.	Have all caregivers had Income/Resources (Person Detail Page) checked through SUCCESS and all other income listed under the module?		37%	63%
CASE MANAGEMENT				
Answer for all Cases				
Core Questions:			Strength	Need
Legal- this question refers specifically to the removal date				
10.	Was the removal date on all Legal Tabs accurate? [N61]		85%	15%
11.	If applicable, were there Service Authorizations for the services case? [N56-N58, N66-N85]		94%	6%
12.	Has a search been completed on all persons on the Person List for the reviewed Stage?		93%	7%
13.	Have all duplicated cases been merged? [N3]		15%	85%
14.	Have all duplicated persons been merged? [N4, N88, N107, N126]		15%	85%
15.	Were all applicable fields in Contact Details completed accurately based on the Narrative? (Last Month of the Review Period or Last Month Case was Open Only)		30%	70%

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MALTREATMENT

Core Questions:		Strength	Need
16.	Were all applicable fields in the Intake Information Tab completed accurately including the Narrative questions? (INV Reviews Only) [N26-N34]	70%	30%
17.	Was the Date of Intake on the Intake Action tab recorded accurately based on narratives and/or contacts? (INV Reviews Only)	98%	2%
18.	Were all applicable fields in the Allegation Detail Tab completed accurately? (INV Reviews Only) [N26-N34, N89-N91]	58%	42%
19.	Was the relationship of the maltreater to the child documented correctly in the Investigative Conclusion? (Answer N/A for Inv. Conc. completed prior to 9/28/09.) [N89-N91, N108-N110, N127-N129]	81%	19%
20.	Was the Location of Maltreatment coded correctly on the Investigation Conclusion page? [N23]	84%	16%
21.	Was the case disposition coded correctly based on all documentation? (INV Reviews Only) [N9]	91%	9%
22.	Was the investigation completed timely? (INV Reviews Only)	86%	14%
23.	Did the investigative activity for the purpose of making a disposition on the case stop as of the date of the Investigation Conclusion? (INV Reviews Only)	98%	2%
24.	Did the case progress from Investigations or Family Preservation to other services (FPS or FC) timely? [N59-N60]	94%	6%

**GEORGIA CHILD AND FAMILY SERVICES REVIEWS
SHINES Data Review for Placement**

**Trend Report October 2009 - September 2010
Regions 1, 2, 4, 5, 6, 8, 10, 11, 12, 15, 17**

Regions 13 and 14 had no placement cases reviewed during this time period so there is no data for those regions.

PERSON DETAILS

Core Questions:		Strength	Need
1.	Do the basic demographics for the child match information known to the Agency from SUCCESS, GHP, or birth verifications? (Chart above will provide documentation for this question.) [A6-A9, N13-N21]	89%	11%
2.	Do the basic demographics for the caretaker(s) match information known to the Agency from SUCCESS, GHP, or birth verifications? (Chart above will provide documentation for this question.) [A45-A46]	77%	23%
3.	Are the child characteristics identified in the Person Detail? (Child characteristics equate to diagnosed disabilities as reported to AFCARS) [A10-15, A33-A34, N37-N43]	82%	18%
4.	Is there a biological, putative and/or legal father identified in the Person List?	92%	8%
5.	Are the relationship codes in the FCF stage in relation to child(ren) in care? (Children in care should be coded as self.)	66%	34%
6.	Are the relationship codes in the FCC stage in relation to the child(ren) in care? (Child in care should be coded as self.)	89%	11%
7.	Was the prior CPS or PLC history for the child documented on the Records Check tab?	24%	76%
8.	Has the Diligent Search tab been completed? (A diligent search should be completed on all cases - N/A should only be utilized for those children who had parental rights terminated prior to SHINES) [A47-A48]	82%	18%

Social Services Year End Trend

CASE MANAGEMENT

CASE MANAGEMENT			
Core Questions:		Strength	Need
Legal			
9.	Were the dates child entered foster care on all Legal Tabs accurate? [A18, A21, N61]	52%	48%
10.	Is the Custody Expiration Date within one year of the Status Effective Date on the Legal Status tab? (Answer No if a date is not entered)	45%	55%
11.	Is the current Legal Status correct?	96%	4%
12.	Was the TPR/VS date for the mother accurately reflected on Legal Actions?	90%	10%
13.	Was the TPR/VS date for the father accurately reflected on Legal Actions?	76%	24%
14.	Were the dates and reasons for discharge accurate? (Answer only for children no longer in DFCS custody)	79%	21%
Case Plans			
15.	Is case plan being updated per policy? (Case plans must be updated a minimum of every six months) [A5]	63%	37%
16.	If child is 14 years or older, has a WTLP tab been completed? [N69-N85]	88%	12%
Placement Information			
17.	Has the correct current placement for the child been entered and approved in placement information? [A23, A41]	97%	3%
18.	Have placements been entered continuously since the child entered foster care? [A23, A24, A41]	93%	7%
19.	If child is placed with a relative, has the information been entered on the Relative Assessment tab? [A41]	60%	40%
20.	If foster caretaker's marital status is married couple, is information entered for two foster caretakers ? [A49-A55]	96%	4%
Searches and Duplicates			
21.	Has a search been completed on all persons in the FCC Stage?	69%	31%
22.	Have all duplicated cases been merged? [N4, N88, N107, N126]	13%	87%
23.	Have all duplicate Principals in the FCC Stage been merged? [N4, N88, N107, N126]	40%	60%

Social Services Year End Trend

DATA FIELDS			
Core Questions:		Strength	Need
24.	Physical Description (Person Detail Page)	52%	48%
25.	Medication (Person Detail Page)	48%	52%
26.	Medicaid # (Person Detail Page) [A63]	90%	10%
27.	Education (Person Detail Page) This section applies for all children in care whether school age or not [N68-N69]	42%	58%
28.	Birth Information	72%	28%
29.	Health Log [N67, N78]	32%	68%
30.	Youth Detail [N69-N85]	52%	48%
31.	Placement Information [A24, A41]	20%	80%
32.	Contact Detail (Last Month of the review period or Month of Closure only)	32%	68%

STAKEHOLDER INFORMATION

A comprehensive stakeholder process was completed as part of the review, which addressed systemic factors (Case Review System, Quality Review System, Staff and Provider Training, Service Array and Resource Development, Responsiveness to the Community, and Foster and Adoptive Parent Licensing, Recruitment, and Retention) in each region. Surveys were sent to case managers in each county in the regions being reviewed. Foster parents were interviewed in each region with representation from each county in the regions. Surveys were sent to identified stakeholders for each county in the regions to give county-specific feedback. Stakeholders included Juvenile Court Judges, Special Assistant Attorney Generals (SAAG), Citizen Panel members, Court Appointed Special Advocates (CASA), private service providers, law enforcement, school personnel, child advocacy centers, and other juvenile court personnel. Focus groups were conducted during the course of the reviews with Independent Living youth and social services supervisors within the regions.

ILP Youth Focus Group and Survey

Fifty-six teens participated in the focus groups about the Independent Living Program and all participants completed surveys regarding the ILP services they received. Results are summarized as follows:

Social Services Year End Trend

Independent Living Youth Surveys	Excellent	Good	Fair	Poor
How would you rate your participation in the case panel review process? (include case plan and Written Transitional Living Plan?)	39%	48%	13%	0%
How would you rate the quality of your Independent Living Program? (daily living skills, extracurricular activities, educational planning, etc)	57%	26%	10%	7%
How would you rate your understanding of the reasons you are in foster care?	61%	20%	16%	3%
How would you rate your understanding of your current permanency plan and goals?	56%	36%	2%	6%
How would you rate the agency's assistance in helping you achieve your current goals and your future plans when you turn 18?	41%	38%	18%	3%
How would you rate the agency's ability to meet your basic needs? (clothing, school supplies, shelter, etc)	41%	33%	18%	8%

Key Findings:

- Most youth reported the availability of a variety of activities and workshops through ILP. This was also reported by ILP coordinators.
- Most youth reported case managers had explained their options for once they reach 18 years of age.
- Lack of youth involvement in court hearings and permanency planning was also reported.
- Many youth were unfamiliar with their court appointed advocate.

ILP Coordinator Survey (11 Surveys Completed)	Excellent	Good	Fair	Poor
Rate the agency's effectiveness in assisting children involved in ILP to reach their permanency goals in a timely manner.	9%	55%	36%	0%
Rate the county's WTLP case plan process. (Consider the child's involvement).	19%	36%	36%	9%
Rate the county's effectiveness in referring eligible youth for independent living services. (timely & complete)	9%	73%	18%	0%
Rate the county's effectiveness in providing transitional living services for children age 18 and over (children who have been emancipated or who have decided to remain in foster care).	19%	36%	45%	0%

Social Services Year End Trend

Community Stakeholder Surveys (183 Surveys Completed)	Excellent	Good	Fair	Poor
Overall, how would you rate the agency performance in conducting timely and effective case reviews?	32%	49%	18%	1%
Rate the agency and the court’s ability to achieve reunification, guardianship, LWFWR within 12 months, and adoption within 24 months.	20%	49%	26%	5%
Rate the county effectiveness in providing appropriate services to meet the needs of families and children involved with the agency.	27%	42%	24%	7%
Rate the agency’s effectiveness in providing appropriate foster care placements for children.	28%	42%	27%	3%
Rate the agency effectiveness in assessing the risk and safety of children.	29%	38%	24%	9%
Rate the counties engagement in ongoing consultation, communication and collaboration with your agency or other community partners.	40%	35%	16%	9%
Law Enforcement, School Personnel, Child Advocacy Center Stakeholder Surveys (94 Surveys Completed)	Excellent	Good	Fair	Poor
Overall, how would you rate the agency’s effectiveness in responding to reports of child maltreatment?	36%	53%	9%	2%
Rate the counties engagement in ongoing consultation, communication and collaboration with your agency or other community partners.	37%	47%	11%	5%
Rate the county effectiveness in providing appropriate services to meet the needs of families and children involved with the agency.	30%	49%	18%	3%

Foster Parent Surveys (211 Surveys Completed)	Excellent	Good	Fair	Poor
How effective is the County in involving you in the development of case plans for children placed in your home?	27%	45%	20%	8%
How effective is the County in ensuring the children placed in your home have face-to-face contact each month by a case manager?	56%	38%	5%	1%
How effective is the County in assuring the health needs of each child placed in your home are met?	43%	41%	8%	8%
How would you rate your overall working relationship with the County?	43%	39%	13%	5%

Social Services Year End Trend

Case Manager Surveys (303 Surveys completed)	Excellent	Good	Fair	Poor
How effective is the County in meeting the needs of the children and families you serve both in foster care cases and family preservation cases?	22%	66%	11%	1%
How effective is the County in providing and ensuring completion of adequate initial training and/or ongoing training for social services staff?	24%	53%	20%	5%
Rate your overall experience and/or support you have received regarding critical case management decisions.	29%	51%	14%	6%

Supervisor Surveys (227 Surveys completed)	Excellent	Good	Fair	Poor
How would you rate the Supervisor training process for new supervisors?	8%	47%	37%	8%
How would you rate professional excellence training available for staff?	5%	43%	42%	10%
How would you rate the availability/accessibility of services within your county?	4%	32%	39%	25%
How would you rate the case/family team planning process within your county?	12%	56%	29%	3%
How would you rate the availability and diversity of foster/adoptive homes in your county?	3%	39%	44%	14%
How would you rate the level of communication within your agency?	13%	38%	27%	22%
How would you rate the usefulness of SHINES reports?	5%	49%	32%	14%

In addition to the surveys, social services supervisors attended focus groups. The following information was obtained from supervisors during focus groups:

- Supervisor training had not been provided to some new supervisors, while others indicated the training was beneficial but more follow-up was needed after training. E-performance training was reported to be helpful.
- Supervisors did not feel the permanency roundtables had been effective in moving children toward permanency. There was little follow-up after the roundtable meetings occurred.
- Barriers to service provision included a lack of funding and lack of resources for some needs, particularly in rural areas.

SECTION C: FOSTER HOMES

A total of 259 foster homes were reviewed. Most records contained required screenings, including CPS history, Sexual Offender Registry and criminal records checks on foster parents and other household members. Health statements were in the case file for most foster parents and other household members. Ninety percent of all the homes reviewed met all requirements for full approval. Ninety-five percent of the foster parents had timely Criminal Record Checks completed. Ninety- nine percent of the foster parents had current medical reports on file. Eighty-one percent of foster homes reviewed had timely and appropriate reevaluations completed. There were two foster homes with substantiated child maltreatment and both had documented approval (waiver) from the State Office to remain open.

There was one error trend identified. Two (33%) out of six homes in which there was an investigation of child maltreatment did not have documentation that the Administration Packet was submitted to the Social Services Director.

SECTION D: DIVERSION/FAMILY SUPPORT

Appropriate	Not Appropriate
83%	17%

A total of 299 cases were reviewed.

Key Findings:

- Agencies failed to follow the region/county protocol for assigning cases to diversion. Allegations in the reports were not within the allowable parameters of the protocols.
- Screenings on all individuals were not completed prior to assigning a report to diversion.
- The severity of the allegations in some cases warranted investigation and not a diversion response.
- Previous history in some cases would have warranted assignment for investigation and not diversion based on the type of history and the allegations in the current report.
- In some cases, prior history was not considered prior to assignment as diversion.

SECTION E: FEDERAL COMPLIANCE REVIEW

HIPAA

Based on case reviews the NPP (Notice of Privacy Practices) form appeared in 93.25% of the records reviewed.

SECTION F: TCM COMPLIANCE

A total of 830 cases were reviewed for TCM compliance in the Family Preservation and Placement/Adoption programs. TCM was processed correctly in 74.10% (215 error cases) of the cases reviewed. A completed Form 451 was missing in 82 cases and cases were either billed or not billed incorrectly based on the medically related criteria for contacts.

Appendix

FFY 2010 Trend Report

FFY 2009 (October 2008 – September 2009)

Regions 3, 4, 5, 6, 7, 8, 9, 11, 13, 14, 15, 16

FFY 2010/Rolling Twelve Months

(October 2009 – September 2010):

Regions 1, 2, 4, 5, 6, 8, 10, 11, 12, 13, 14, 15, 17

Regions 13 & 14 were not included in Permanency or Wellbeing Outcomes.

Data Quality Assurance

(October 2009 – September 2010)

Regions 1, 2, 4, 5, 6, 8, 10, 11, 12, 13, 14, 15, 17

Regions 13 & 14 were reviewed for CPS only.

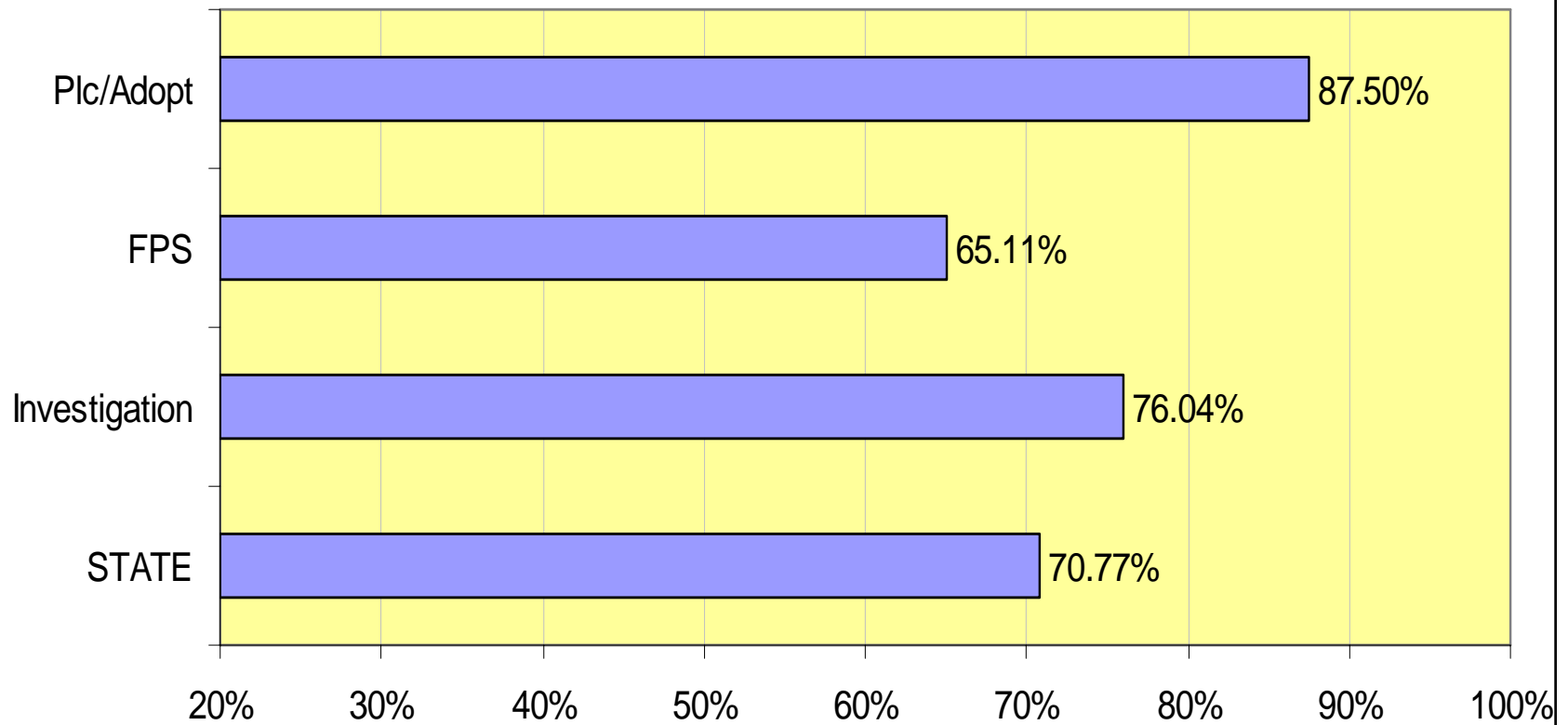
Social Services Year End Trend

Quality Case Reviews (CFSR) Outcomes Comparison – Substantially Achieved			
Note: Fulton and Dekalb were not reviewed for Permanency. Wellbeing Outcomes do not include Fulton and Dekalb			
FFY 2009 (October 2008 - September 2009): Regions: 3, 4, 5, 6, 7, 8, 9, 11, 13, 14, 15, 16			
FFY 2010 (October 2009 – September 2010): Regions 1, 2, 4, 5, 6, 8, 10, 11, 12, 13, 14, 15, 17			
SAFETY	FFY 2009	FFY 2010	TREND
Outcome S1: Children are, first and foremost, protected from abuse and neglect.	79.92%	90.22%	↑
Item 1: Timeliness of initiating investigations of reports of child maltreatment	82.40%	93.85%	↑
Item 2: Repeat maltreatment	95.51%	92.90%	↓
Outcome S2: Children are safely maintained in their homes whenever possible and appropriate	70.88%	66.84%	↓
Item 3: Services to family to protect child(ren) in home and prevent removal or re-entry into foster care	79.36%	70.77%	↓
Item 4: Risk assessment and safety management	71.63%	68.33%	↓
PERMANENCY	FFY 2009	FFY 2010	TREND
Outcome P1: Children have permanency and stability in their living situations.	28.94%	34.18%	↑
Item 5: Foster care re-entries	100.00%	100.00%	→
Item 6: Stability of foster care placement	87.47%	86.44%	↓
Item 7: Permanency goal for child	48.60%	52.46%	↑
Item 8: Reunification, guardianship, or permanent placement with relatives	42.62%	47.50%	↑
Item 9: Adoption	29.37%	38.11%	↑
Item 10: Other planned permanent living arrangement	79.37%	81.63%	↑
Outcome P2: The continuity of family relationships and connections is preserved for children.	72.05%	66.47%	↓
Item 11: Proximity of foster care placement	99.52%	99.55%	↑
Item 12: Placement with siblings	93.50%	93.84%	↑
Item 13: Visiting with parents and siblings in foster care	69.72%	65.63%	↓
Item 14: Preserving connections	70.33%	69.90%	↓
Item 15: Relative placement	74.79%	69.21%	↓
Item 16: Relationship of child in care with parents	41.30%	36.87%	↓
CHILD AND FAMILY WELLBEING	FFY 2009	FFY 2010	TREND
Outcome WB1: Families have enhanced capacity to provide for their children's needs.	51.41%	47.63%	↓
Item 17: Needs and services of child, parents, foster parents	57.18%	53.01%	↓
Item 18: Child and family involvement in case planning	57.23%	54.85%	↓
Item 19: Caseworker visits with child	70.42%	70.81%	↑
Item 20: Caseworker visits with parent(s)	20.83%	31.17%	↑
Outcome WB2: Children receive appropriate services to meet their educational needs.	90.07%	77.82%	↓
Item 21: Educational needs of the child	90.07%	77.82%	↓
Outcome WB3: Children receive adequate services to meet their physical and mental health needs.	76.21%	58.45%	↓
Item 22: Physical health of the child	83.99%	68.12%	↓
Item 23: Mental/Behavioral health of the child	80.76%	68.11%	↓

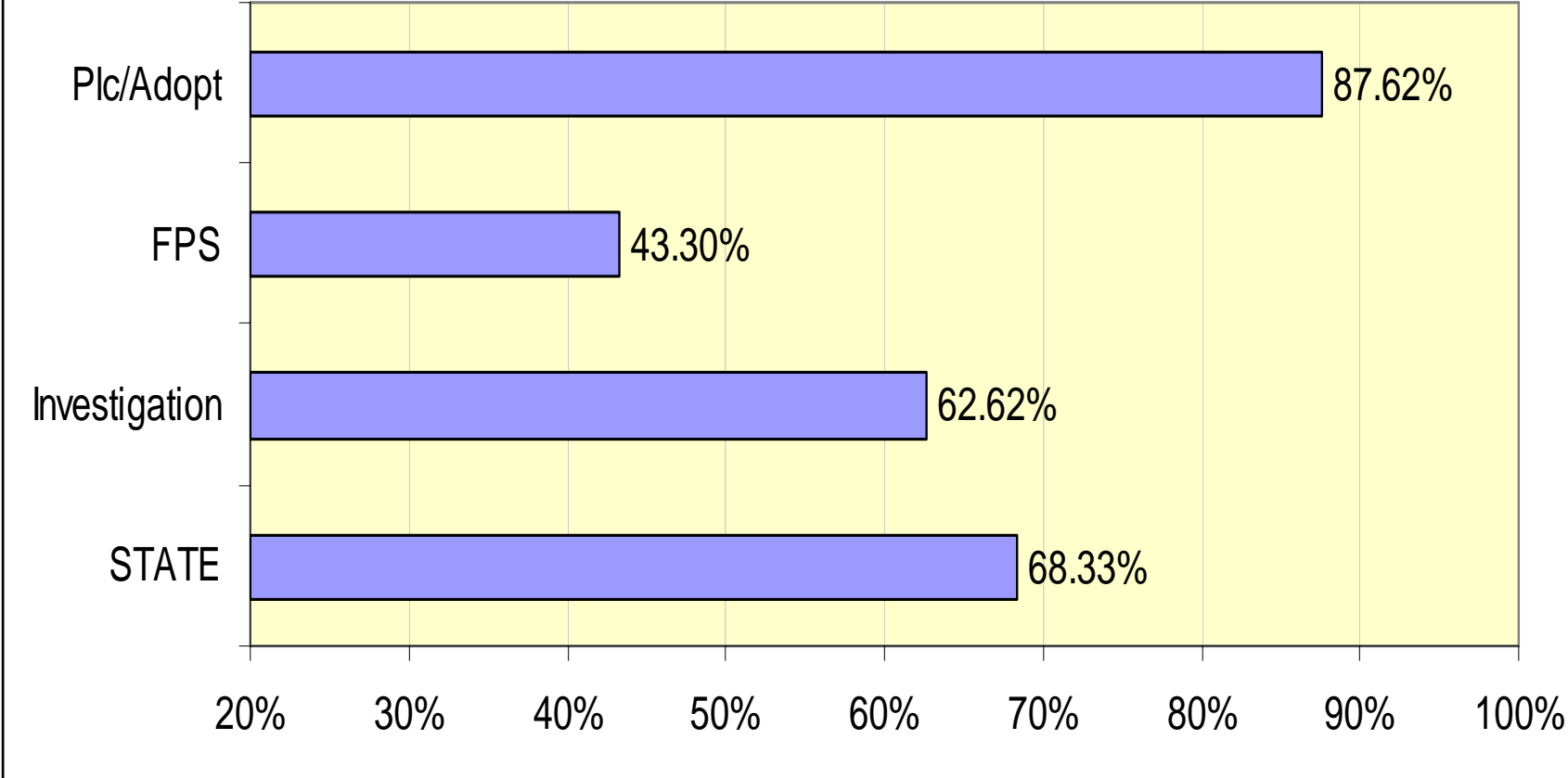
Social Services Year End Trend

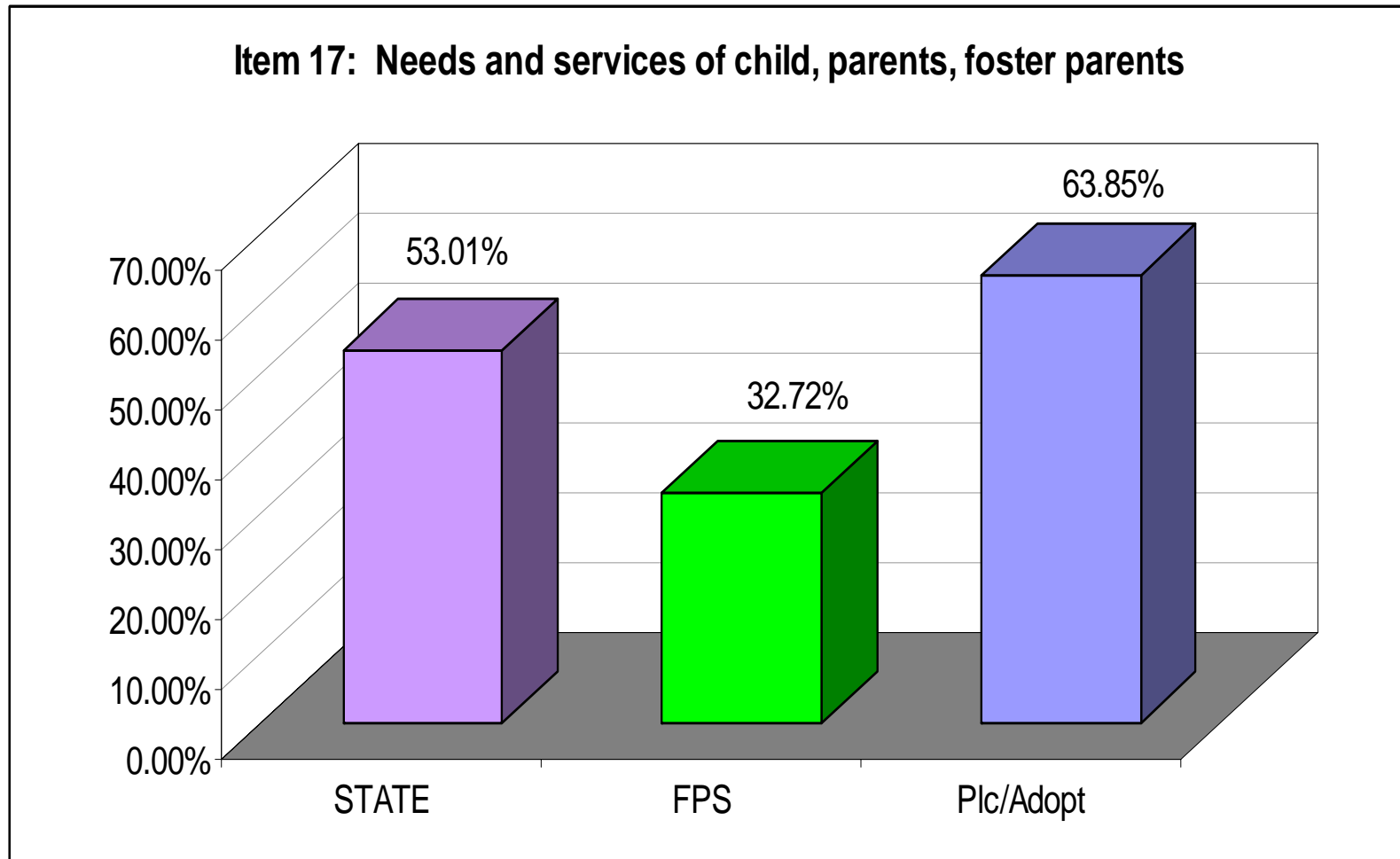
Quality Case Reviews (CFSR) Outcomes - PIP Goal Achievement			
Rolling Twelve Months (October 2009 – September 2010): Regions 1, 2, 4, 5, 6, 8, 10, 11, 12, 13, 14, 15, 17			
Fulton (R13) and Dekalb (R14) were not reviewed for Permanency and not included in Wellbeing Outcomes.			
SAFETY	PIP GOALS	Rolling 12 Months	TREND
Item 1: Timeliness of initiating investigations of reports of child maltreatment	81.00%	93.85%	12.85%
Item 3: Services to family to protect child(ren) in home and prevent removal or re-entry into foster care	78.90%	70.77%	-8.13%
Item 4: Risk assessment and safety management	68.10%	68.33%	0.23%
PERMANENCY	PIP GOALS	Rolling 12 Months	TREND
Item 7: Permanency goal for child	46.42%	52.46%	6.04%
Item 10: Other planned permanent living arrangement	79.95%	81.63%	1.68%
CHILD AND FAMILY WELLBEING	PIP GOALS	Rolling 12 Months	TREND
Item 17: Needs and services of child, parents, foster parents	58.94%	53.01%	-5.93%
Item 18: Child and family involvement in case planning	51.09%	54.85%	3.76%
Item 19: Caseworker visits with child	60.73%	70.81%	10.08%
Item 20: Caseworker visits with parent(s)	23.00%	31.17%	8.17%

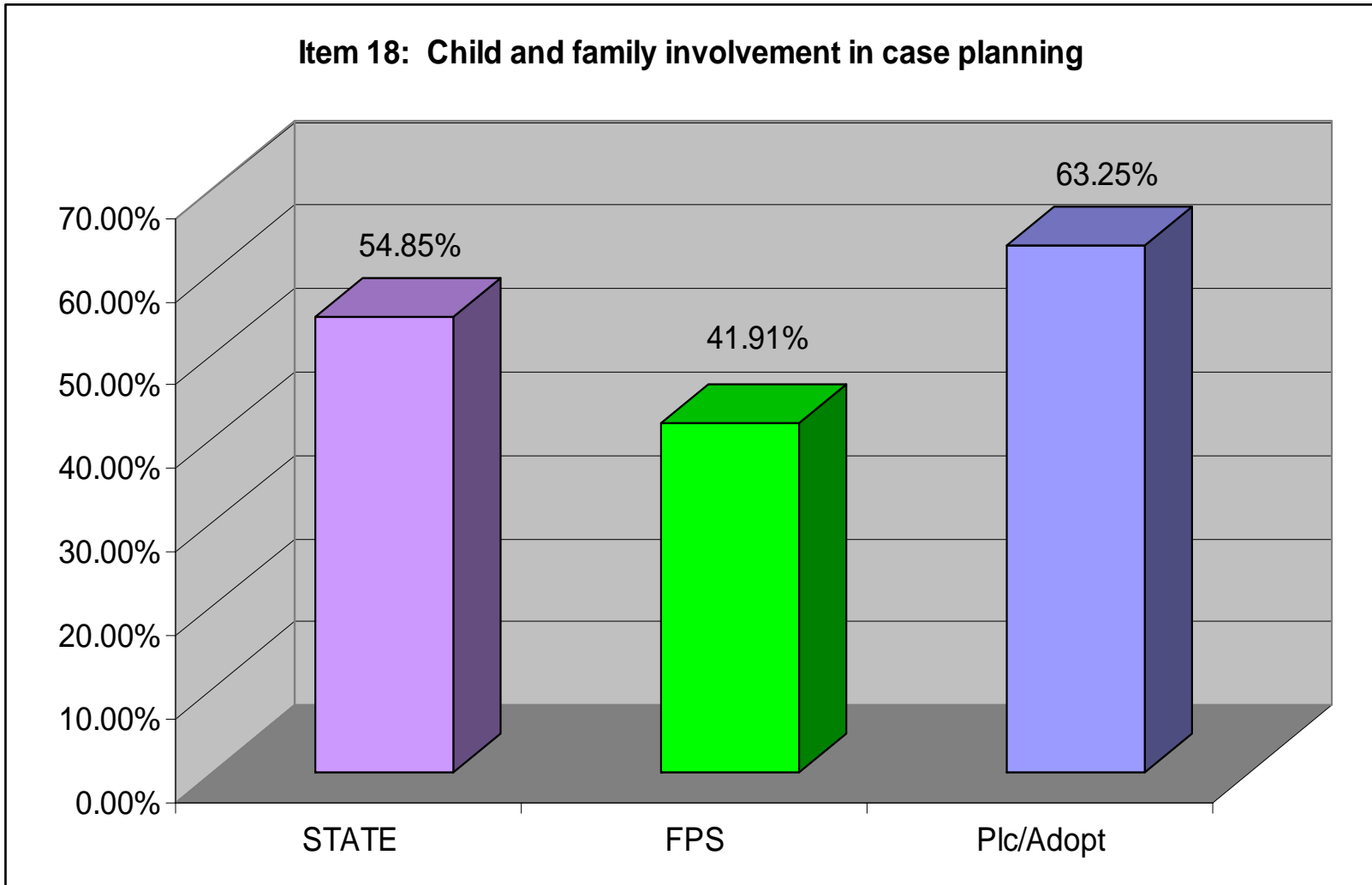
Item 3: Services to family to protect child(ren) in the home and prevent removal or re-entry into foster care

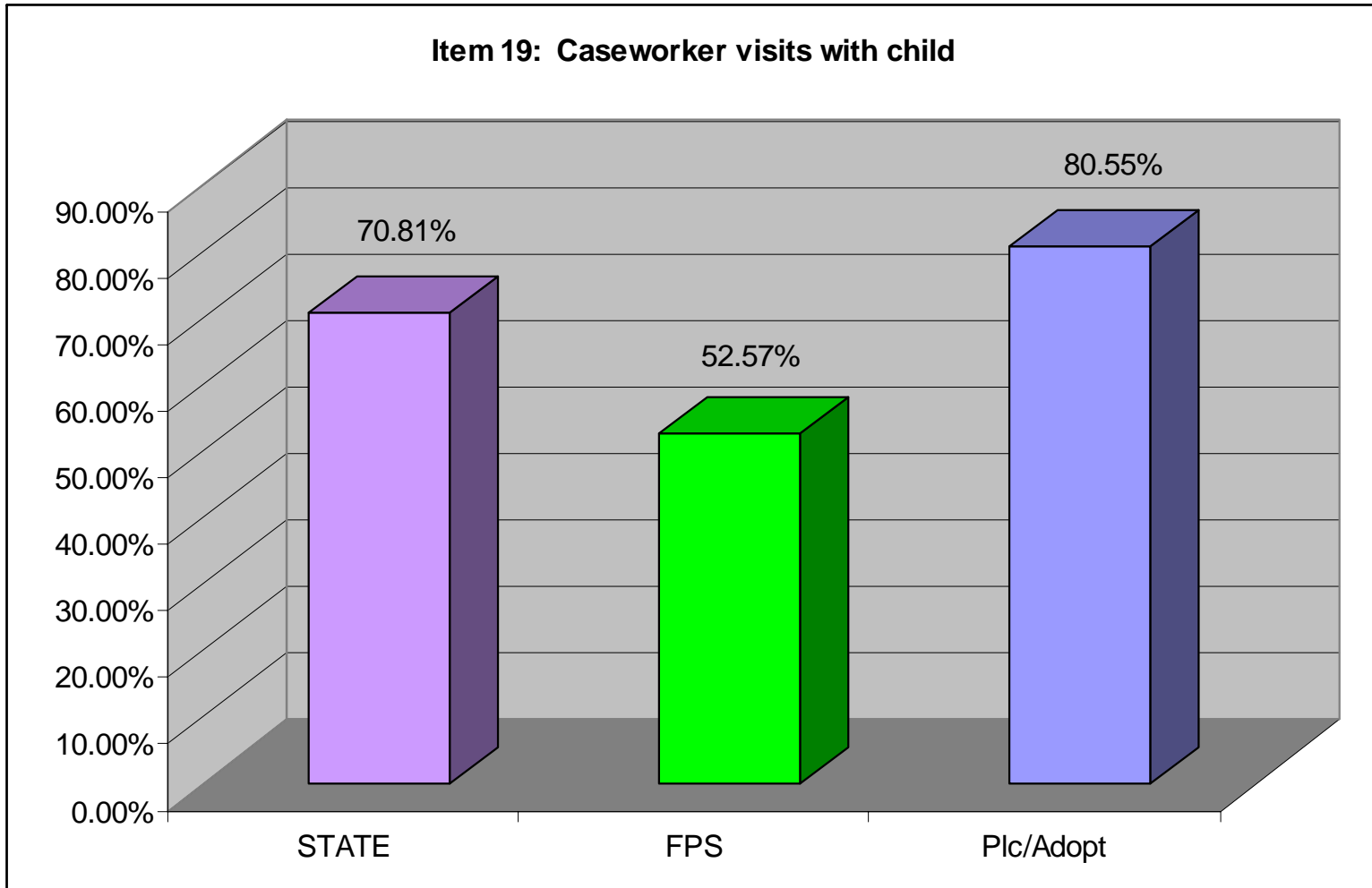


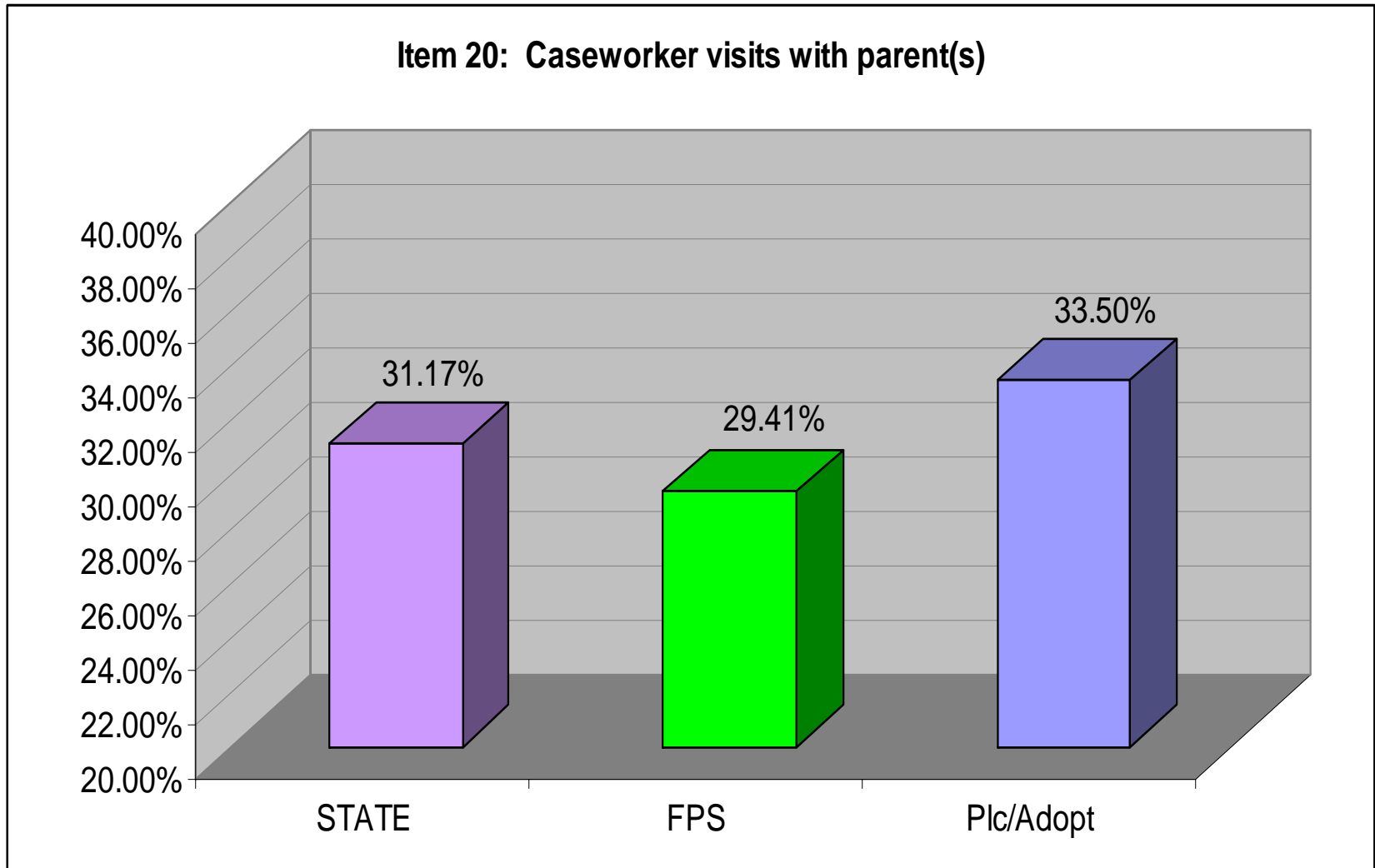
Item 4: Risk Assessment and Safety Management

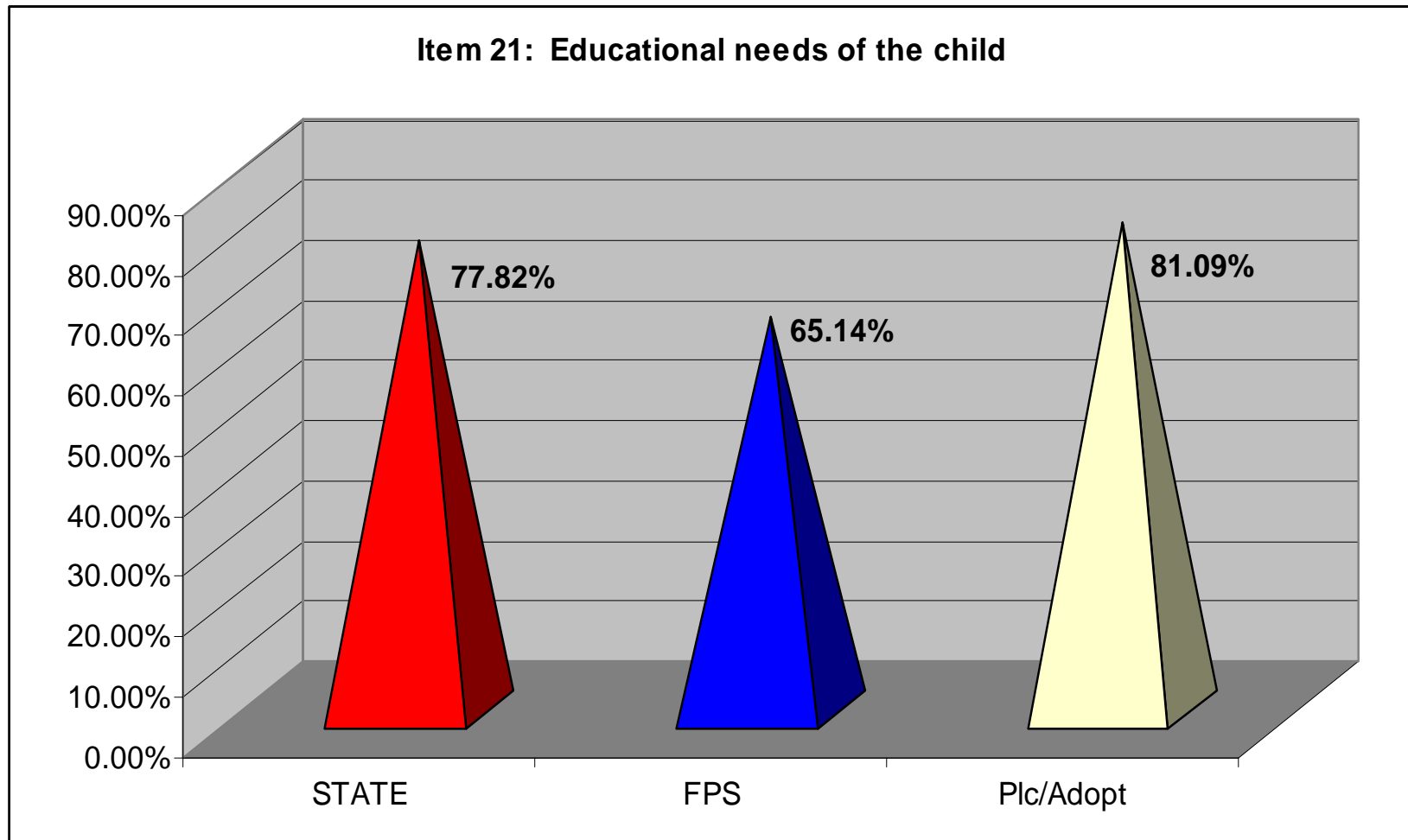


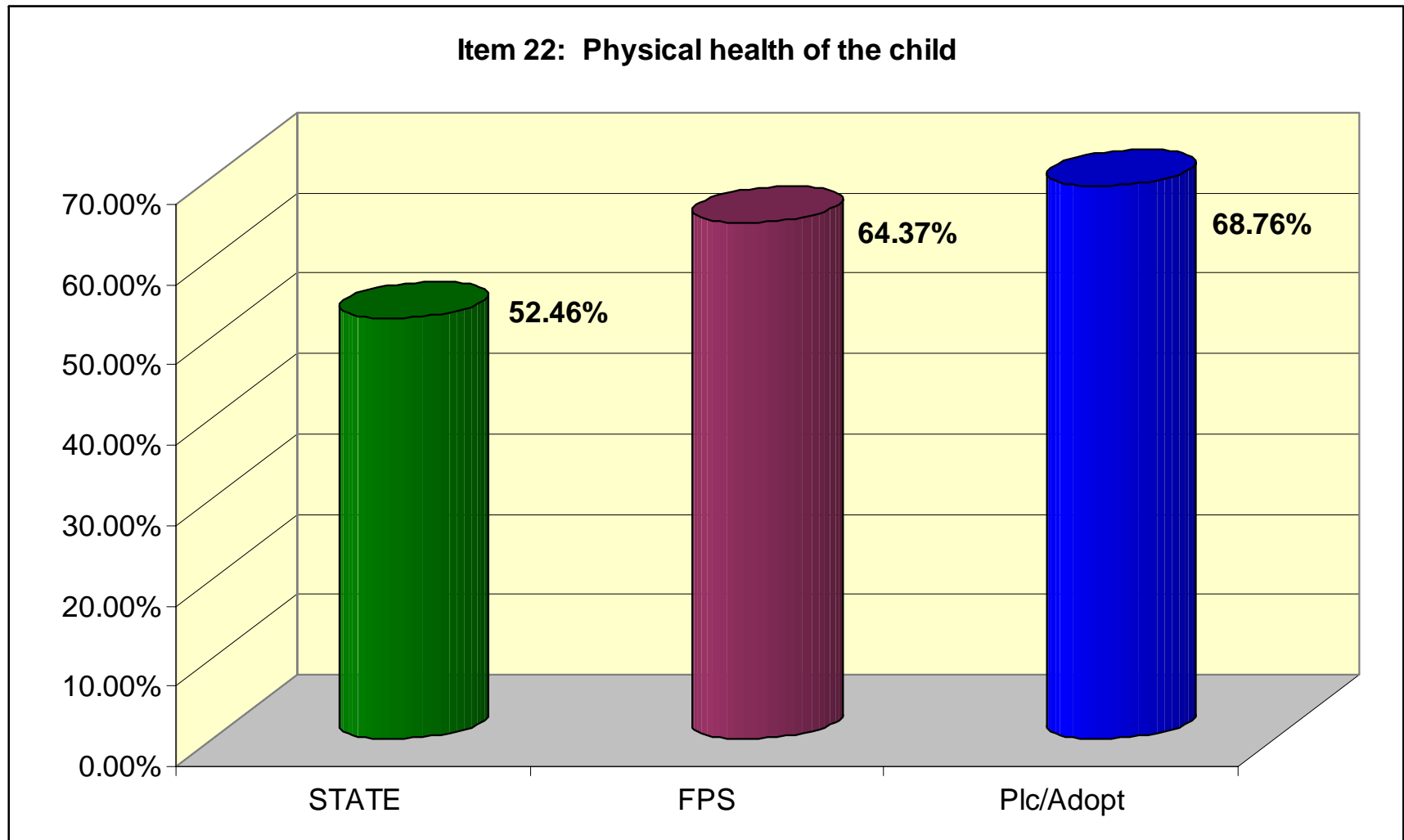


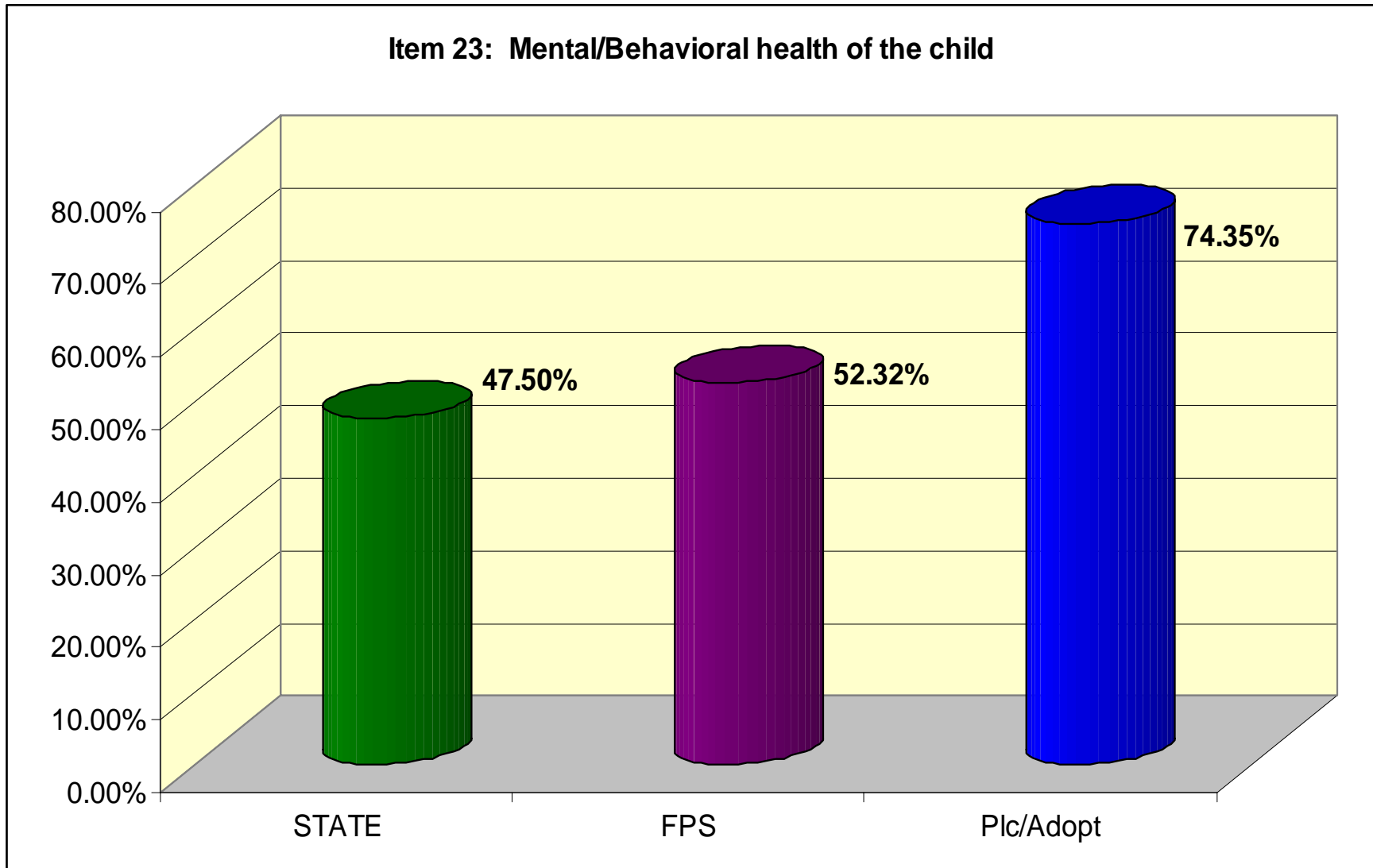






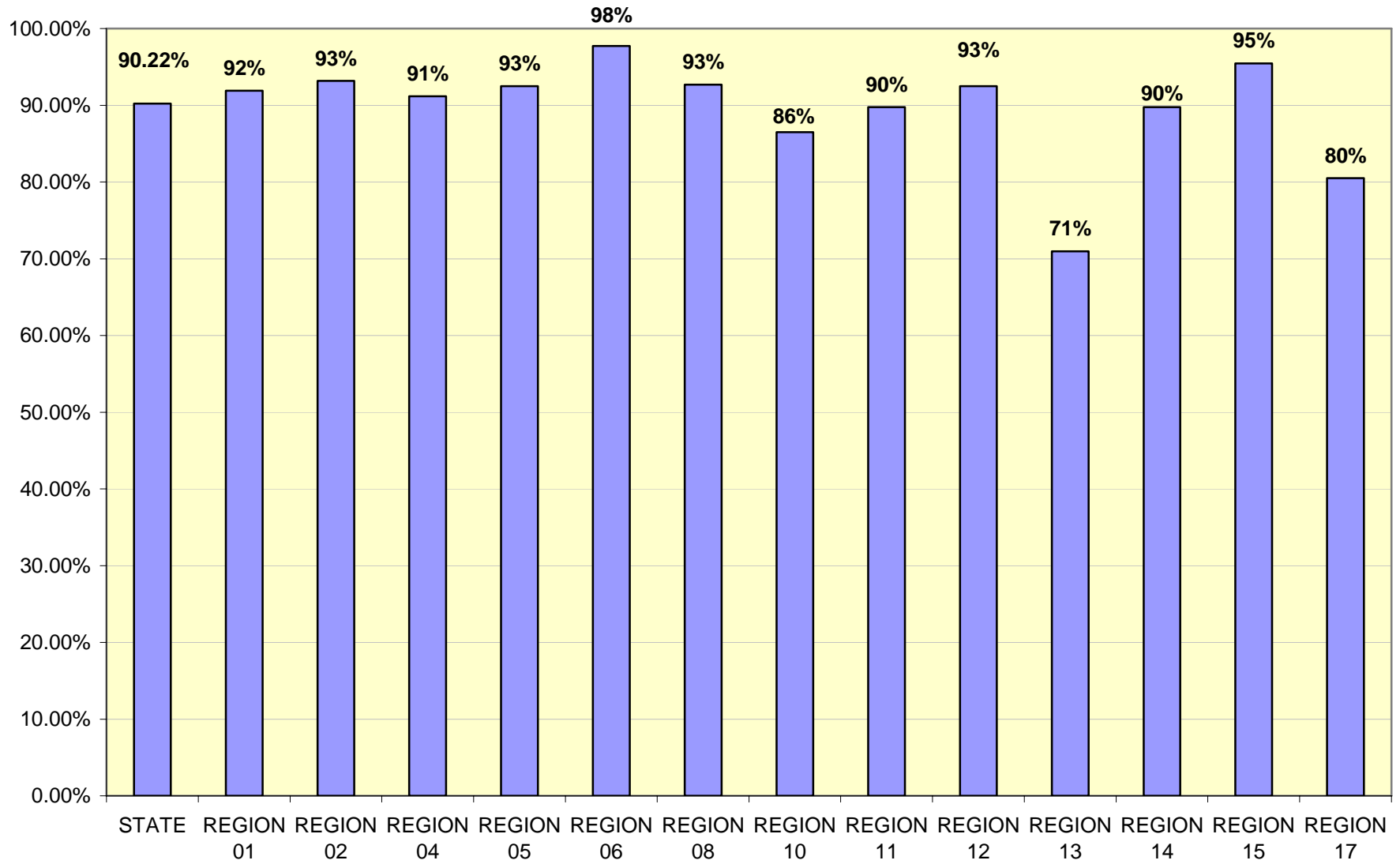






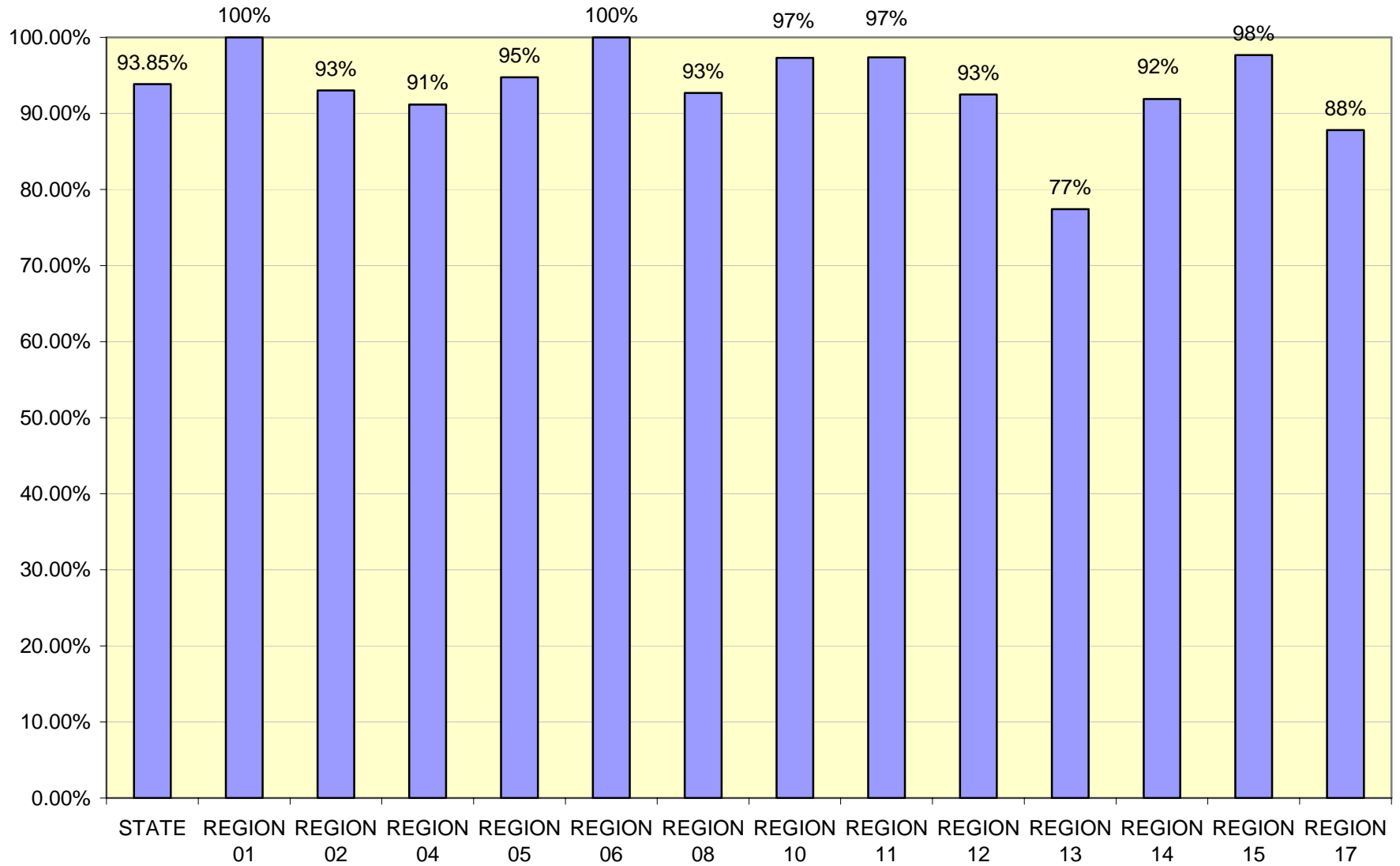
State (Rolling Twelve Months) and Regional Achievement Comparisons

Safety 1: Children are, first and foremost, protected from abuse and neglect.



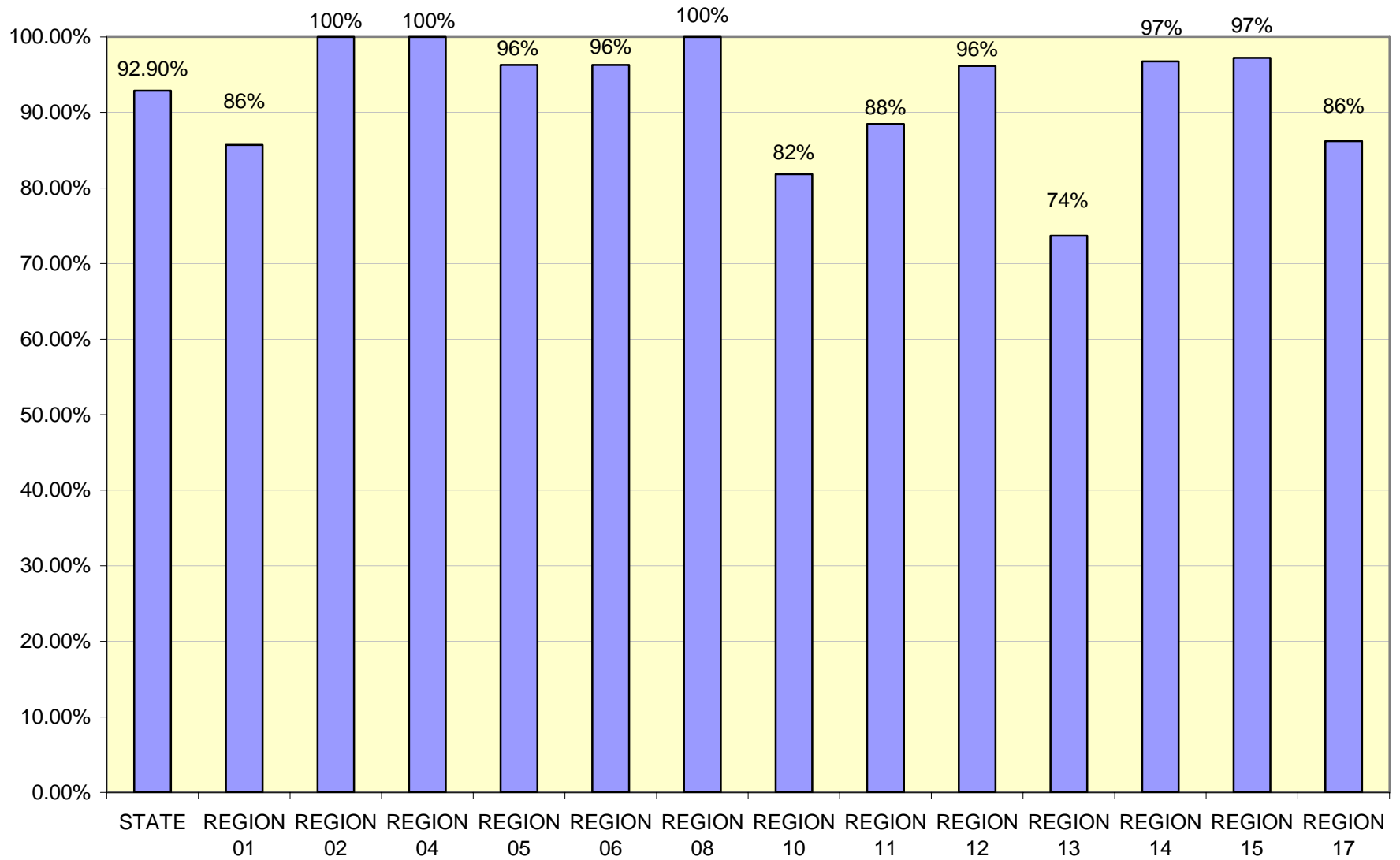
State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 1: Timeliness of Initiating Investigations of Reports of Child Maltreatment



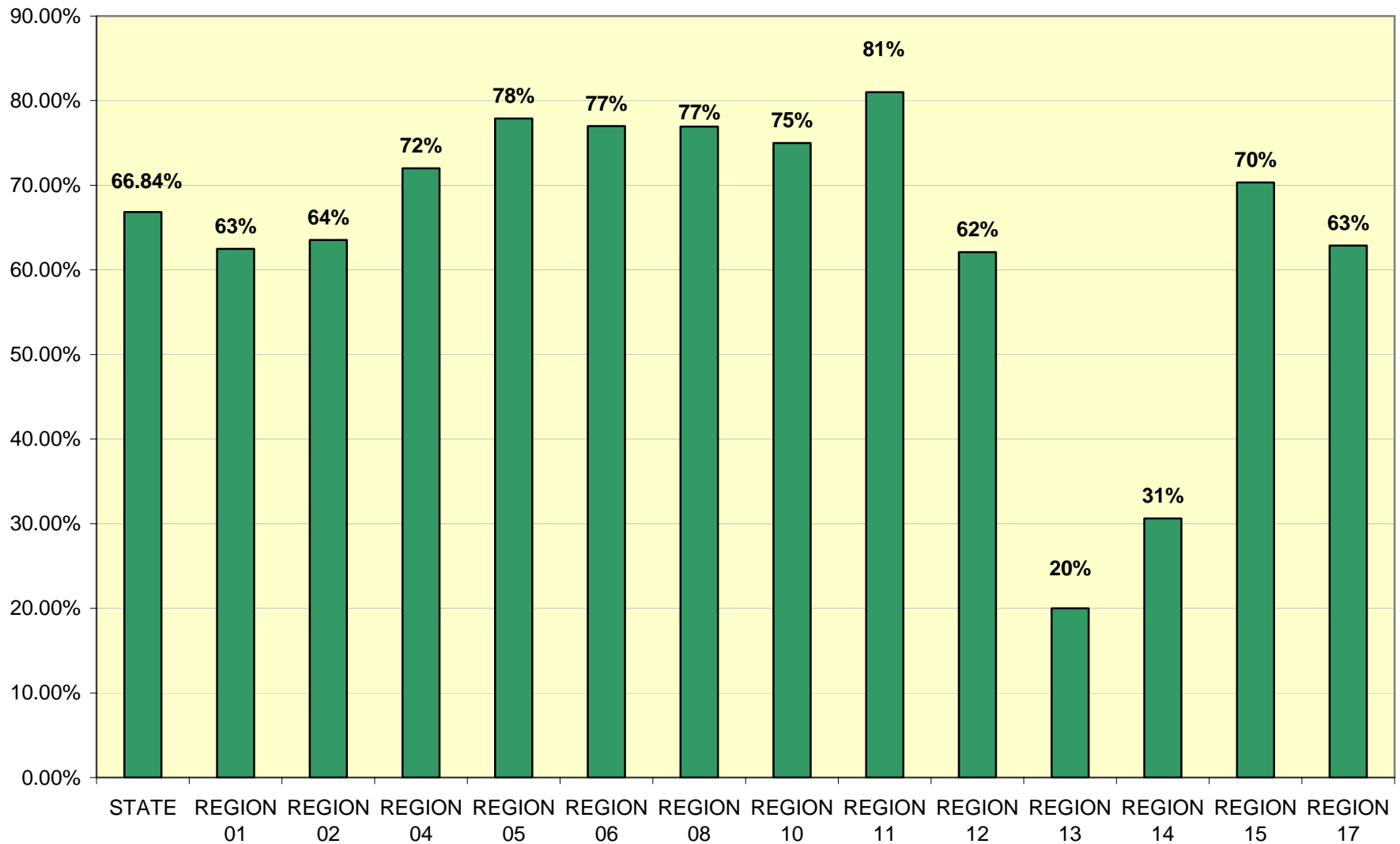
State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 2: Repeat Maltreatment



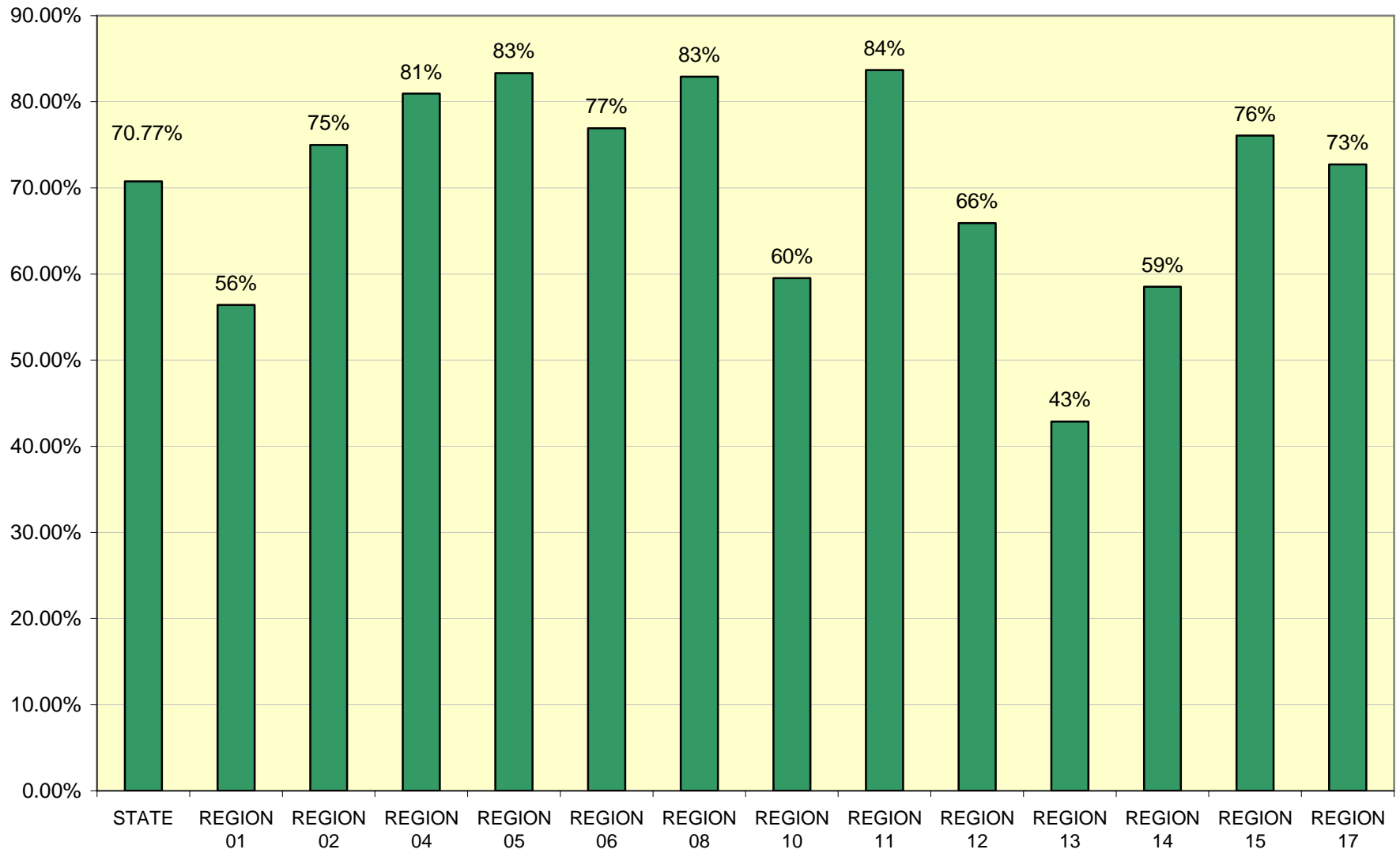
State (Rolling Twelve Months) and Regional Achievement Comparisons

Safety 2: Children are safely maintained in their homes whenever possible and appropriate.



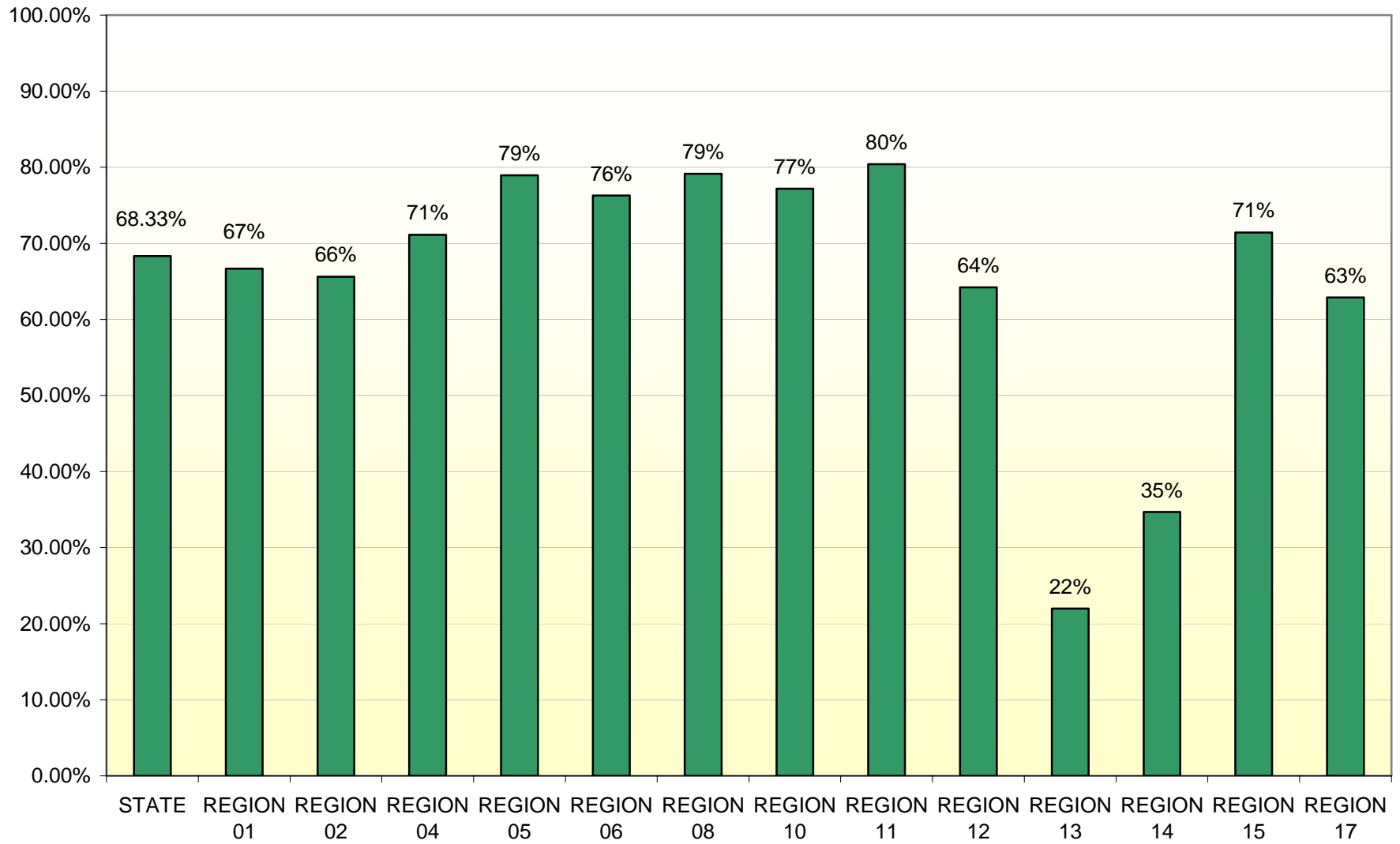
State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 3: Services to family to protect child(ren) in home and prevent removal or re-entry into foster care

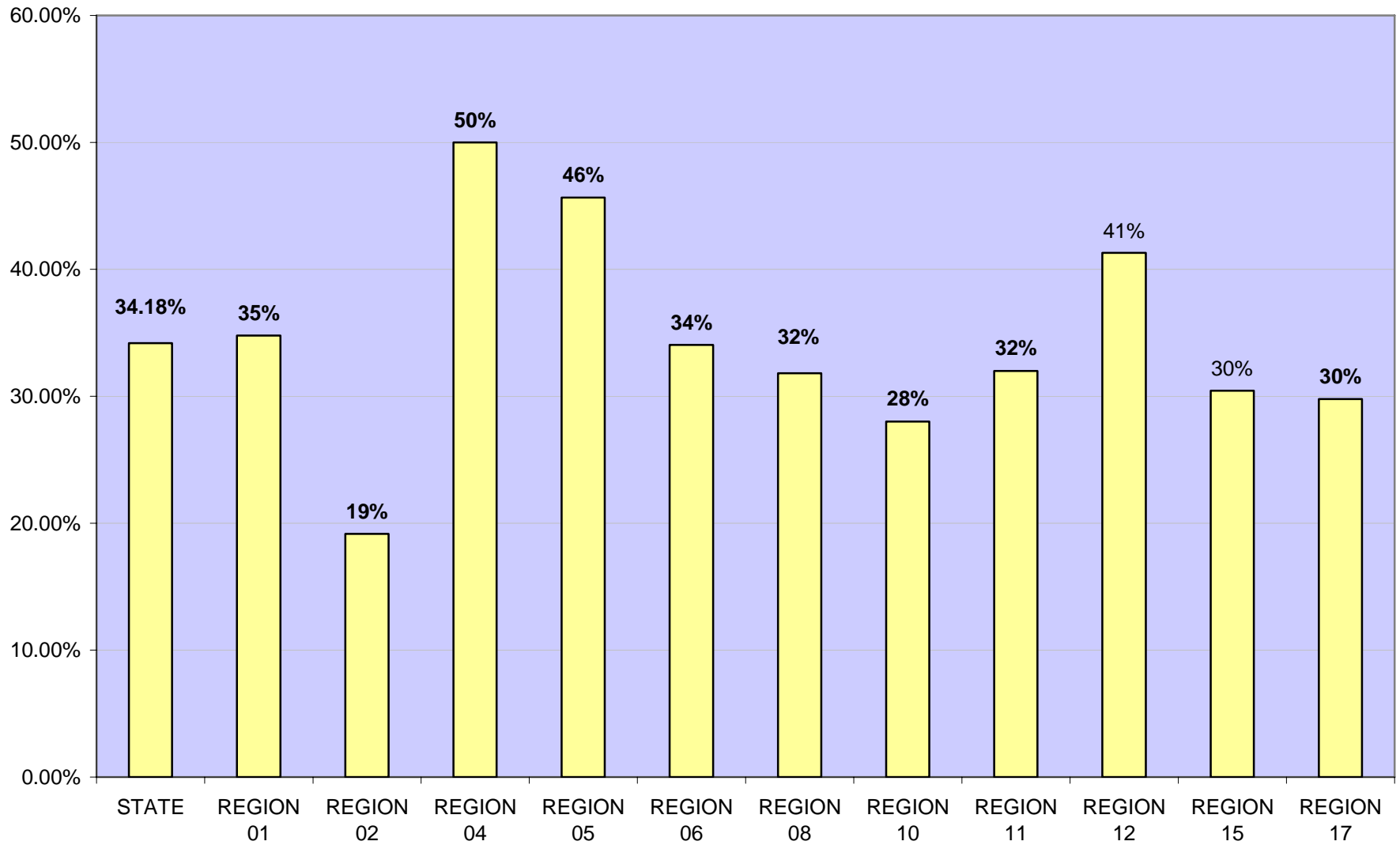


State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 4: Risk Assessment and Safety Management

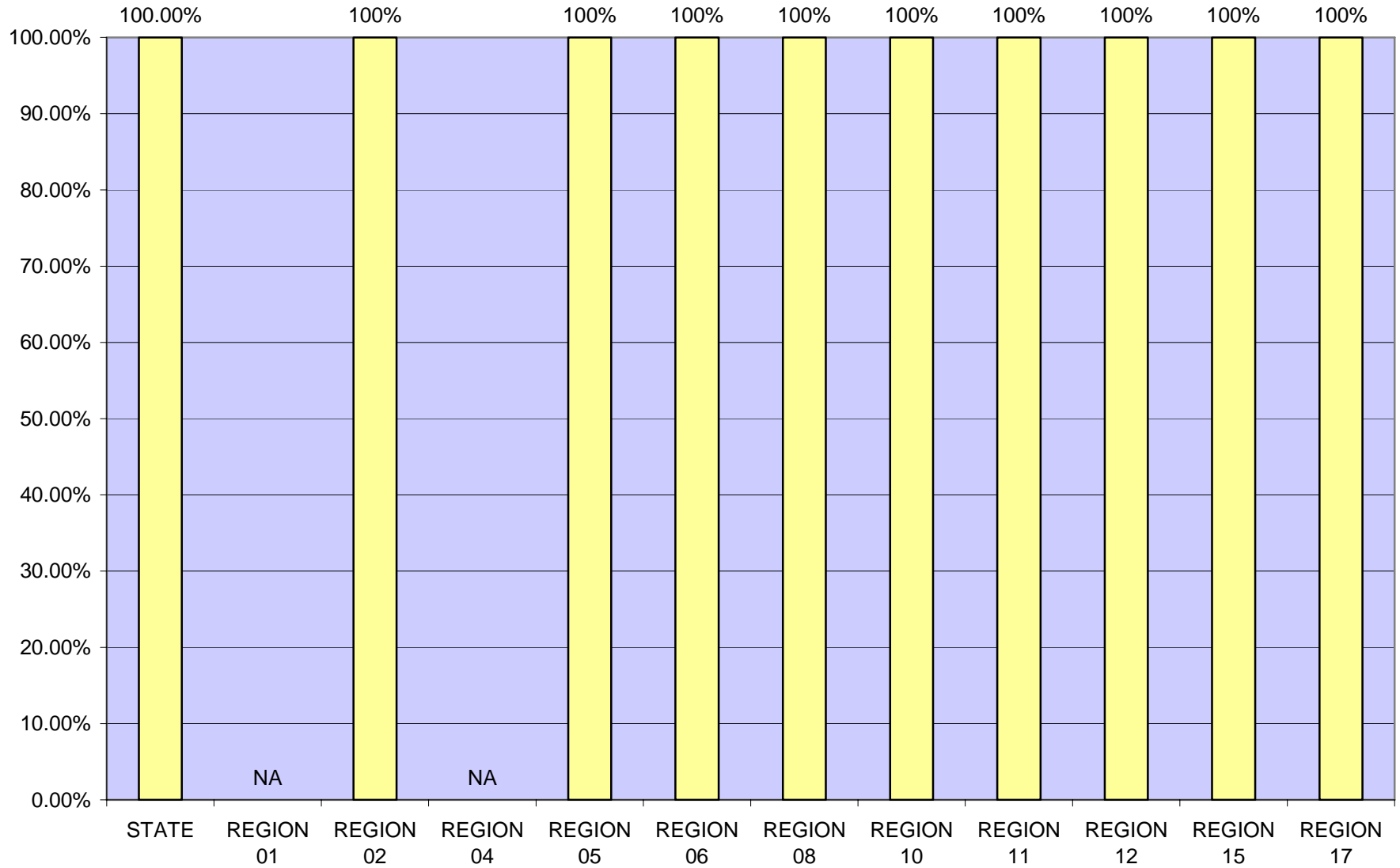


Permanency 1: Children have permanency and stability in their living situations.



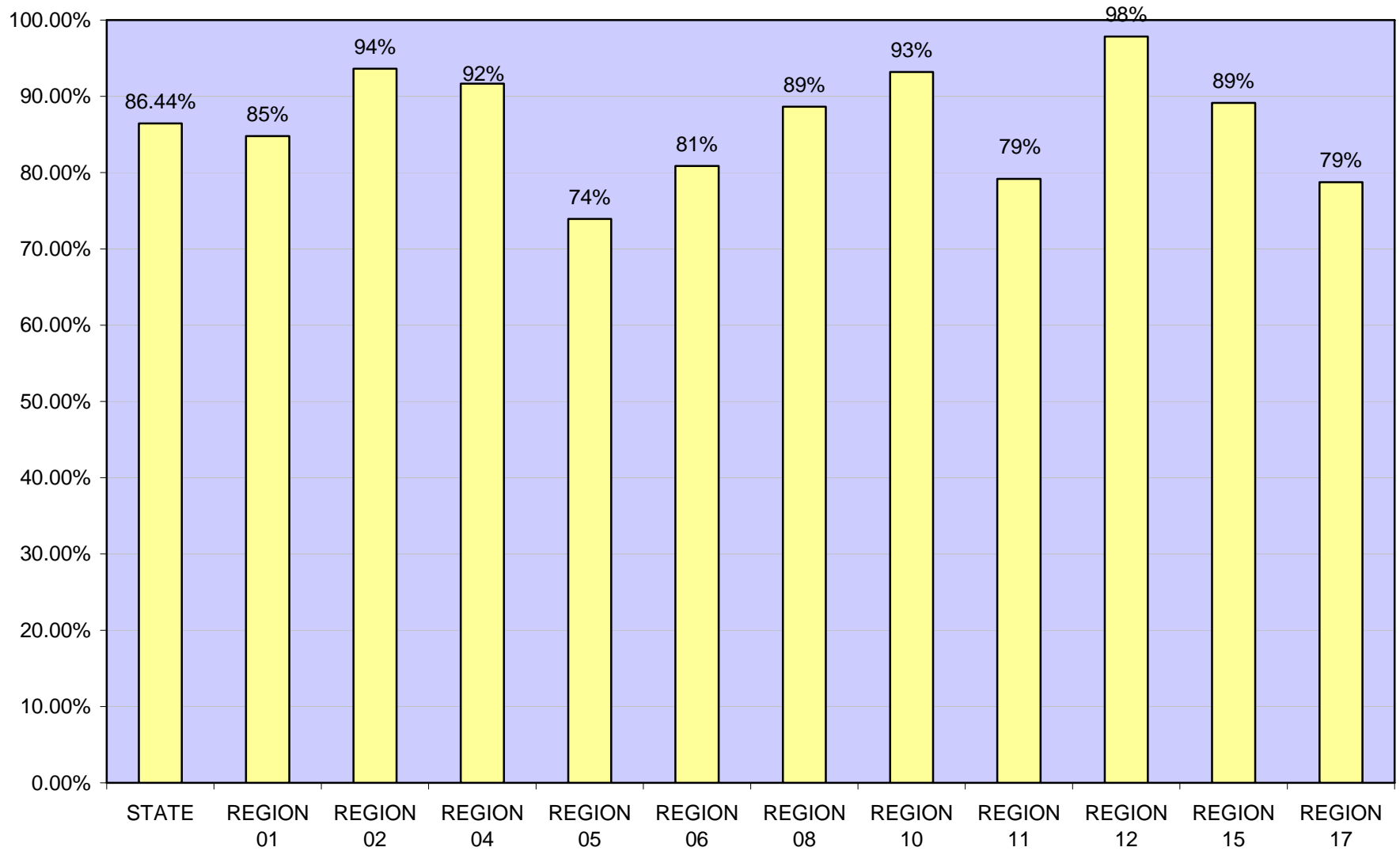
State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 5: Foster Care Re-entries



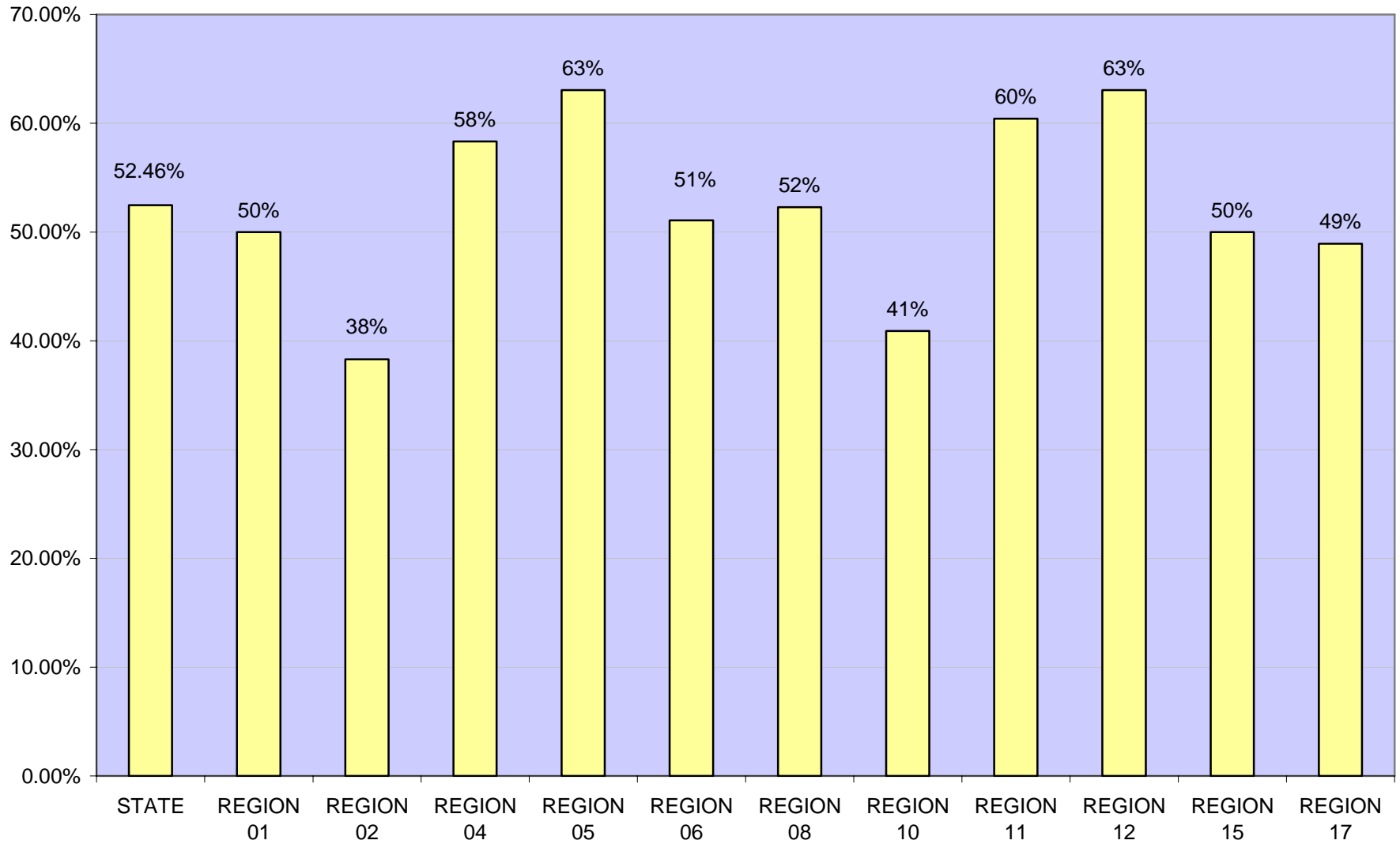
State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 6: Stability of Foster Care Placement



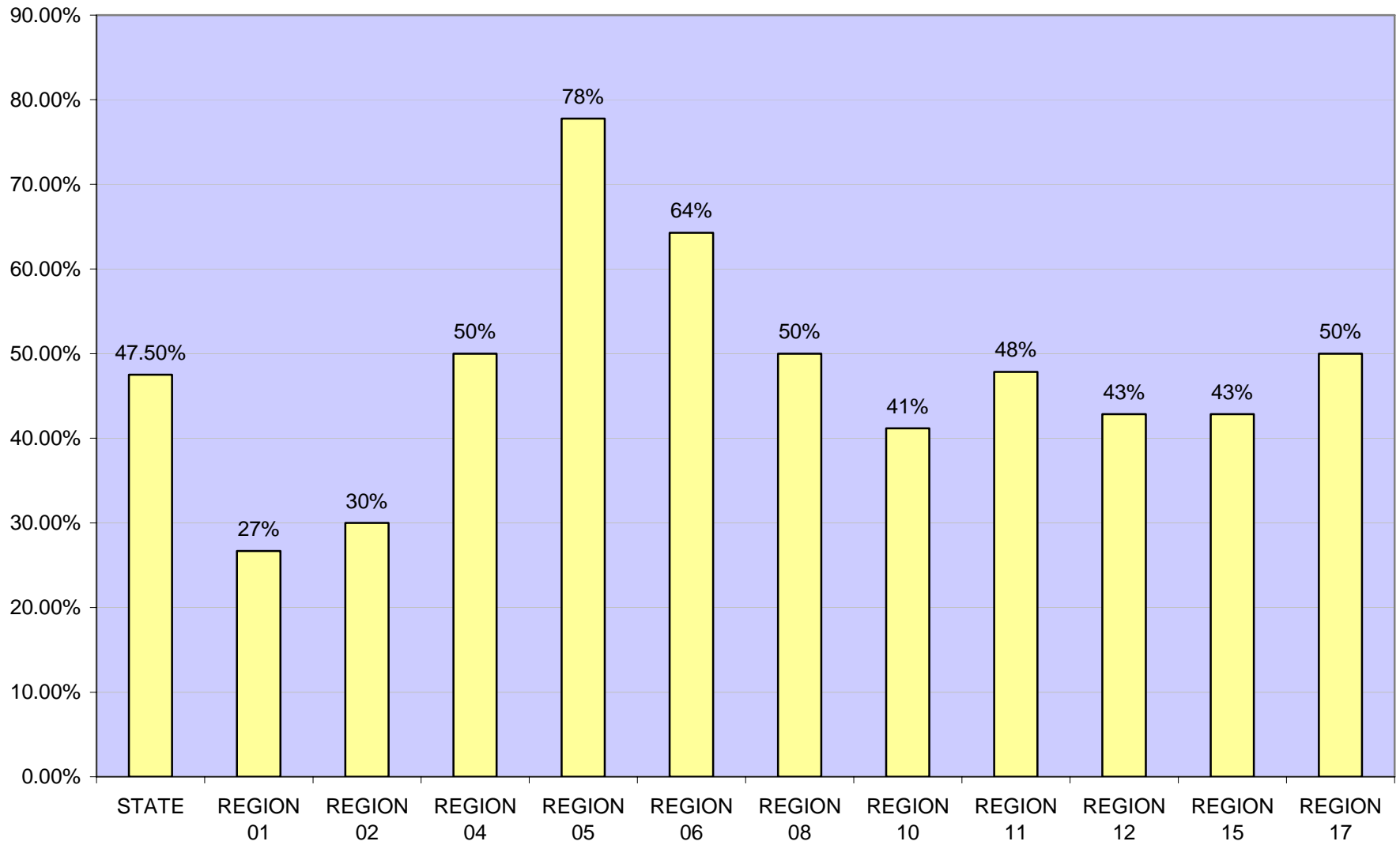
State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 7: Permanency goal for child



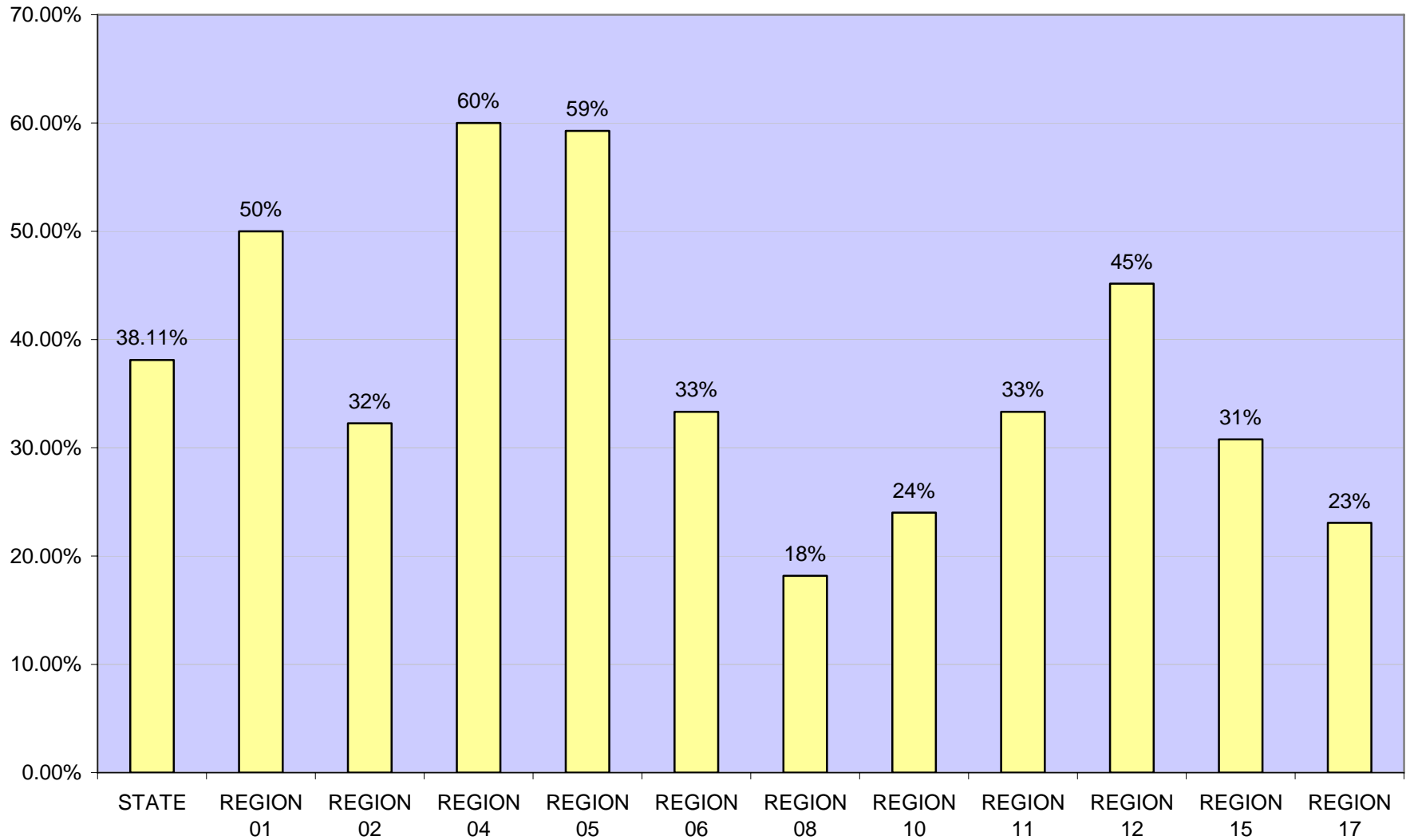
State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 8: Reunification, guardianship, or permanent placement with relatives



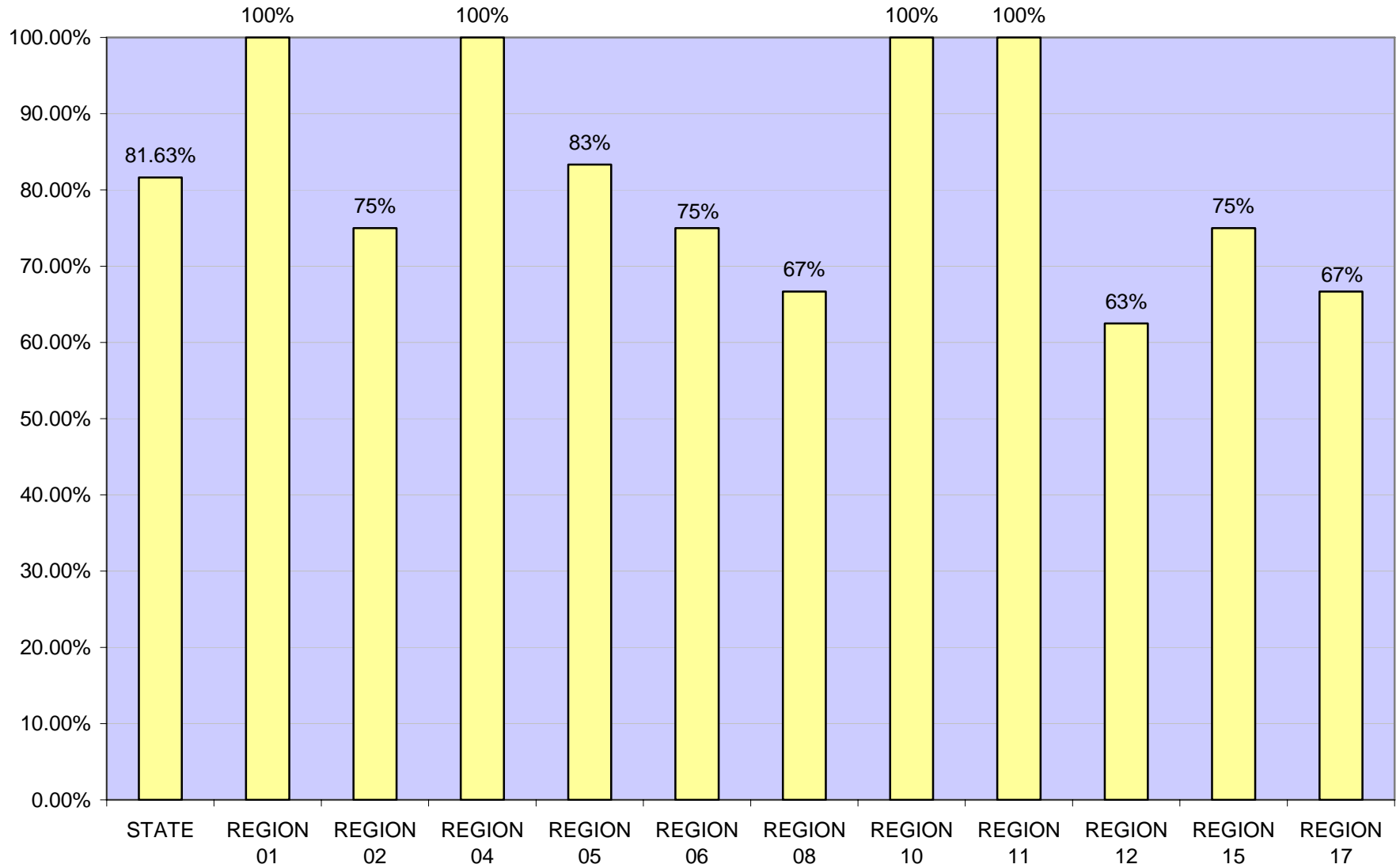
State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 9: Adoption



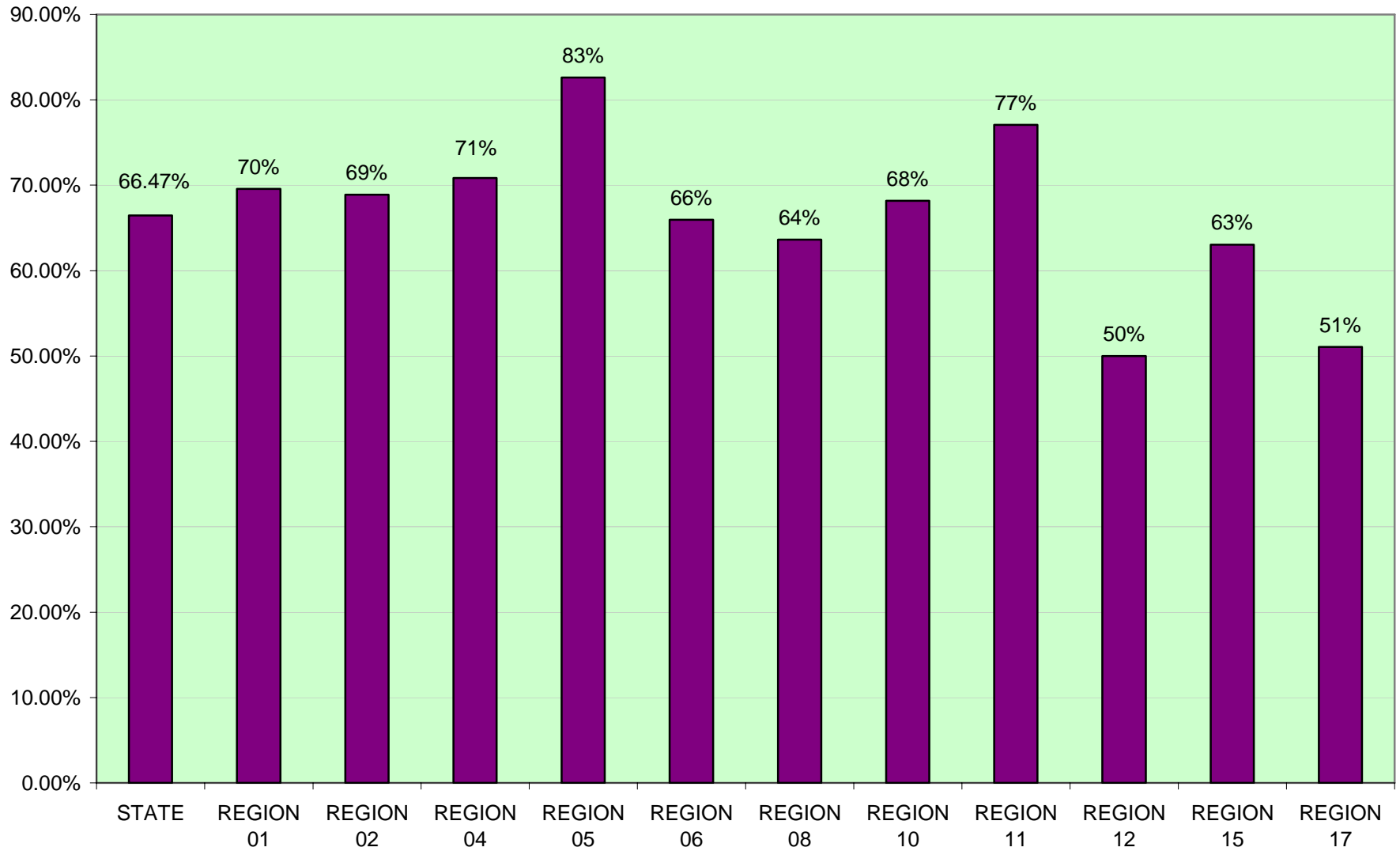
State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 10: Other planned permanent living arrangement



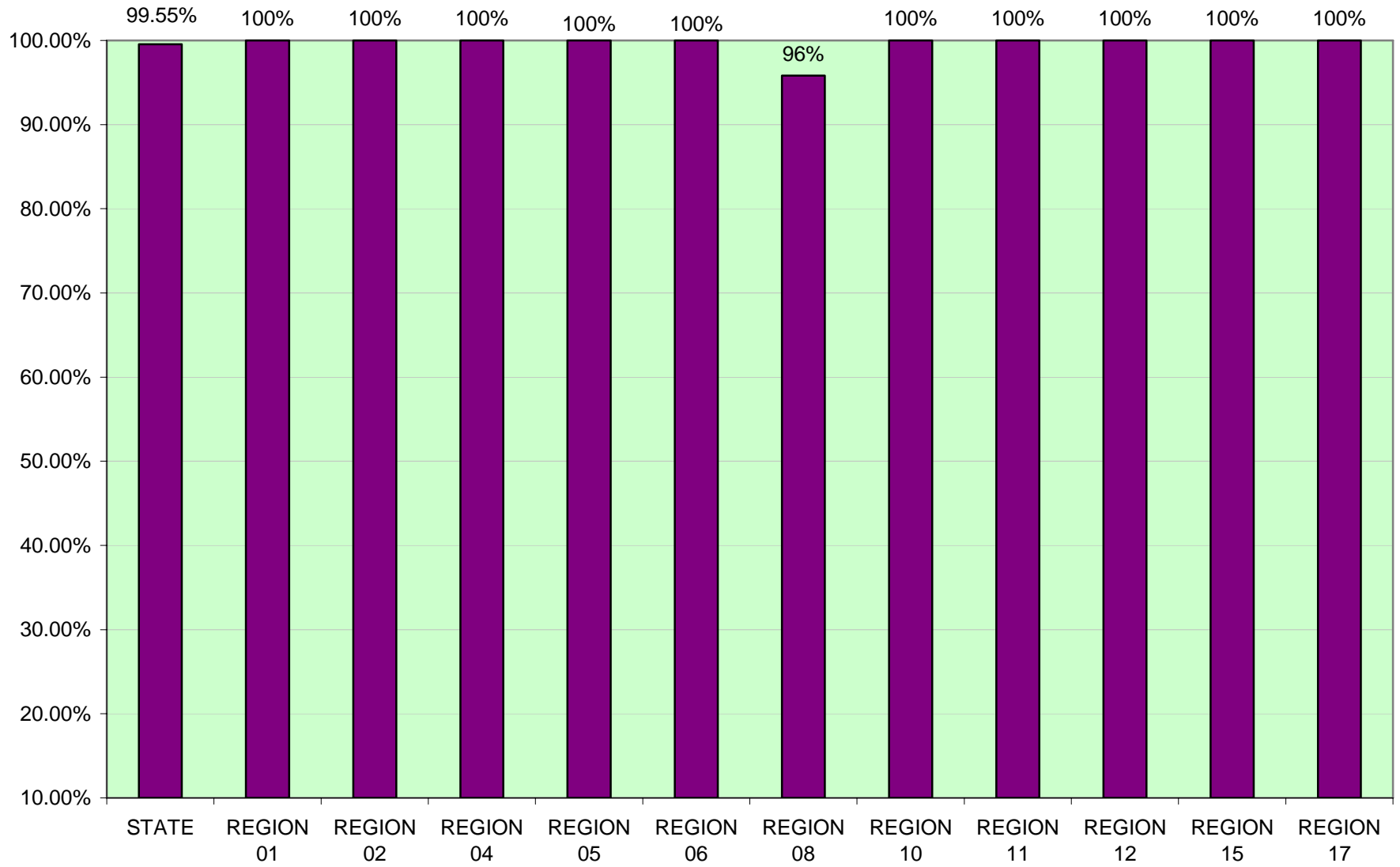
State (Rolling Twelve Months) and Regional Achievement Comparisons

Permanency 2: The continuity of family relationships and connections is preserved for children.



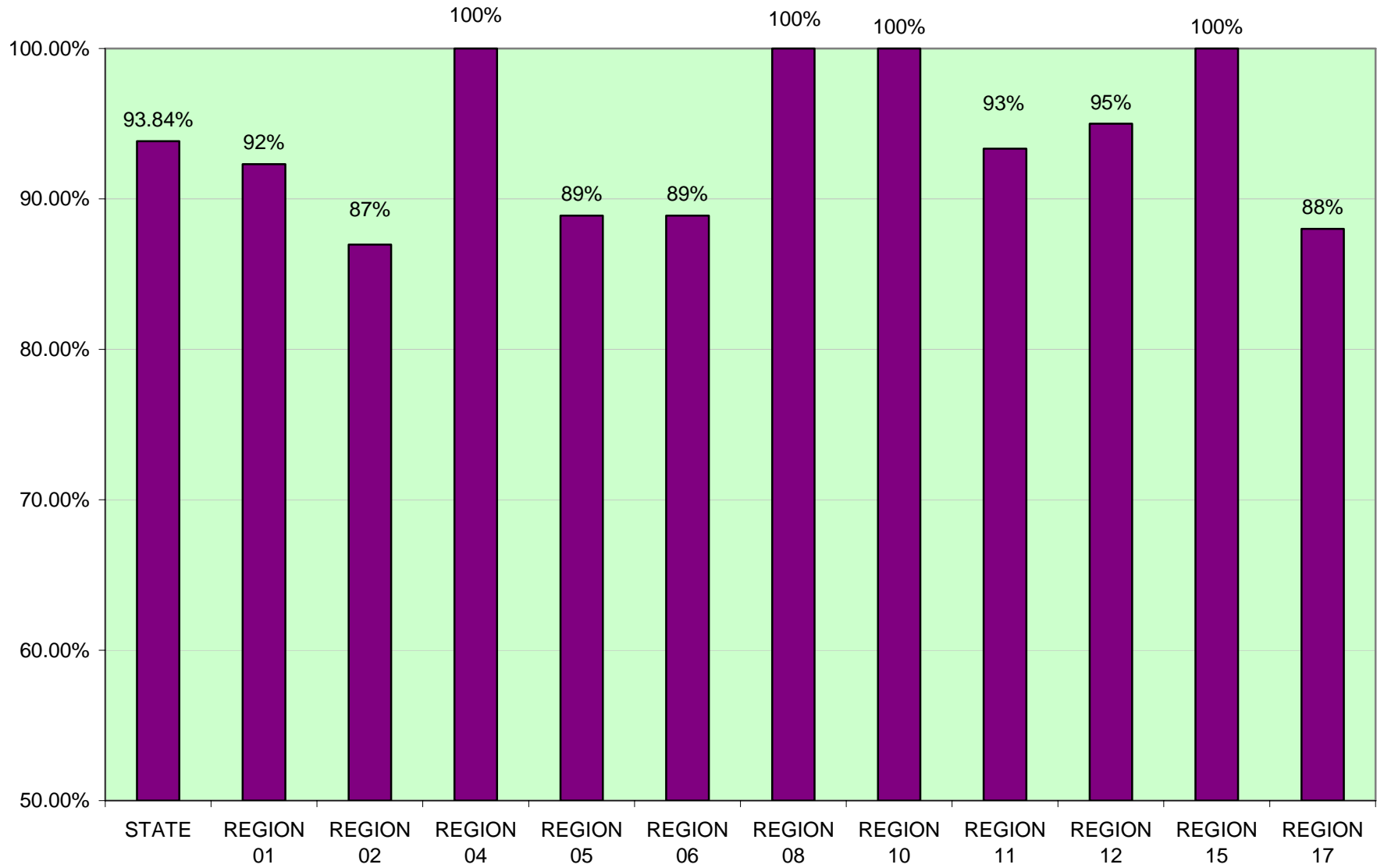
State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 11: Proximity of foster care placement



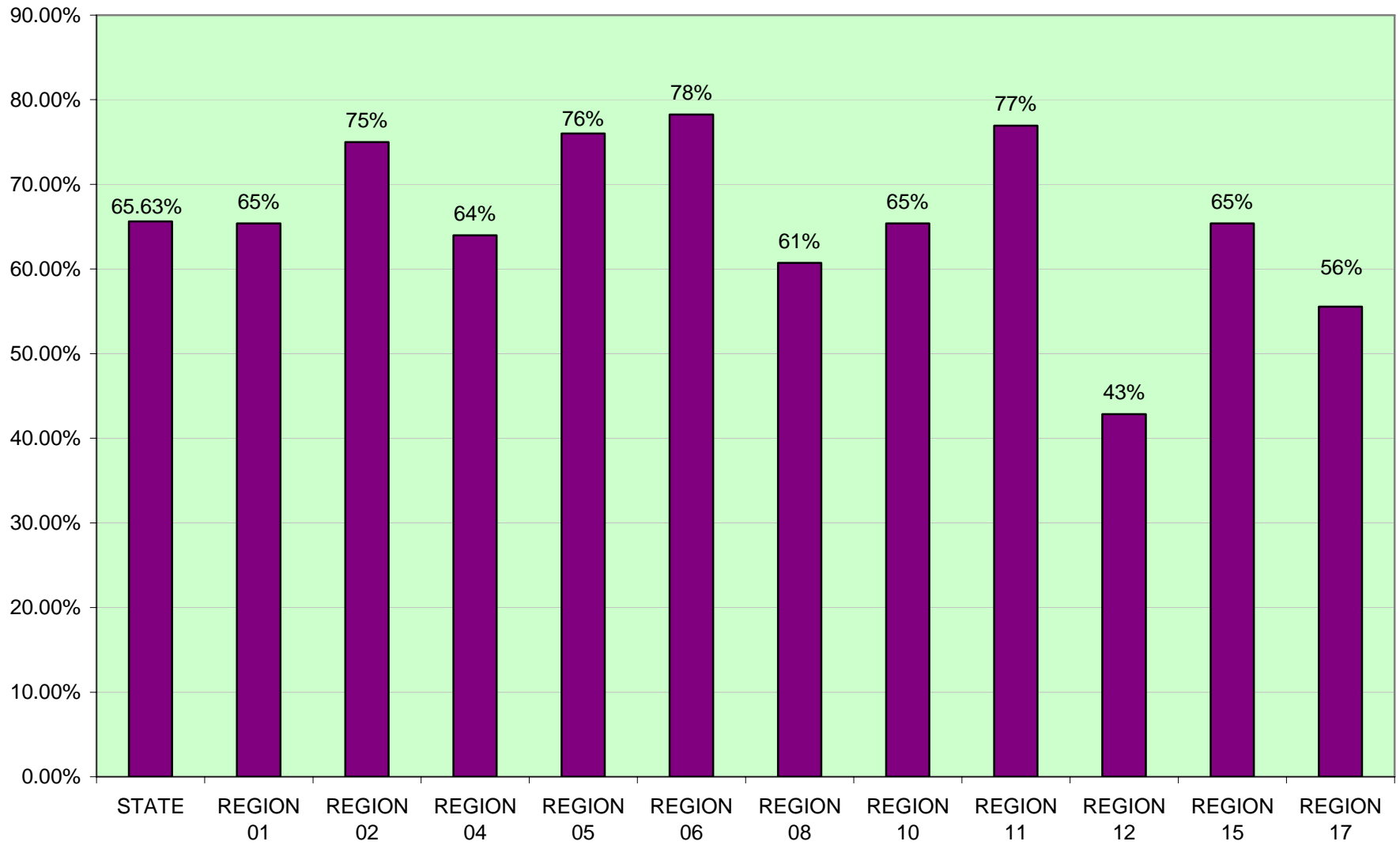
State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 12: Placement with siblings



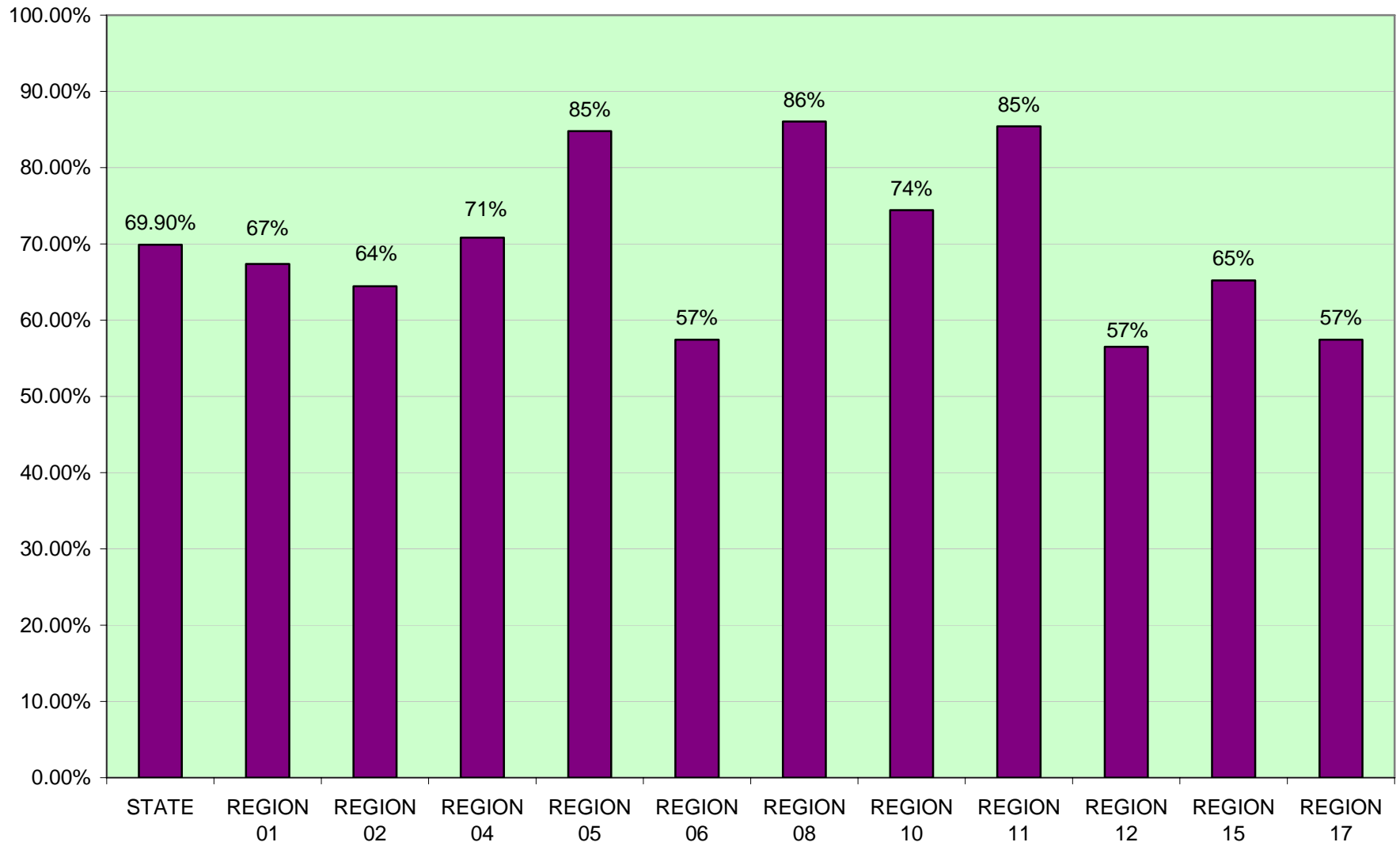
State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 13: Visiting with parents and siblings in foster care



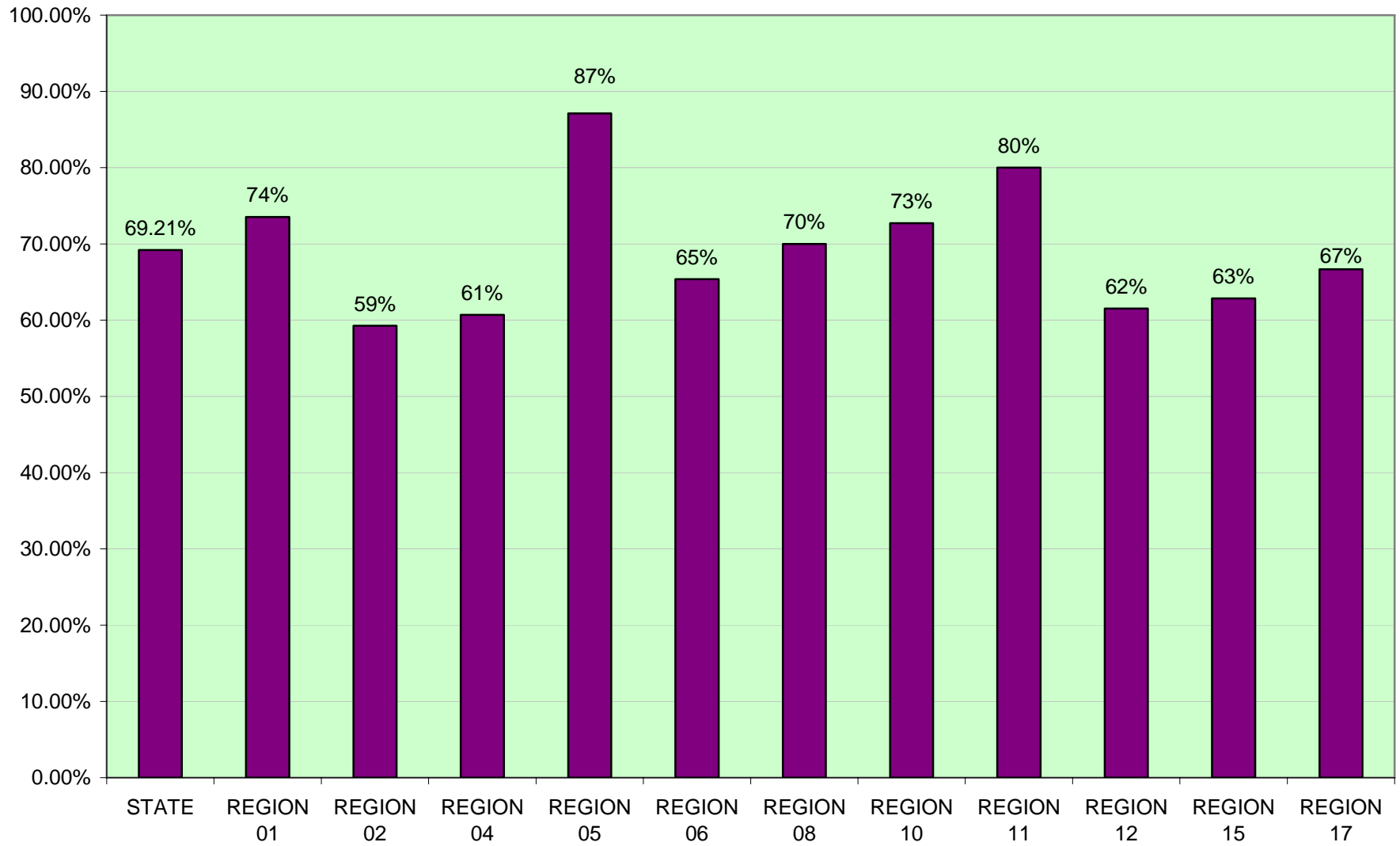
State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 14: Preserving connections



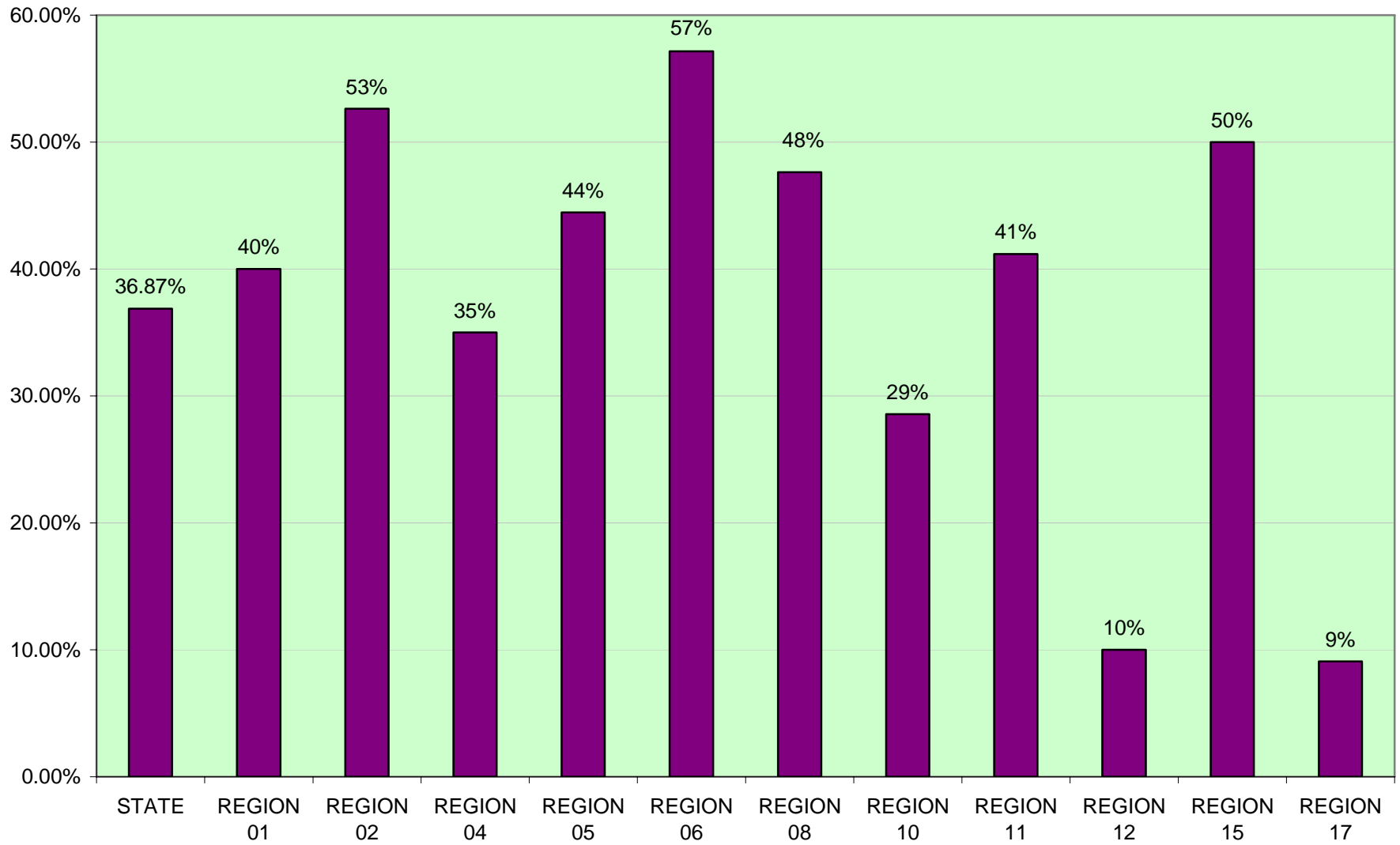
State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 15: Relative placement

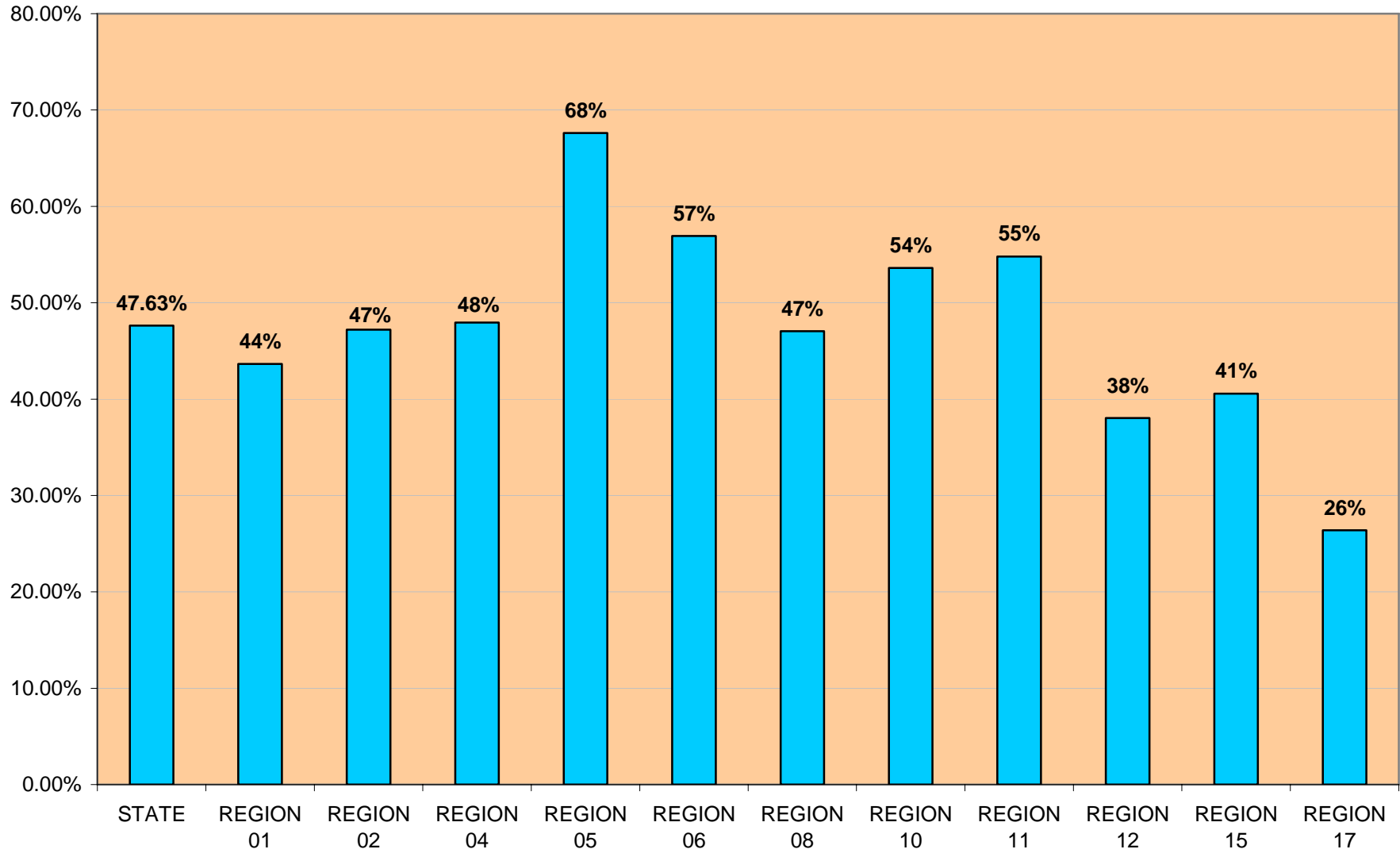


State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 16: Relationship of child in care with parents

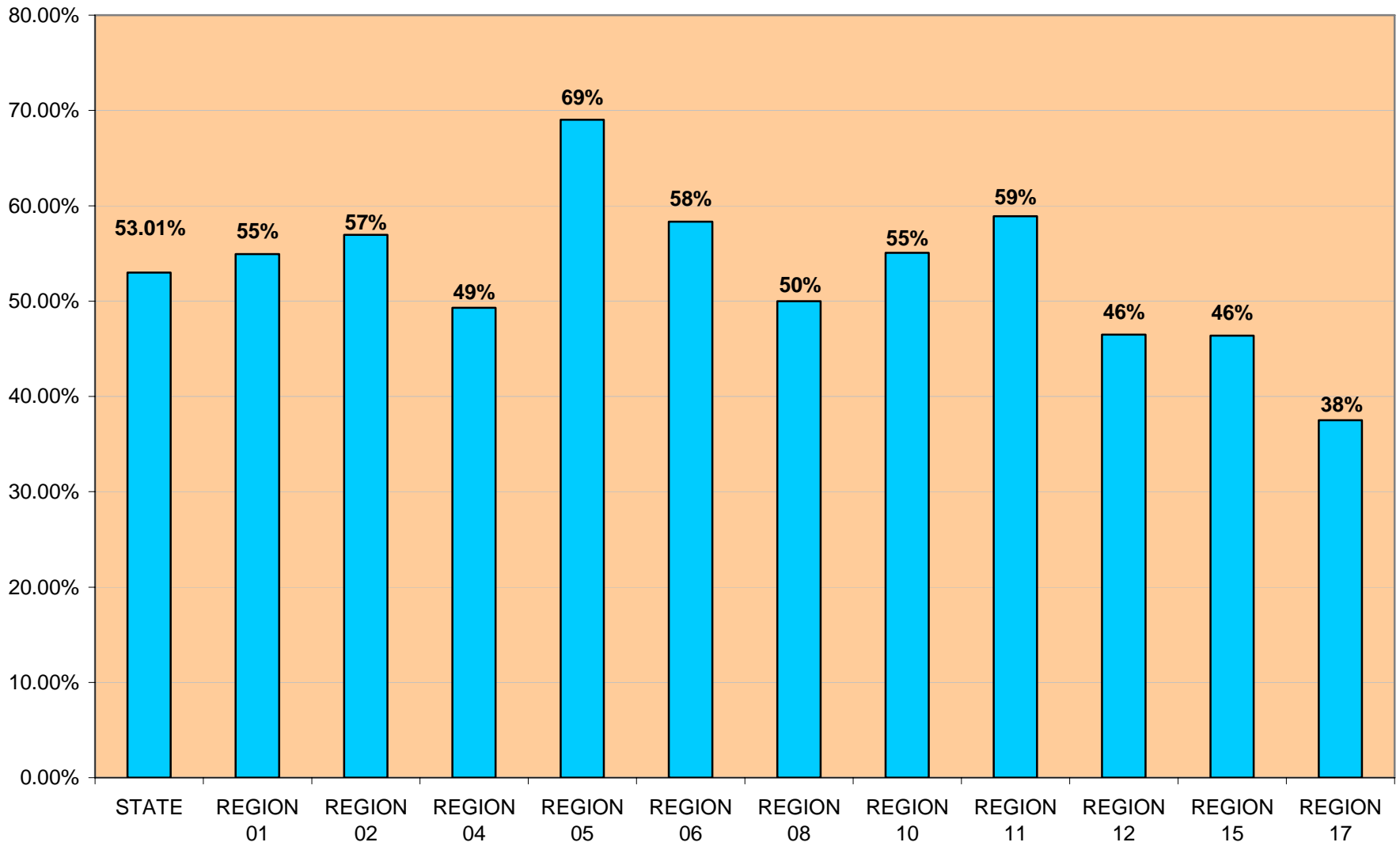


WellBeing 1: Families have enhanced capacity to provide for their children's needs.



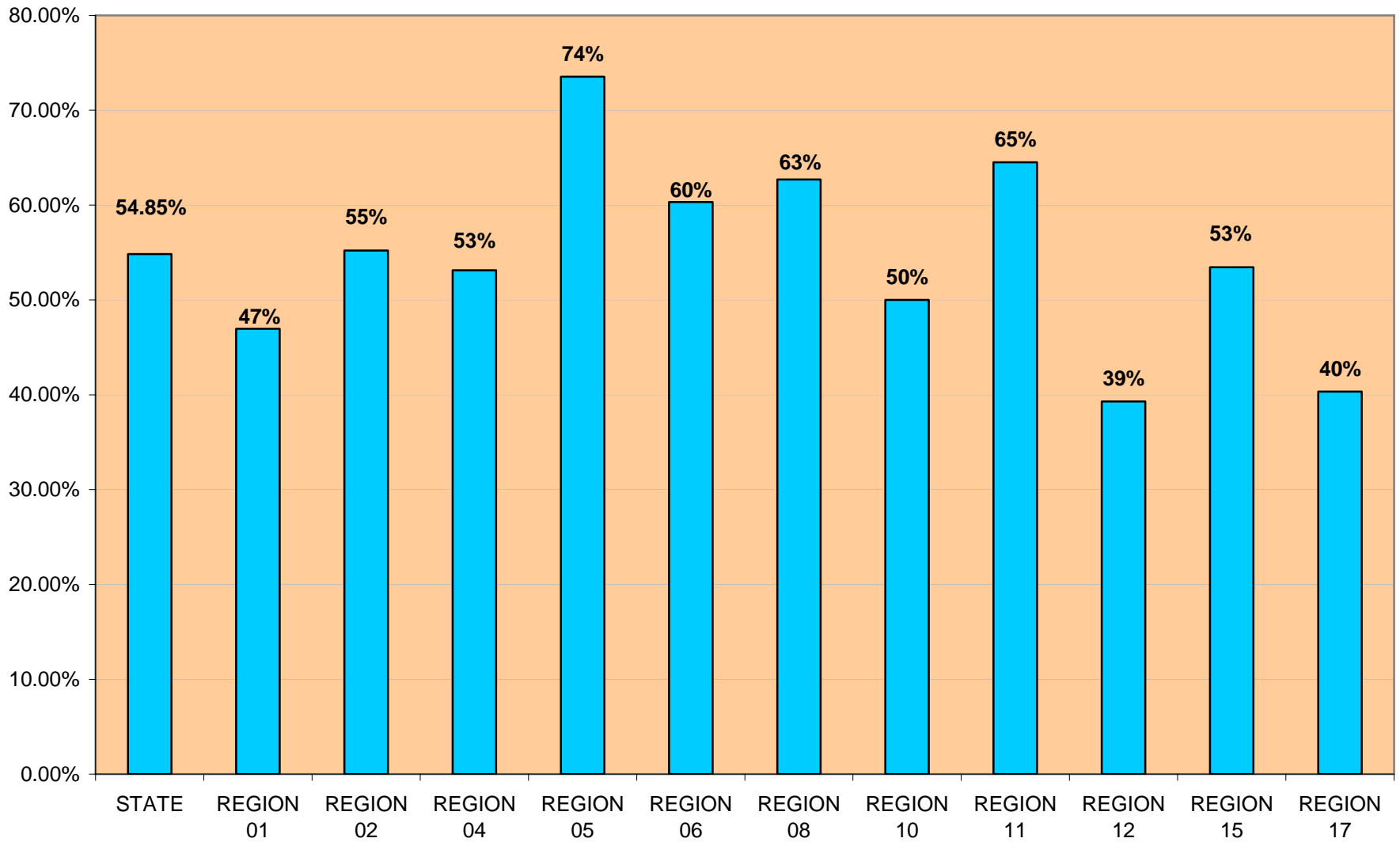
State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 17: Needs and services of child, parents, foster parents



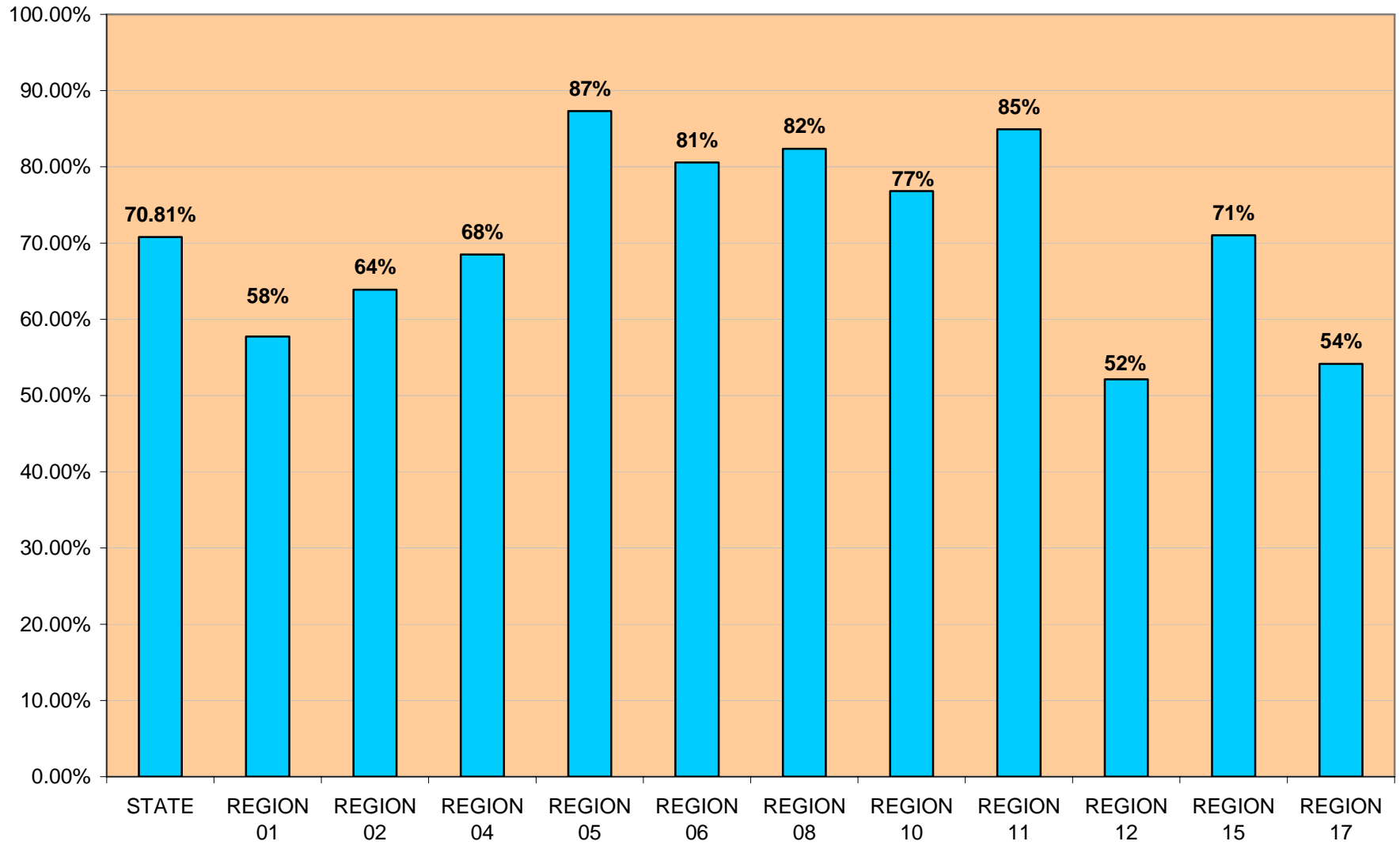
State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 18: Child and family involvement in case planning



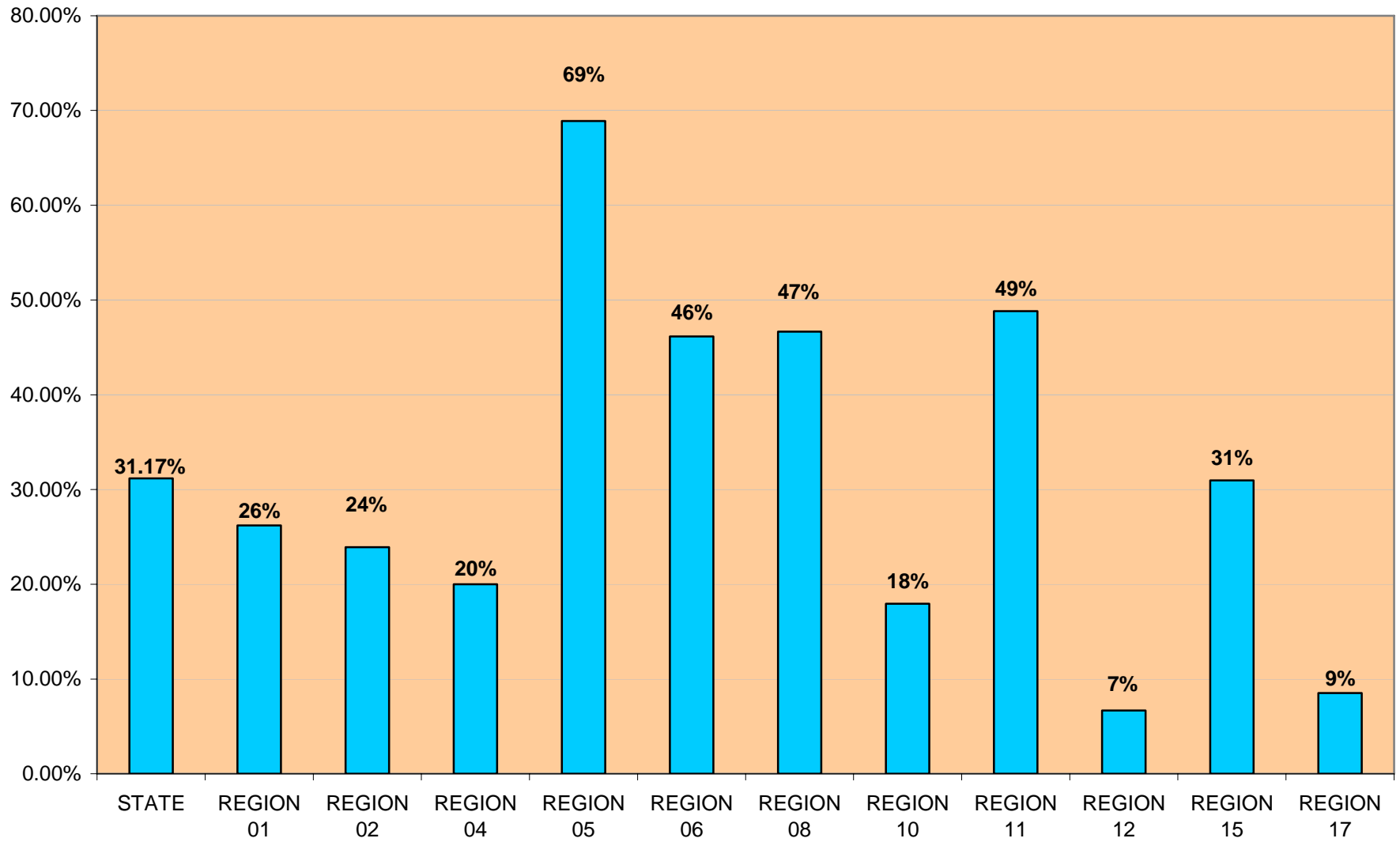
State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 19: Caseworker visits with child

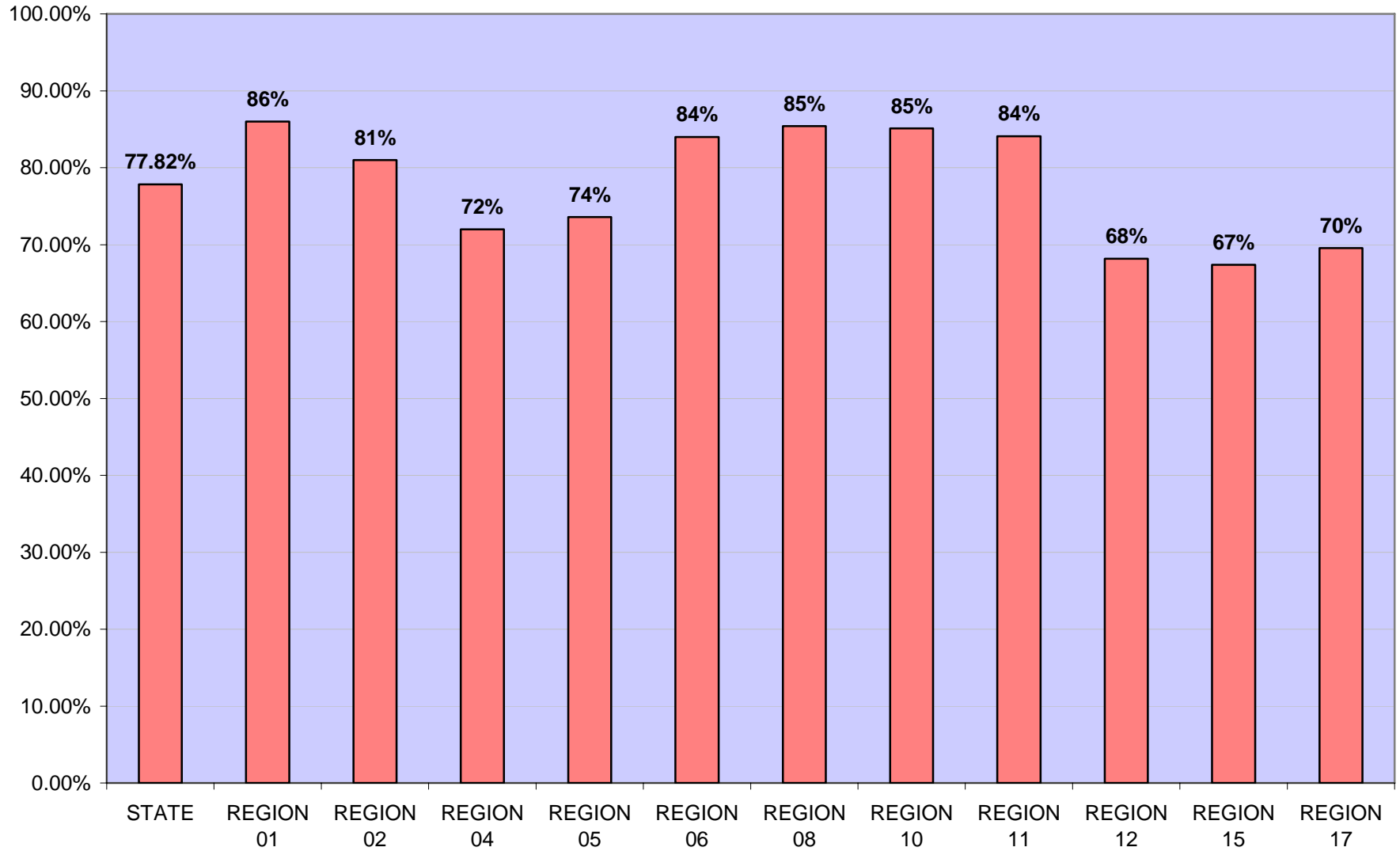


State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 20: Caseworker visits with parent(s)

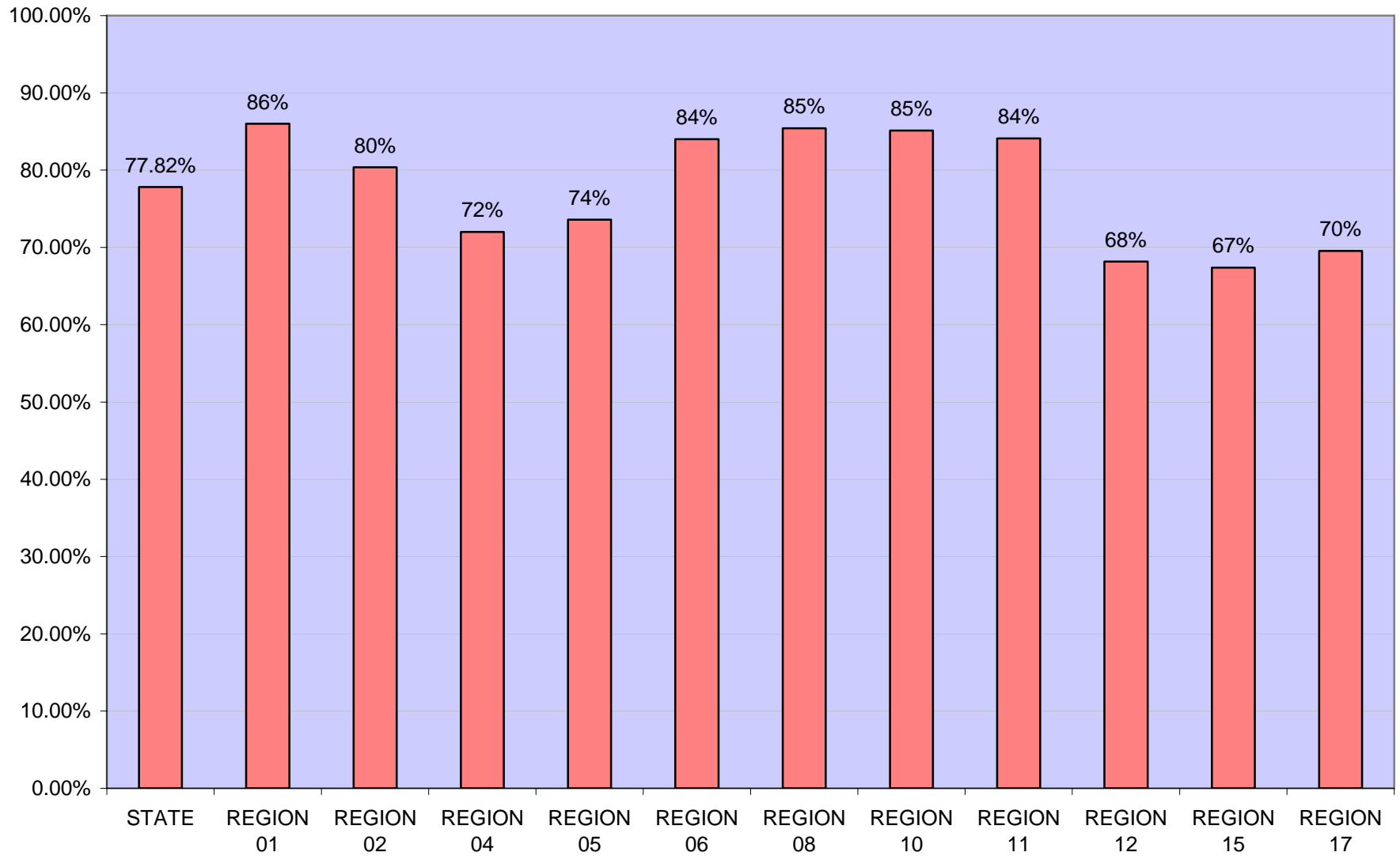


WellBeing 2: Children receive appropriate services to meet their educational needs.



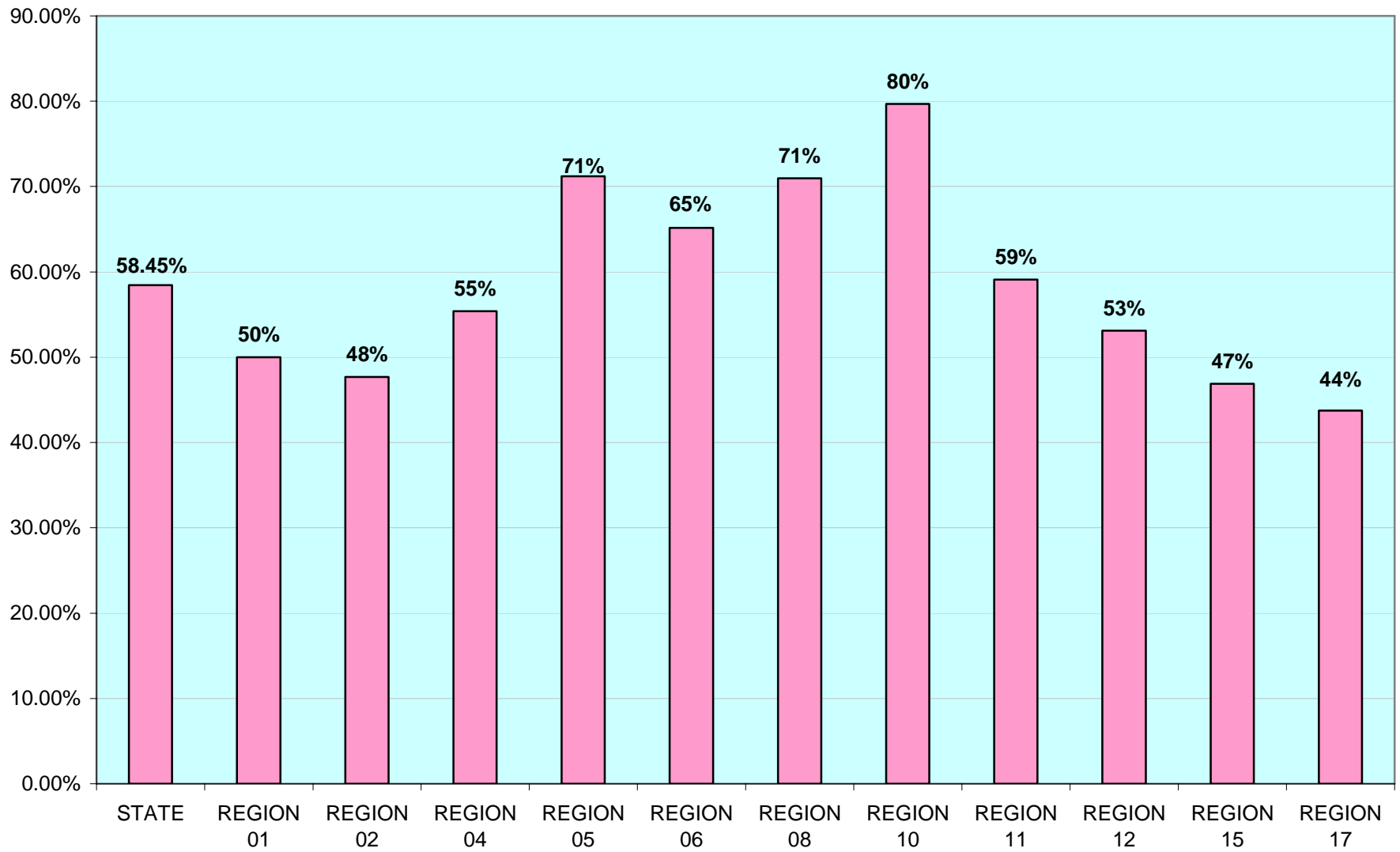
State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 21: Educational Needs of the Child



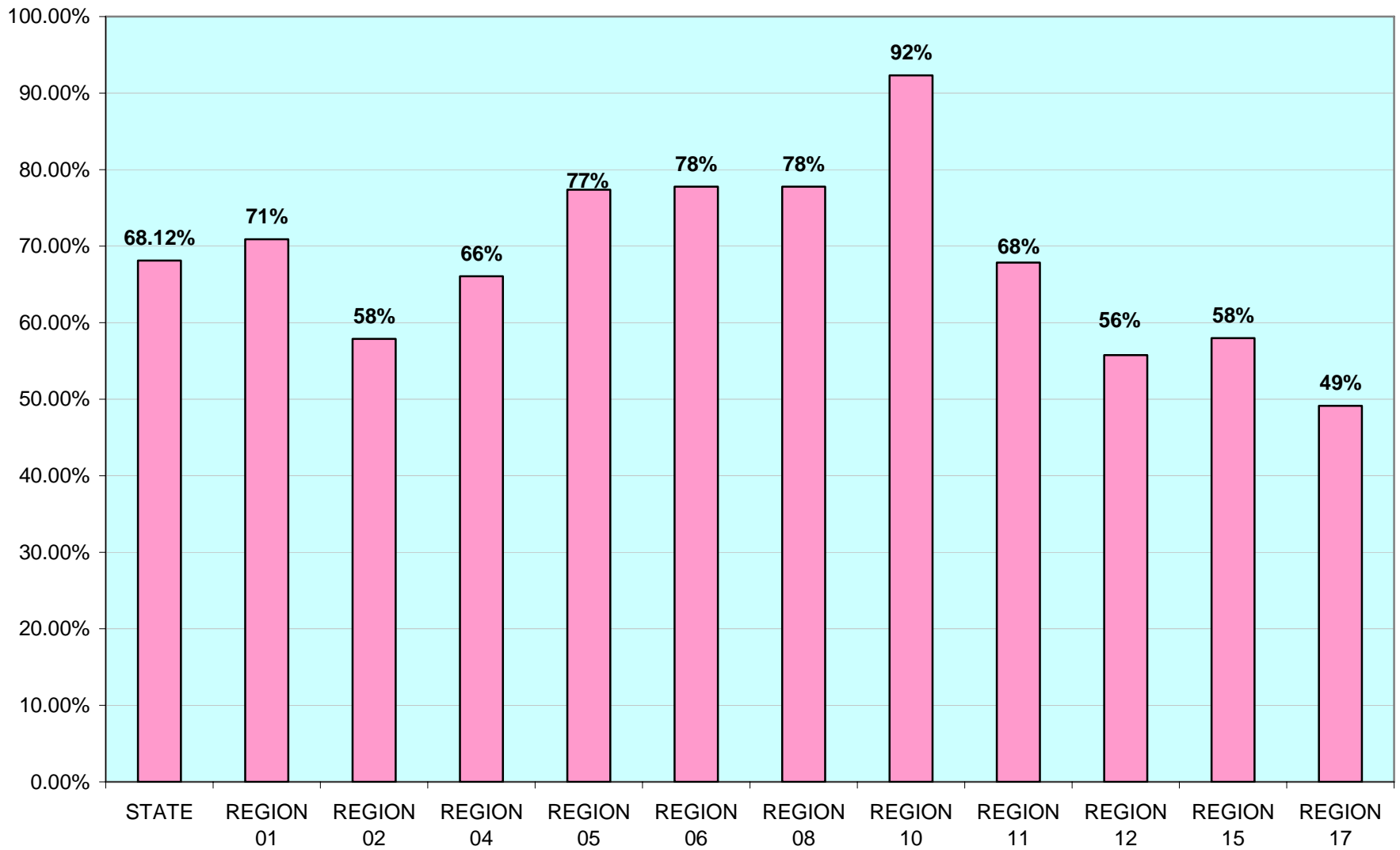
State (Rolling Twelve Months) and Regional Achievement Comparisons

WellBeing 3: Children receive adequate services to meet their physical and mental health needs.



State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 22: Physical Health of the Child



State (Rolling Twelve Months) and Regional Achievement Comparisons

Item 23: Mental/Behavioral Health of the Child

