



North Carolina Statewide Child Protective Services Evaluation

Joint Legislative Oversight Committee on
Health and Human Services

March 8, 2016

Agenda

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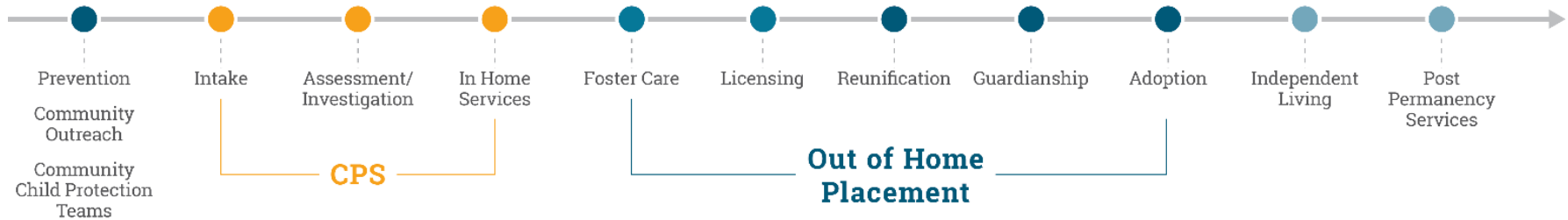
Questions

Contacts



Project Overview

The Continuum of Child Welfare



■	The performance of county departments of social services as related to child protective services
■	Caseload sizes
■	The administrative structure of the child protective services system in the state
■	Adequacy of funding
■	Child protective services' social worker turnover
■	Monitoring and oversight of county departments of social services

Child Protective Services Overview

Mandated CPS Services

Intake



- Receive reports of suspected child abuse, neglect, or dependency
- Staff reports with supervisor to determine whether to screen in or screen out

Assessment



- Determine if maltreatment has occurred or if there is future risk of maltreatment
- “Front-load” services to keep the child safe in the home when possible

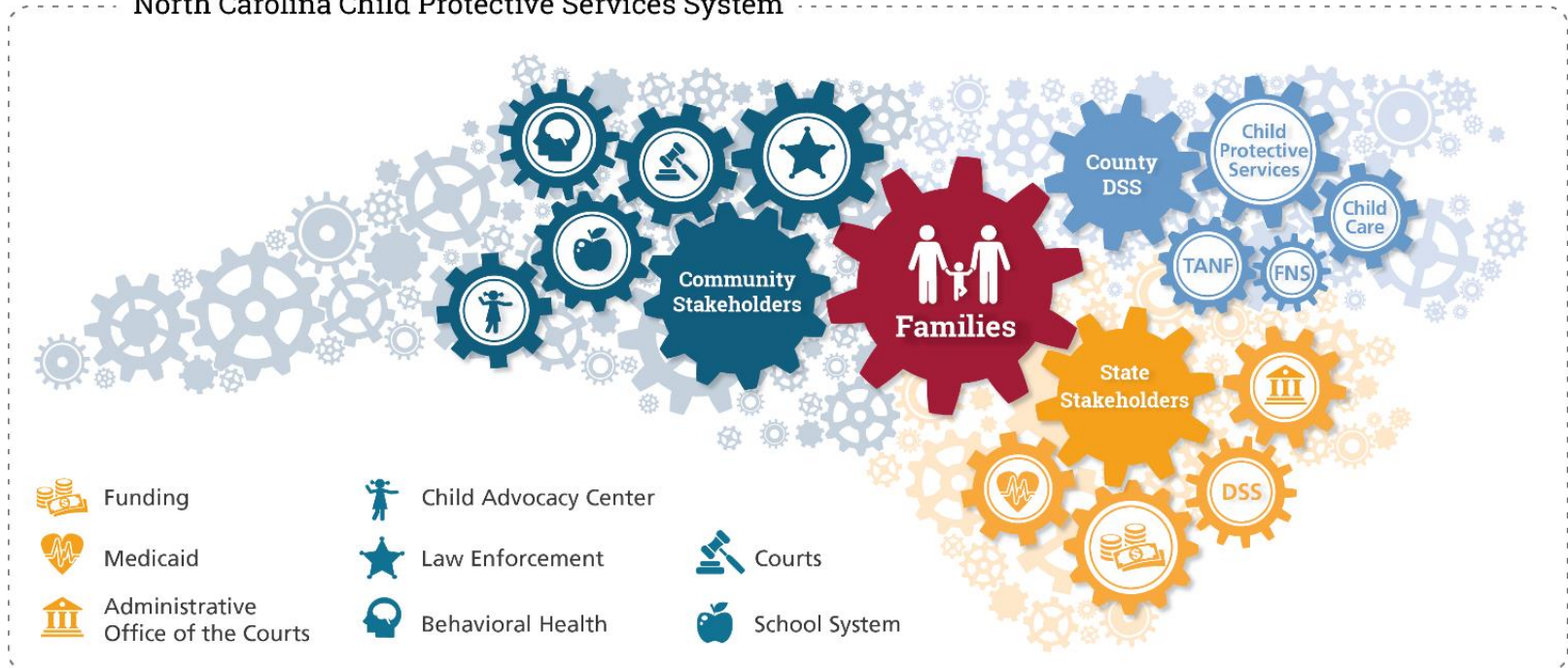
In-Home Services



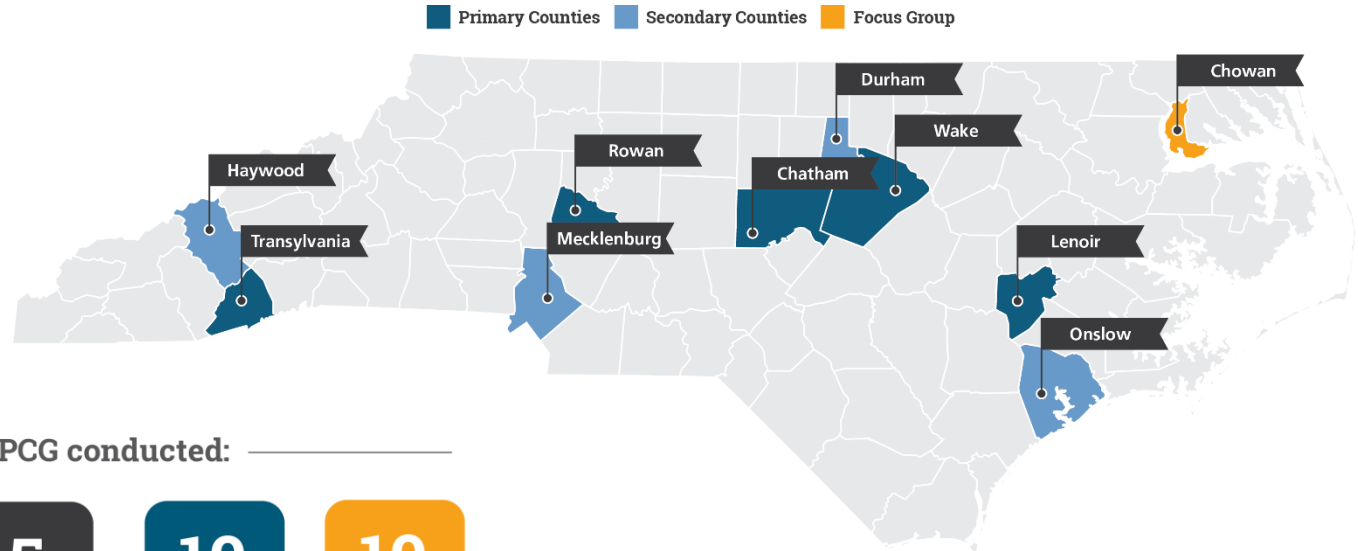
- Engage with the family to reduce the risk of maltreatment and keep the child safe in the home
- Act as the parents’ resource, model, coach, mentor, and teacher

The CPS System

North Carolina Child Protective Services System



County Representation



PCG conducted:

2

2 Stakeholders focus groups

5

5 NCACDSS Session discussions

10

10 CPS Frontline Social Worker focus groups

10

10 CPS Supervisor, Program Administrator/Manager, and DSS Director focus groups

15

15 Interviews with DSS leadership and staff

34

Data review from 34 counties

139

139 Interviews with CPS county workers

821

Statewide web survey with 821 participants

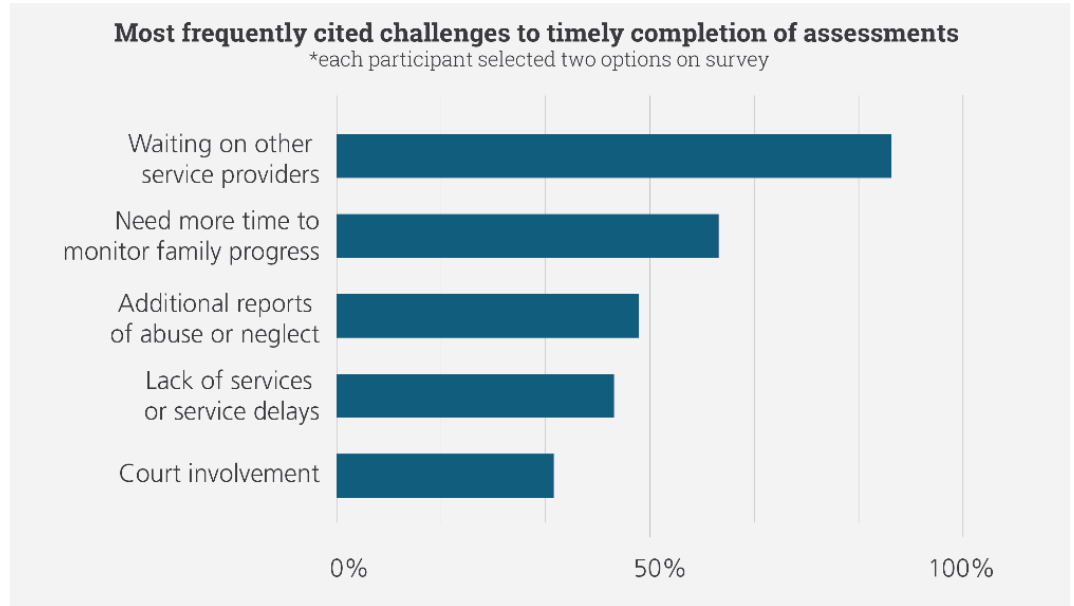
High Level Observations

- CPS, and child welfare generally, has many strengths to build on at the state and county level.
- However the following areas are challenges for CPS:
 - No statewide data system
 - Division lacks the capacity and resources to support counties
 - County resource disparity
 - Workforce, caseloads, and unique populations
 - No statewide practice framework



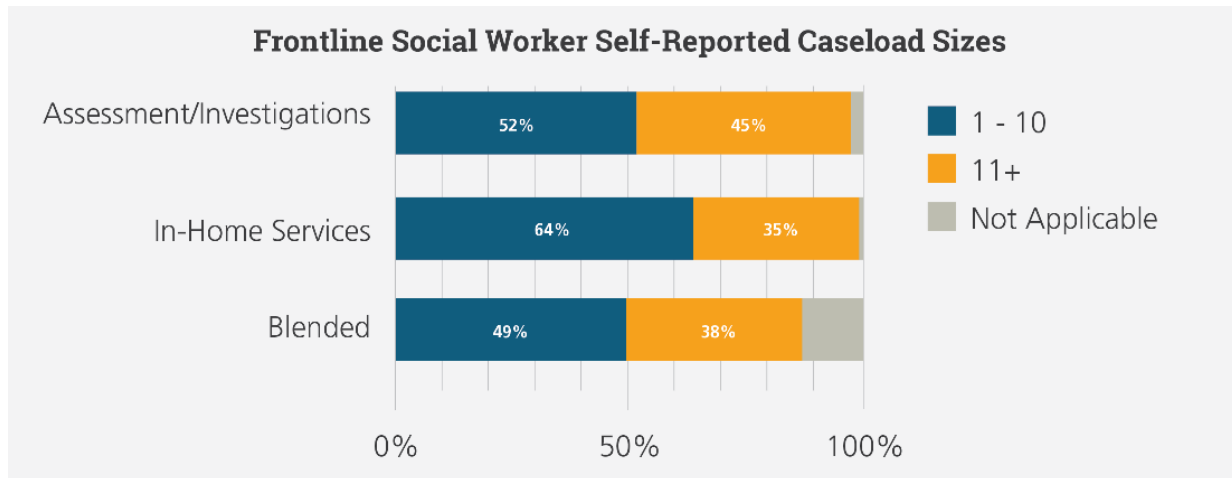
County Performance

- ✓ **Recommendation 1:**
Examine whether MRS is being appropriately followed in the counties.
- ✓ **Recommendation 2:**
Re-evaluate recommended timeframes for CPS assessments.
- ✓ **Recommendation 3:**
Conduct quality assurance reviews on CPS in-home cases.



Caseload Sizes

- ✓ **Recommendation 4:**
Conduct a study on current workloads in CPS.



Administrative Structure



✓ **Recommendation 5:**

Develop a statewide practice framework in conjunction with NC FAST Child Services (Project 4) implementation.



✓ **Recommendation 6:**

Improve the training system to meet the needs of counties.

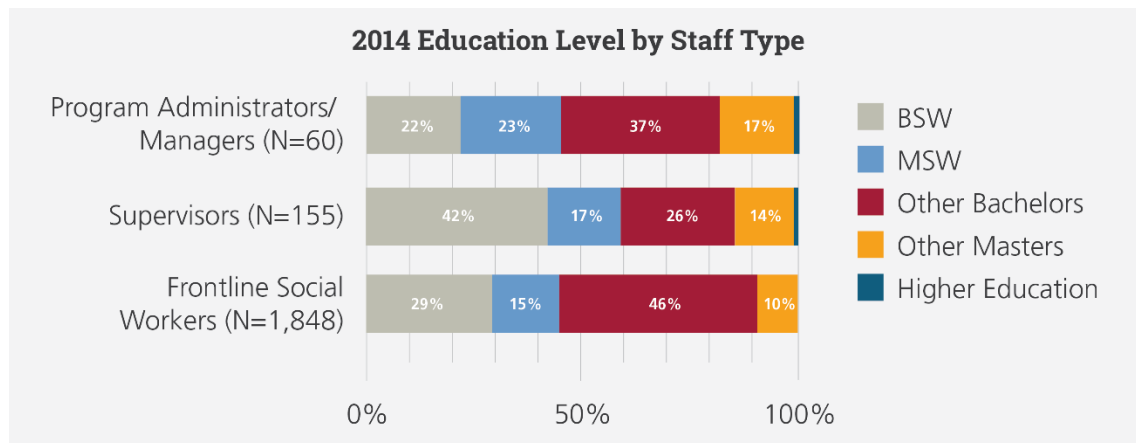


✓ **Recommendation 7:**

Develop and require a leadership academy for CPS frontline supervisors and managers.

Administrative Structure (cont.)

- ✓ **Recommendation 8:**
Develop a plan to address the requirements for a high quality CPS workforce.
- ✓ **Recommendation 9:**
Enhance support for Division leadership to promote excellence.
- ✓ **Recommendation 10:**
Highlight the critical importance of child safety and protection.

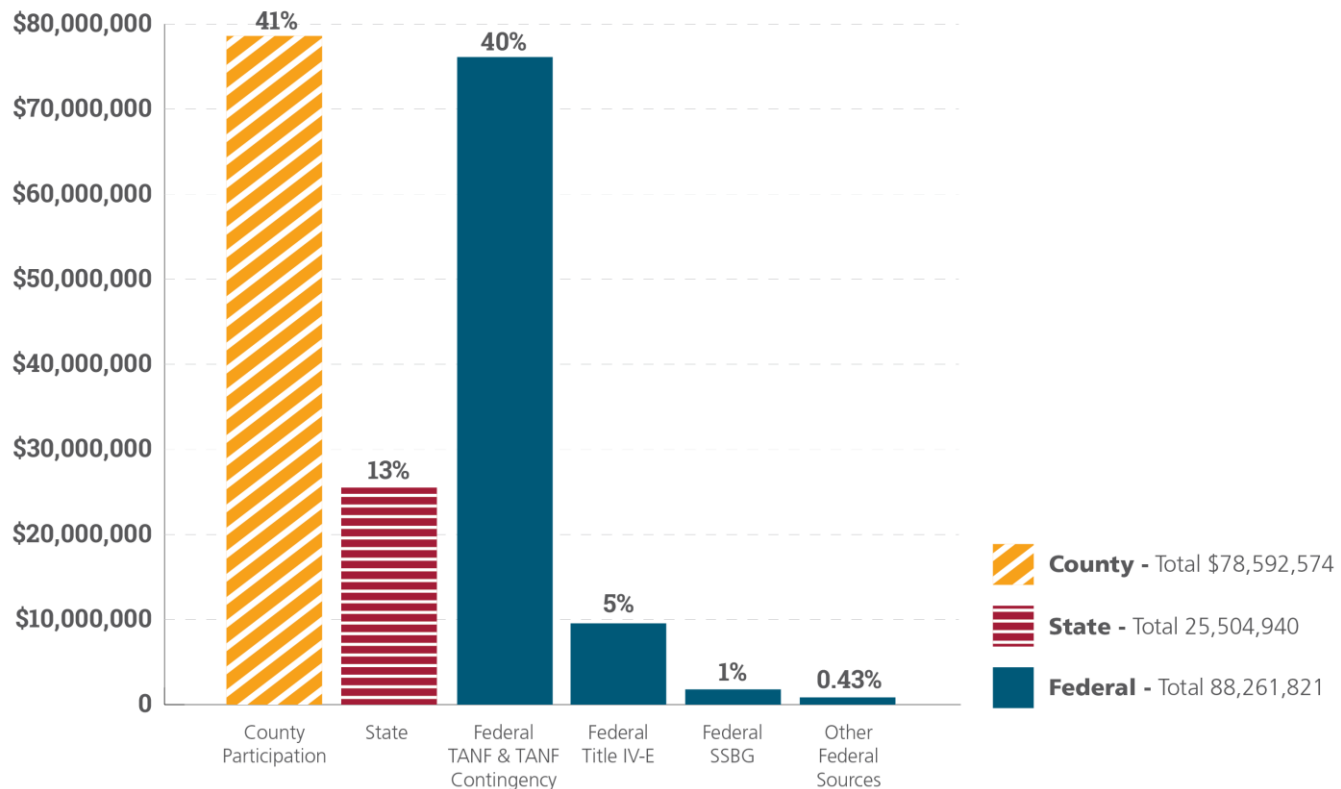


Adequacy of Funding

✓ **Recommendation 11:**

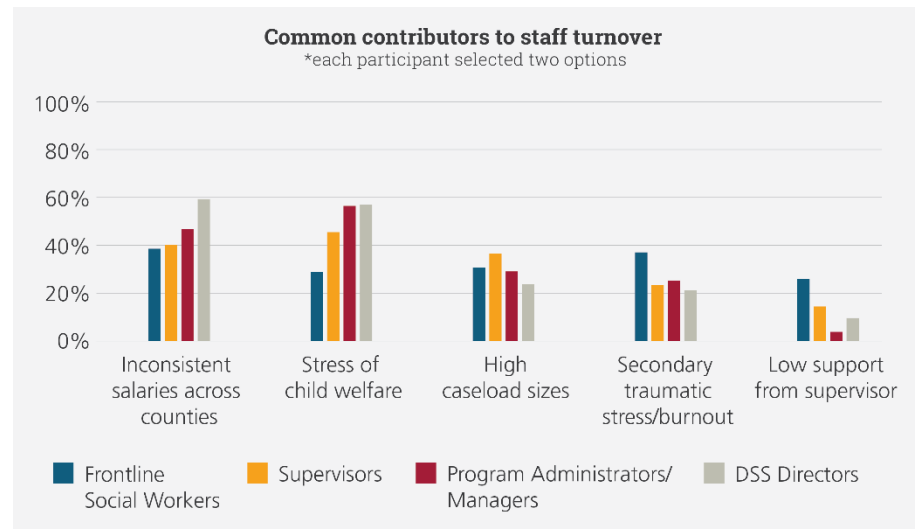
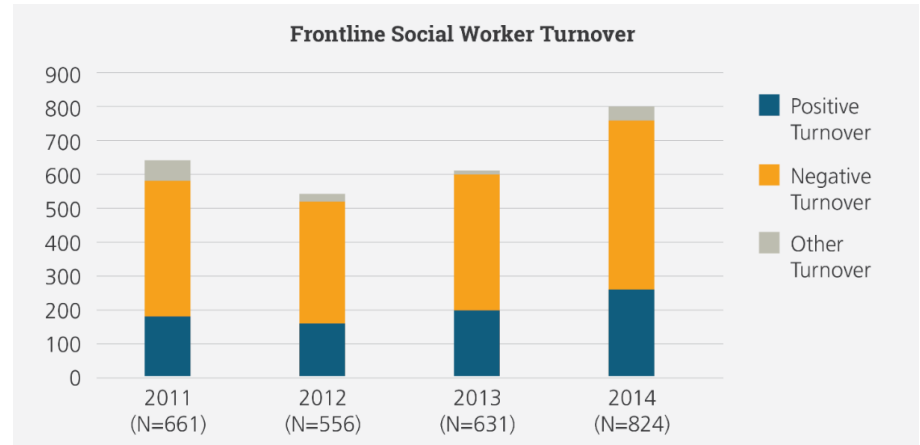
Review and update the county funding allocation methodology.

North Carolina CPS Expenditures for SFY 2014-15



Social Worker Turnover

- ✓ **Recommendation 12:** Address key issues contributing to social worker turnover including salary disparity, secondary traumatic stress, and the effectiveness of the Collaborative.



Monitoring and Oversight



- ✓ **Recommendation 13:**
Establish a workgroup to explore moving to an updated model of oversight.



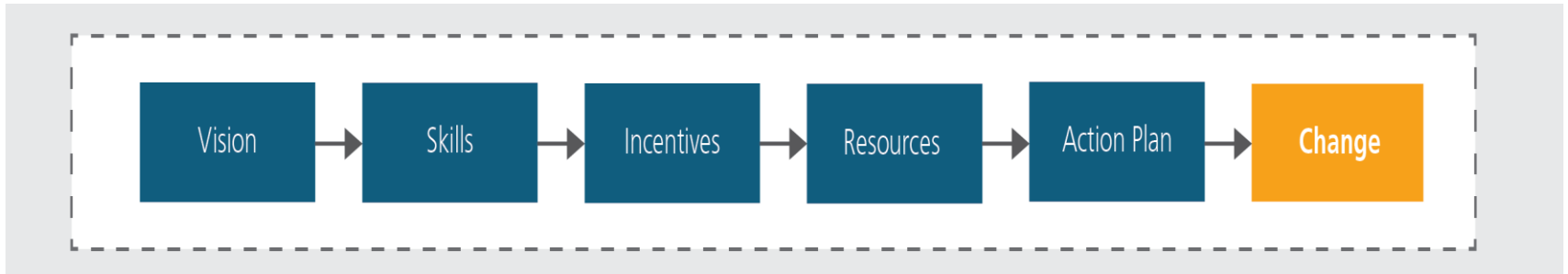
- ✓ **Recommendation 14:**
Establish a statewide standard for quality assurance reviews.



- ✓ **Recommendation 15:**
Develop a plan, with the assistance of national experts, to redesign the technical assistance system.

Next Steps

- ✓ Develop a strategic plan for CPS that complements the strategies in the CFSR PIP.



Questions?



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