

Service Array Items 29 & 30
2017 Action Items

Background:

One of the systemic factors for the Child and Family Services Plan (CFSP), Annual Program Services Review (APSR) and the Child and Family Services Review (CFSR) is the Service Array. The service array is defined as all elements within the child welfare system. This includes CA staff, contracted services, allied services (e.g. public mental health), and key partners (e.g. courts).

CA utilized regional program leads, CQI, and HQ leads to conduct local and state sessions for input. The feedback below included information from: CA staff, CASA, IPAC, Passion to Action, Tribes, Office of Public Defenders, Parent Allies, Court Improvement, Washington Association for Children and Families, and others.

Groups were asked for service array feedback limited to the key areas of their interaction with CA. Each group narrowed the feedback to the top two recommendations. The items below, approved by CA Leadership Team, are a subset (9 of 13) of the areas of focus stakeholders suggested. Stakeholders were informed at meetings that not all items of feedback would be acted on.

Next Steps:

1. Identify current work that fits with prioritized areas of focus
2. Return to stakeholders to:
 - a. Inform them of prioritized areas of focus
 - b. Identify work currently happening connected to those areas
 - c. Solicit suggestions to achieve change
3. Work with regional leads and HQ P&P to develop recommendations.
4. Return to CA Leadership Team with suggestions for change

Item 29

How well is the service array and resource development system functioning to ensure that the following array of services is accessible in all political jurisdictions covered by the CFSP?

1. Services that assess the strengths and needs of children and families and determine other service needs;

Area of Focus	What We Have Done	In Development	Work Needed
Timely access to referred services	<ul style="list-style-type: none"> One-Stop In-Home Services resource, bringing's information about service option, local availability, and information on accessing. Child Health and Education Tracking (CHET) program identifies service needs and make recommendations for appropriate interventions to meet the needs of the specific child. CHET also makes referrals to Early Support for Infants and Toddlers (ESIT) and Treehouse, and Wraparound with Intensive Services (WISe). Ongoing Mental Health (OMH) program identifies service needs and support with care coordination. OMH also contacts Apple Health Core Connections (AHCC) program to facilitate access to needed Medicaid funded services. CA policy on referring to WISe. 	<ul style="list-style-type: none"> Developing data report, identifying the time from assignment to creation of FamLink service referral PCV service enhancement pilot Developing on-line training for CA workers on identifying services needs of family Expanding One-Stop to incorporate other areas of contracted services. 	

2. Services that address the needs of families in addition to individual children in order to create a safe home environment;

Area of Focus	What We Have	Current Developments Underway	Work Needed

<p>Comprehensive In-Home service that are able to provide:</p> <ul style="list-style-type: none"> a. Parent coaching b. Peer support (earlier in the case the better) c. Respite support focused on supporting parents to attend and participated in needed services d. behavioral supports for children and youth 	<ul style="list-style-type: none"> CA collaborates with mental health and other systems partners in the implementation and roll-out of WISE program statewide. 	<p>CA has started an effort, May 2018, to enhance the set of services offered within the Combined In-Home services. This effort focuses on providing parents with skills needed to access community resources that can support child and family needs.</p>	
Support to families after CA involvement			

3. Services that enable children to remain safely with their parents when reasonable; and

Area of Focus	What We Have	Current Developments Underway	Work Needed
Consistently accessing required services (e.g. transportation resources and locally available)	Policy, concrete good guide		
Concrete goods that are able to reduce the stressors of poverty			

4. *Services that help children in foster and adoptive placements achieve permanency.*

Area of Focus	What We Have	Current Developments Underway	Work Needed
Resources provided within the foster home to support child placement stability (e.g. recreational activities/resources, foster parent supports, child youth supports)	CA collaborates with mental health and other systems partners in the implementation and roll-out of WISe program statewide.	In 2020, states will receive federal funding to support normal childhood activities.	
Parent Child Visitation that supports: <ul style="list-style-type: none"> Parents and children to resort, maintain, or supplement parent child bond. Clear path and resources to having visits move to unsupervised 	<ol style="list-style-type: none"> Visitation services provide contact between children in out-of-home placement and their parents. Services include transportation for children and varying levels of supervision with corresponding levels of documentation. The "Parent, Child, and Sibling Visits" policy (Practices and Procedures Manual 4254) was updated in June 2016 and clarified the usage of the various levels of supervision. 	<ol style="list-style-type: none"> Children's Administration is in the process of launching a service enhancement to existing visitation services as well as partnering with one of child welfare advocacy organizations, Partners for Our Children. The service enhancement focuses on creating a more supportive environment for parents and children during visits that occur at the beginning of out-of-home placement. The Strive program, developed by Partners for Our Children, facilitates and provides an enhanced skill set for parents within visits. Efforts to move more visits to unsupervised is predicated on the need to change the culture of visitation within Washington State. To support this change, CA has been 	

		partnering with court and other stakeholders to bring heightened focus to visitation, the levels of visit supervision, and tools to assist in conversations regarding visitation.	
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Item 30

1. *How well is the service array and resource development system functioning statewide to ensure that the services in item 29 can be individualized to meet the unique needs of children and families served by the agency?*

Area of Focus	What we have	Current Developments Underway	Work Needed
Increase access to culturally responsive and community based services		<ul style="list-style-type: none"> Cultural Humility QA requirements and CA trainings– In-Home services. 	
Increase availability of non-English speaking providers.	CA works with AHCC to increase provider availability of non-English speaking providers.		