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# EL DORADO COUNTY CHILD PROTECTIVE SERVICES

## Overview & Assessment

March 16, 2010

EL DORADO COUNTY CHIEF ADMINISTRATIVE OFFICE  
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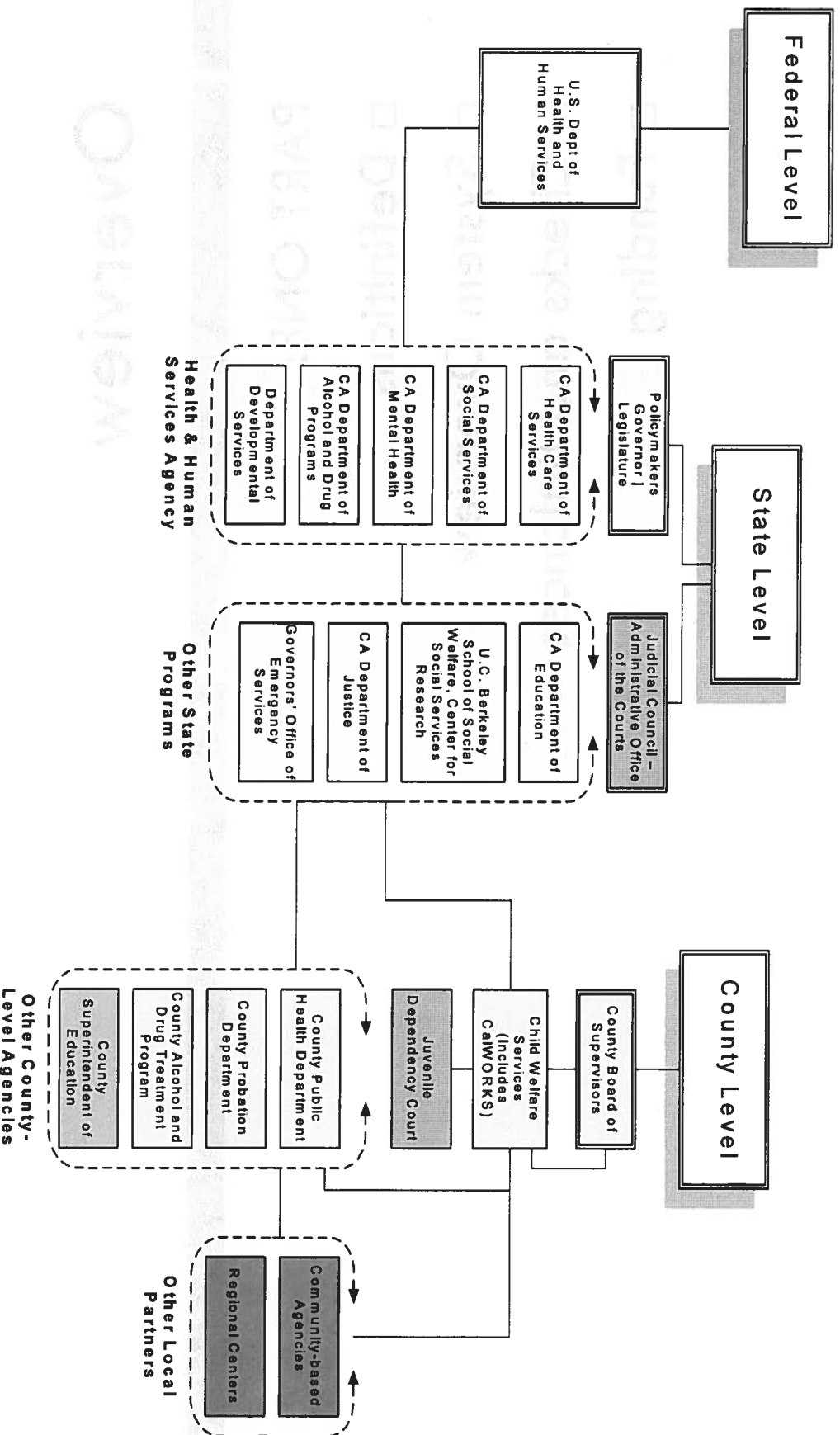
Revised 3-16-10  
Slides 27, 36, 50

# General Assessment

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- Child Welfare System is:
  - Big
  - Complex
  - Prescribed
- Perceptions of CPS vary
- El Dorado County CPS is:
  - Performing competently and comparably with similar countries relative to statewide trends

# California's Child Welfare System



# Overview

## PART ONE:

- Definitions
- System Overview
- Checks and Balances
- Funding

California's Child Welfare System

# Overview

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## PART TWO:

- California Child Welfare System
  - Role of County CPS
  - Role of Juvenile Dependency Court

# Overview

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## PART THREE:

- El Dorado County CPS
  - ▣ Organization, Staffing, Training
  - ▣ Outcomes and Measures
- Local Interviews/Impressions
- Conclusions

# Part 1

## Definitions

## System Overview

## Checks and Balances

## Funding

Child Support & Medical

# Child Abuse & Neglect

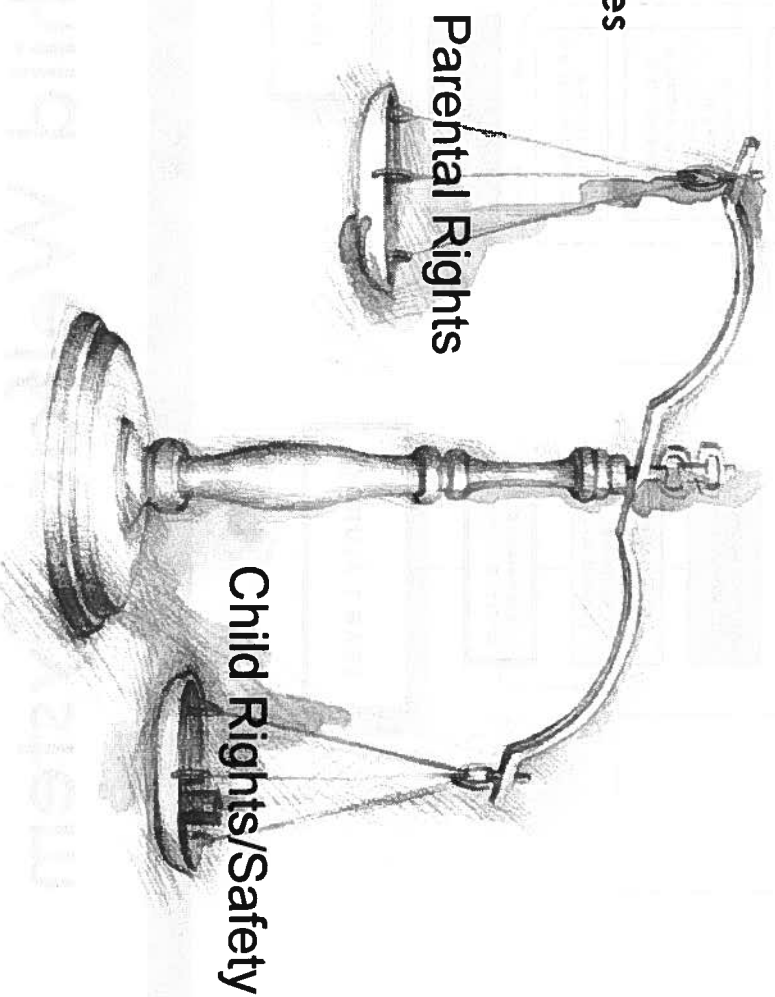
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- Defined by federal and state law:
  - Physical injury inflicted by other than accidental means upon a child by another person
  - Willfully causing or permitting any child to suffer, or inflicting unjustifiable physical pain or mental suffering, or permitting the person or health of the child to be placed in a situation in which his or her person or health is endangered
- Unlawful corporal punishment or injury

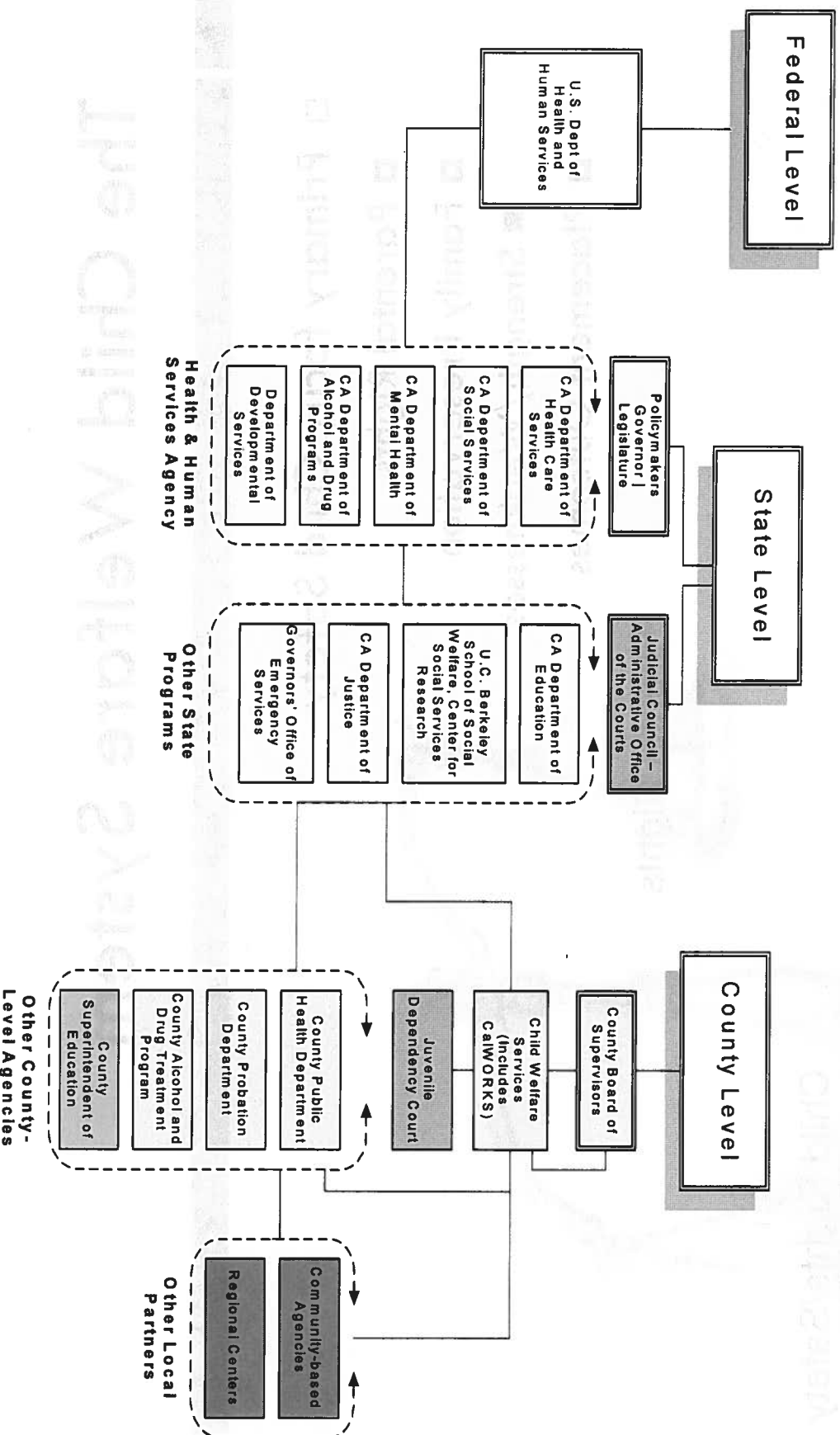


# The Child Welfare System

- Primary focus: Child Safety
  - Parental Rights
  - Family Preservation
    - Strength/Weaknesses
  - Placement Outcomes



# California's Child Welfare System



# Checks & Balances:

## Federal Accountability Requirements

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- **Federal Adoption and Safe Families Act of 1997**
- **Established child welfare outcomes and performance measures**
  - **Safety**
  - **Permanency**
  - **Well-being**
- **States must meet outcome measures as a condition of federal funding**

# Checks & Balances:

## State Accountability Requirements

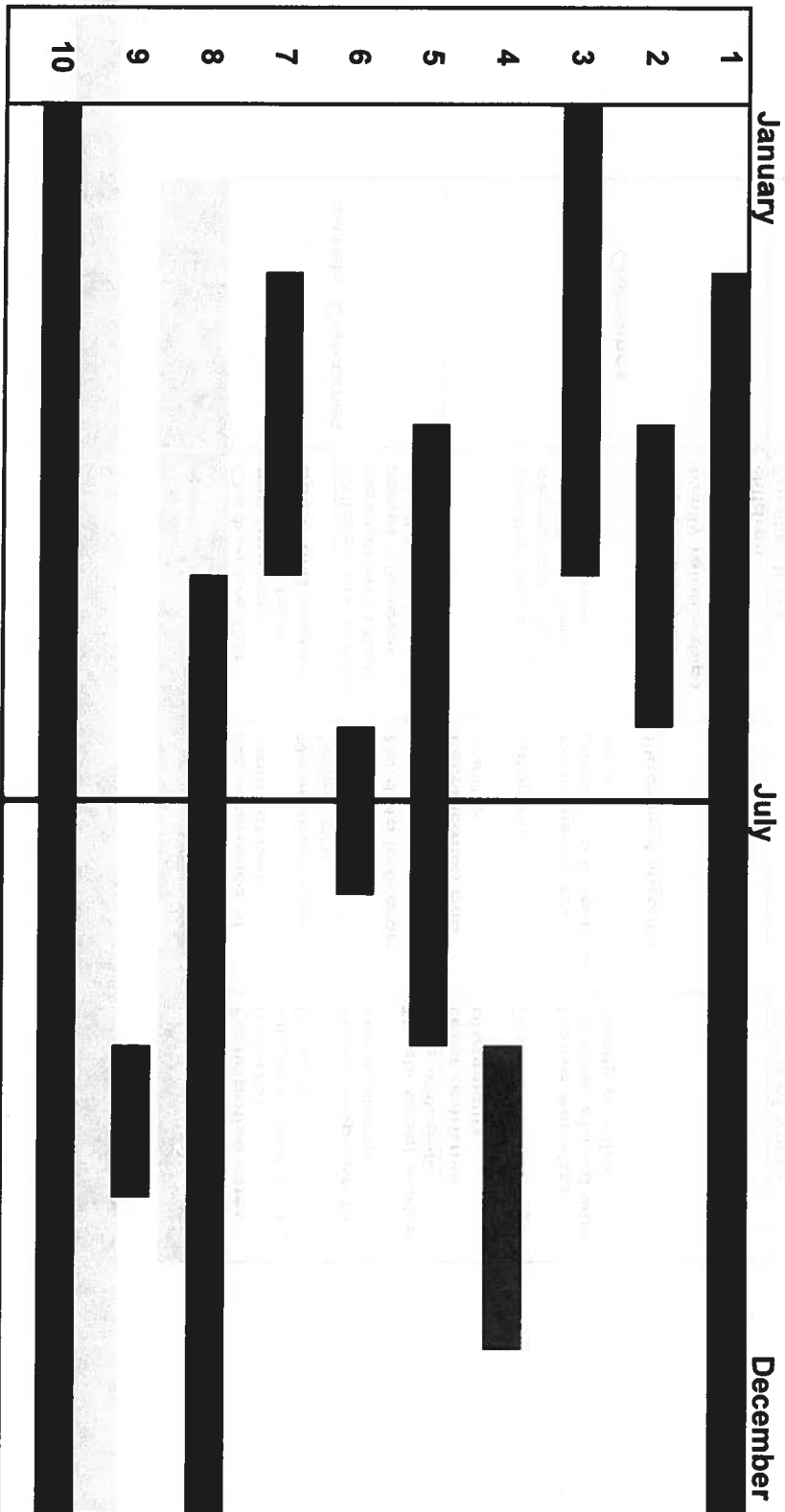
- California Child Welfare System Outcomes and Accountability Act (AB 636)
  - Requires federal outcomes be assessed using additional state measures
  - Quarterly Outcome and Accountability Data Reports
  - County Peer Quality Case Review (PQCR)
  - County Self Assessment (CSA)
  - County System Improvement Plan (SIP)
- State Technical Assistance and Monitoring

# Federal and State CWS Outcomes and Measures

	Federal Child Welfare Outcomes	Federal Measures (Indicators & Composites)	Additional State Measures (AB 636)
Safety Outcomes	Children are first and foremost protected from abuse and neglect  Children are safely maintained in their homes whenever possible and appropriate	No recurrence of maltreatment  No maltreatment in foster care	Participation rates (referral, substantiation, entry, in care)  Timely response to investigations  Timely social worker visits with child  Least restrictive placements
		No data indicators	Placed with siblings  Native American children placed with family or tribe
Permanency Outcomes	Children have permanency and stability in their living situations  The continuity of family relationships and connections is preserved for children	Adoption  Permanency for children in long-term care  Placement stability	Status of youth aging out of care  Authorized for psychotropic medications  Timely medical and dental exams
		No data indicators	Health records documented  Individualized Education Plans documented
Well-being Outcomes	Families have enhanced capacities to provide for their children's needs  Children receive appropriate services to meet their educational needs  Children receive adequate services to meet their physical and mental health needs	No data indicators	Timely medical and dental exams
		No data indicators	Health records documented  Individualized Education Plans documented

# Measurement Matters

*How many children are in foster care? How long do they stay in the system?*



Source: Aron Shlonsky, University of Toronto as presented in California's Child Welfare Performance Indicators Project: Q1-09 Slides, Center for Social Services Research

# Child Welfare System: Funding

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- Federal funding passed through to the states
  - Title IV-E for Foster Children
  - Title IV-B Allocation (capped) for family services, reunification and adoptions
  - Title XIX for health and mental health services
  - TANF Temporary Assistance for Needy Families
- In California, funds are further distributed to counties
- California counties access funds through numerous state agencies

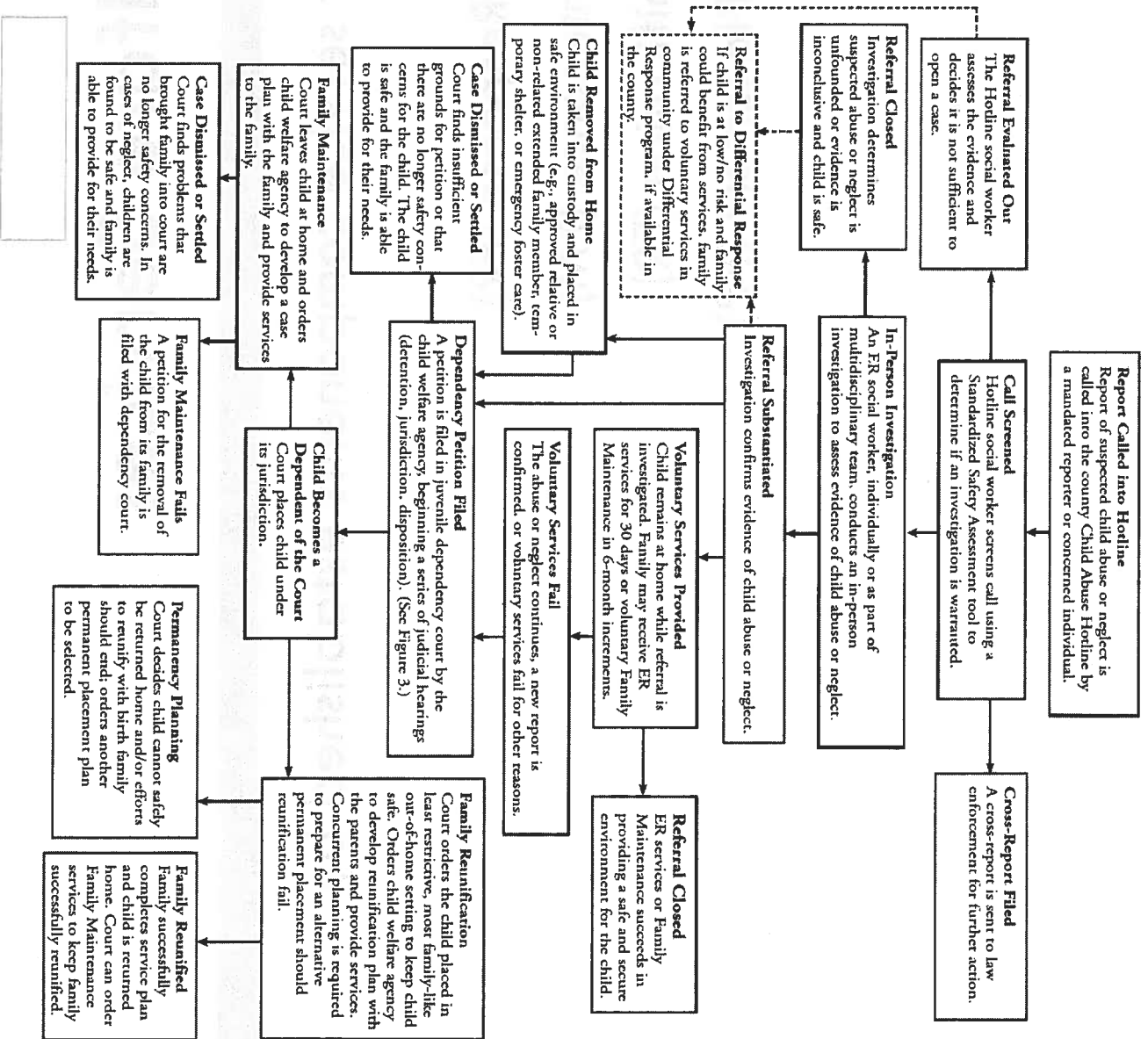
## Part 2

### California Child Welfare System

- ▣ Role of County CPS
- ▣ Role of Juvenile Dependency Court



# Child Welfare System Process



Reed, D.F. & Karpilow, K. (2009, June). *Understanding the child welfare system in California, A primer for service providers and policymakers* (2nd ed.). California Center for Research on Women and Families.

# Child Welfare Services

- CPS has four service components established by state law:
  - Emergency Response (ER)
  - Family Maintenance (FM)
  - Family Reunification (FR)
  - Permanent Placement (PP)

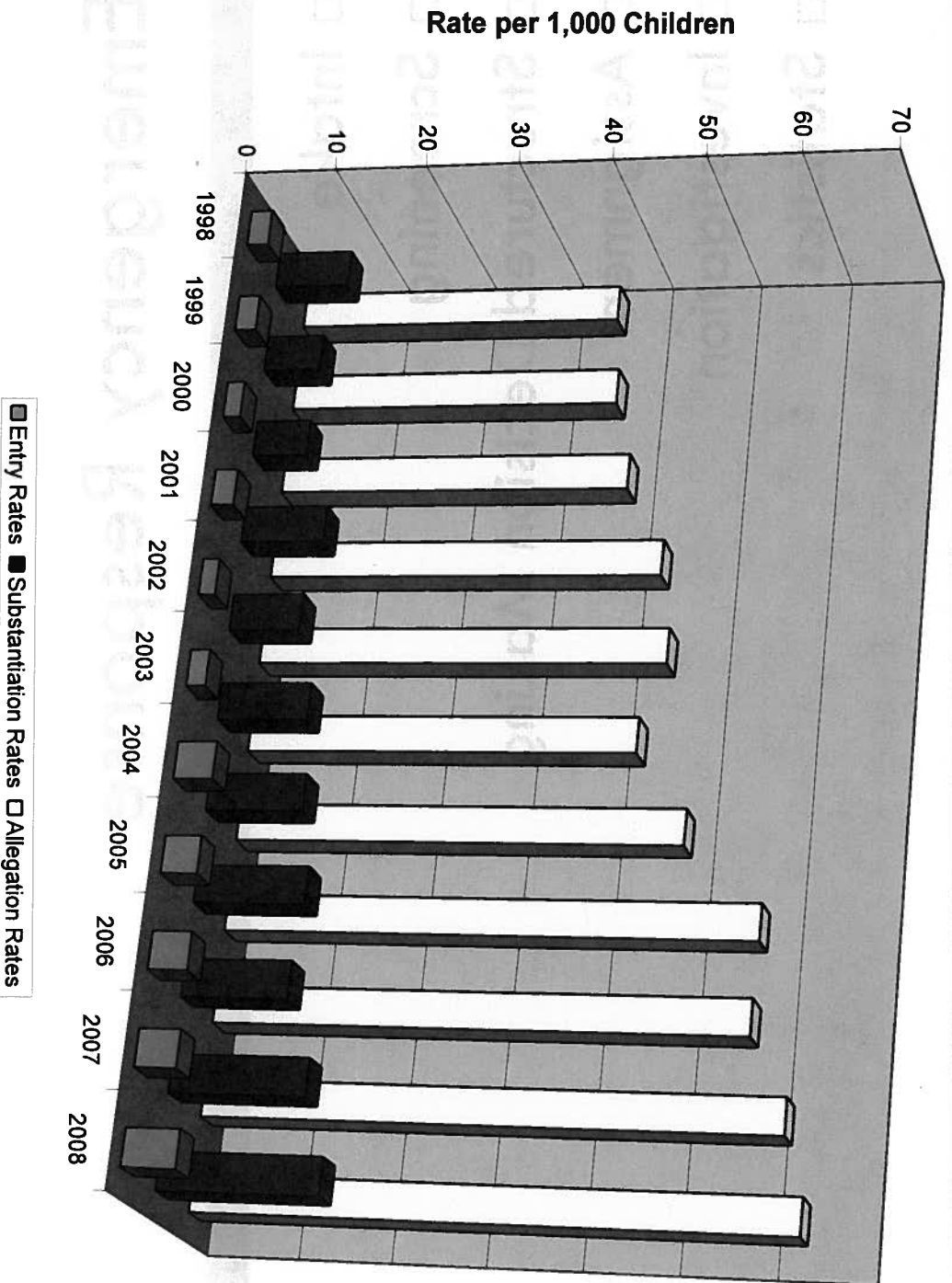
# Emergency Response

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- Intake
- Screening
- Structured Decision Making
- Assignment
- Investigation
- Statistics

**Emergency Response**

# Historical Allegation, Substantiation & Entry Rates: El Dorado County



# Intake

- 24/7 hotline response
- Intake gathers information from reporting parties to determine the type of response and inform investigation
  - Names, Ages, Family Dynamics, DOB's, Location
- Key Questions:
  - Is the child in imminent danger?
  - What is the risk of maltreatment?
  - Does the allegation meet the legal definitions of abuse?
  - Is an in-person response required, and if so, how quickly?

**Emergency Response**

# Screening

- After intake process completed, allegations are screened to assess their validity
- Use of Structured Decision Making (SDM) tool
- Confer with internal peer / supervisor / manager
- May include in-person contact

**Emergency Response**

# Structured Decision Making (SDM)

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- Structured Decision Making (SDM) tool
  - State approved, evidenced based tool
  - Strengthens the objective element of decision making
  - Use a consistent, factual approach in effort to standardize:
    - How to respond to allegations of abuse/neglect
    - How to quantify risk and safety factors

**Emergency Response**

# Assignment and Investigation

- After assessment referral can be:
  - Closed or “evaluated out”
    - No further action taken
  - In-person investigation warranted, either:
    - Immediately (within 24 hours) or,
    - Within 10-day
    - EDC policy on immediate response is 2 hours or less

**Emergency Response**



# Assignment and Investigation

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- If investigated, social worker makes one of three determinations:
  1. **Unfounded:** The report is determined to be false, inherently improbable, to involve accidental injury, or not constitute child abuse as defined by law.
  2. **Substantiated:** The report is based on credible evidence and constitutes child abuse and/or neglect.
  3. **Inconclusive:** The findings are inconclusive and there is insufficient evidence to determine whether abuse and/or neglect have occurred.

**Emergency Response**

# Substantiated Abuse/Neglect

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- Leave child at home with parent(s)/caregiver
  - Must not pose and immediate/high risk of abuse
    - Up to 30 days of Emergency Response Services (depending on availability)
      - Emergency shelter care
      - Temporary in-home caregivers
      - Therapeutic day services
      - Parenting training
      - Substance abuse testing
      - Transportation
      - Respite
- Or up to six months of voluntary family maintenance services

**Emergency Response**

# Substantiated Abuse/Neglect

- Remove child from home:
  - If no exigent circumstances (imminent and substantial threat to the child's life or health),
    - Social worker can file a petition asking Court to hold a hearing and take jurisdiction and detain child
    - Social worker can file for a protective custody warrant from the court to remove the child pending the detention hearing (held the next court day)
  - If exigent circumstances remove child immediately and place in safe environment
    - With assistance from law enforcement, social workers can place children into protective custody for up to 48 hours:
    - Must file petition with juvenile court
    - Detention hearing must be held the following court day
- Most removals in EDC involve warrant obtained in advance from the Court

**Emergency Response**

# Family Maintenance (FM)

- A safety plan is in place, children remain in the home with their parents, and the family has accepted services through the Human Services Department. There are two types of Family maintenance:
  - Voluntary Family Maintenance
    - Family voluntarily accepted and is willing to complete child welfare services
  - Court Family Maintenance
    - Children are made dependents of the court and parents are court ordered to participate in child welfare services

## Family Maintenance

# Family Reunification (FR)

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- Children in out of home placement
  - Relative Home
  - Non-Relative Extended Family Member home
  - Foster Care Home
  - Group Home
- Provision of services through the Department of Human Services attempts to address:
  - Issues that brought the case to the Court's attention
    - Effort to safely return children home

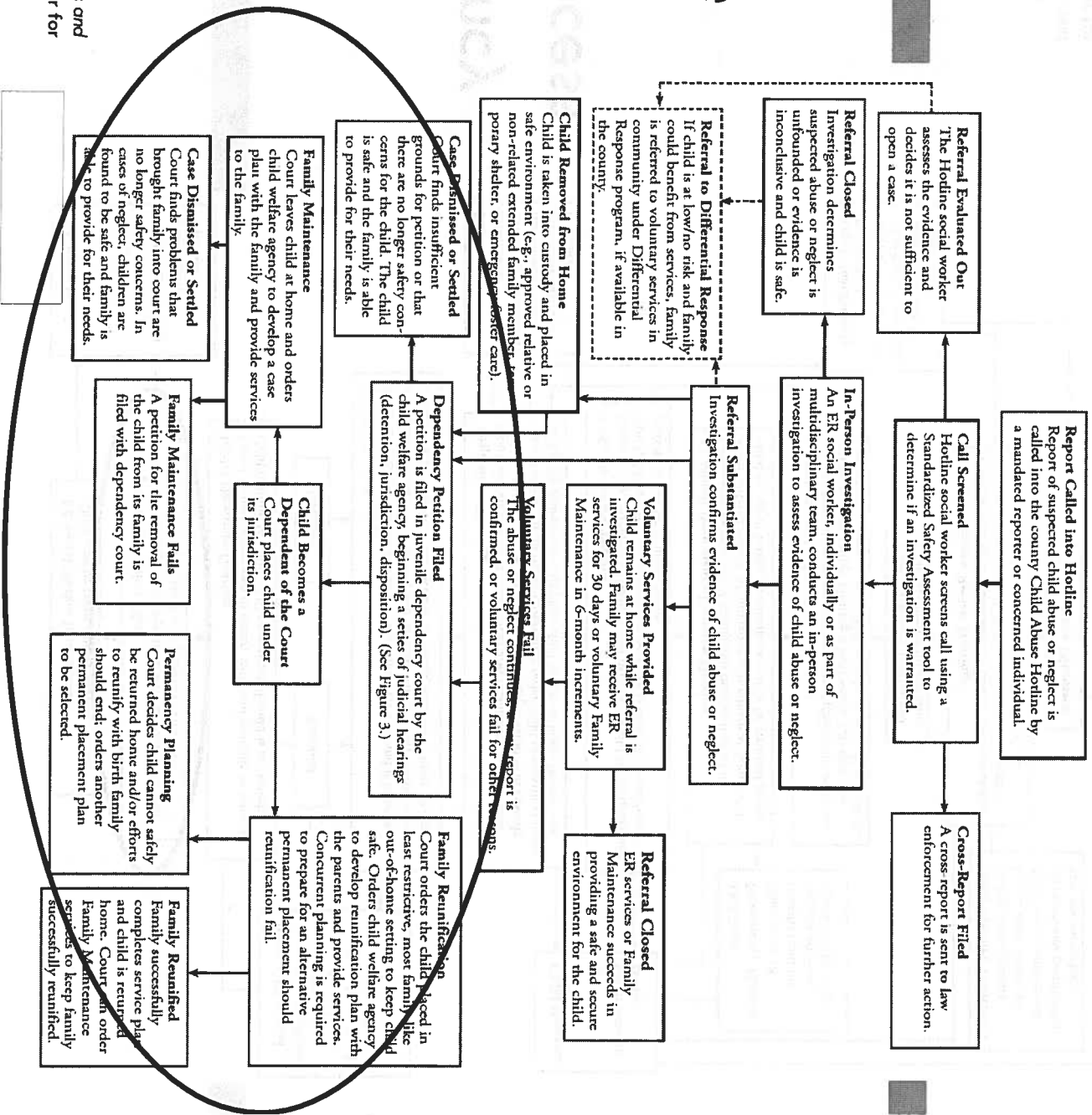
## Family Reunification

# Permanent Placement (PP)

- Provide the most stable, permanent home possible for each child
- Adoption is primary goal
- Adoption services provided to children who are dependents of Juvenile Court and who are free to be adopted

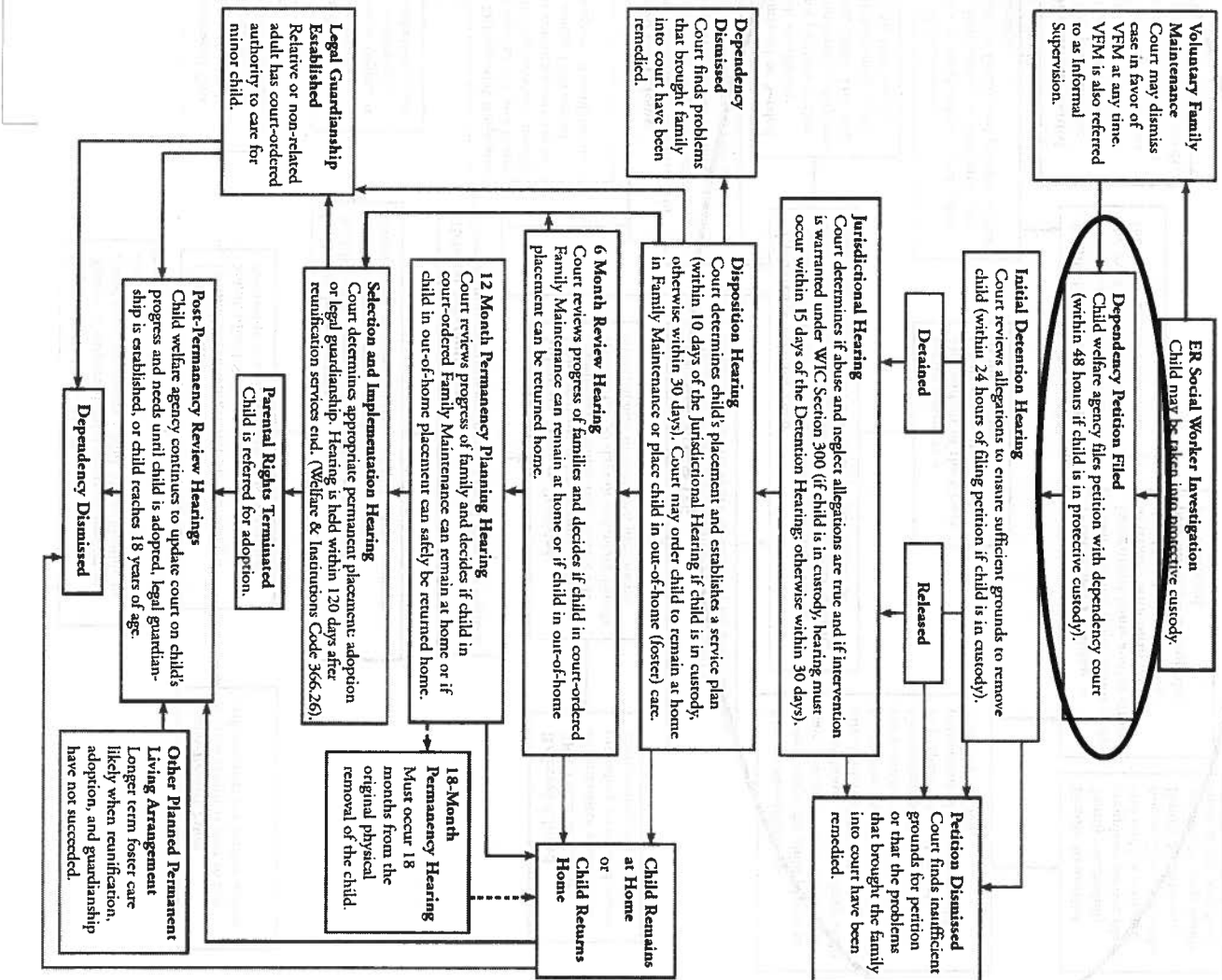
**Permanent Placement**

# Child Welfare System Process



Reed, D.F. & Karpilow, K. (2009, June). *Understanding the child welfare system in California, A primer for service providers and policymakers* (2nd ed.). California Center for Research on Women and Families.

# Juvenile Dependency Court Process



Reed, D.F. & Karpilow, K. (2009, June).  
Understanding the child welfare system in  
California, A primer for service providers and  
policymakers (2nd ed.). California Center for  
Research on Women and Families.



# EDC Juvenile Dependency Court

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- ☐ Judge Daniel B. Proud
  - ☐ West Slope
- ☐ Commissioner William Neil Shepherd
  - ☐ Tahoe

# Juvenile Dependency Court

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- Once petition filed, Court can:
  - Take dependency jurisdiction over child, or
  - Dismiss petition filed by child protective services
- Each party is represented by an attorney
  - Each parent
    - Child
      - Court Appointed Special Advocates (CASA)
    - Child Protective Services
      - County Counsel

# Juvenile Dependency Court

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- If Court removes child from home, social worker works with family to develop case plan to address safety concerns
- Case plan is approved by the Court, such as:
  - Substance Abuse Treatment
  - Health & Mental Health Care Services
  - Parenting Classes
  - Individualized Education Plans
- Law requires the social worker to concurrently plan for alternative permanent placement in the event that family reunification fails

# Juvenile Dependency Court

**24 Hours**

**10 Days**

Emergency Response

**Next Court  
Day**

Detention Hearing

**15 Days**

Jurisdictional Hearing

**10 Days**

Dispositional Hearing

# Juvenile Dependency Court

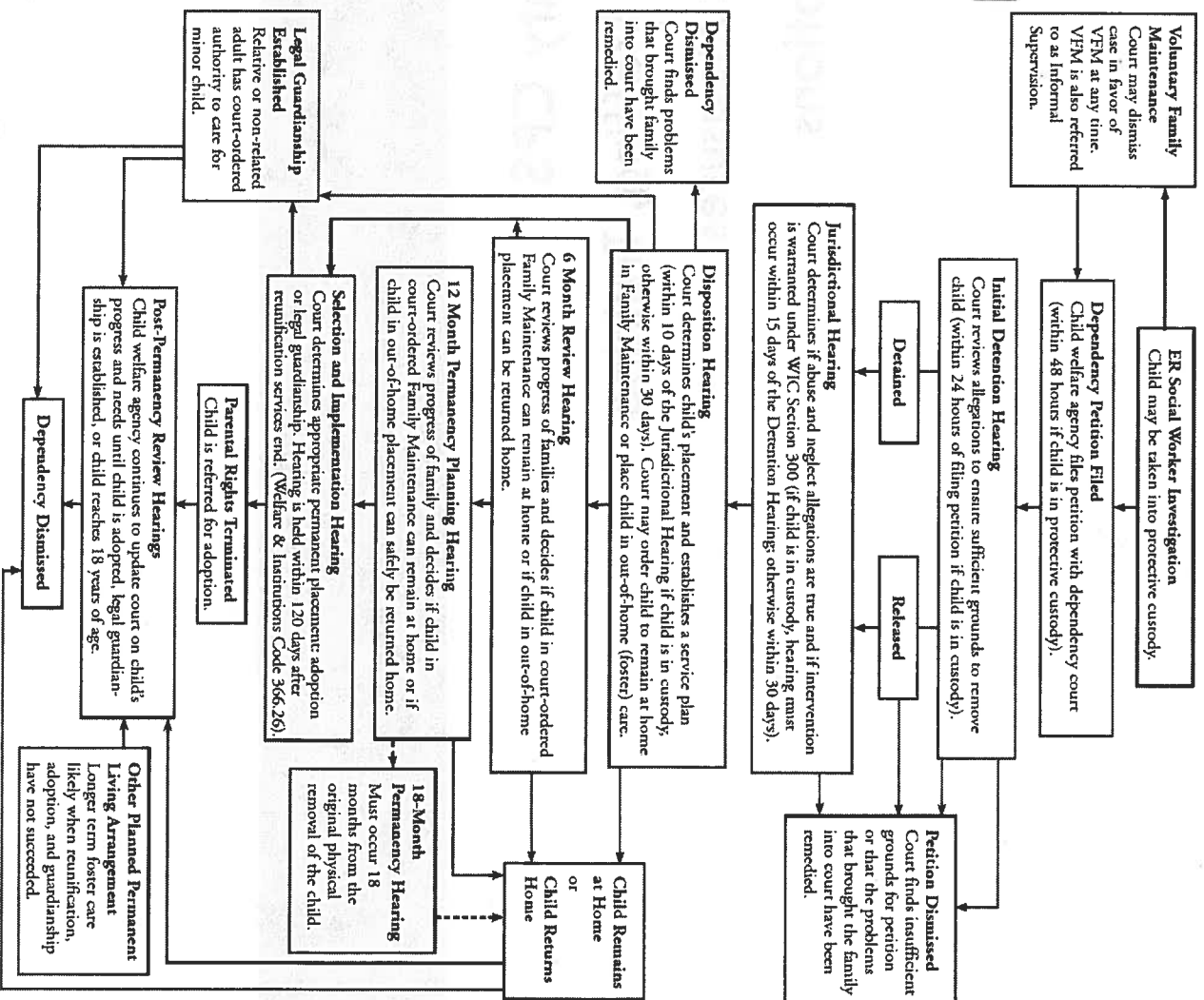
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- **6 Month Review Hearing**
  - **Court may extend additional 6 months if reasonable expectation of successful reunification**
- **12 Month Permanency Planning Hearing**
  - **Court reviews progress of family and decides if child in court-ordered Family Maintenance can remain at home or if child in out-of-home placement can be returned home**
- **18 Month Permanency Placement Hearing**
  - **Minor returned to parents unless substantial risk, or**
  - **Alternative permanent placement is sought**

# Juvenile Dependency Court

- Additional reviews may occur at any time in the process
- Court may amend a placement order or case plan
- Court may dismiss case at any point if original circumstances causing intervention have been remedied

# Juvenile Dependency Court Process



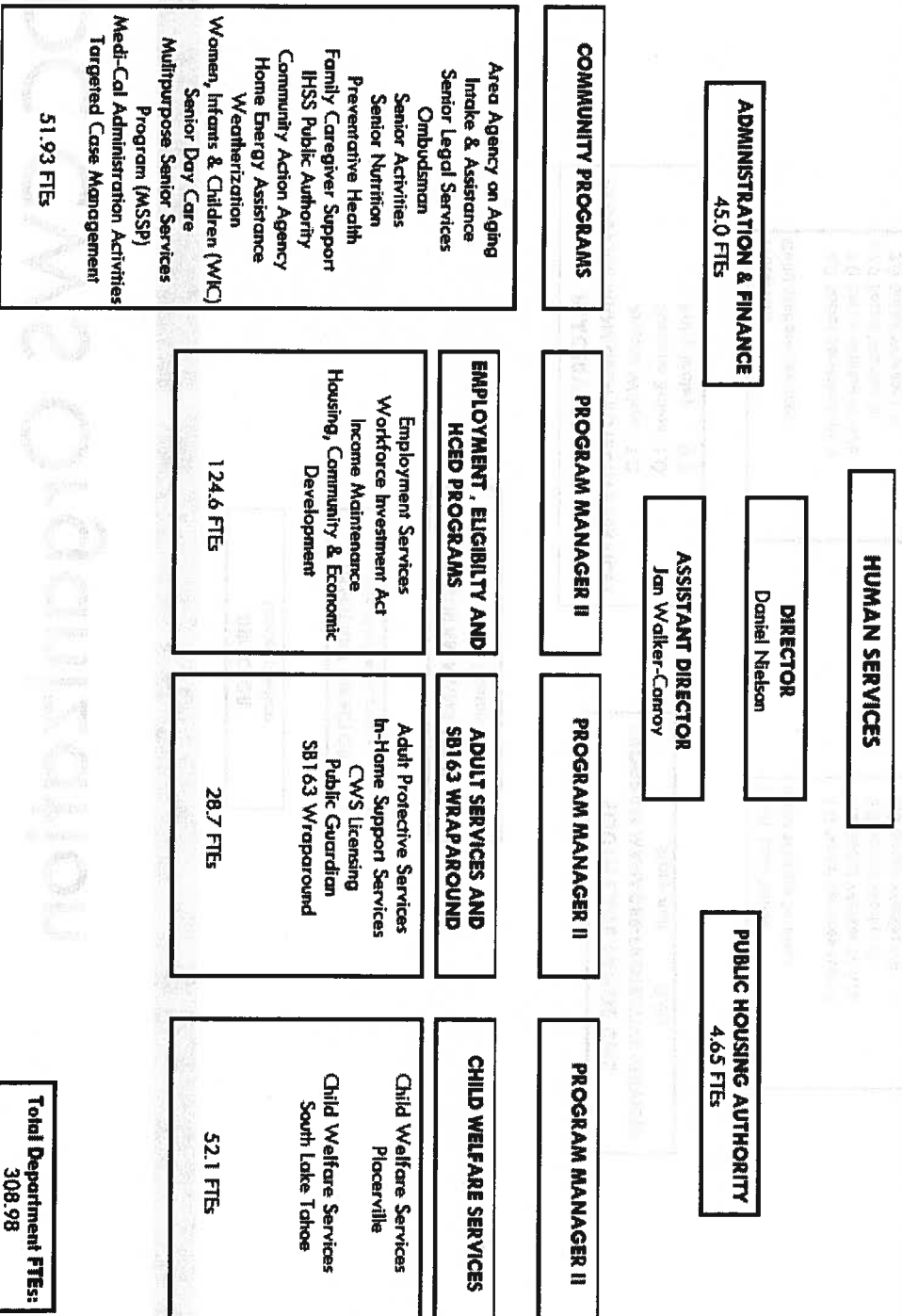
Reed, D.F. & Karpilow, K. (2009, June). *Understanding the child welfare system in California, A primer for service providers and policymakers* (2nd ed.). California Center for Research on Women and Families.

# Part 3

## El Dorado County CPS Organization, Staffing, Training Outcomes and Measures General Perceptions



# DHS Organization



# EDC CWS Organization

**DIRECTOR**  
Daniel Nielson

**ASSISTANT DIRECTOR**  
Jan Walker-Conroy

**PROGRAM MANAGER II**  
Mark Contois

**PLACERVILLE CWS**  
**PROGRAM MANAGER-PROTECTIVE SERVICES**  
Angela Wilson 1.0  
Suzanne Bailen 1.0  
Patty Moley 0.3

**SOUTH LAKE TAHOE CWS**  
**PROGRAM MANAGER-PROTECTIVE SERVICES**  
Mary Auth 0.60

**Placerville**  
**Child Welfare Services**  
4.0 Social Services Supv II  
9.0 Social Worker IV A/B  
13.0 Social Worker III  
3.0 Social Worker I/II  
4.0 Social Services Aide  
1.0 Office Assist Supv I/II  
4.0 Office Assistant III  
1.0 Office Assistant I/II  
**39.0 FTEs**

**South Lake Tahoe**  
**Child Welfare Services**  
1.0 Social Services Supv II  
1.2 Social Worker IV A/B  
3.0 Social Worker III  
2.0 Social Worker I/II  
1.0 Social Services Aide  
1.0 Office Assistant III  
**9.2 FTEs**

**Total Program FTEs:**  
**52.1**

# EDC CPS Staffing

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- CPS is staffed with a combination of Social Workers and support staff
- Oversight from supervisors, program managers
- Job specifications are developed by the State Merit system
- Recruitment conducted by State Merit system
  - ▣ Qualified candidates interviewed by EDC DHS
- Qualifications for Social Workers

# EDC CPS Training

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- **Required Training for CPS staff**
  - **Phase I Core Curriculum – 15 days that must be completed within first 12 months**
  - **Phase II Core Curriculum – 16 days that must be completed within 24 months**
  - **Supervisor Core training – 10 days that must be completed within 12 months**
  - **Ongoing requirement for 40 hours of continuing training every 24 months**
- **Department training on policies and procedures**

# Contracts

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- DHS administers approximately 175 contracts for CWS services
  - Foster care and group homes
  - Counseling and therapy
  - Education and tutoring
  - Psychiatric evaluations

# CPS Service Partners

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- Local Agencies
- Non-Profits/Service Providers
- Foster Family Agencies
- Group Homes
- Other Community Partners

# Caseloads

□ 416 Current open cases (as of Jan 5, 2010)

□ In home placements: 101

□ Out of home placements: 298

□ Emergency response: 17 (in pending status on this date)

□ 2427 Referrals received in 2009

□ 1041 not investigated

□ 1386 investigated

□ 208 new cases (FM, FR, PP)

□ 29.2 FTE Social Worker staff (ER and case carrying)

# Social Worker Caseload Standards

## State Recommended Workload Standards

### Cases Per Social Worker

Component	Emergency Response Assessment	Emergency Response	Family Maintenance	Family Reunification	Permanent Placement
1984 Budget Standards	322.50	15.80	35.00	27.00	54.00
SB 2030 Recommended Standards:					
Minimal	116.10	13.00	14.20	15.60	23.70
Optimal	68.70	9.90	10.20	11.90	16.40
<b>EI Dorado County</b>	<b>208.00</b>	<b>10.90</b>	<b>19.80</b>	<b>25.20</b>	<b>27.20</b>

Case loads



# Child Welfare System: Funding

Program	Federal	State	County	Total
Child Welfare Services Programs	\$3,420,307 53%	\$2,178,065 34%	\$868,843 13%	\$6,467,215
Assistance Programs	\$2,703,813 35%	\$2,485,977 32%	\$2,576,239 33%	\$7,766,029
Other Children's Programs	\$40,599 13%	\$260,172 85%	\$6,306 2%	\$307,077
<b>Total Children's Programs</b>	<b>\$6,164,719</b> 42%	<b>\$4,924,214</b> 34%	<b>\$3,451,388</b> 24%	<b>\$14,540,321</b>

- Complex, multiple funding streams, allocation and performance based
- County share is primarily realignment funding

# Outcomes / Performance

EDC CPS performance is similar to comparator countries and statewide trends

Performance improvement opportunities relative to federal and state standards:

- No Recurrence of Maltreatment
- Reunification
- Placement Stability

Area	EDC	Comparator	Statewide
Performance improvement opportunities relative to federal and state standards:			
No Recurrence of Maltreatment	31	31	31
Reunification	138	138	138
Placement Stability	2898	2898	2898

# County System Improvement Plan (SIP)

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- System Improvement Plan approved by the Board in May 2009
- Developed using
  - Quarterly County Data Reports
  - Peer Quality Case Review (PQCR) done in May 2008
  - County Self Assessment (CSA) approved by the Board in March 2009

# County System Improvement Plan (SIP)

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- SIP Identified three key focus areas:
  - Recurrence of Maltreatment
  - Reentry Following Reunification
  - Placement Stability
- Challenges
  - Social worker retention
  - Training
  - Caseloads

# Local Interviews

- Juvenile Dependency Court - Judge Daniel Proud
- CASA El Dorado - Susan Dorsey
- Child Abuse Prevention Council (CAPC) - Elizabeth Blakemore
- EDC Office of Education – Sheila Silan, Foster Youth Services
- EDC County Counsel CPS Attorneys
- EDC Human Services Department
- EDC Human Resources
- EDC Sheriff

# General Perceptions

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- CPS workers are committed
- Staff turnover creates inefficiencies
- Timeframe requirements of the system are challenging
  - ▣ On time court reports
- Families in the system generally have life challenges
  - ▣ Further challenged by requirements of system
- Demographics/culture influence system
- Need for additional resources

# General Assessment

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- Child Welfare System is:
  - Big
  - Complex
  - Prescribed
- Perceptions of CPS vary
- El Dorado County CPS is:
  - Performing competently and comparably with similar counties relative to statewide trends

# End of Presentation

- Perceptions of CS2 and
- Prescribed
- Complex
- Big
- Child Welfare System is:

## General Assessment



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