



Fiscal Year 2019 (FY19) Quarter 2 Report

January 2019 - March 2019

Social Work Contacts

	Worker-Child	Worker-Parent	Parent-Child	Worker-Supervisor
Benchmark	95%	85%	85%	95%
<i>WMPC Network Total</i>	94%	66%	43%	100%
Bethany Christian Services	97%	65%	39%	100%
Catholic Charities West Michigan	97%	70%	42%	99%
D.A. Blodgett-St. Johns	91%	72%	52%	100%
Samaritas	95%	66%	46%	99%
Wellspring Lutheran Services	91%	58%	37%	100%

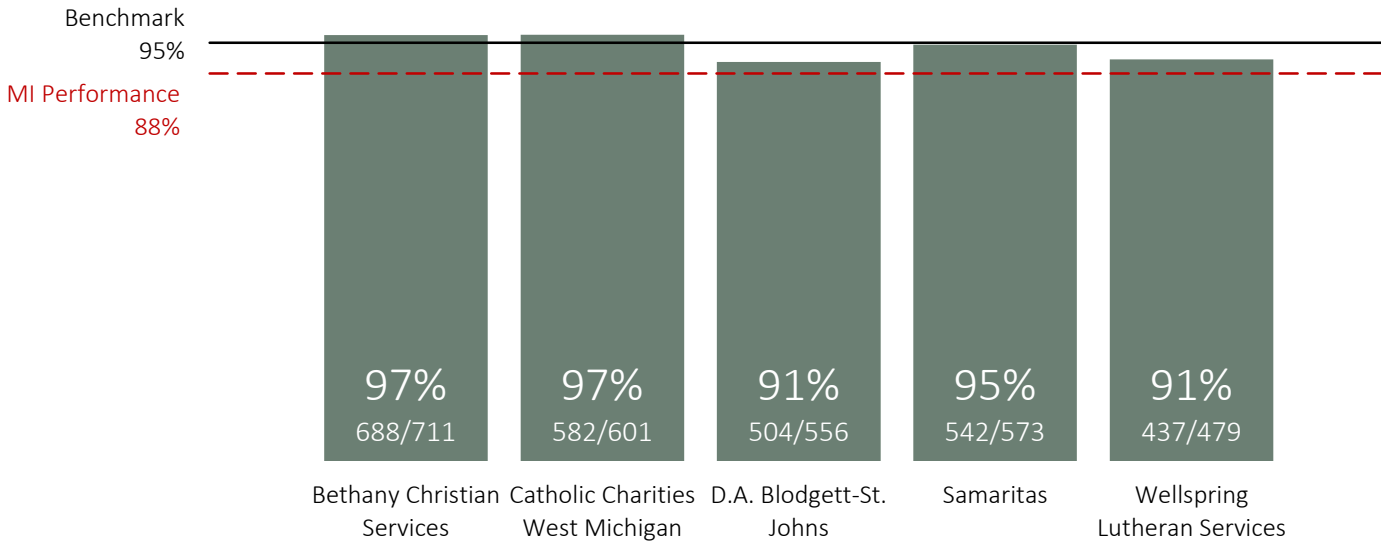
Medicals & Dentals

	Initial Medical	Yearly/Periodic Medical	Initial Dental	Yearly Dental
Benchmark	85%	95%	90%	95%
<i>WMPC Network Total</i>	95%	90%	81%	78%
Bethany Christian Services	93%	92%	86%	82%
Catholic Charities West Michigan	93%	93%	86%	100%
D.A. Blodgett-St. Johns	100%	90%	100%	86%
Samaritas	94%	94%	84%	61%
Wellspring Lutheran Services	96%	70%	40%	53%

Service Plans

	Initial Service Plans	Updated Service Plans	Plan Approvals
Benchmark	85%	85%	95%
<i>WMPC Network Total</i>	88%	91%	87%
Bethany Christian Services	97%	95%	88%
Catholic Charities West Michigan	96%	99%	95%
D.A. Blodgett-St. Johns	100%	81%	80%
Samaritas	76%	95%	97%
Wellspring Lutheran Services	79%	84%	73%

Three of the agencies met the benchmark for the second quarter. WMPC Network's performance was 94%.



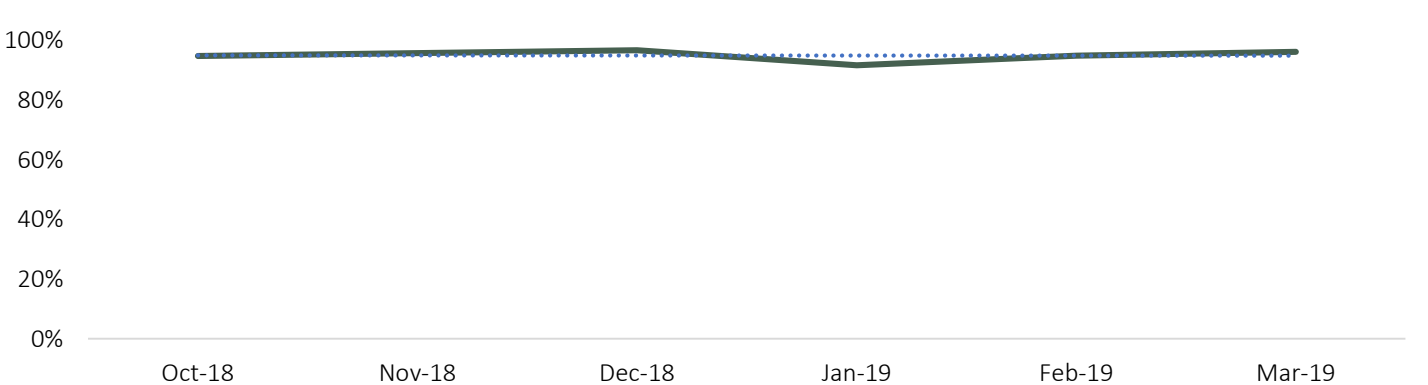
Strengths

Assign a mentor to attend the "quiet hours" to assist workers who need help entering social work contacts in MiSACWIS.
Some supervisors require their new workers to draft and email their home visit information for review, to ensure that it will be accurately recorded in MiSACWIS.

Barriers

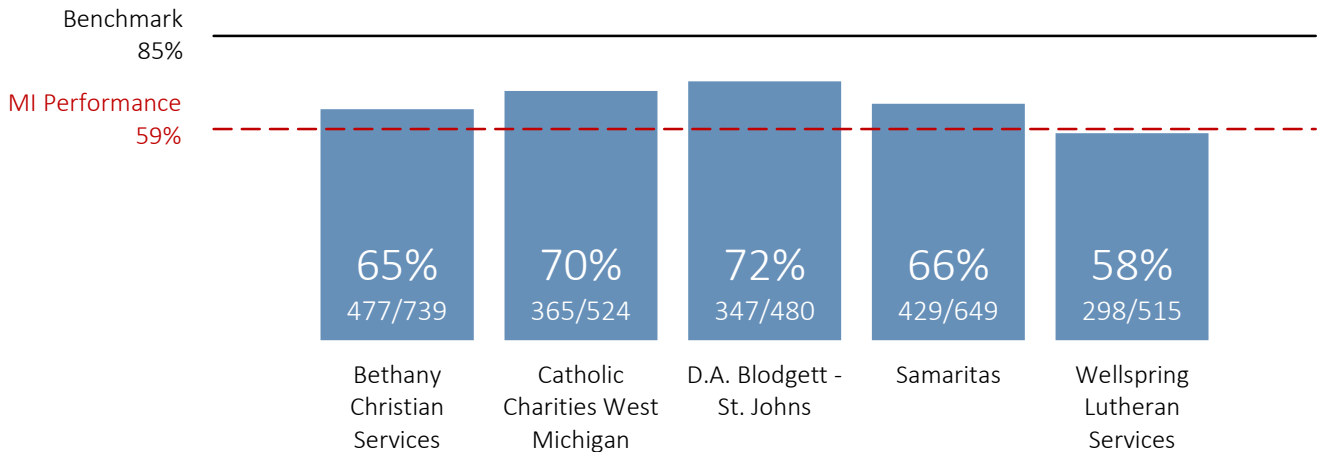
When agencies do not close cases in a timely manner, visits are still assigned to the worker and may skew that data.
Data entry errors occur when workers forget to mark visit as "private."

WMPC's monthly trend from October 2018 to March 2019:



At least 85% of parents whose children have a permanency goal of reunification shall have face to face contact by the assigned caseworker in accordance with the guidelines in FOM.

None of the agencies met the benchmark for the second quarter average. WMPC Network's performance was 66%.



Strengths

Workers try to involve other people who the parent trusts such as preventative services, their attorney, or a relative in the process because this often increases the likelihood of the parent's participation.

Workers schedule visits before or after parenting time and/or meet with parent(s) at a location of their choice.

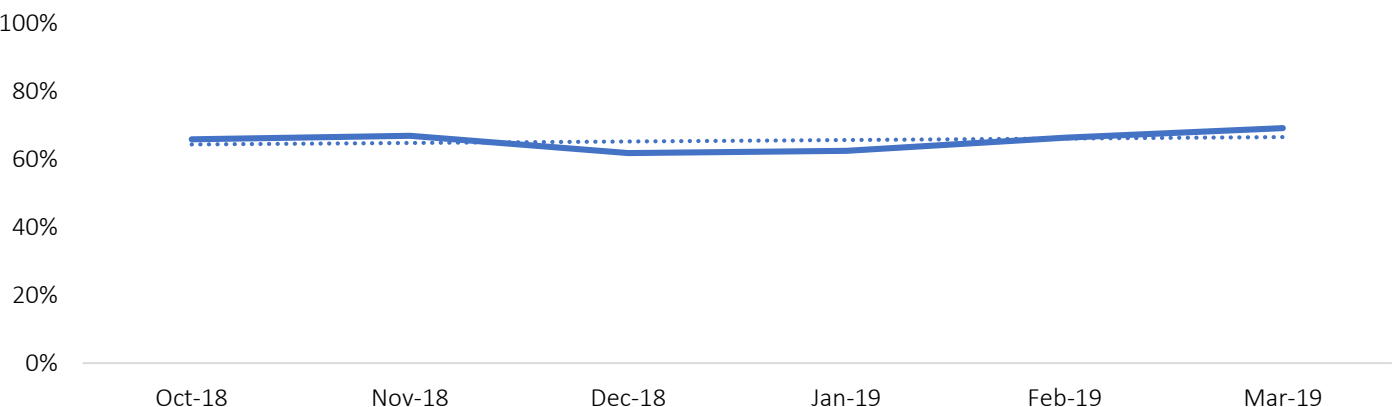
Workers utilize a variety of communication strategies to engage with parents.

Barriers

Out-of-state parents still count against compliance in the data even if contact exists. There is an exception for this in parent-child visits but not worker-parent visits.

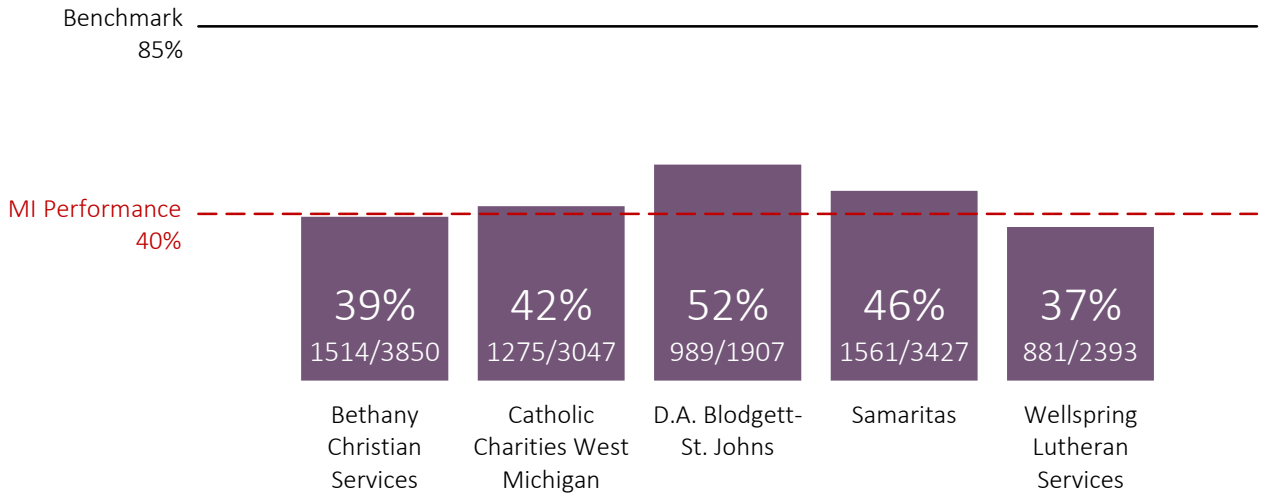
In some cases, the permanency goal remains reunification for a long period of time despite a lack of parent engagement.

WMPC's monthly trend from October 2018 to March 2019:



No fewer than 85% of children with a goal of reunification shall have visitation with their parent(s) at least weekly for youth six years old or older and at least twice per week for youth 0-5 years old.

None of the agencies met the benchmark for the second quarter average. WMPCC Network's performance was 43%.



Strengths

To maintain a positive relationship, some agencies encourage workers to hold a meeting with the parent(s) prior to court to discuss what the worker is going to report. Workers confirm visits with parents via phone on the day of the visit.

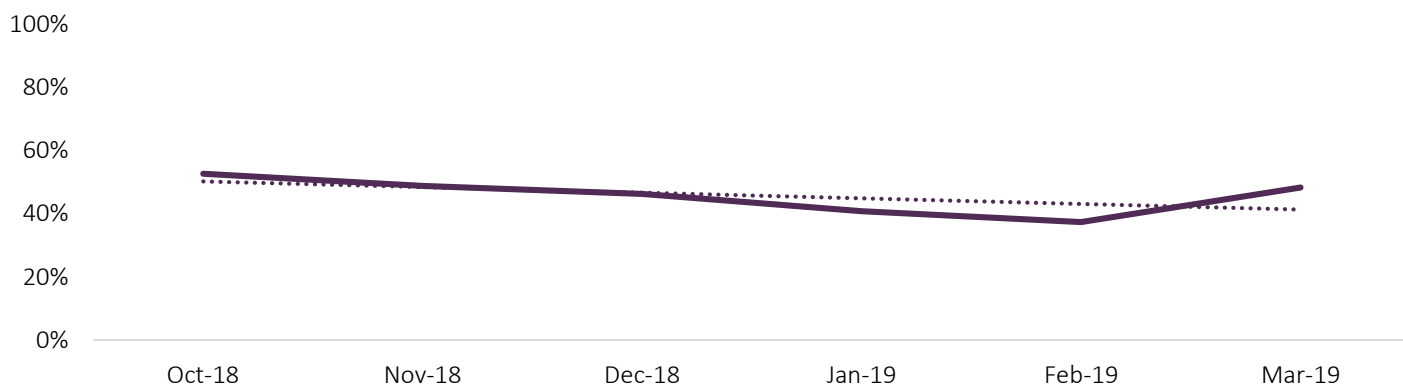
Improve communication with case aides so that offering parents the option of one longer visit/week is not interpreted as equal to the required two visits/week.

Barriers

Building rapport with parents takes time. Many parents visit with their child once/week rather than twice/week. Even if the one visit is longer in duration to make up for the second visit, it does not count.

A significant amount of information must be entered for each parent-child visit. In many non-compliant cases, an element is missed.

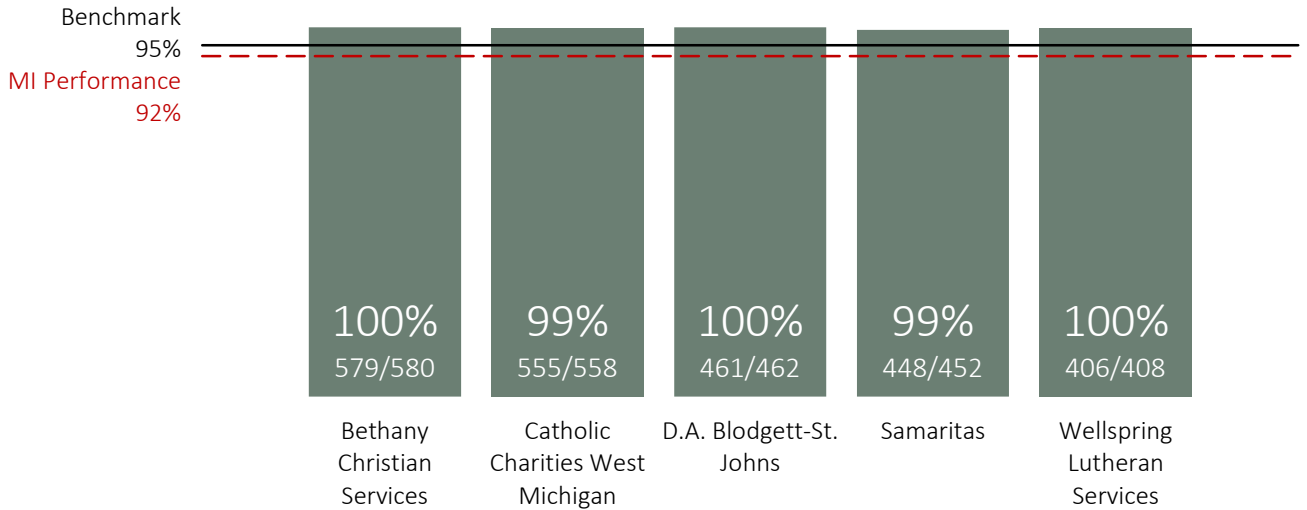
WMPCC's monthly trend from October 2018 to March 2019:



Worker - Supervisor Visits

At least 95% of children shall meet at least monthly with each assigned case worker to review the status and progress of each case on the worker's caseload.

All five agencies met the benchmark for the second quarter. WMPC Network's performance was 100%.



Strengths

Workers often meet with their supervisor more frequently than the benchmark requires.

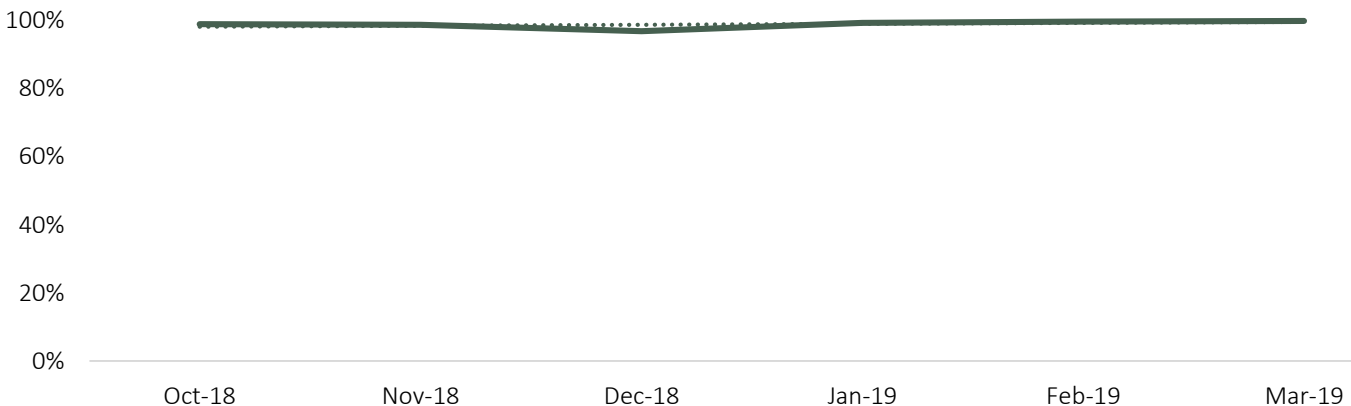
At some agencies, supervisors enter the worker-supervisor meetings into MiSACWIS.

Barriers

Pending case closures count against this benchmark.

When agencies do not close cases in a timely manner, visits are still assigned to the worker and may skew that data.

WMPC's monthly trend from October 2018 to March 2019:



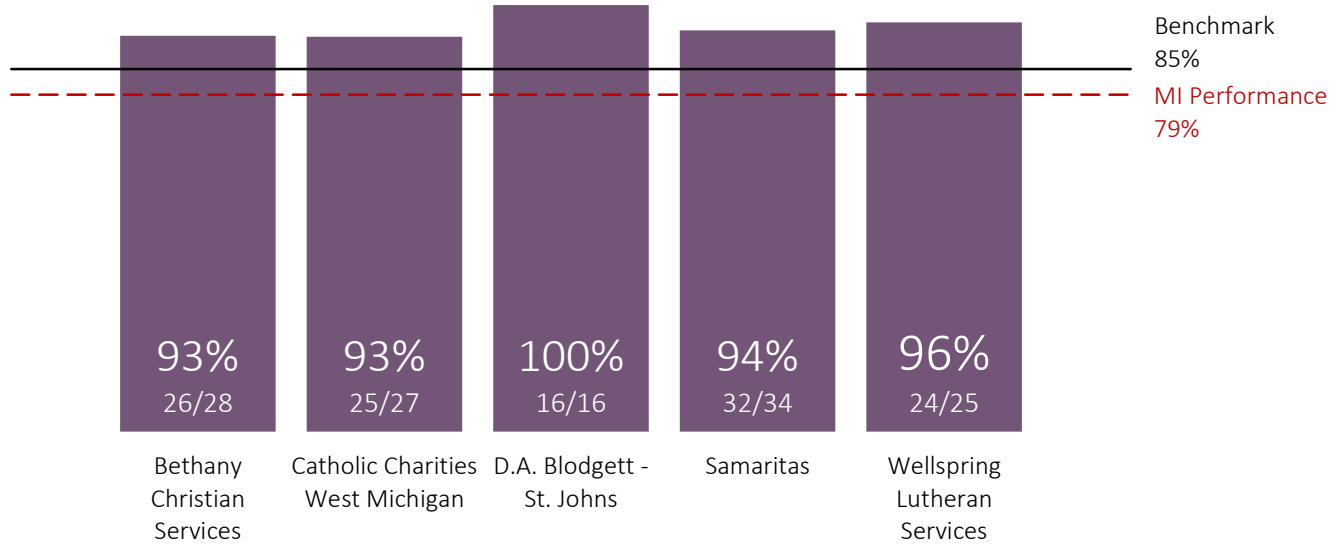


West Michigan
Partnership for Children

Initial Medical Exams

At least 85% of children will have an initial medical examination within 30 days of removal.

All agencies exceeded the benchmark for initial medical exams in Quarter 2. WMPC Network's performance was 95%.



Strengths

Having administrative staff specifically responsible for scheduling and following up with appointments, entering appointments, and uploading documentation.

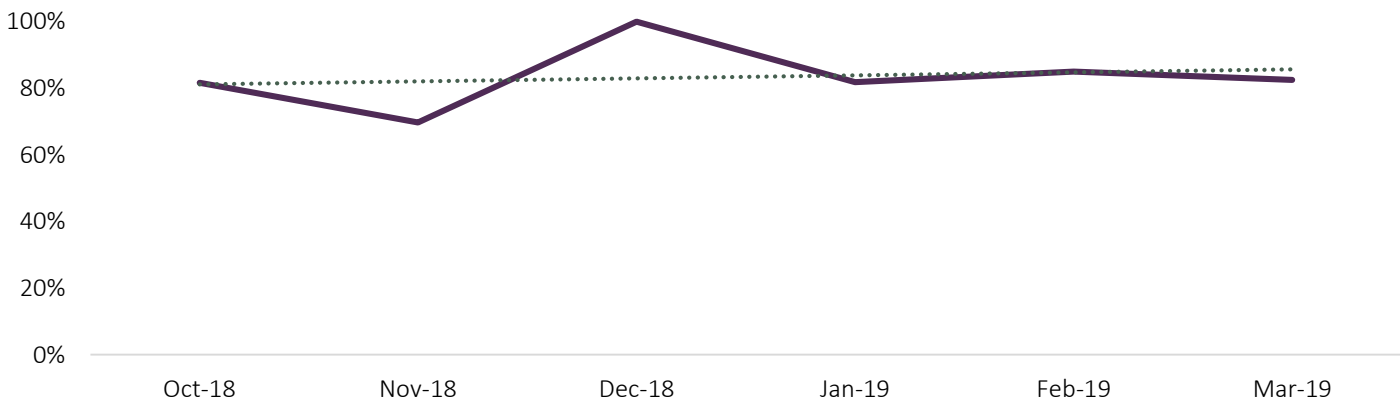


Barriers

Staff experience difficulty receiving verification documentation back from providers which limits timely entry of information into MiSACWIS.

Agencies are not consistently using Care Connect 360.

WMPC's monthly trend from October 2018 to March 2019:



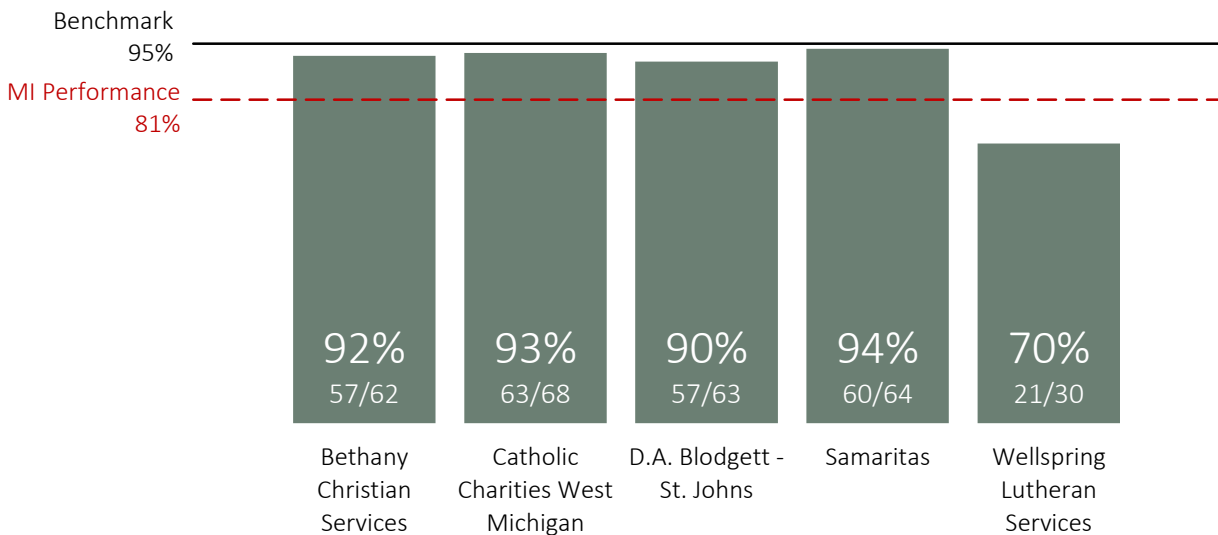
Source: MiSACWIS Initial Medical Exam Timeliness Info View Report, retrieved May 16, 2019; MDHHS Children's Services Agency - MMR Scorecard statewide performance, retrieved April 22, 2019



Yearly/Periodic Medical Exams

Following an initial medical examination, at least 95% of children shall receive periodic medical examinations and screenings according to the guidelines set forth by the American Academy of Pediatrics.

None of the agencies met the benchmark for periodic medical exams in Quarter 2. WMPC Network's performance was 90%.



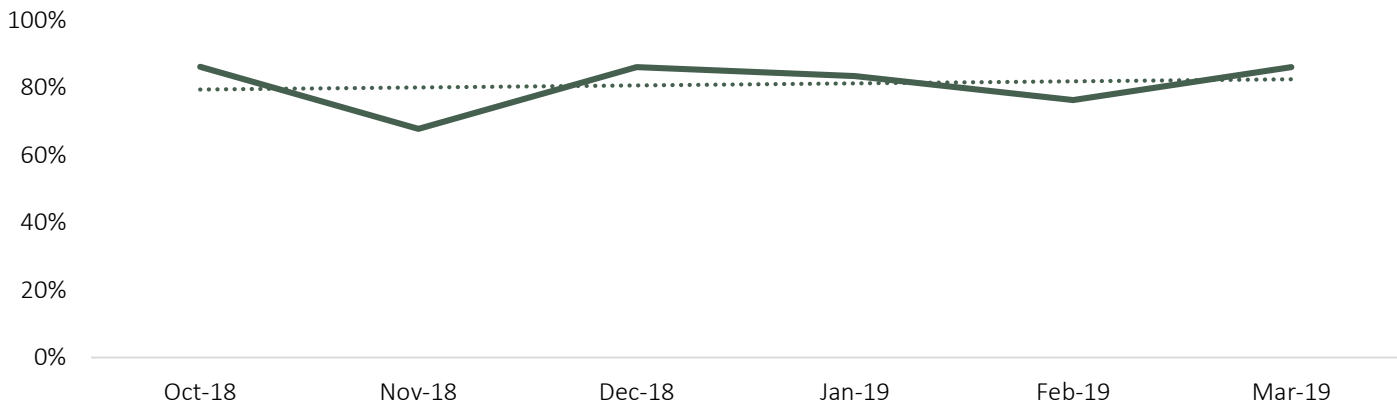
Strengths

Having administrative staff specifically responsible for scheduling and following up with appointments, entering appointments, and uploading documentation.

Barriers

Well Child documentation is difficult to obtain because sometimes providers will not see a child because the provider's timeframe of necessary appointments is different than what Well Child policy requires.

WMPC's monthly trend from October 2018 to March 2019:



Source: MiSACWIS Medical Exam Timeliness Info View Report, retrieved May 16, 2019; MDHHS Children's Services Agency - MMR Scorecard statewide performance, retrieved April 22, 2019

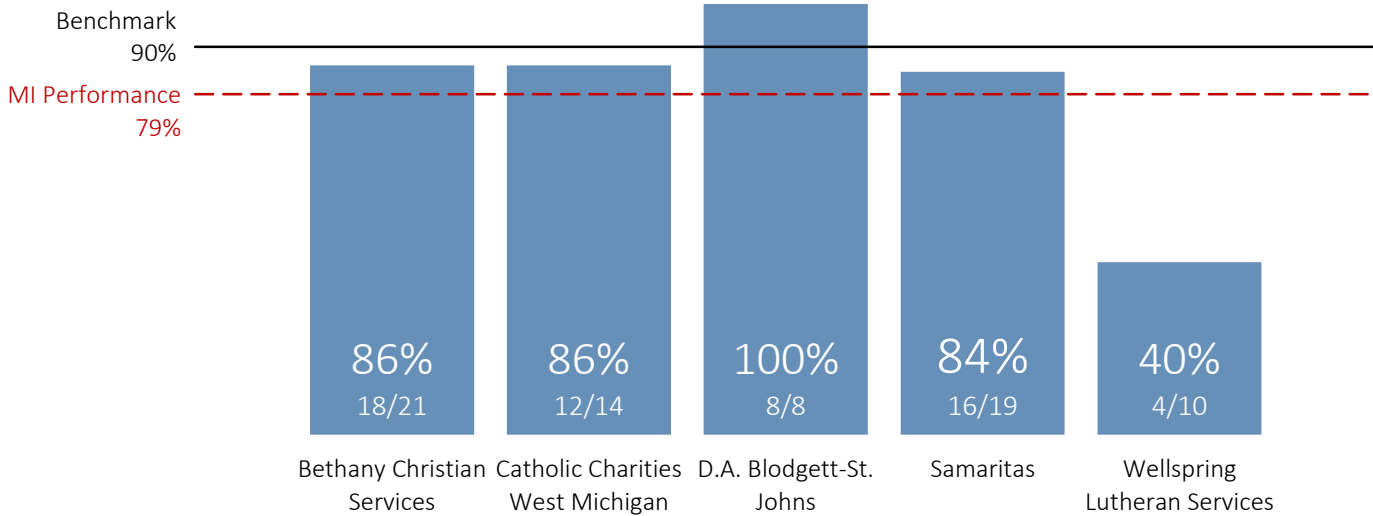


West Michigan Partnership for Children

Initial Dental Exams

At least 90% of children shall have an initial dental examination within 90 days of removal unless the child has had an exam within six months prior to placement or the child is less than four years of age.

D.A. Blodgett-St. John's met the benchmark for initial dental exams in Quarter 2. WMPC Network's performance was 81%.



Strengths

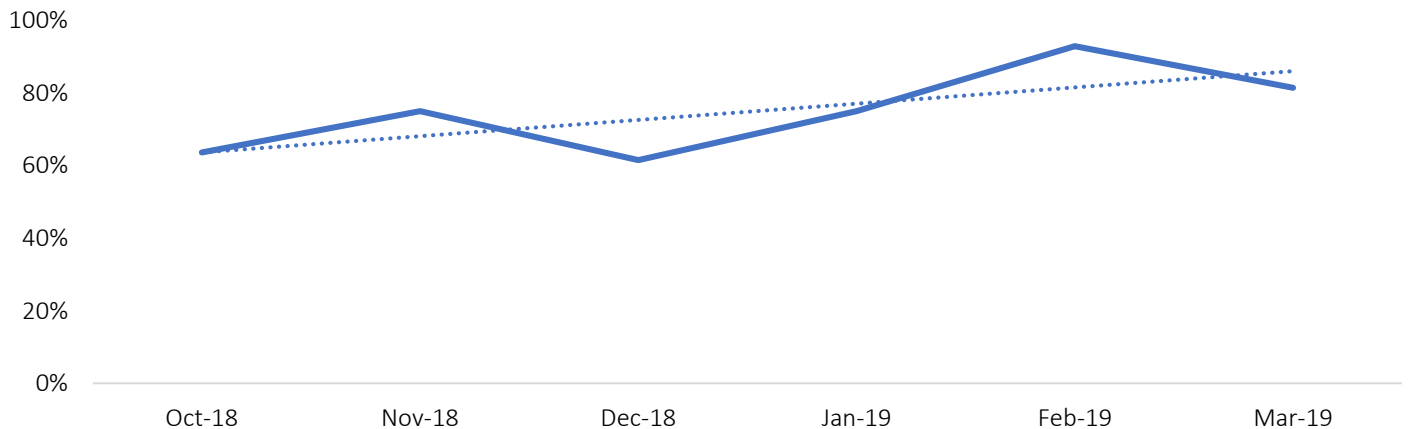
Having administrative staff specifically responsible for scheduling and following up with appointments, entering appointments, and uploading documentation.

Barriers

Agencies are unaware of all the dental providers accepting Medicaid in Kent County.

Agencies are inconsistently using the Book of Business and struggle to consistently track the initial dental appointments.

WMPC's monthly trend from October 2018 to March 2019:



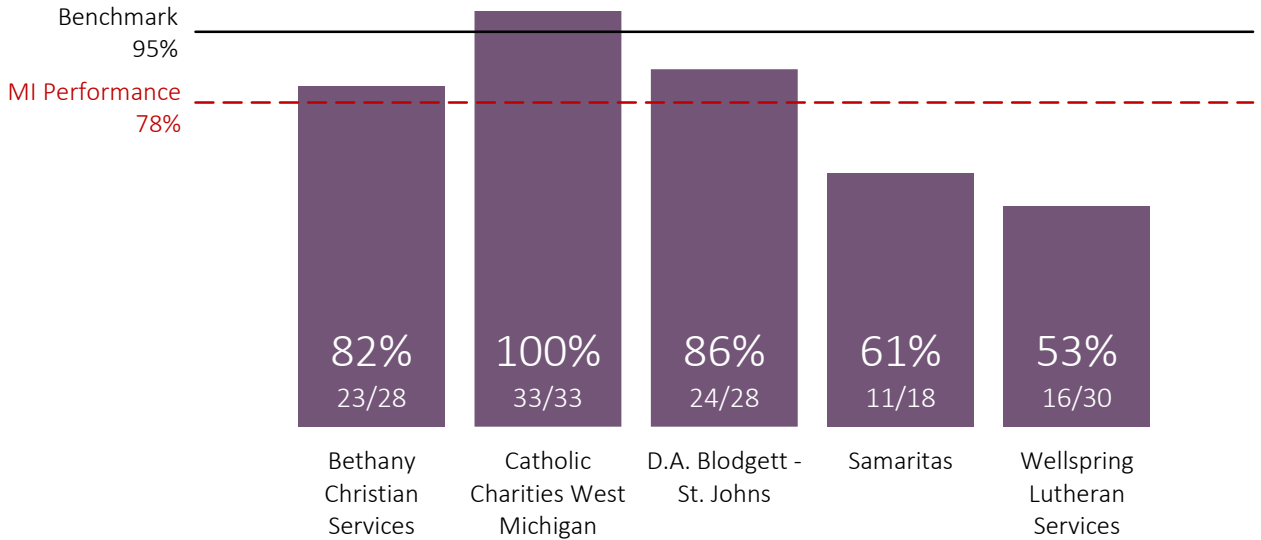


West Michigan
Partnership for Children

Yearly Dental Exams

At least 95% of applicable children shall have a dental examination at least every 12 months.

Catholic Charities was the only agency to meet the benchmark for the second quarter. WMPCC Network's performance was 78%.



Strengths

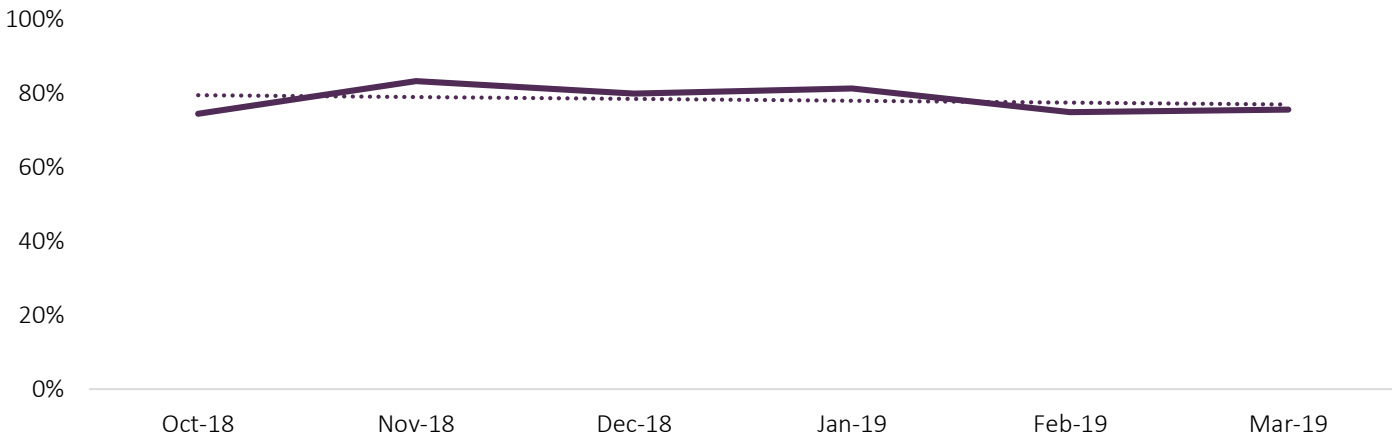
Having administrative staff specifically responsible for scheduling and following up with appointments, entering appointments, and uploading documentation.



Barriers

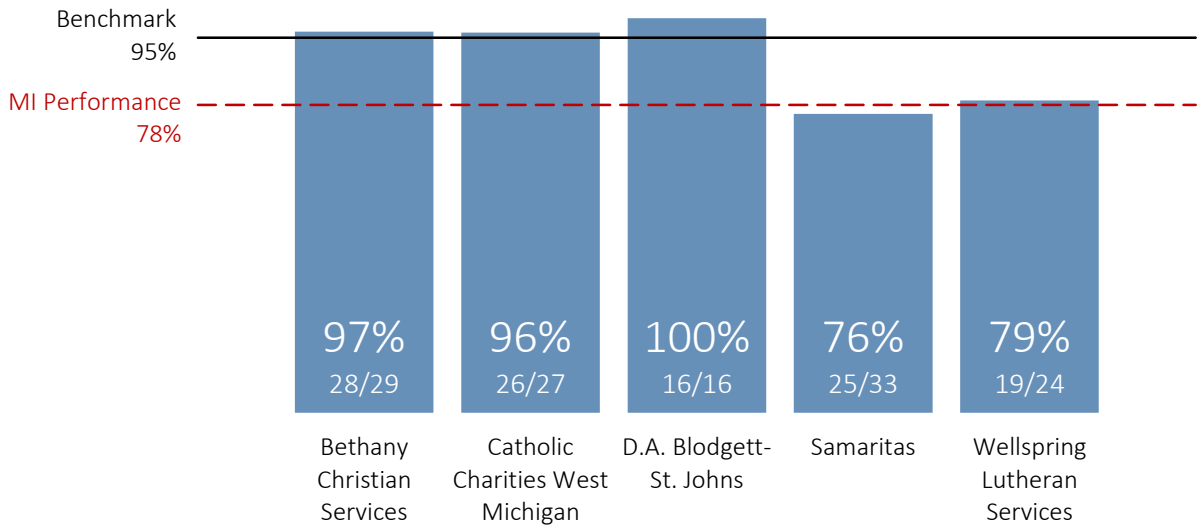
Agencies are unaware of all the dental providers accepting Medicaid in Kent County.

WMPCC's monthly trend from October 2018 to March 2019:



At least 95% of children shall have an initial service plan completed within 30 days of entry into foster care and quarterly thereafter in accordance with the guidelines in FOM.

Three agencies met the benchmark for the second quarter average. WMPC Network's performance was 88%.



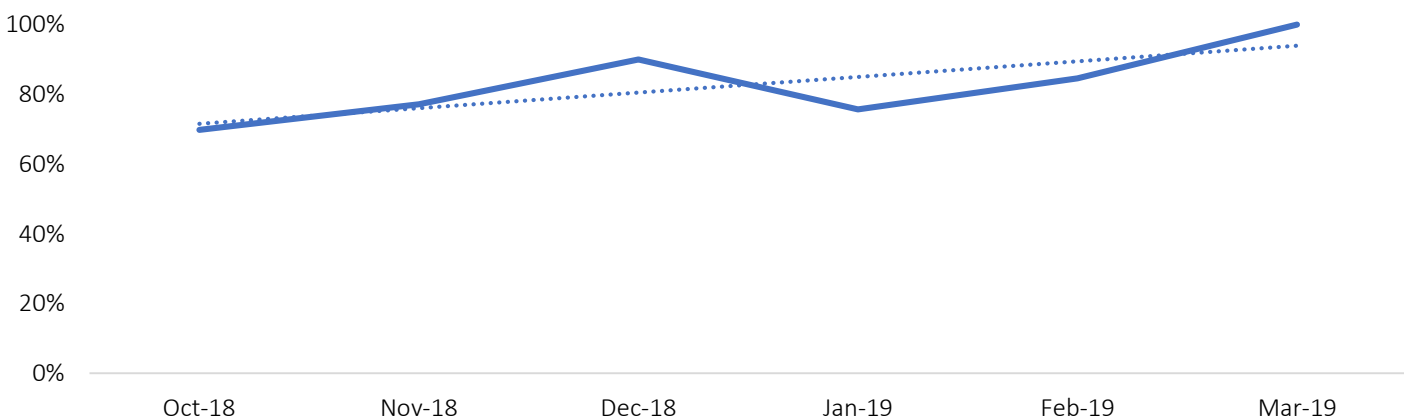
Strengths

Supervisors utilize various strategies to maintain deadlines including tracking spreadsheets, placing dues dates on worker's Outlook calendars with buffers built in, and reviewing the BOB during supervision.

Barriers

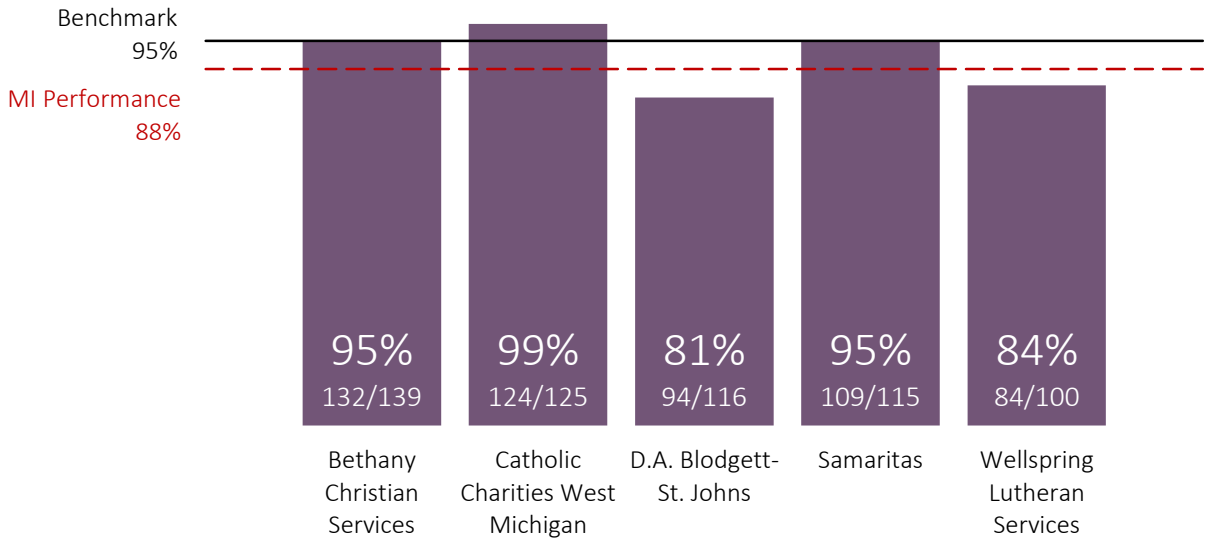
Sibling groups impact compliance significantly. For example, if a sibling group of five enters care, one report needs to be written but it applies to each of the five youth. If that report is not completed on time, five youth will count as missing a plan.

WMPC's monthly trend from October 2018 to March 2019:



At least 95% of children shall have a service plan updated quarterly.

Three of the agencies met the benchmark for Quarter 2. WMPC Network's performance was 91%.



Strengths

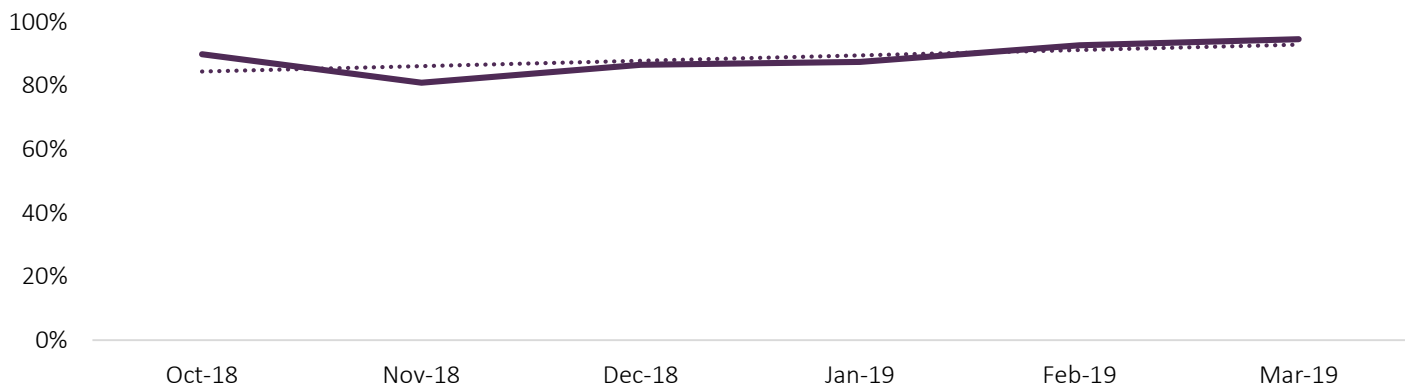
During supervision, workers and supervisors list the required reports for that week or month and prioritize the list based on court dates and policy due dates.

Barriers

Worker turnover impacts the completion of timely USP's because the case needs to be transferred, which may create a delay in completing a report.

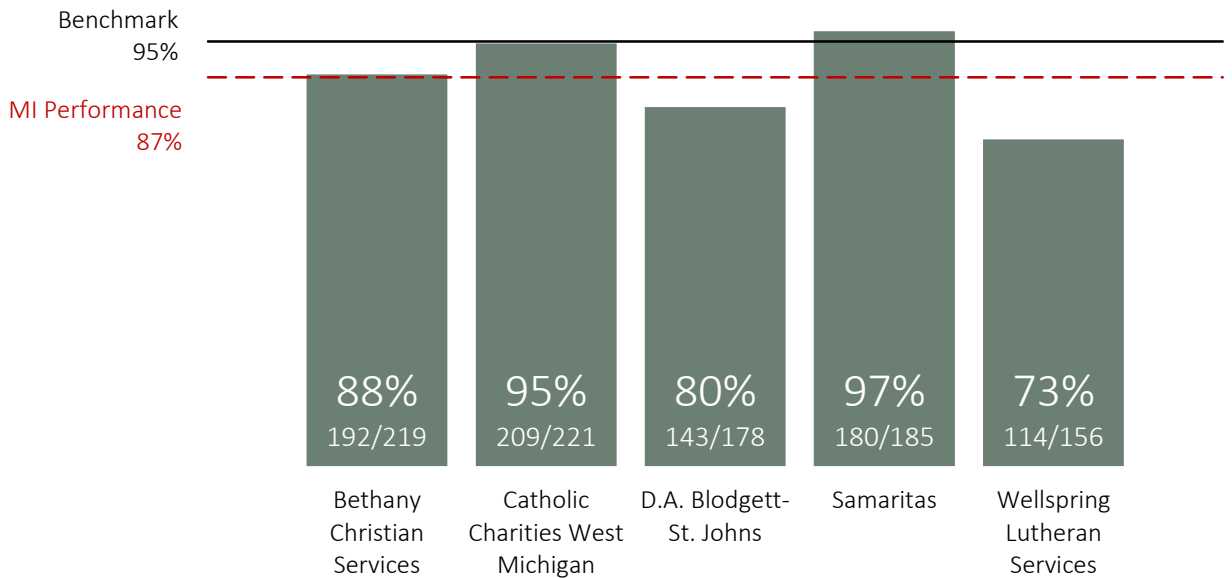
Agencies do not have a consistent protocol in place to ensure completion of all tasks before a case transfers.

WMPC's monthly trend from October 2018 to March 2019:



At least 95% of children shall have a case service plan approved within 14 days of case worker submission to the supervisor for review per FOM 722-09 policy.

Catholic Charities West Michigan and Samaritas met the benchmark for Quarter 2. WMPC Network's performance was 87%.



Strengths

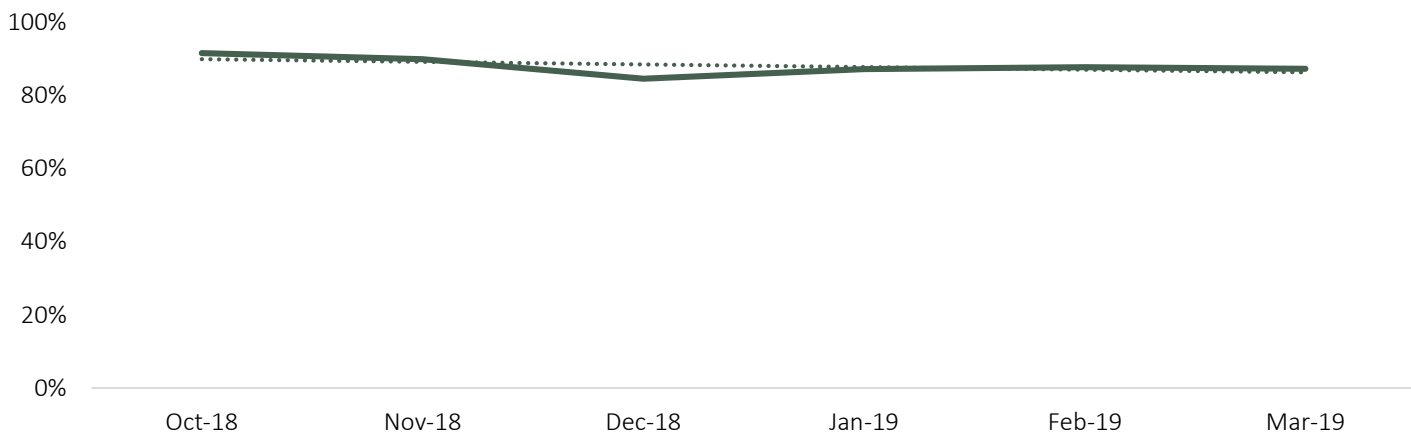
Supervisors use a structured timeline, such as six days for reviews, four days for edits, and three days for final review.



Barriers

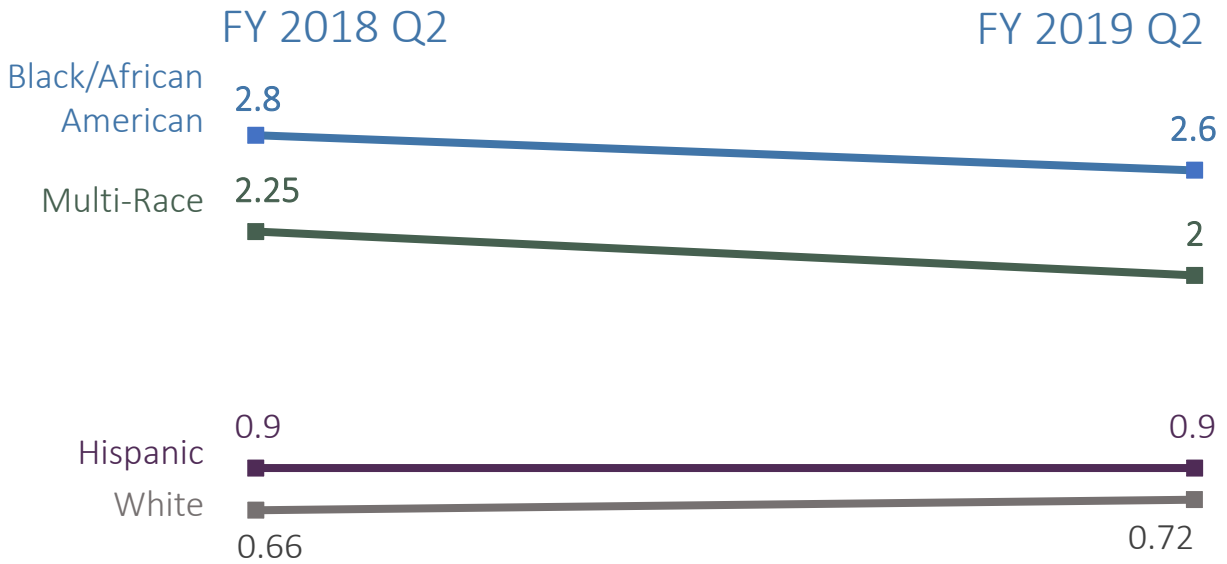
MiSACWIS is a cumbersome system for edits because there are many documents with various links that must be navigated through. This is especially difficult for new workers. Additionally, when a report is returned for edits, it is no longer pending in the worker's queue which makes it easy to forget about.

WMPC's monthly trend from October 2018 to March 2019:



Racial Disproportionality Index

A disproportionality index of 1 indicates that the proportion of a racial/ethnic group in foster care reflects the same proportion of that racial/ethnic group in the general population. A number above 1 indicates the group is overrepresented. A number below 1 indicates the group is underrepresented.



In quarter two of 2018, Black/African American children in WMPC’s Network were represented at a rate that is 2.8 times greater than expected given the Kent County general population of Black/African American children. In 2019, that number **decreased** to 2.6 times greater than expected.

Similarly, the network’s multi-race children overrepresentation **decreased** from 2.25 to 2 in 2019 Q2.



Source: Mindshare, Active Child Dashboard, date range 1/1/18-3/31/18, retrieved 4/12/19; date range 1/1/19-3/31/19, retrieved 4/12/2019.
Source: U.S. Census Bureau, 2016 1-Year Estimates; 2013-2017 American Community Survey 5-Year Estimates.