

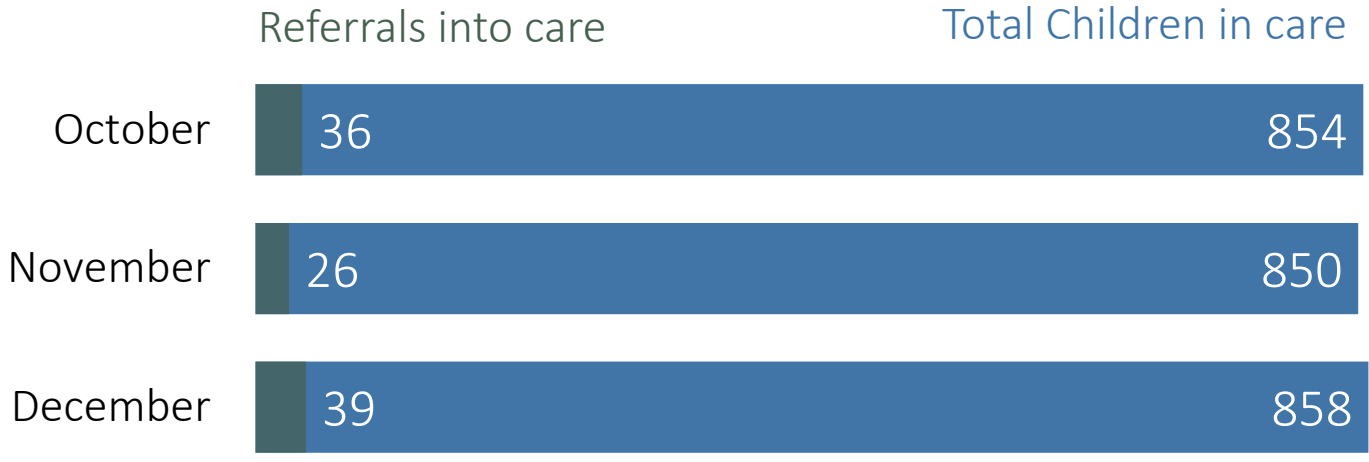


# **Fiscal Year 2019 (FY19) Quarter 1 Report**

October 2018 - December 2018

# Children in Foster Care

The number children in foster care each month remained consistent in Fiscal Year 2019 Quarter 1.



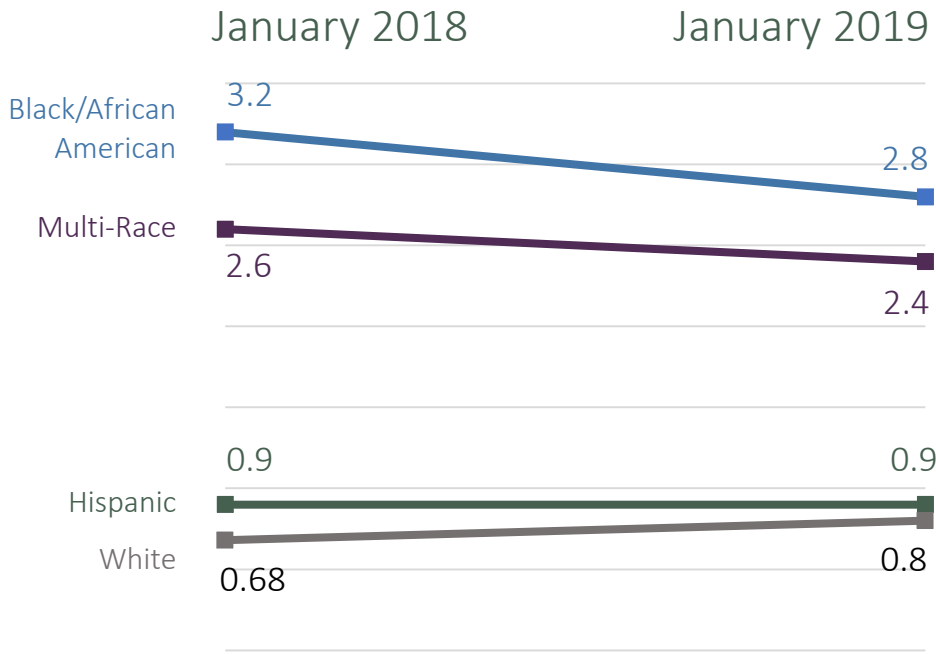
Source: Mindshare, Active Child List, retrieved January 18, 2019.

## 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 2018, Black/African American children in WMPC’s Network were represented at a rate that is 3.2 times greater than expected given the Kent County general population of Black/African American children. In 2019, that number **decreased** to 2.8 times greater than expected.

Similarly, WMPC Network’s multi-race children overrepresentation **decreased** from 2.6 to 2.4 in 2019.



Source: Mindshare, Active Child Dashboard, date range 10/1/17-12/7/18, retrieved 12/8/17; date range 10/1/17-9/30/18, retrieved 1/29/2019.

Source: U.S. Census Bureau, 2016 1-Year Estimates; 2013-2017 American Community Survey 5-Year Estimates.

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

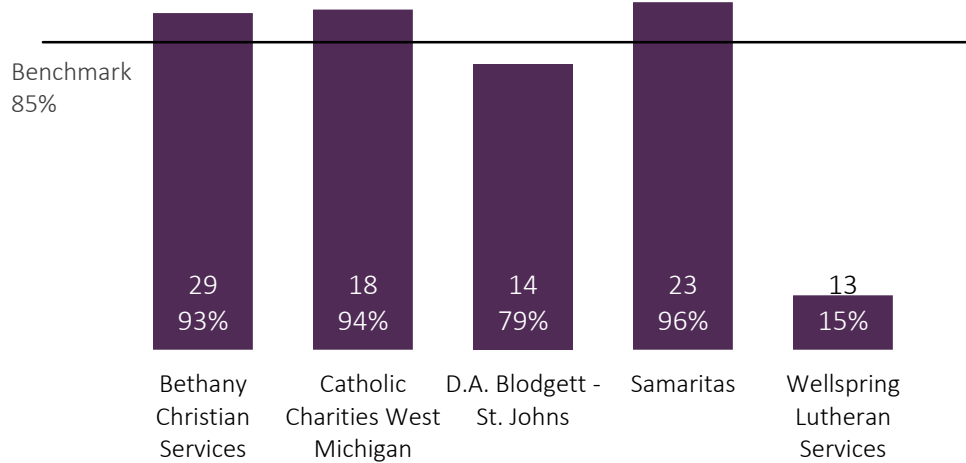
Three agencies exceeded the benchmark for initial medical exams in Quarter 1.

WMPCC Network Q1 performance:

**81%**

State of Michigan Q1 Performance:

**81%**



## Strengths



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

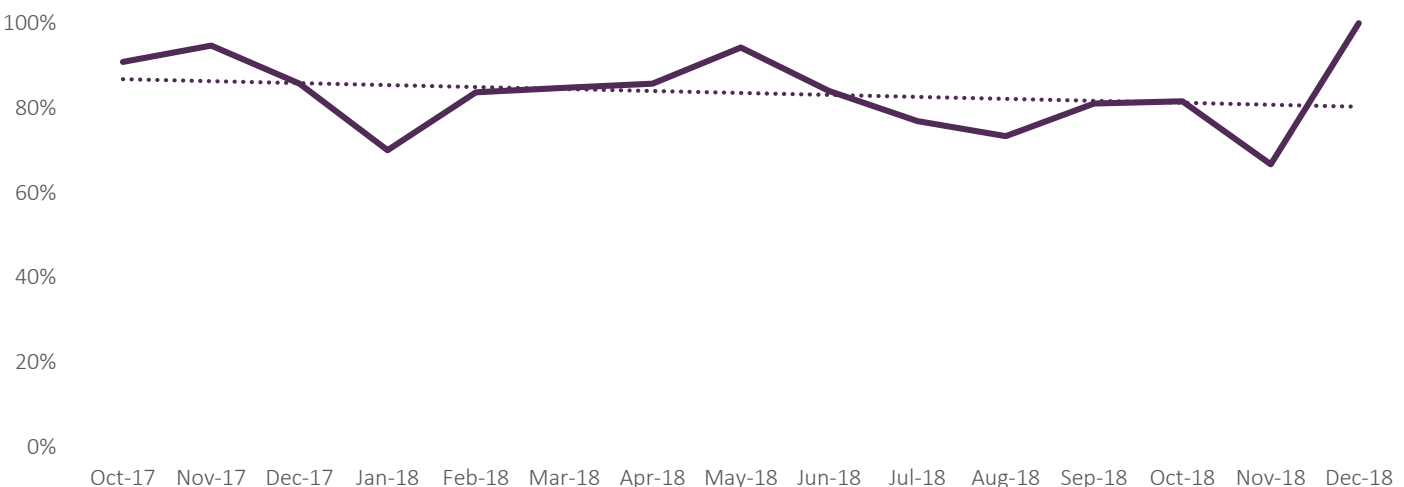
## Barriers



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.

## WMPCC's monthly trend from October 2017 to December 2018:



# 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 1.

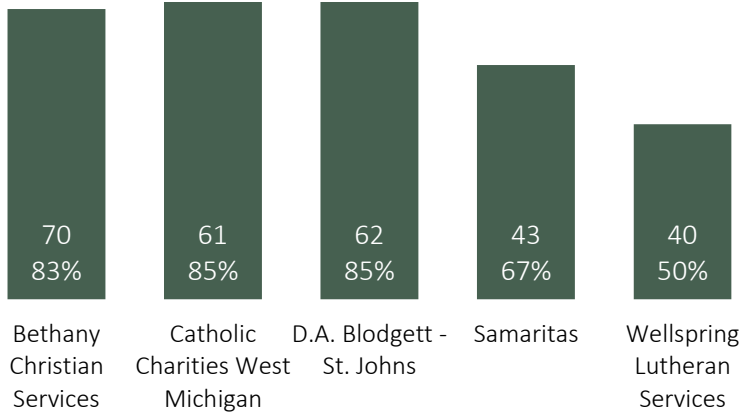
WMPC Network Q1 performance:

77%

State of Michigan Q1 performance:

85%

Benchmark 95%



## Strengths



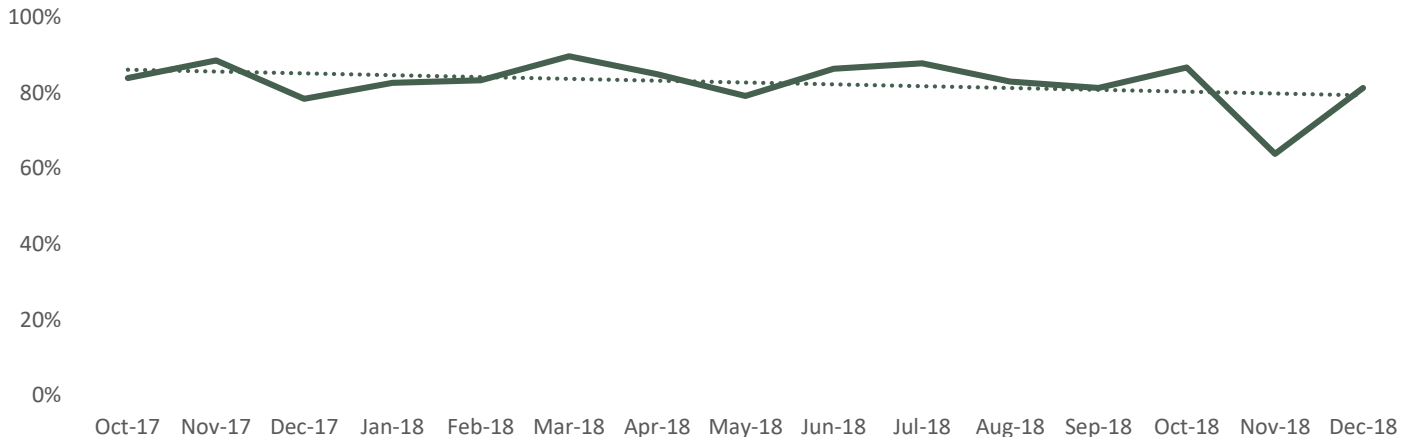
Having administrative staff specifically responsible for scheduling and following up with appointments, entering appointments, and uploading documentation.

## 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 2017 to December 2018:



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.

None of the agencies met the benchmark for initial dental exams in Quarter 1.

WMPC Network Q1 performance:

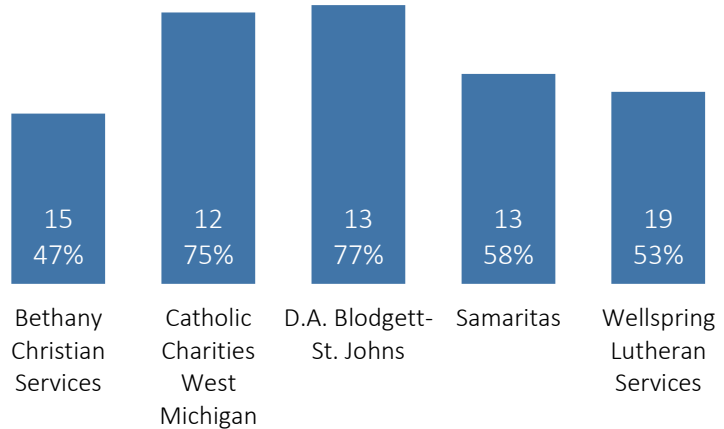
60%

State of Michigan Q1 performance:

84%



Benchmark 90%



## Strengths



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

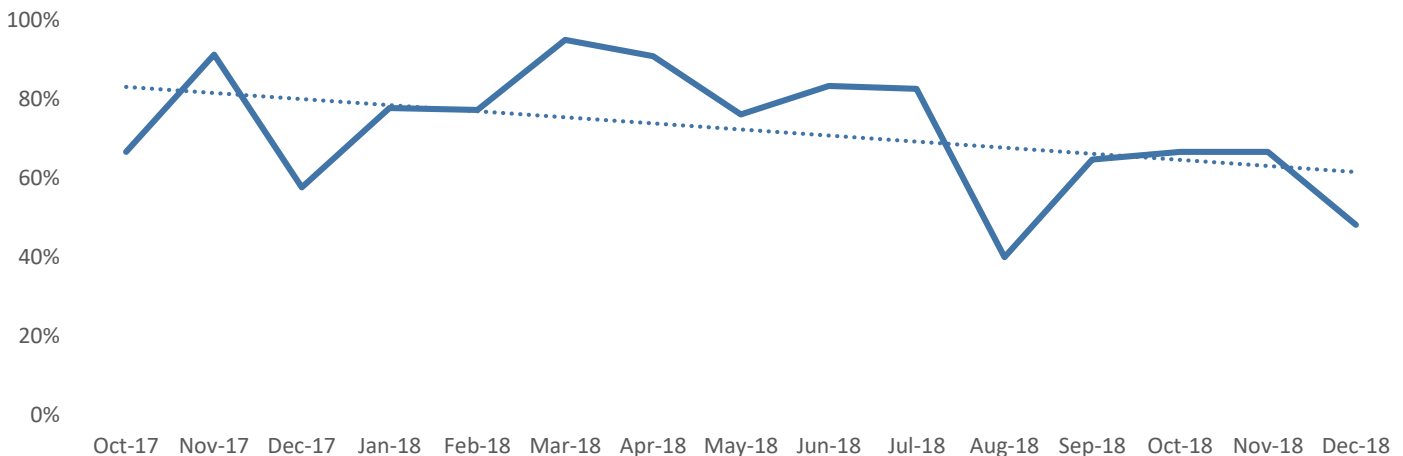
## Barriers



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

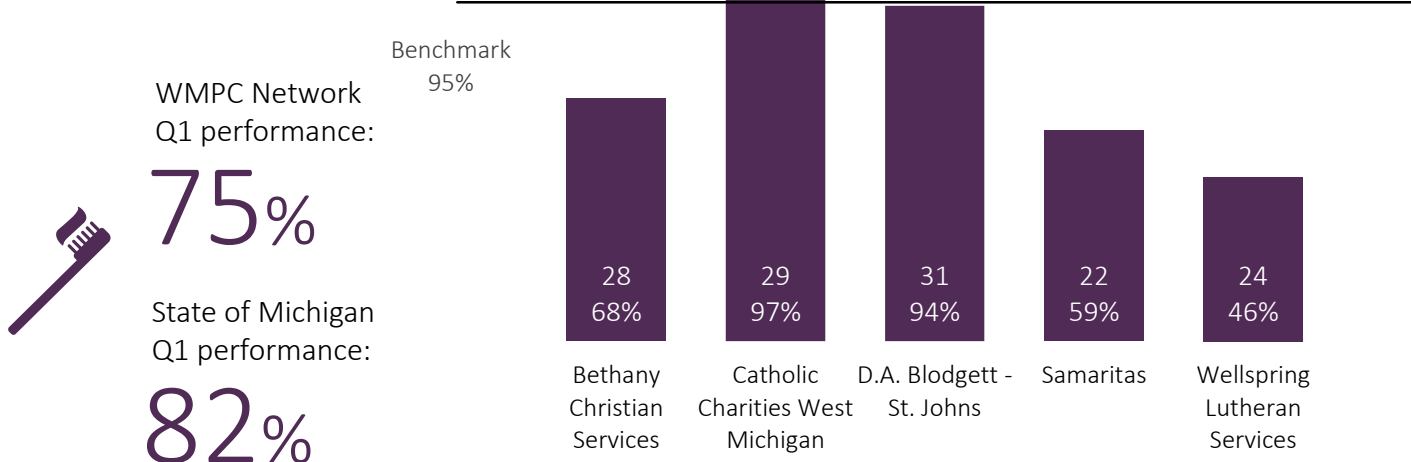
Agencies are inconsistently using the Book of Business and struggle to consistently track the initial dental appointments.

## WMPC's monthly trend from October 2017 to December 2018:



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 first quarter.



WMPC Network Q1 performance:

75%

State of Michigan Q1 performance:

82%



## Strengths



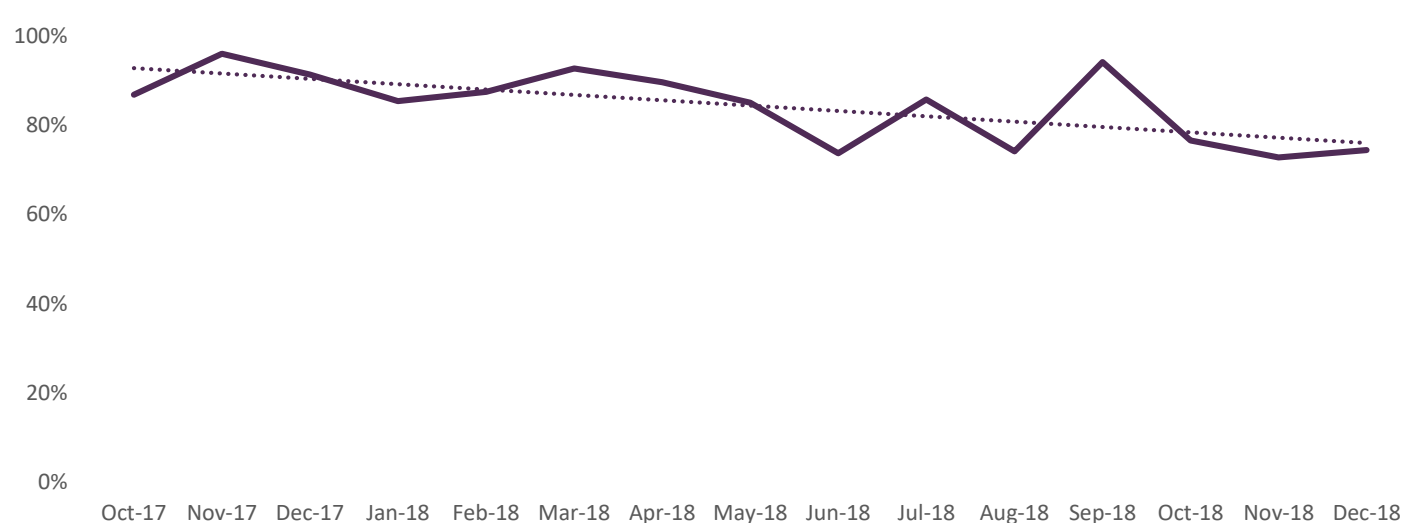
Having administrative staff specifically responsible for scheduling and following up with appointments, entering appointments, and uploading documentation.

## Barriers



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

## WMPC's monthly trend from October 2017 to December 2018:



Source: MISACWIS Dental Exam Timeliness Info View Report, retrieved 1/30/19.

At least 95% of children will be visited by their assigned worker.

Three of the agencies met the benchmark for the first quarter.

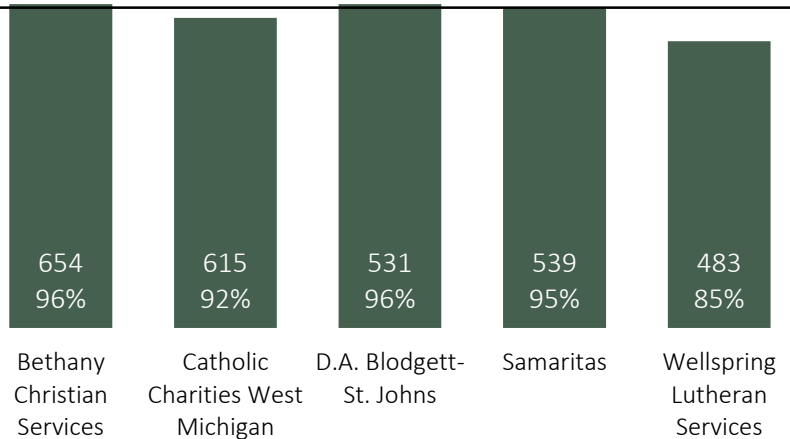
Benchmark 95%

WMPC Network Q1 performance:

93%

State of Michigan Q1 performance:

90%



## 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.

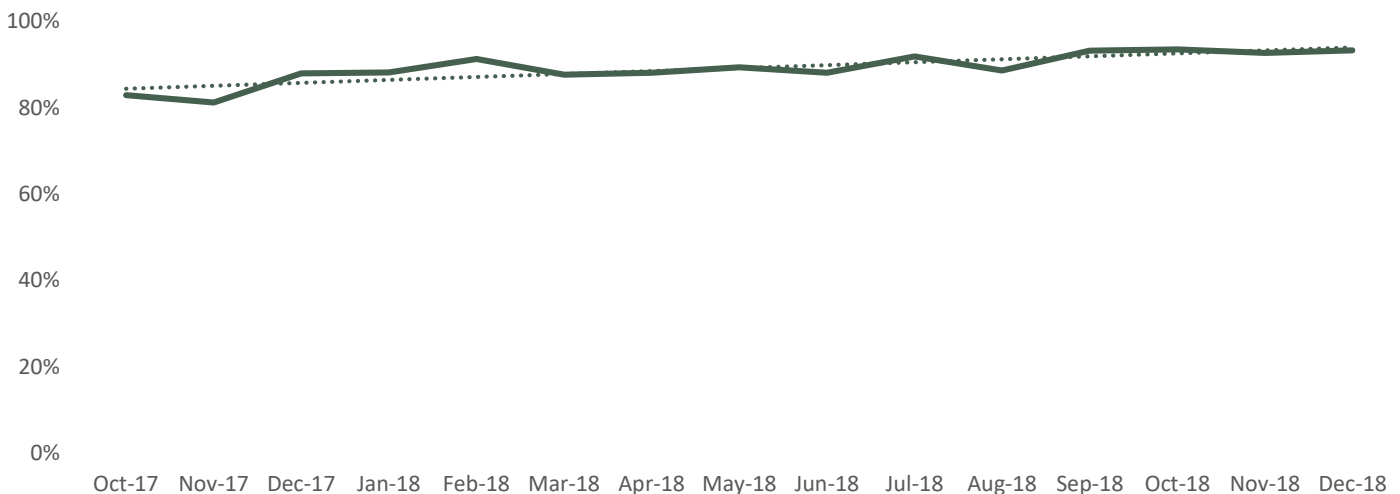
## Barriers



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 2017 to December 2018:



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 first quarter average.



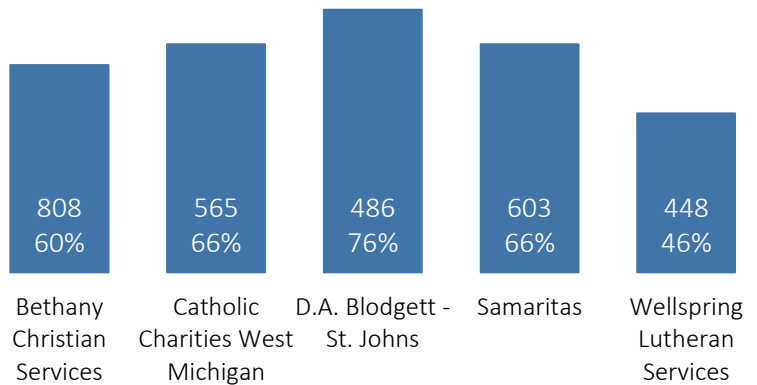
WMPCC Network  
Q1 performance:

63%

State of Michigan  
Q1 performance:

60%

Benchmark  
85%



## 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.

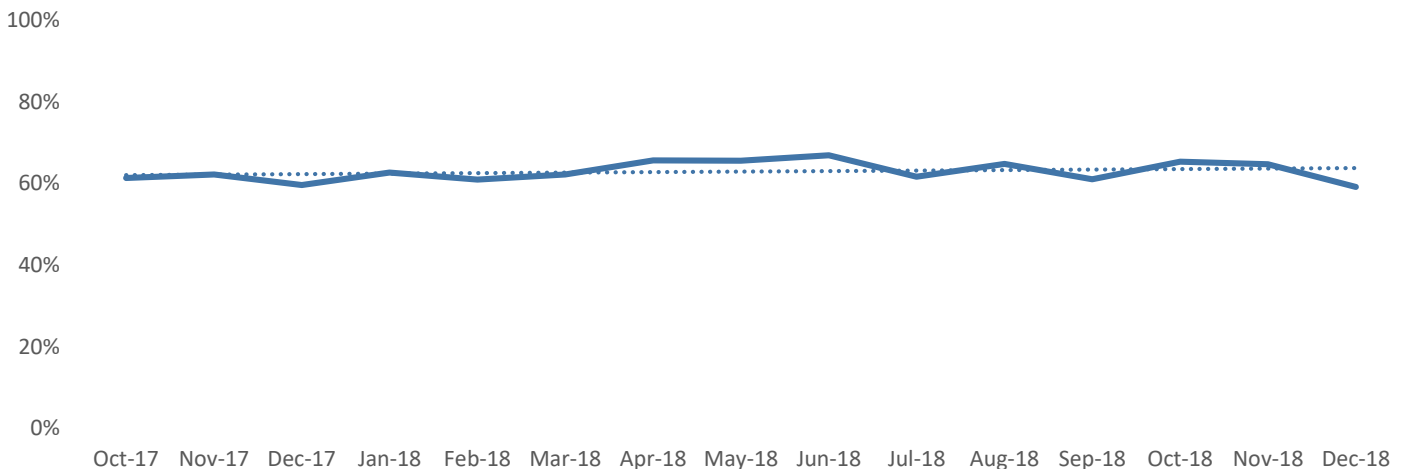
Workers utilize a variety of communication strategies to engage with parents.

## 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.

## WMPCC's monthly trend from October 2017 to December 2018:





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 first quarter average.

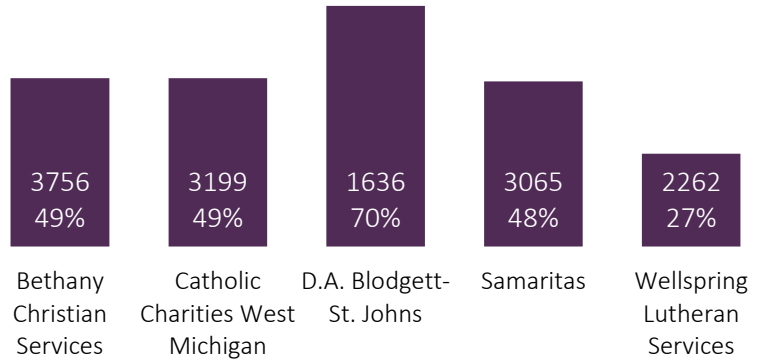
WMPC Network Q1 performance: **48%** Benchmark 85%



**48%**

State of Michigan Q1 performance:

**42%**



## Strengths



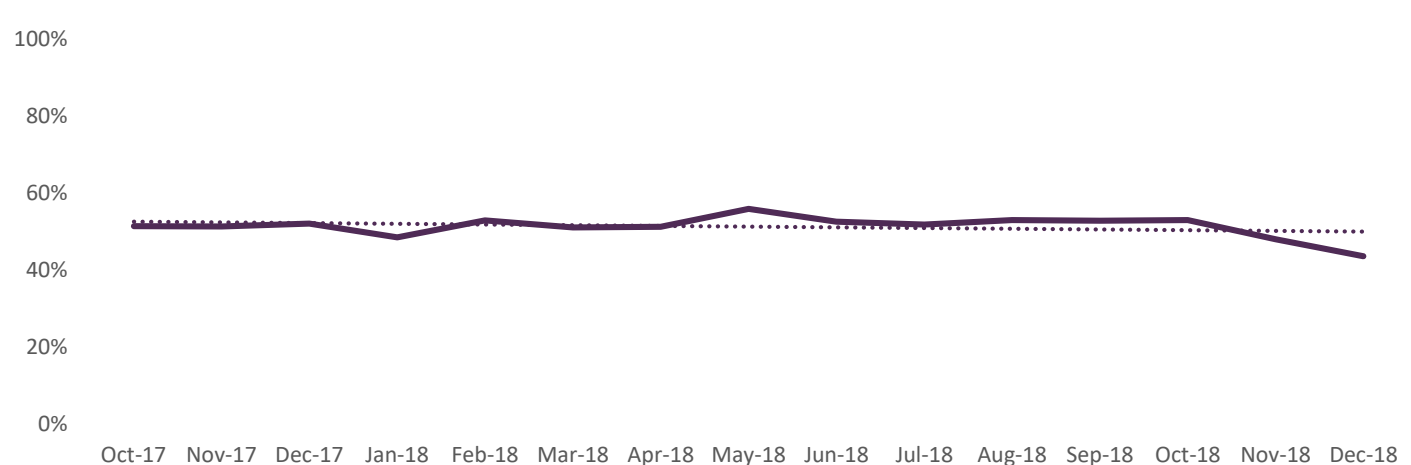
To maintain a positive relationship, some agencies encourage workers to hold a meeting with the parent(s) prior to court to discuss what the worker is going to report. Workers confirm visits with parents via phone on the day of the visit. Improve communication with case aides so that offering parents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

## WMPC's monthly trend from October 2017 to December 2018:



Source: MISACWIS Social Work Contacts Timeliness Info View Report, retrieved 1/30/19.

# 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.

Four of the five agencies met the benchmark for the first quarter.

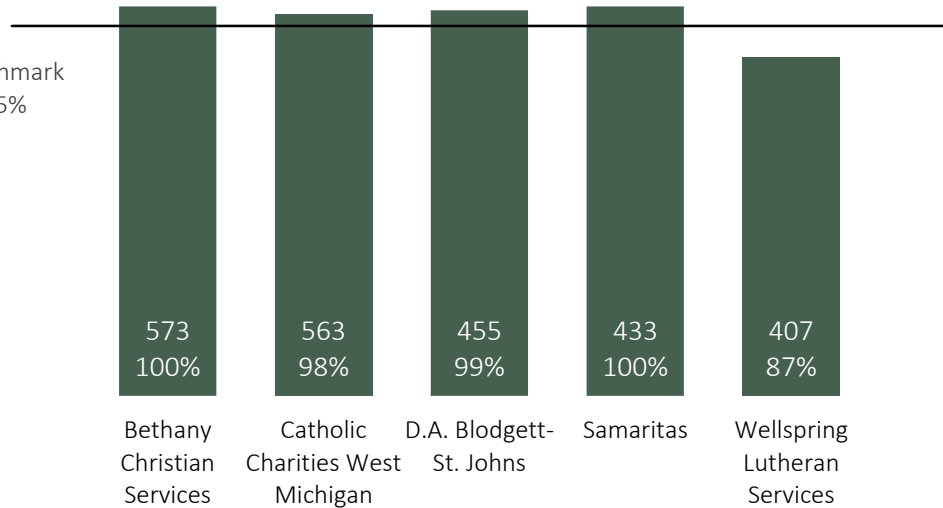
WMPC Network Q1 performance:

97%

State of Michigan Q1 performance:

93%

Benchmark 95%



## Strengths



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

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

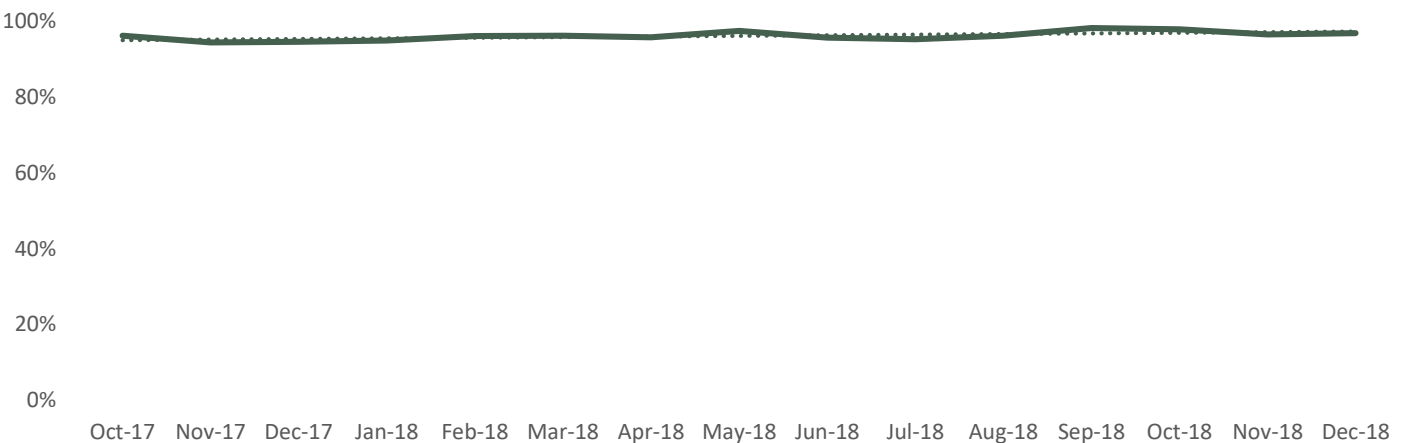
## Barriers



Pending case closures count against this benchmark.

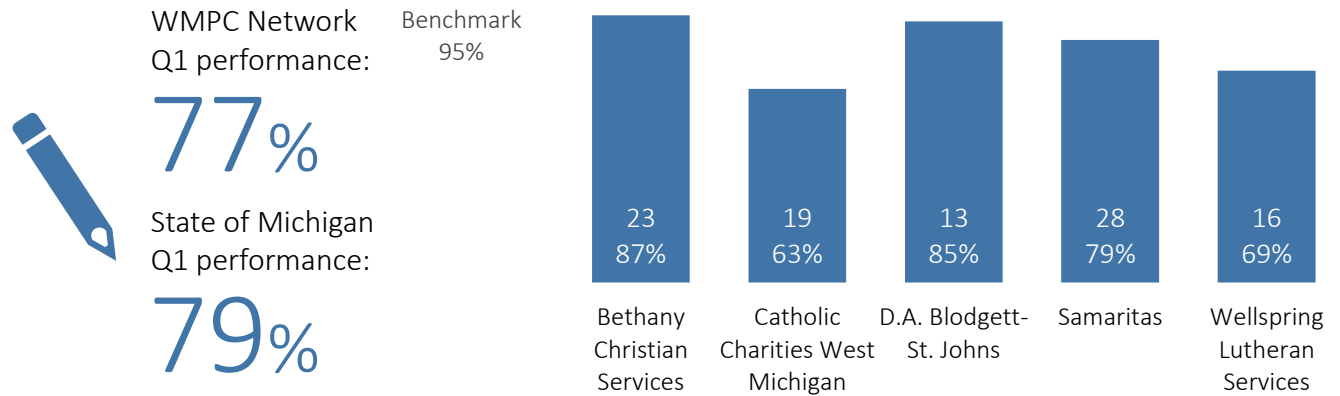
When agencies do not close cases in a timely manner, visits are still assigned to the worker and may skew that data.

## WMPC's monthly trend from October 2017 to December 2018:



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.

None of the agencies met the benchmark for the first quarter average.



## Strengths



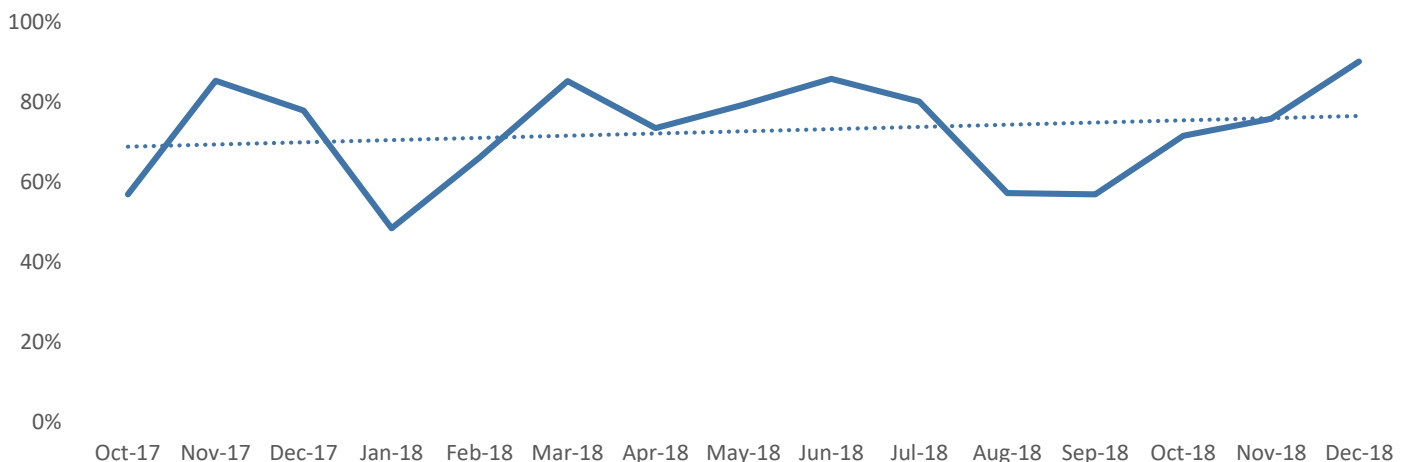
Supervisors utilize various strategies to maintain deadlines including tracking spreadsheets, placing dues dates on worker's Outlook calendars with buffers built in, and reviewing the BOB during supervision.

## 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.

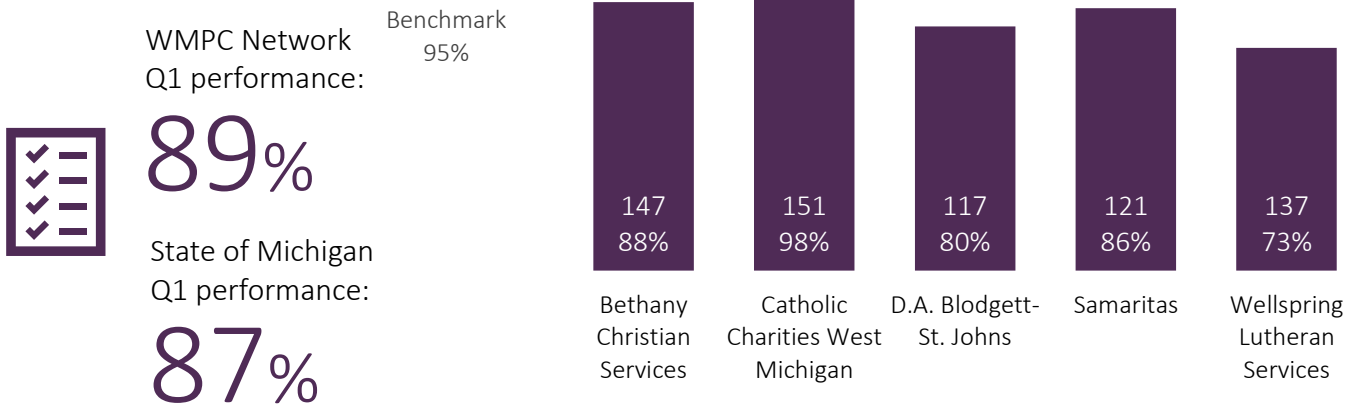
## WMPC's monthly trend from October 2017 to December 2018:



Source: MISACWIS Caseworker Service Plan Timeliness Info View Report, retrieved 1/30/19.

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

Catholic Charities West Michigan was the only agency to meet the benchmark for Quarter 1 average.



## 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.

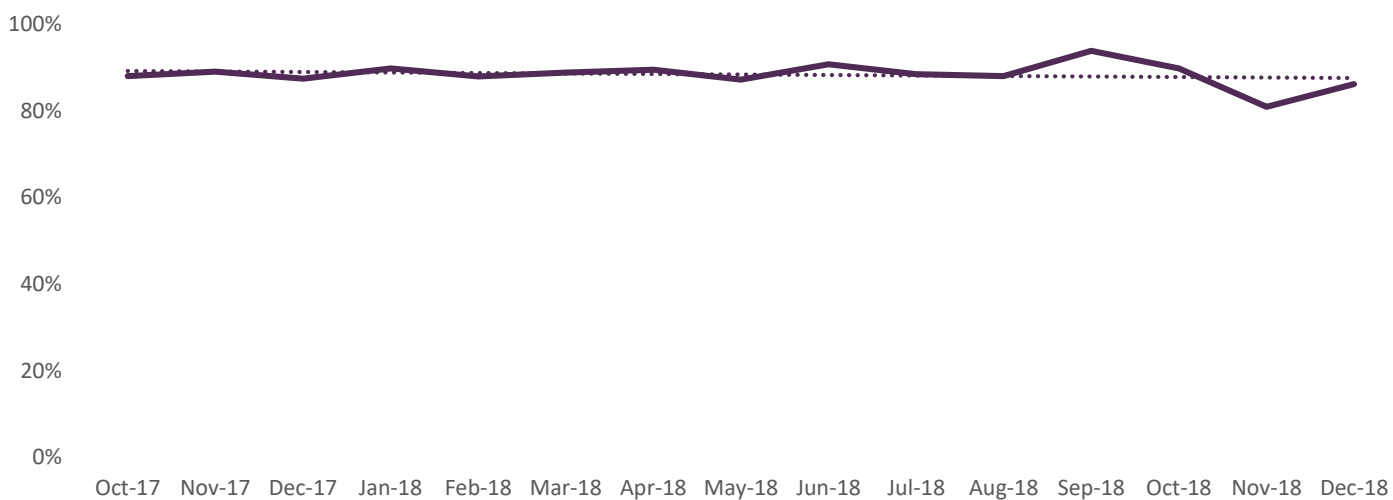
## Barriers



Worker turnover impacts the completion of timely USPs 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.

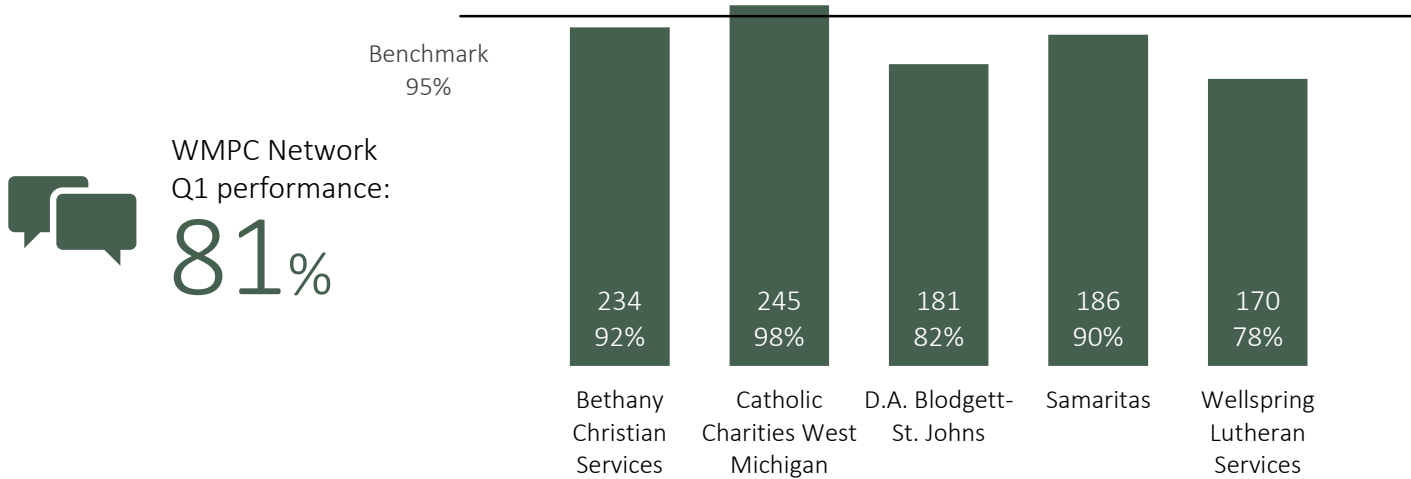
## WMPc's monthly trend from October 2017 to December 2018:



Source: MISACWIS Caseworker Service Plan Timeliness Info View Report, retrieved 1/30/19.

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 was the only agency to meet the benchmark for Quarter 1 average.



## Strengths



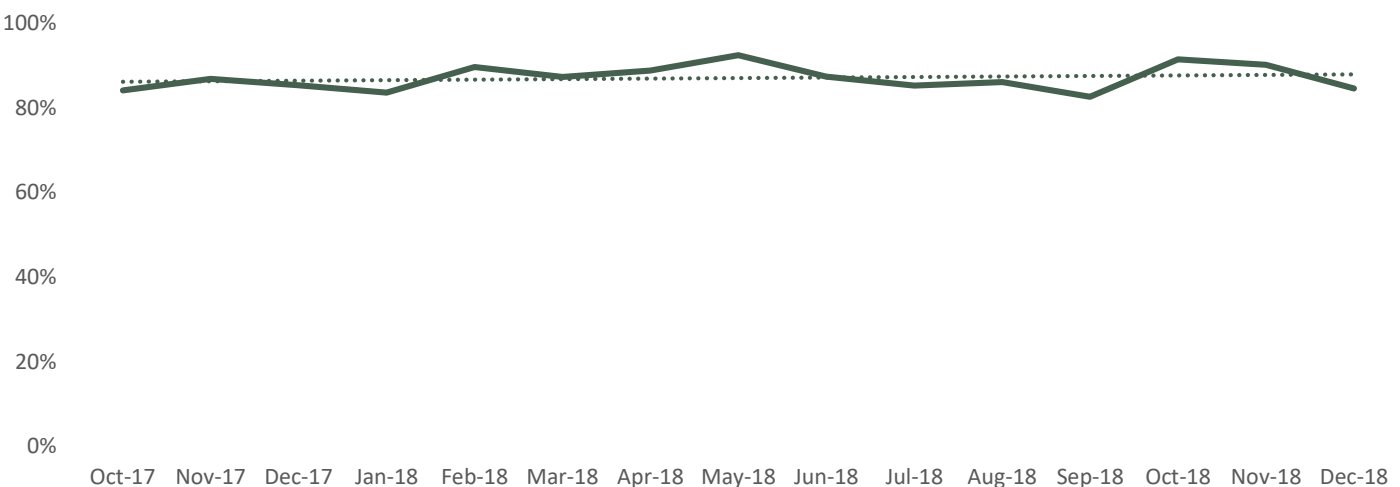
Supervisors use a structured timeline, such as six days for reviews, four days for edits, and three days for final review.

## 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.

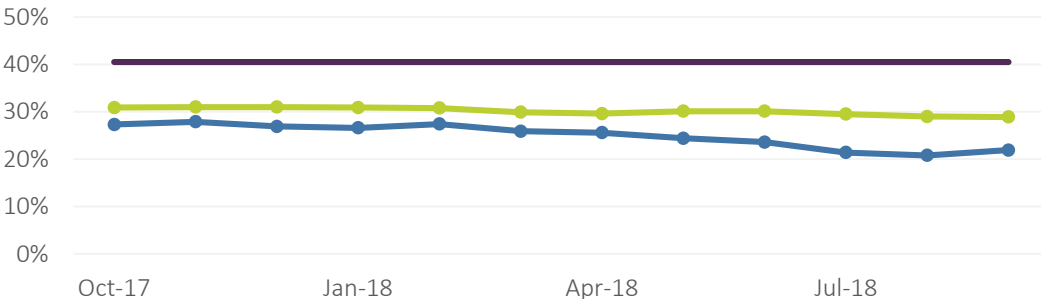
## WMPC's monthly trend from October 2017 to December 2018:



## Permanency in 12 months for children entering foster care

Of all children who enter foster care in a 12 month period, what percentage are discharged to permanency within 12 months of entering foster care?

Kent County did not meet the benchmark during Fiscal Year 2017, and was also 5.2 percent below the Michigan annual average.



Benchmark:

**40.5%**  
(Higher is better)

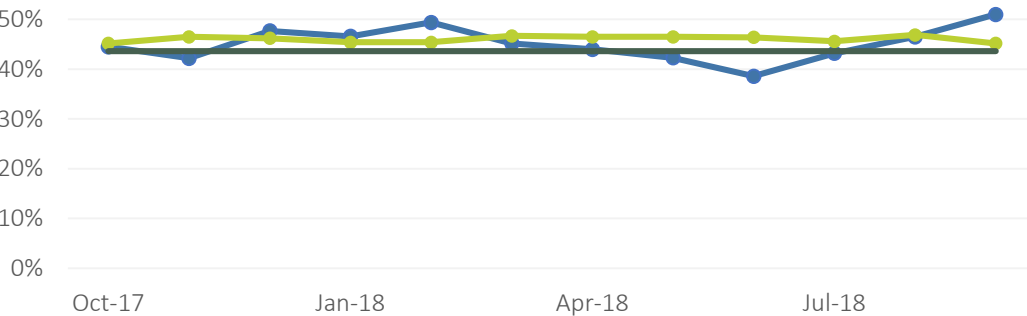
MI annual average:  
**30.2%**

Kent annual average:  
**25.0%**

## Permanency in 12 months for children in care 12 months to 23 months

Of all children in care on the first day of a 12-month period who had been in care (in that episode) between 12 and 23 months, what percentage are discharged to permanency within 12 months of the first day?

Kent County exceeded the benchmark during Fiscal Year 2017, and was just 0.9 percent below the Michigan annual average.



Benchmark:

**43.6%**  
(Higher is better)

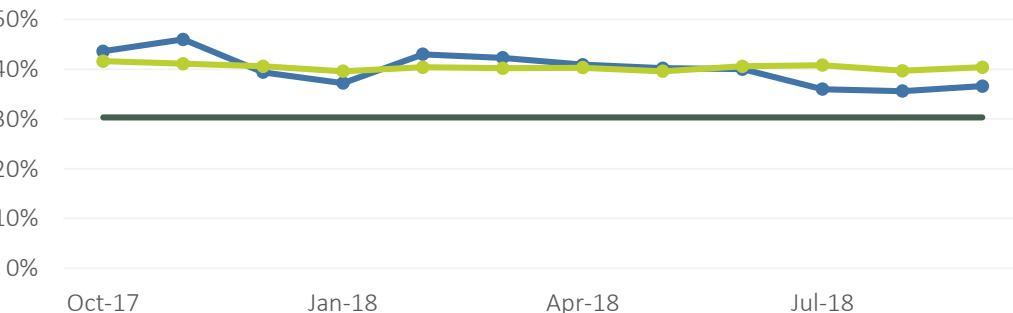
MI annual average:  
**46%**

Kent annual average:  
**45.1%**

## Permanency in 12 months for children in care 24+ months

Of all children in foster care on the first day of a 12-month period who had been in foster care (in that episode) for 24 months or more, what percentage are discharged to permanency within 12 months of the first day?

Kent County exceeded the benchmark during Fiscal Year 2017, and was just 0.3 percent below the Michigan annual average.



Benchmark:

**30.3%**  
(Higher is better)

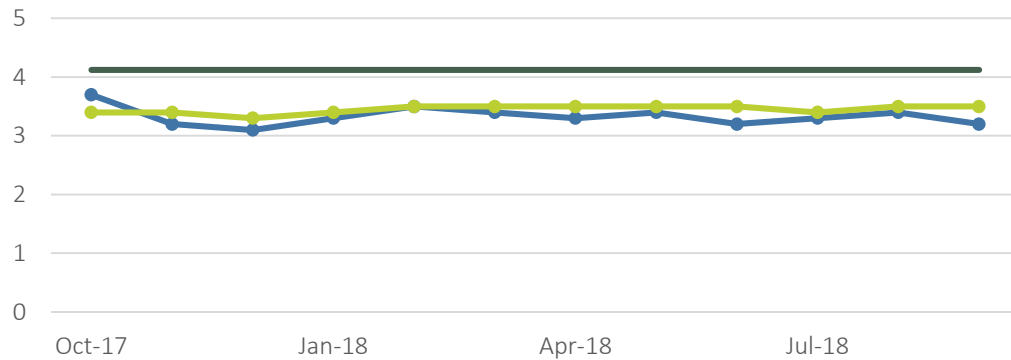
MI annual average:  
**40.4%**

Kent annual average:  
**40.1%**

# Placement Stability

Of all children who enter foster care in a 12 month period, what is the rate of placement moves per day of foster care?

Kent County exceeded the benchmark during Fiscal Year 2017, and was also below the Michigan annual average.



Benchmark:

**< 4.12**

(lower is better)

MI annual average:

**3.50**

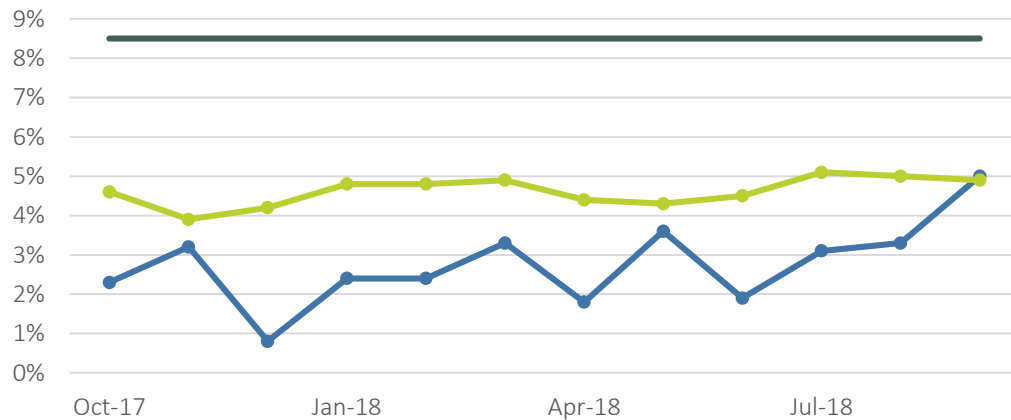
Kent annual average:

**3.45**

# Re-entry to Foster Care

Of all children who enter foster care in a 12-month period who were discharged within 12 months of reunification, living with a relative, or guardianship, what percentage re-entered foster care within 12 months of their discharge?

Kent County exceeded the benchmark during Fiscal Year 2017, and was also 2.1 percent below the Michigan annual average.



Benchmark:

**< 8.5%**

(lower is better)

MI annual average:

**4.9%**

Kent annual average:

**2.8%**

Source: University of Michigan Data Lab, CFSRs in Michigan dashboard, retrieved 12/27/18.

