



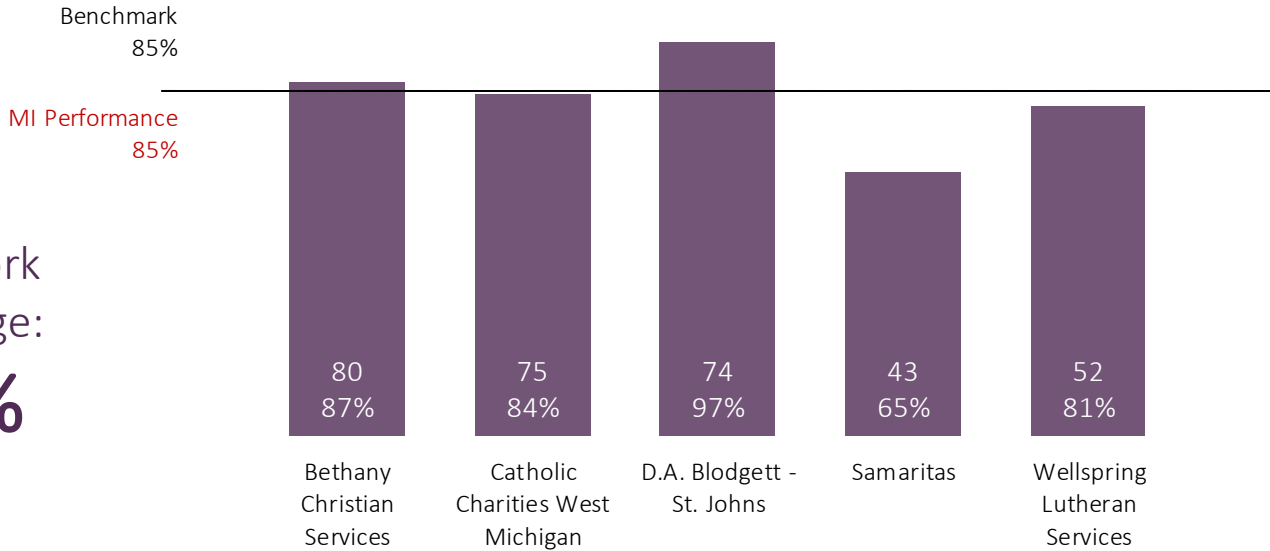
Fiscal Year 2018 (FY18) Report

October 2017 - September 2018

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

Agencies' Annual Average

D.A. Blodgett St. Johns and Bethany Christian Services exceeded the benchmark for the fiscal year average and the state's annual average of 85 percent.



Network Average:
84%

Strengths



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

Barriers

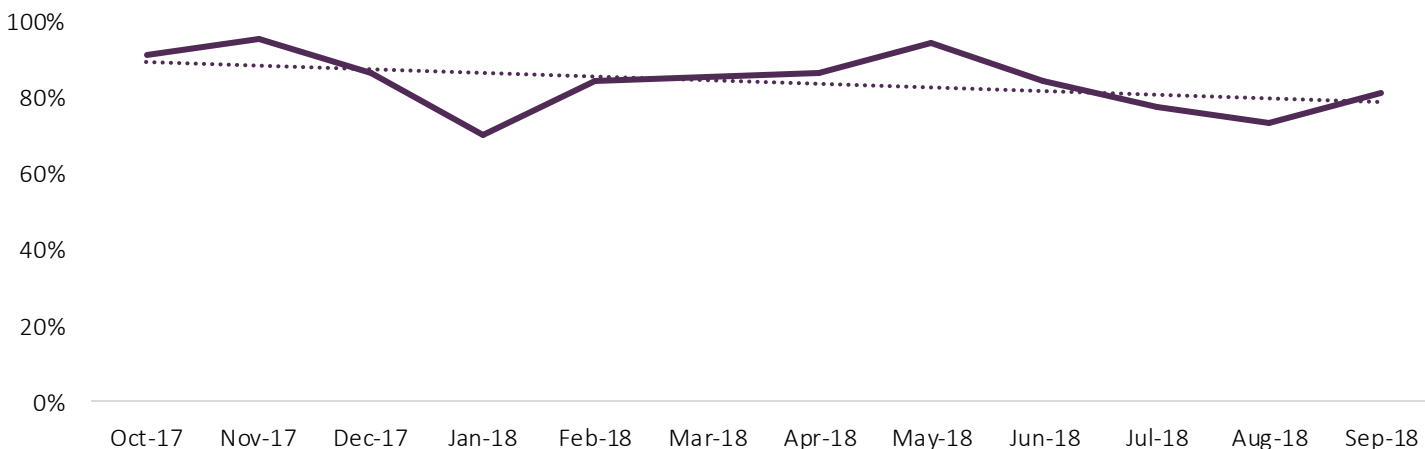


Staff experience difficulty receiving verification documentation back from providers which limits timely entry of information into MiSACWIS.

Agencies are not consistently using Care Connect 360.

WMPc's Monthly Trend

Agencies started the fiscal year slightly higher than they ended, with some variation in months.



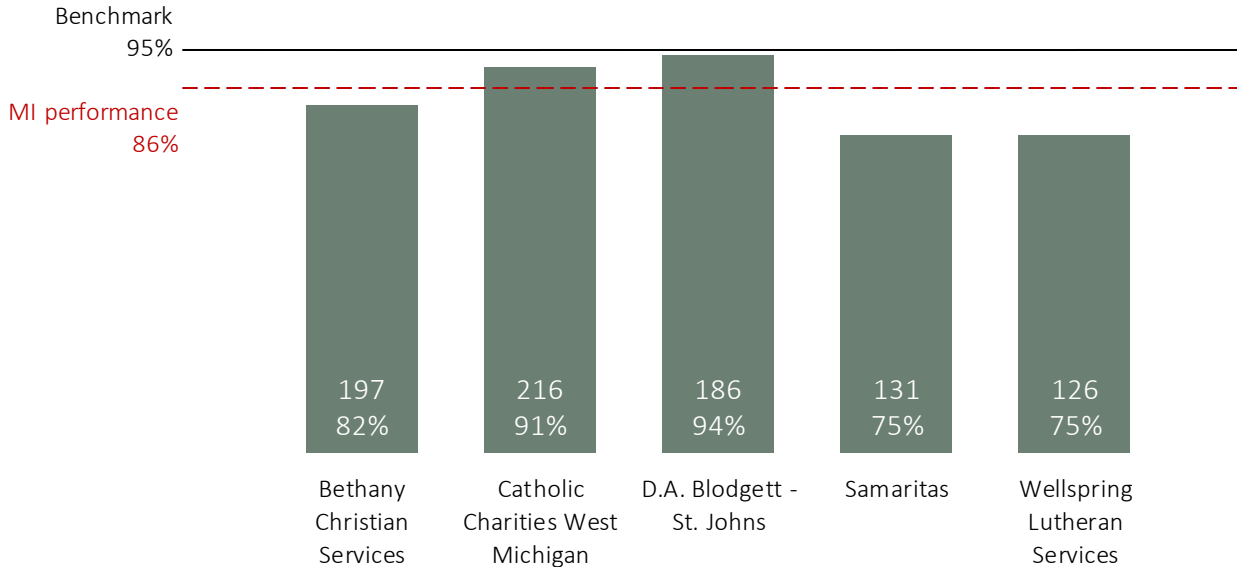


Yearly/Periodic Medical Exams

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.

Agencies' Annual Average

None of the agencies met the benchmark for the fiscal year average, yet two agencies were above Michigan's performance of 86 percent.



Network Average:
84%

Strengths



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

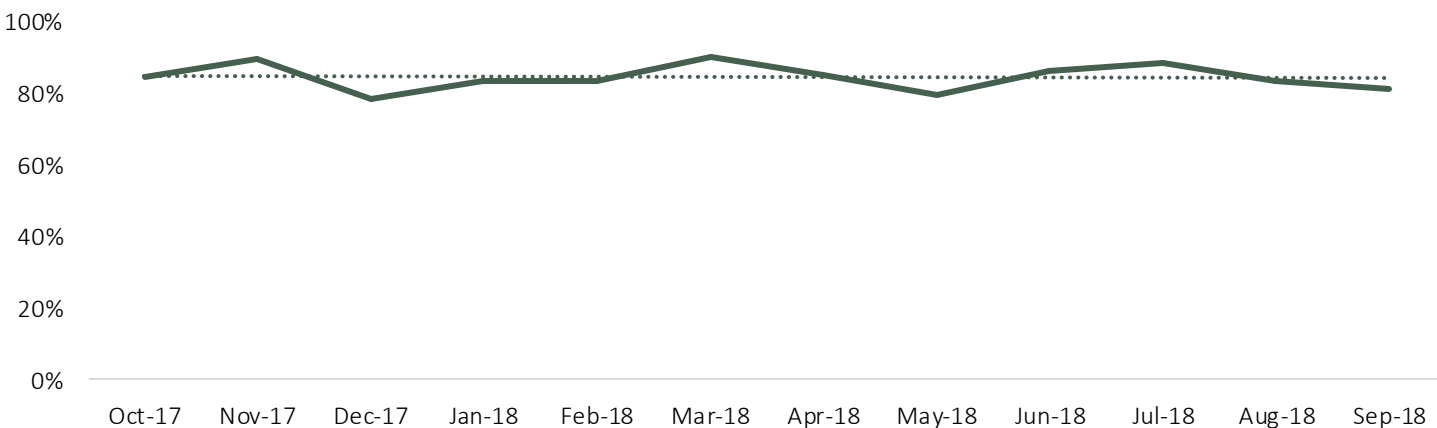
Barriers



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

Agencies started the fiscal year slightly higher than they ended, with little variation in months

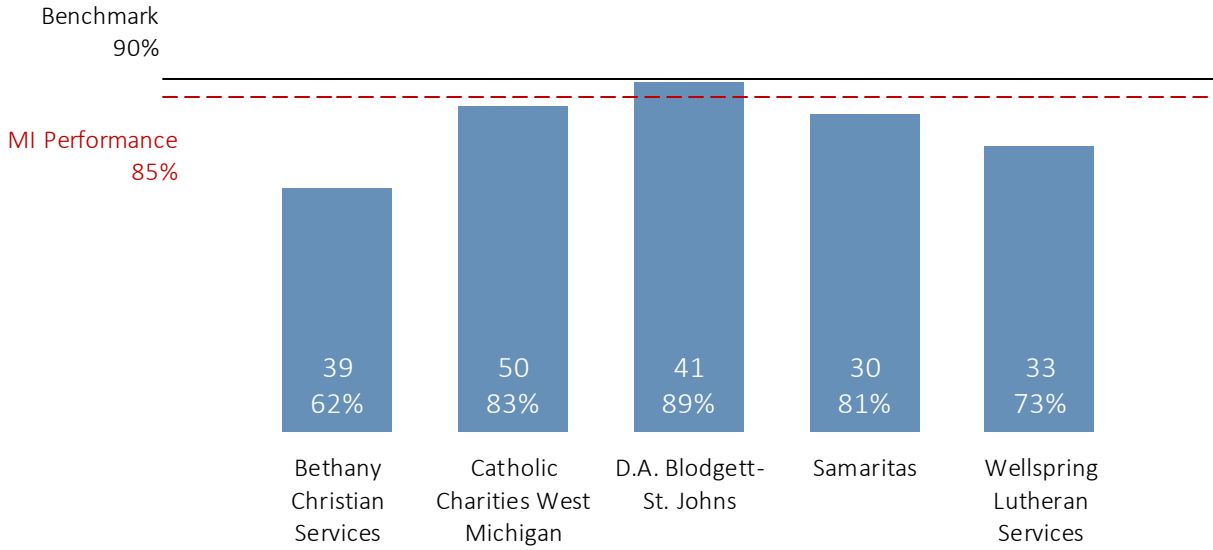


Source: MISACWIS Medical Exam Timeliness Info View Report, retrieved 1/30/19.

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.

Agencies' Annual Average

None of the agencies met the benchmark for the fiscal year average, but D.A. Blodgett-St Johns' performance was higher than the state.



Network Average:
77%

Strengths



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

Barriers

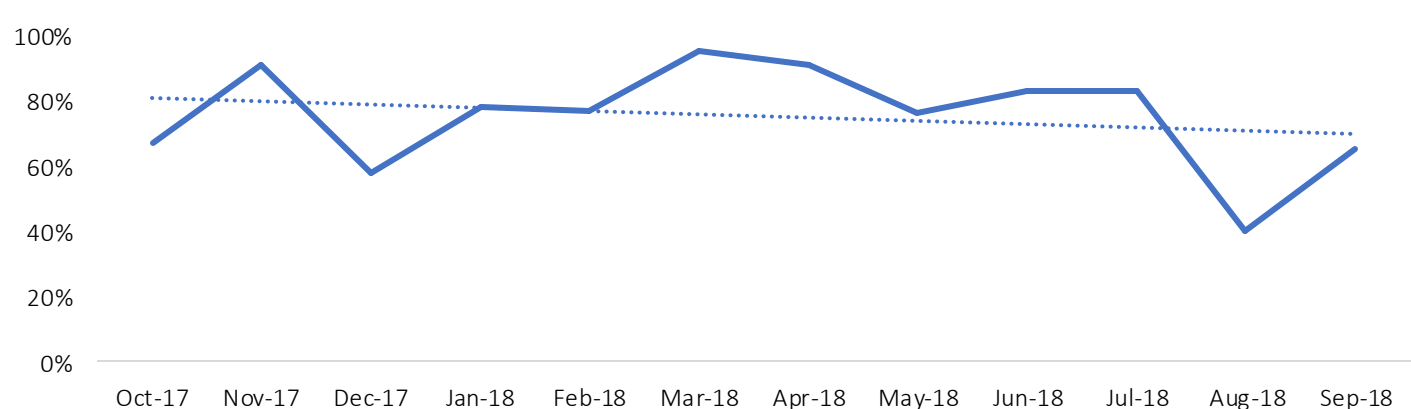


Agencies are unaware of all the dental providers accepting Medicaid in Kent County.

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

WMPC's Monthly Trend

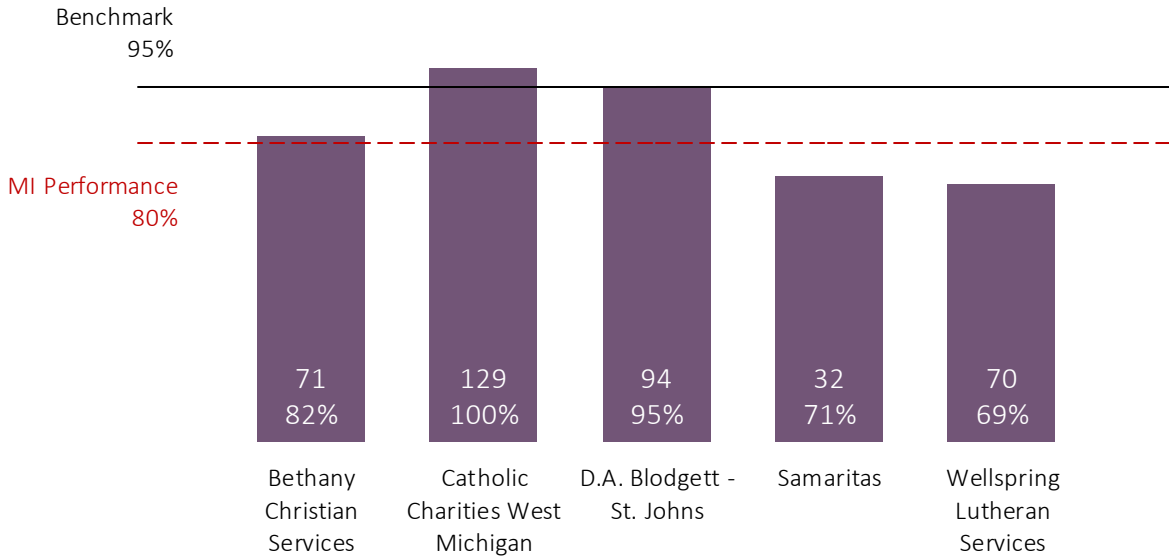
Agencies started the fiscal year slightly higher than they ended, with variation in months.



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

Agencies' Annual Average

Catholic Charities West Michigan and D.A. Blodgett St. Johns met the benchmark for the fiscal year average. Three of the five agencies performed higher than the state's annual average of 85 percent.



Network Average:
86%

Strengths



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

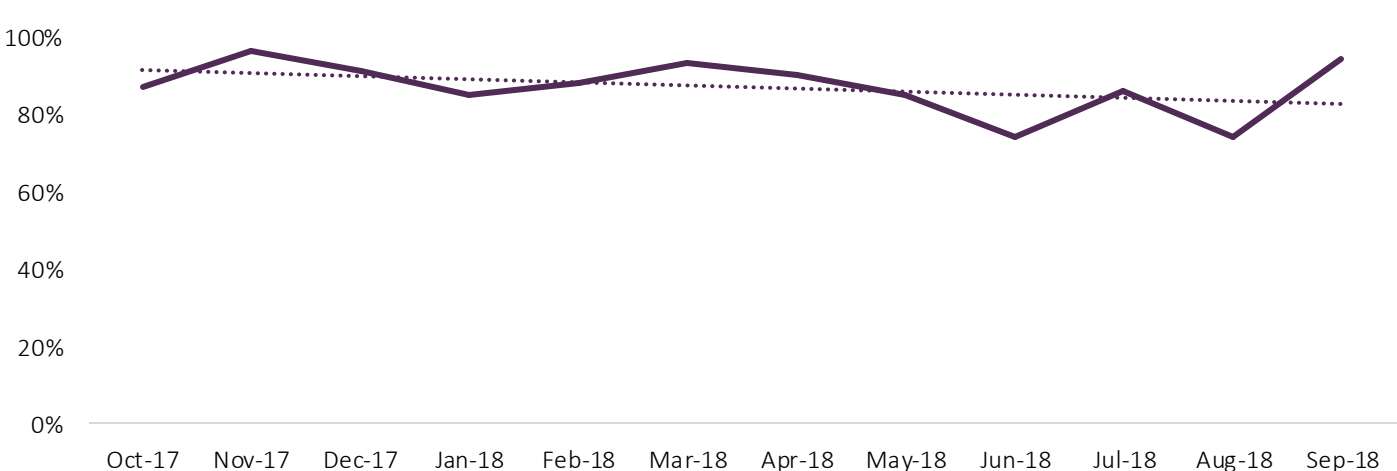
Barriers



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

WMPC's Monthly Trend

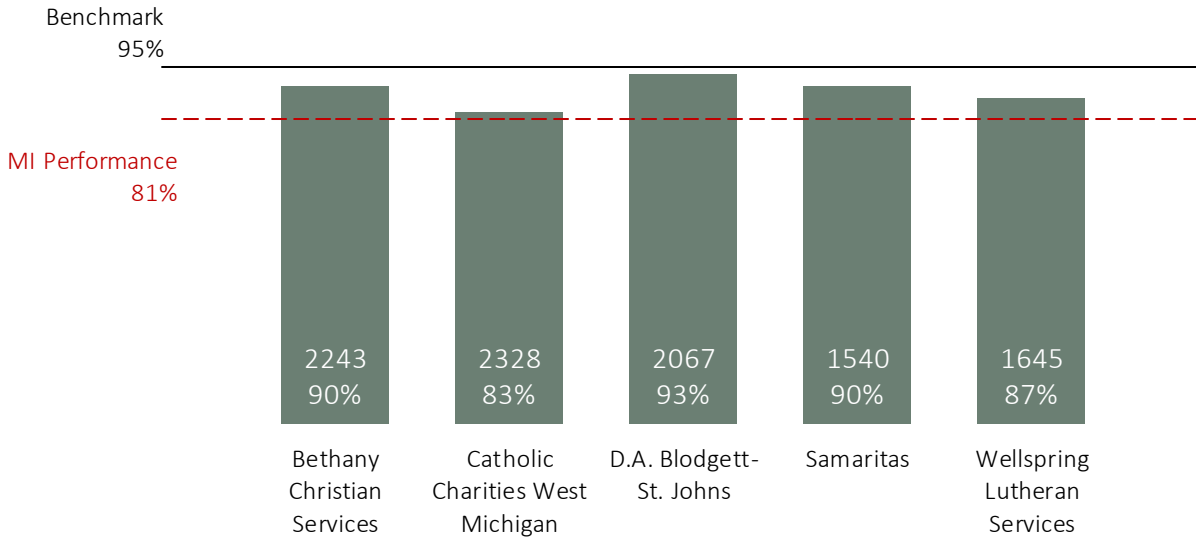
Agencies started the fiscal year slightly higher than they ended, with some variation in months.



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

Agencies' Annual Average

Though no WMPC Network agencies met the benchmark for worker-child visits, all five of the agencies performed higher than the state's annual performance of 81 percent.



Network Average:
88%

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

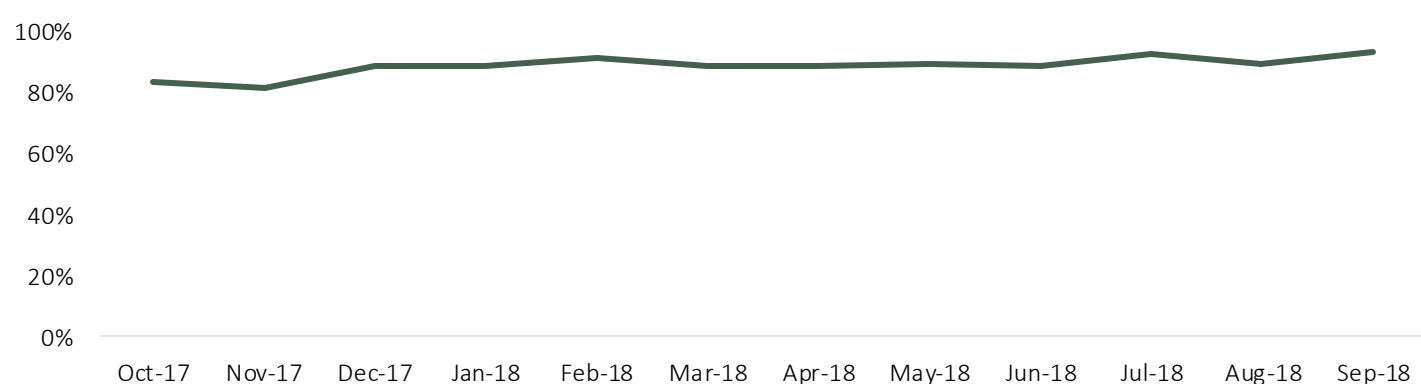


When agencies do not close cases in a timely manner, visits are still assigned to the worker and may skew that data.

Data entry errors occur when workers forget to mark visit as "private."

WMPC's Monthly Trend:

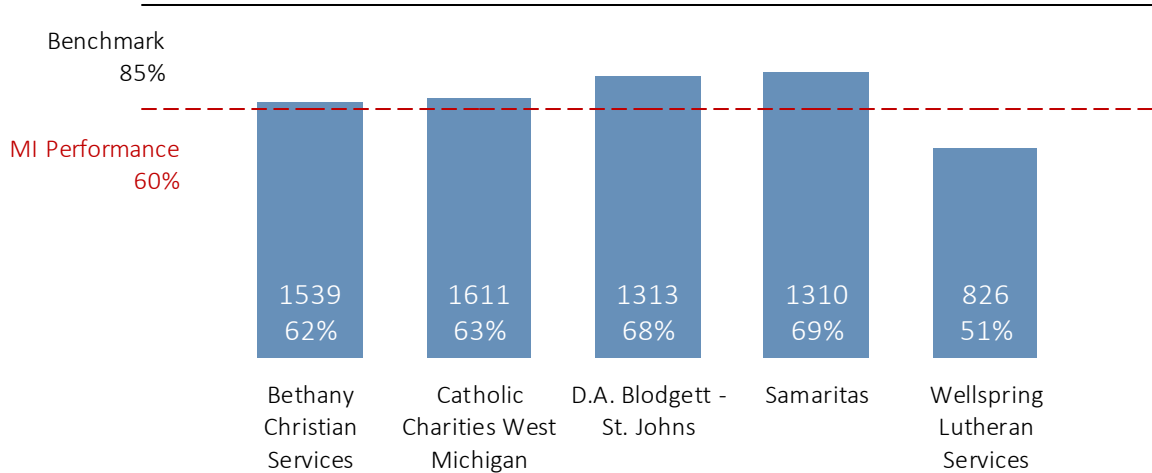
Agencies' performance remained stable throughout the fiscal year.



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.

Agencies' Annual Average

Though no WMPC Network agencies met the benchmark for worker-parent visits, four of the agencies performed higher than the state's annual average of 60 percent.



Network Average:
63%

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.

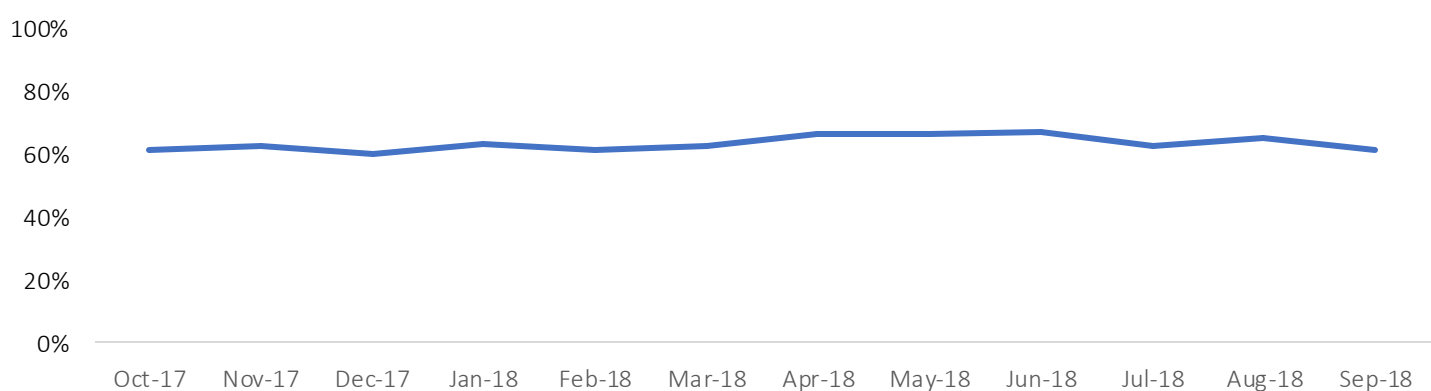
Barriers



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

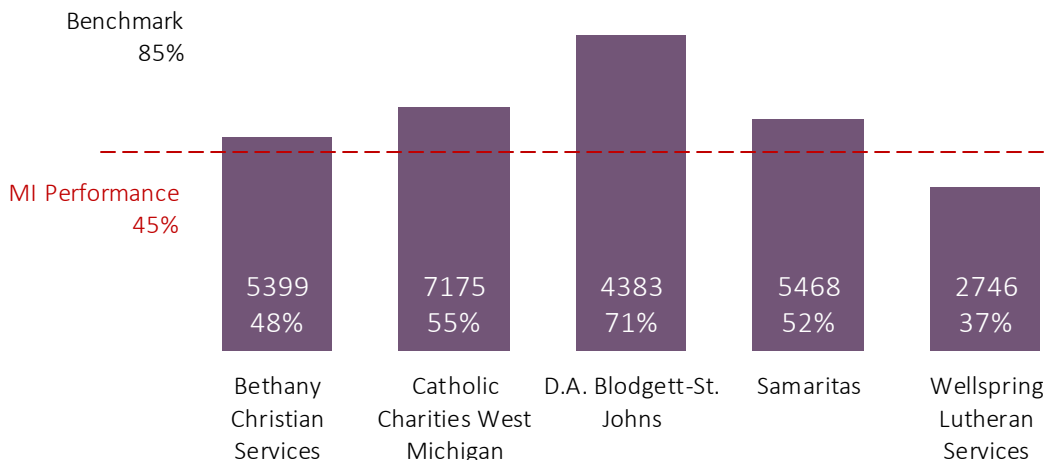
Agencies' performance remained stable throughout the fiscal year.



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.

Agencies' Annual Average

Though no WMPC Network agencies met the benchmark for parent-child visits, four of the agencies performed higher than the state's annual average of 45 percent.



Network Average:
52%

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

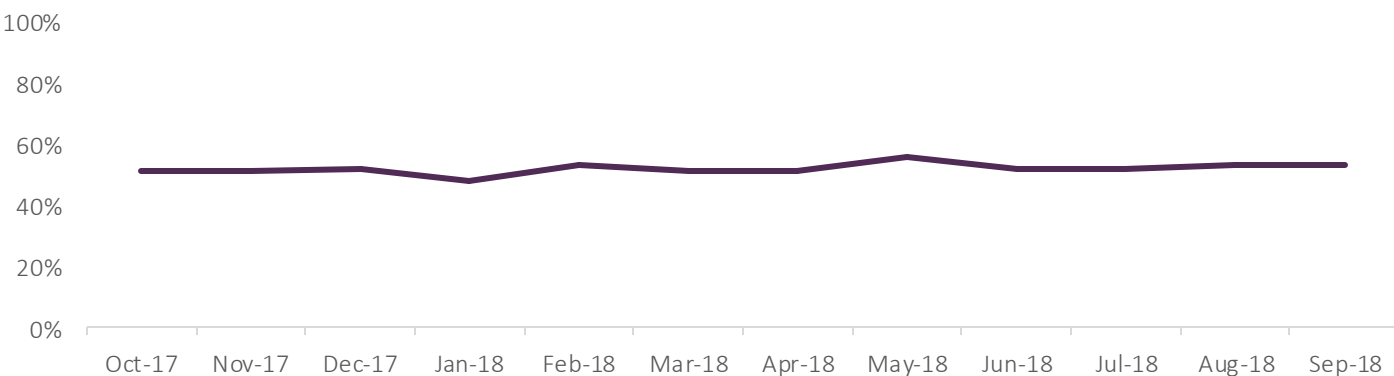


Building rapport with parents takes time. Many parents visit with their child once/week rather than twice/week. Even if the one visit is longer in duration to make up for the second visit, it does not count.

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

Agencies' performance remained stable throughout the fiscal year.

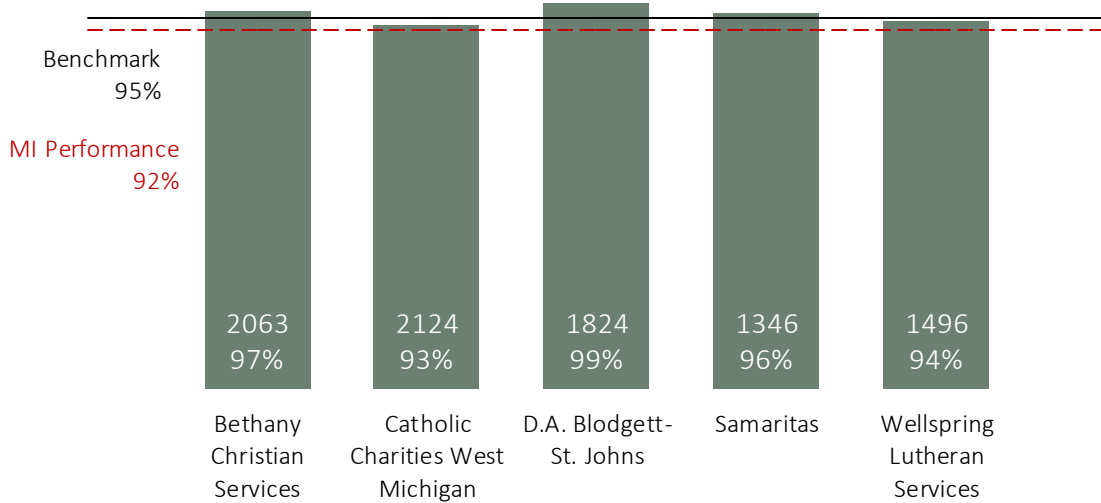


Worker - Supervisor Visits

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.

Agencies' Annual Average

Three agencies exceeded the benchmark for the fiscal year average, with the other two agencies missing it by just one and two percentage points. All five agencies surpassed the state of Michigan's annual average of 92 percent.



Network Average:
96%

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

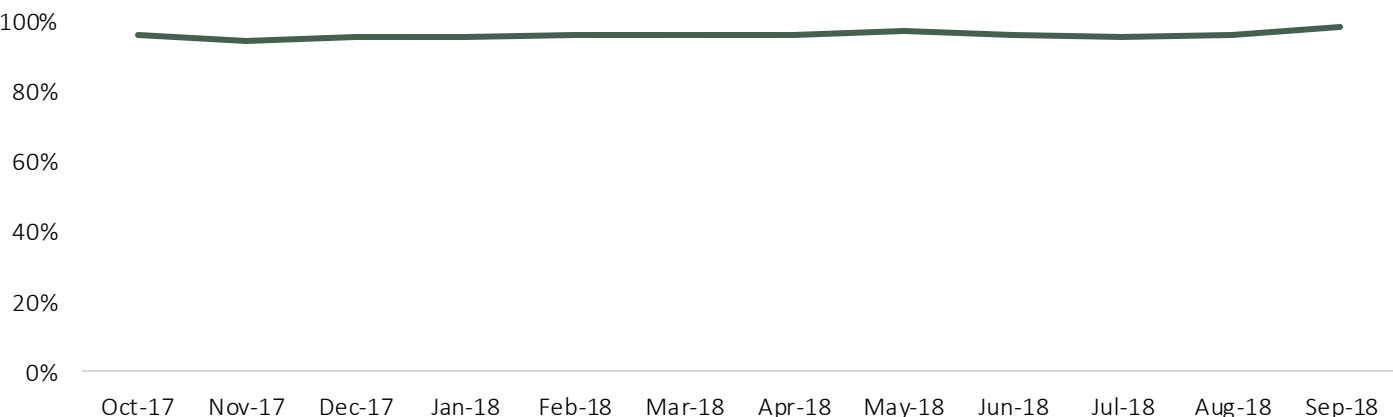


Pending case closures count against this benchmark.

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

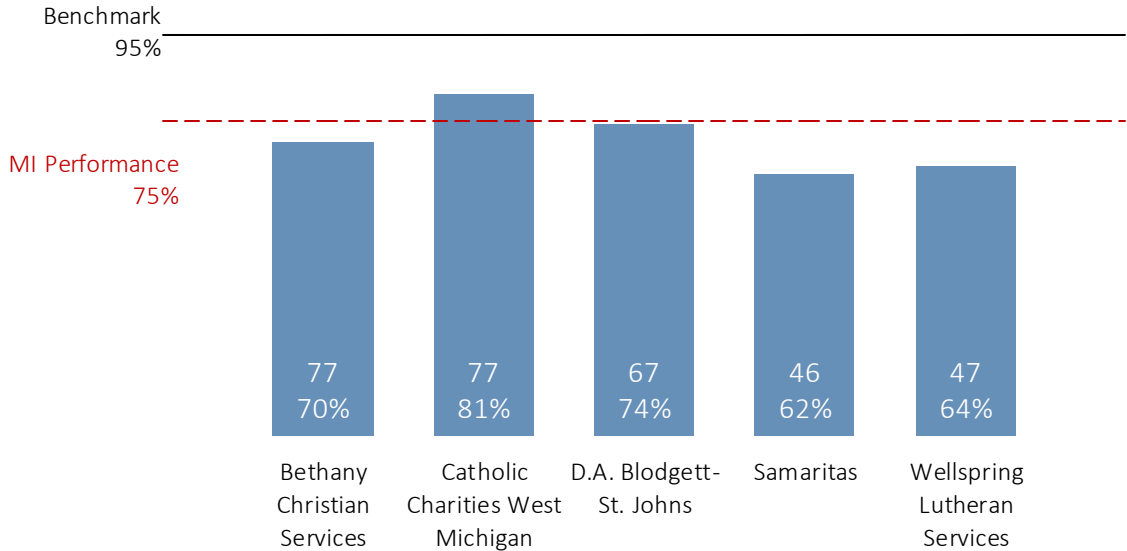
Agencies' performance remained stable throughout the fiscal year.



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.

Agencies' Annual Average

None of the agencies met the benchmark for the fiscal year average, but Catholic Charities West Michigan (81%) surpassed Michigan's performance of 75 percent.



Network Average:
71%

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.

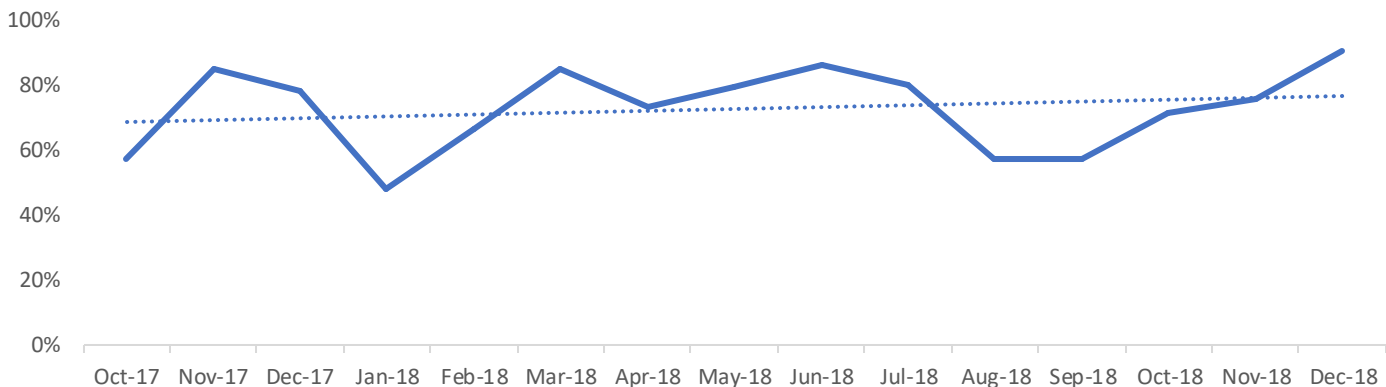
Barriers



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

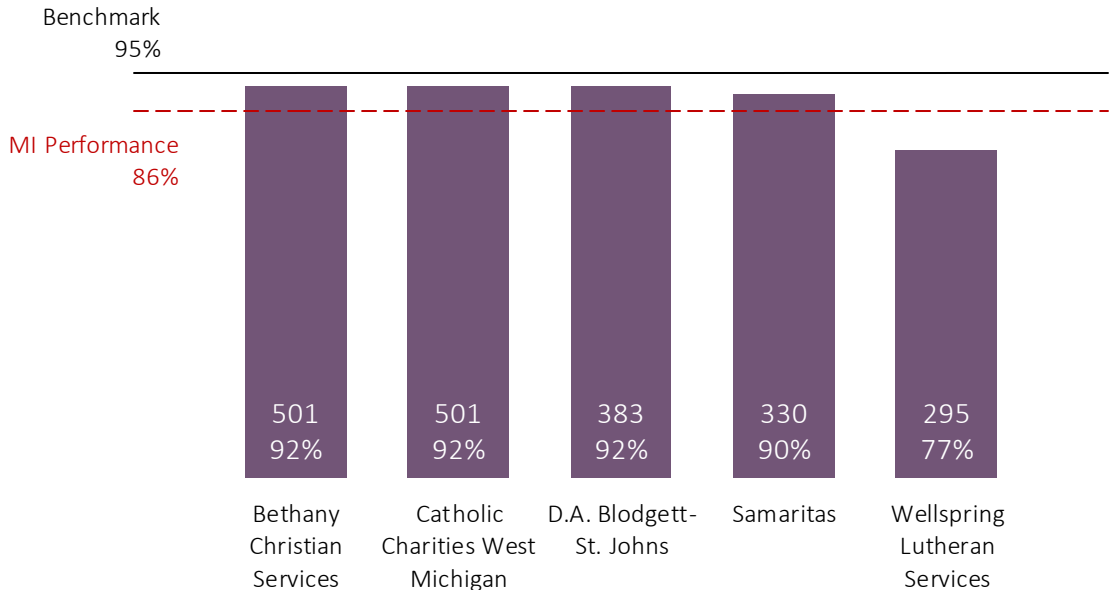
Agencies started the fiscal year slightly higher than they ended, with variation in months.



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

Agencies' Annual Average

Though no WMPC Network agencies met the benchmark for worker-child visits, four of the agencies performed higher than the state's annual average of 86 percent.



Network Average:
89%

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

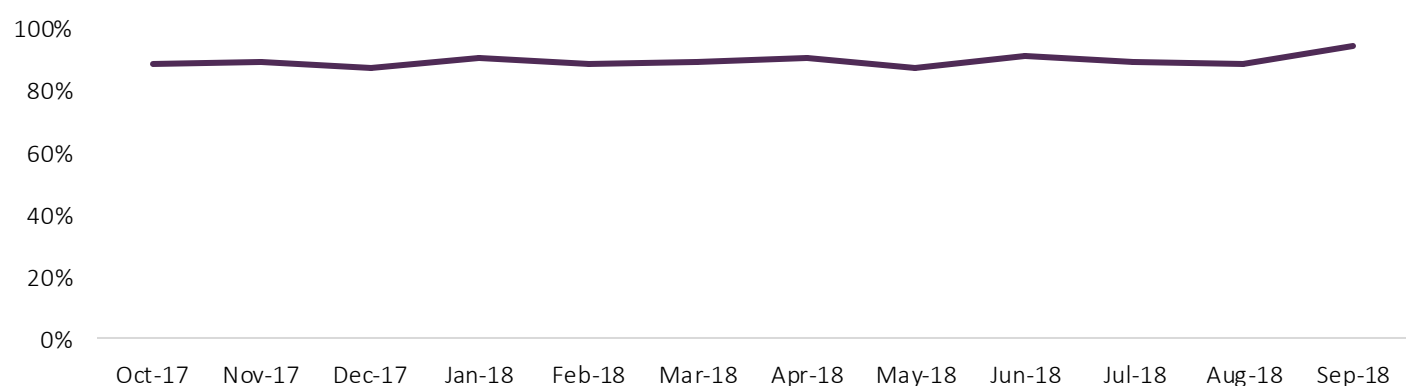


Worker turnover impacts the completion of timely USP's because the case needs to be transferred, which may create a delay in completing a report.

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

WMPC's Monthly Trend

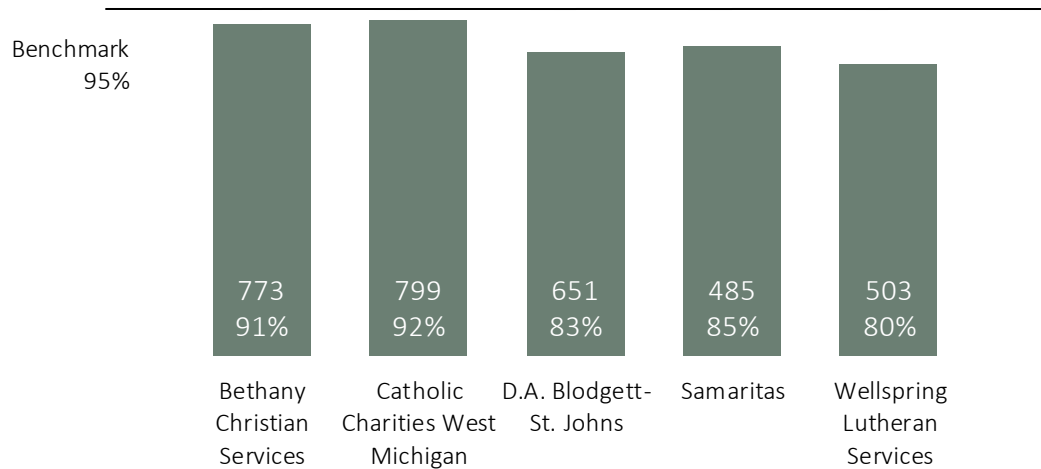
Agencies' performance remained stable throughout the fiscal year.



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.

Agencies' Annual Average

None of the agencies met the benchmark for the fiscal year average. Bethany Christian Services (91%) and Catholic Charities West Michigan (92%) were closest to reaching 95 percent. *WMPC does not have state average of Initial and Updated Service Plans combined.*



Network Average:
87%

Strengths



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

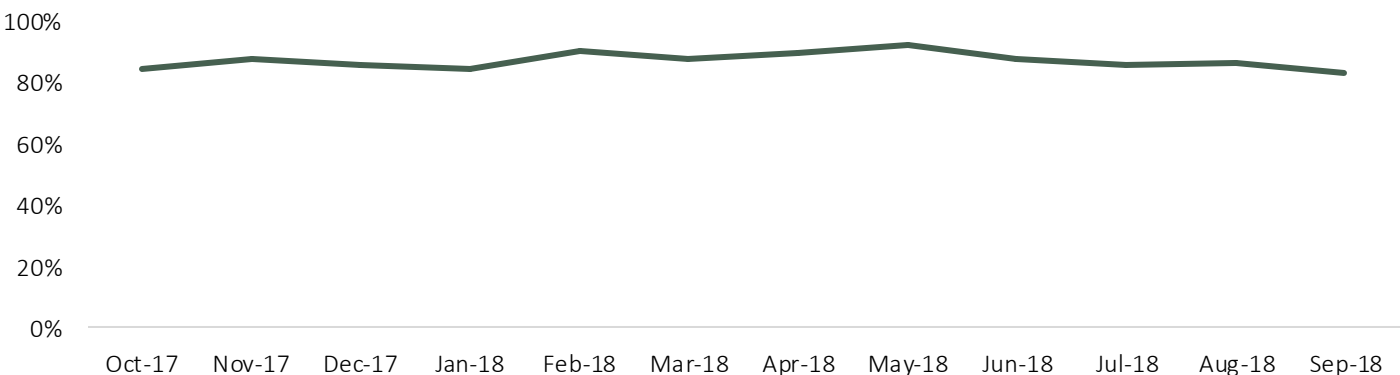
Barriers



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

Agencies' performance remained stable throughout the fiscal year.



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%

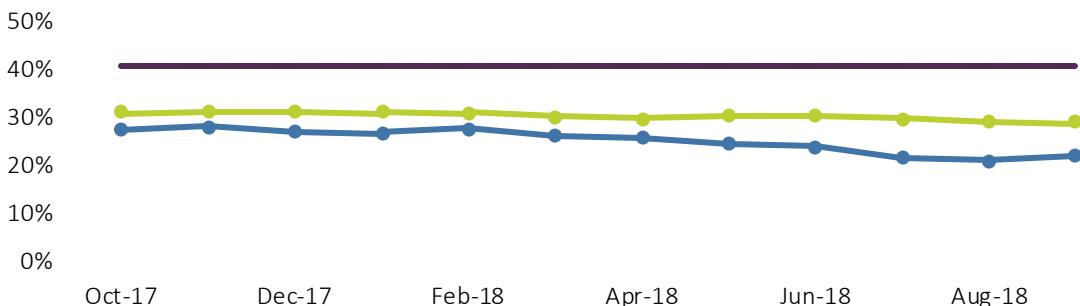
(Higher is better)

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%

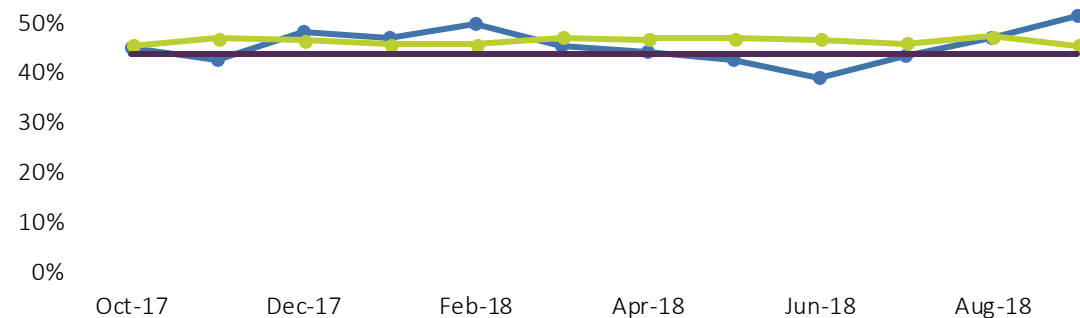
(Higher is better)

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%

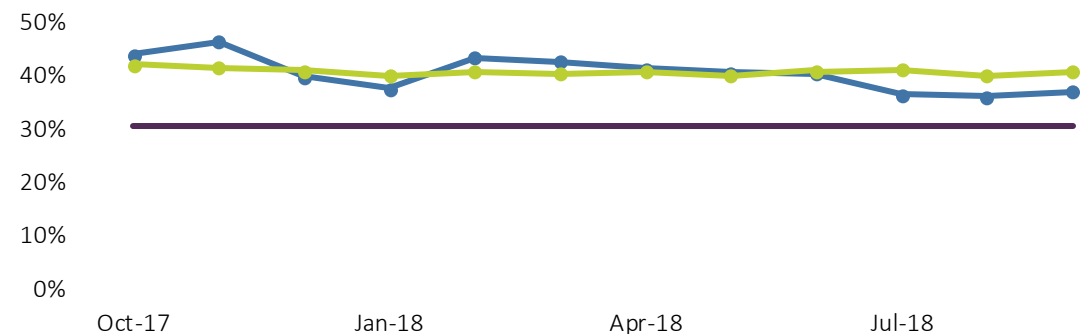
(Higher is better)

MI annual average:

40.4%

Kent annual average:

40.1%

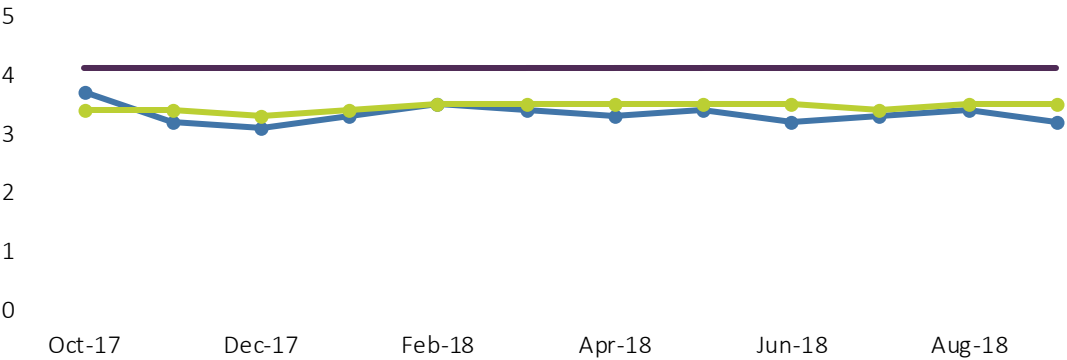


Source: University of Michigan Data Lab, CFSRs in Michigan dashboard, retrieved 12/27/18.

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)

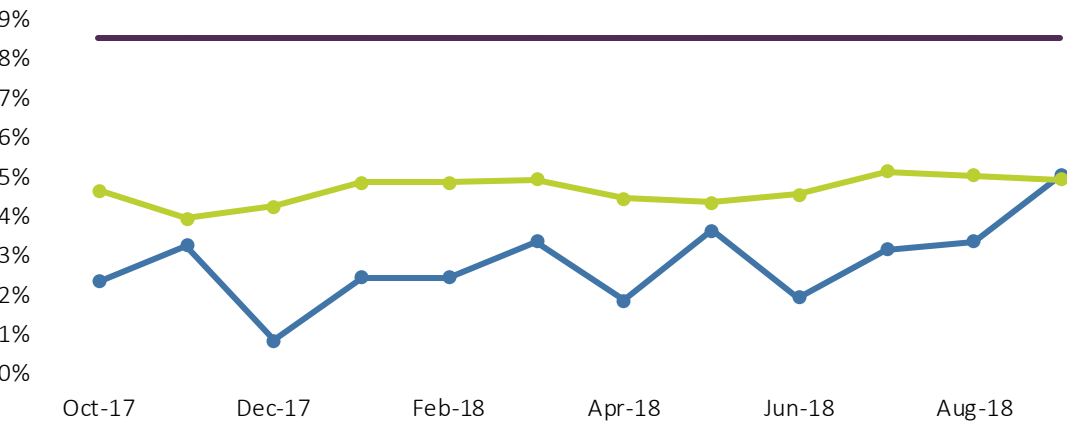
MI annual average:
3.50

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.

