

Department of Children and Families

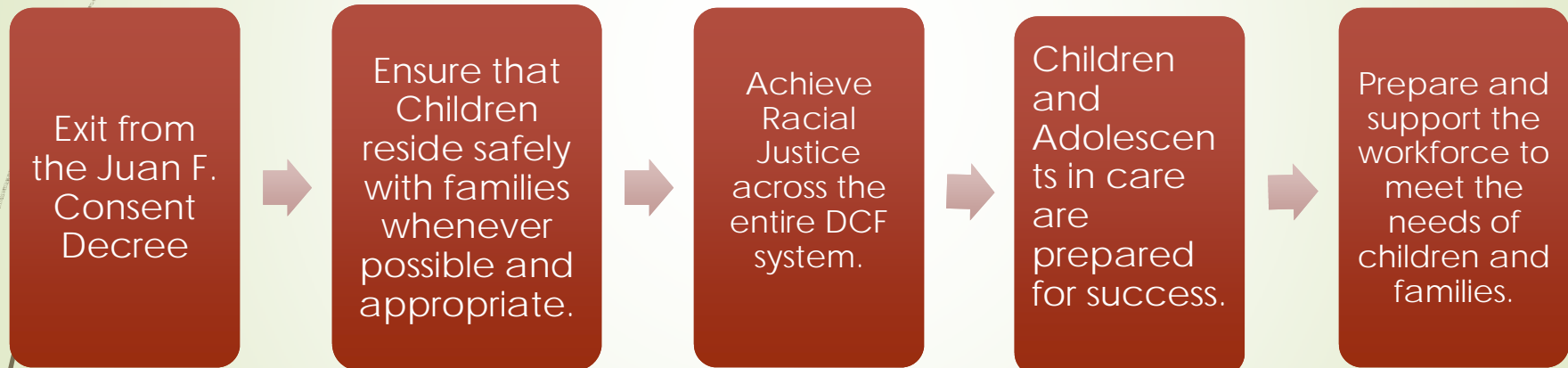


PERFORMANCE EXPECTATIONS

2017

Making a Difference for Children, Families and Communities

5 Agency wide Performance Expectations





Special Instructions for 2017 Strategy Development

- Each team should include the following three areas of concentration in the strategies developed for each of the five performance expectations:
 - Achieving Racial Justice
 - Specific Inclusions of Clients Involved in the Juvenile Justice System
 - Workforce Stability/Skills/Support as they relate to our ability to achieve the performance expectations
- i. Overarching strategies that impact multiple performance expectations are encouraged
- ii. Each team should develop a minimum of one strategy for each performance expectation in conjunction with another region, facility or division.

Performance Reporting and Review

- ▶ The quarterly performance presentations
 - i. changed to quarterly performance reviews
- ▶ Performance data:
 - i. submitted on a monthly basis, using a consistent reporting framework by all regions, facilities and divisions
 - ii. due 10 calendar days after the end of the month (ex. For the month ending 3/31 performance data is due 4/10)
- ▶ A reporting portal is currently under construction by I.S. that will assist with reporting data

* Please note that not all existing reports have been linked to this portal, some information may need to be collected and reported through standalone systems.

Performance Reporting and Review

- ▶ Quarterly reports developed using a common and consistent format for reporting on strategies to improve performance, including:
 - Trend data and the causes/dynamics that impact current performance
 - Strategies that have been developed and implemented to improve performance
 - Performance data that illustrate implementation of strategies over time and demonstrate whether children and families are better off as a result
 - Discussion of which strategies are being discarded or modified, and why; any new strategies that are being added
- ▶ The Format of quarterly meetings:
 - i. Modified from performance presentations to *performance review meetings* through which the review team and each management team can engage in meaningful data and performance discussions

PE #1

Exit from the Juan F. Consent Decree (Common Performance Measures)

- a) Achieve outcome measures not yet pre-certified
 1. Commencement of investigations (OM 1)
 2. Completion of investigations (OM 2)
 3. Case Planning (OM 3)
 4. Children's Needs Met (former OM 15)
 5. In-home case worker-child visitation (former OM 17)
 6. Caseload Standards (former OM 18)

- b) Sustain outcome measures that are pre-certified
 1. Repeat maltreatment (former OM 5)
 2. Maltreatment of children in out-of-home care (former OM 6)
 3. Re-entry into care (former OM 11)
 4. Worker-child visitation in out of home care (former OM 16)

PE #1

Exit from the Juan F. Consent Decree (Common Performance Measures)

- c) Assure the community –based service system is effective and meets the needs of the community
 - i. Measure: percent of clients served by program
 - ii. Measure: utilization rate of contracted slots by program
 - iii. Measure: LOS for target population clients
 - iv. Measure: percent of consumers satisfied with services
 - v. Measure: percent of clients completing services who are better off

PE #2

Ensure that children reside safely with families whenever possible and appropriate

► Performance Measures

- a) Increase the proportion of children who are served in their homes; reduce the number of children in care
 - i. Measure: percent of all children served in home compared to out of home in CPS cases
 - ii. Measure: percent of all children served in home compared to out of home in delinquency cases
- b) Increase the use of a preferred permanency goals
 - i. Measure: percent of children in care with a preferred permanency goal compared to OPPLA
 - ii. Measure: percent of children exiting to permanency
 - iii. Measure: time for children to achieve permanency
- c) Sustain the proportion of children in kinship care to 45 %
 - i. Measure: percent of children in care placed with a relative or special study home

PE #2

Ensure that children reside safely with families whenever possible and appropriate

► Performance Measures

- d) Increase the proportion of children in placement with a family to 90%
 - i. Measure: percent of children in family placement, core, relative, kinship or therapeutic foster care homes
- e) Assure congregate care services are brief, family-engaged, connected to the community and include discharge planning that begins at admission
 - i. Measure: Average Length of Stay
 - ii. Measure: rates of readmission to the same or higher level of care

Achieve Racial Justice across the entire DCF system

► Performance Measures

- a. Reduce disparities for children served by Child Welfare services
 - i. Measure: The Disparity index for alleged victims in DRS (intake & FAR)
 - ii. Measure: The Disparity index for substantiated victims
 - iii. Measure: The Disparity index for children in open cases
 - iv. Measure: The Disparity index for children entering care
 - v. Measure: The Disparity index for children in family care
 - vi. Measure: The Disparity index for children in congregate care

Achieve Racial Justice across the entire DCF system

► Performance Measures

b. Reduce disparities for children served by the Juvenile Justice system

- i. Measure: The Disparity index for children placed in a secured setting on a pretrial basis
- ii. Measure: The Disparity index for children committed delinquent
- iii. Measure: The Disparity index for children committed delinquent placed in a secured setting.
- iv. Measure: The Disparity index for children committed delinquent placed in a congregate setting.
- v. Measure: The Disparity index for children committed delinquent and placed on parole services in the community.

Achieve Racial Justice across the entire DCF system

► Performance Measures

- c. Reduce disparities for children served by Behavioral Health services
 - i. Measure: utilization rate by race and ethnicity of contracted services
 - ii. Measure: completion rate by race and ethnicity of contracted services.

Achieve Racial Justice across the entire DCF system

► Performance Measures

- d. Reduce disparities for children served by educational services
 - i. Measure: The Disparity index for DCF-committed children relative to performing at grade level.
 - ii. Measure: The Disparity index for DCF-committed children who are chronically absent.
 - iii. Measure: The Disparity index for DCF-committed children with in and out of school suspensions, expulsions and disciplinary actions.
 - iv. Measure: The Disparity index for DCF-committed children graduation from high school on time.

Prepare Children and Adolescents in care for success

► Performance Measures

- a. Ensure children and adolescents in care are connected to permanent relationships
 - i. Measure: percent of 17 year old children in care with documented life long family ties/connections
 - ii. Measure: reduction in the number of children with OPPLA by 50%
 - iii. Measure: number and percent of 16 and 17 year olds with OPPLA goals approved by Regional Administrators
 - iv. Measure: number of permanency goals changed from OPPLA to a preferred goal

Prepare Children and Adolescents in care for success

► Performance Measures

- b. Provide quality education and support services that lead to educational success
 - i. Measure: percent of children in care who meet, or exceed, the achievement level based on SBAC test results for grades 3rd grade and 8th, and SAT for grade 11 (annual)
 - ii. Measure: percent of 9th graders in care who successfully promote (annual)
 - iii. Measure: chronic absentee rate rate for children in care compared to all CT students (annual)
 - iv. Measure: rate of suspensions for children in care compared to all CT students (quarterly)
 - v. Measure: number of children in care at school facilities, through USD2, that exceed an average grade equivalency (GE) increase of 1.0 grade level (GL) in Math and Reading (prorated for length of stay)
 - vi. Measure: 4-year and 5-year cohort graduation rate
 - vii. Measure: number of students with on-time Pre-PSE and PSE plans

Prepare Children and Adolescents in care for success

► Performance Measures

c. Provide formal and informal life skills

- i. Measure: number and percent of committed adolescents, over 14 years old, who have been assessed using the LIST on an annual basis
- ii. Measure: percent of adolescents aging out of care who score “advanced” on all relevant domains of the LIST life skills program
- iii. Measure: percent of adolescents at time of SPM who have received a copy of their credit score
- iv. Measure: percent of adolescents at time of SPM who have received a driver’s license
- v. Measure: percent of adolescents at time of SPM participate in post-secondary education, vocation, or training services
- vi. Measure: percent of adolescents at time of SPM who have a documented healthcare proxy
- vii. Measure: percent of adolescents at time of SPM with a HUSKY card

Prepare Children and Adolescents in care for success

► Performance Measures

- d. Ensure children and adolescents in care receive appropriate health services
 - i. Measure: percent of children in care up-to-date routine dental exams
 - ii. Measure: percent of children in care with a health passport
 - iii. Measure: percent of children in care with up-to-date medical alert/health summary
 - iv. Measure: percent of children entering care Claims health profile

Prepare and support the workforce to meet the needs of children and families

► Performance Measures

a. Create stability in the workforce

- i. Measure: rate of staff turnover
- ii. Measure: rate of lateral transfers
- iii. Measure: consistent and effective supervision
- iv. Measure: percent of newly-hired social workers with MSWs or BSWs
- v. Measure: establishment and functioning of staff support teams in each facility, office, and central office
- vi. Measure: percent of DCF staff receiving 30 hours of training per year by position type
- vii. Measure: staff survey satisfaction rates

Prepare and support the workforce to meet the needs of children and families

► Performance Measures

- b. Train managers and supervisors in supervisory and management skills
 - i. Measure: percent of wrap social work supervisors successfully completing the Leadership Academy for Supervisors
 - ii. Measure: percent of program managers and program directors successfully completing the Leadership Academy for Supervisors
 - iii. Measure: percent of managers and directors completing the Data Academy

Prepare and support the workforce to meet the needs of children and families

► Performance Measures

- c. Support regions, facilities and communities in their work on behalf of children and families
 - i. Measure: percent of PDOC quarterly performance report card submission for contracted providers

Connecticut's Department of Children and Families A Child Welfare Leader in 2017

“When written in Chinese, the word 'crisis' is composed of two characters. One represents danger and the other represents opportunity.”

- John F. Kennedy

