

PIP Benchmark: Improve the Quality of case planning process and matching needs and services.

PIP item: 1C.1.2 Revise case planning practice based on recommendations of workgroup and case review mapping.

In preparation for this quarter 5 item, multiple workgroups have participated in the assessment, evaluation and revision of the case planning SOP. The activities began during the first quarter of the PIP and have continued throughout.

During the first quarter, tools were developed to assist staff with the ability to locate and identify relatives early in a case. Also during the first quarter, the attitudes and beliefs of staff were assessed to determine how to coach and mentor them around engaging families. We also met with families that either had been or were involved with the agency, seeking feedback from them on their experience with the agency on the case planning process. TA was provided from the National Resource Center on Concurrent Planning Practice.

During the second quarter of our PIP, we implemented the tools to assist staff with locating and identifying relatives. The Family Team Meeting process was also evaluated. Meetings were held with the regional leadership to share regional approaches to engaging families. TA was received from the National Resource Center on Organizational Improvement on the flow of case reviews through the life of a case.

During the third quarter of our PIP, tools were developed to assist supervisors with coaching their staff based on regional practices. Community partners at the regional level were engaged to assist with the evaluation of service gaps and to strategize solutions. The State Interagency Council was challenged to assist with the identification of additional mental health resources.

During the fourth quarter of our PIP, we developed resource guides for fathers and youth to be used during the case plan process. A mechanism was developed to share the results of the customer satisfaction survey with staff. New strategies were implemented based on the lessons learned from the Casey Roundtable process.

All of the above mentioned assessments, evaluations and recommendations were taken in to consideration during the development of the new case planning SOP. Revisions were made to the old SOP and multiple tools were developed to assist staff with a strength-based approach to engaging families in the case planning process. A Packet of materials was sent out to all staff to provide feedback (parts 2-11). Currently, the policy is being finalized and revisions are being made to the case plan training for staff and foster parents.



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Janie Miller
Secretary

May 26, 2011

Hello Everyone,

Included for review and comment are DRAFT revisions relating to case planning, concurrent planning and FTMs. These changes are being proposed as a result of PIP and Title IV-E requirements. Please send feedback from people in your region/department/branch and consolidate the comments, concerns and suggestions. We would like a response from you, via e-mail, no later than close of business on **June 15, 2011**.

Thank you in advance for your feedback.

A handwritten signature in black ink that reads "Sarah A. Cooper".

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**Action Step 1C.1.2 part 2
KY 5th QR PIP report
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