

Orange County Department of Social Services

**Structured Decision Making[®] System for
Prevention Services in CalWORKs**

Policy & Procedure Training

Children's Research Center

www.nccd-crc.org

CRC

Why CalWORKs is using PRV

- CalWORKs applicants are at higher risk for child maltreatment than the general population (22%)
- Offering voluntary preventive services may reduce future child abuse/neglect among CalWORKs applicants
- Not all CalWORKs applicants are at risk (78%)
- Preventive services are limited and need to be directed to families at greatest risk

PRV started in Orange County!

- OC SSA Workgroup met 4/01 to adapt SDM for TANF; develop policy
- Field test 6/24/01 to 7/23/01
- Revision of tools/policy based on 2 year field test
- Evaluation planning 8/9/04
- Launch of revised PRV pilot 10/04 in SOUTH
- Process evaluation (ongoing)

Research supports preventive services

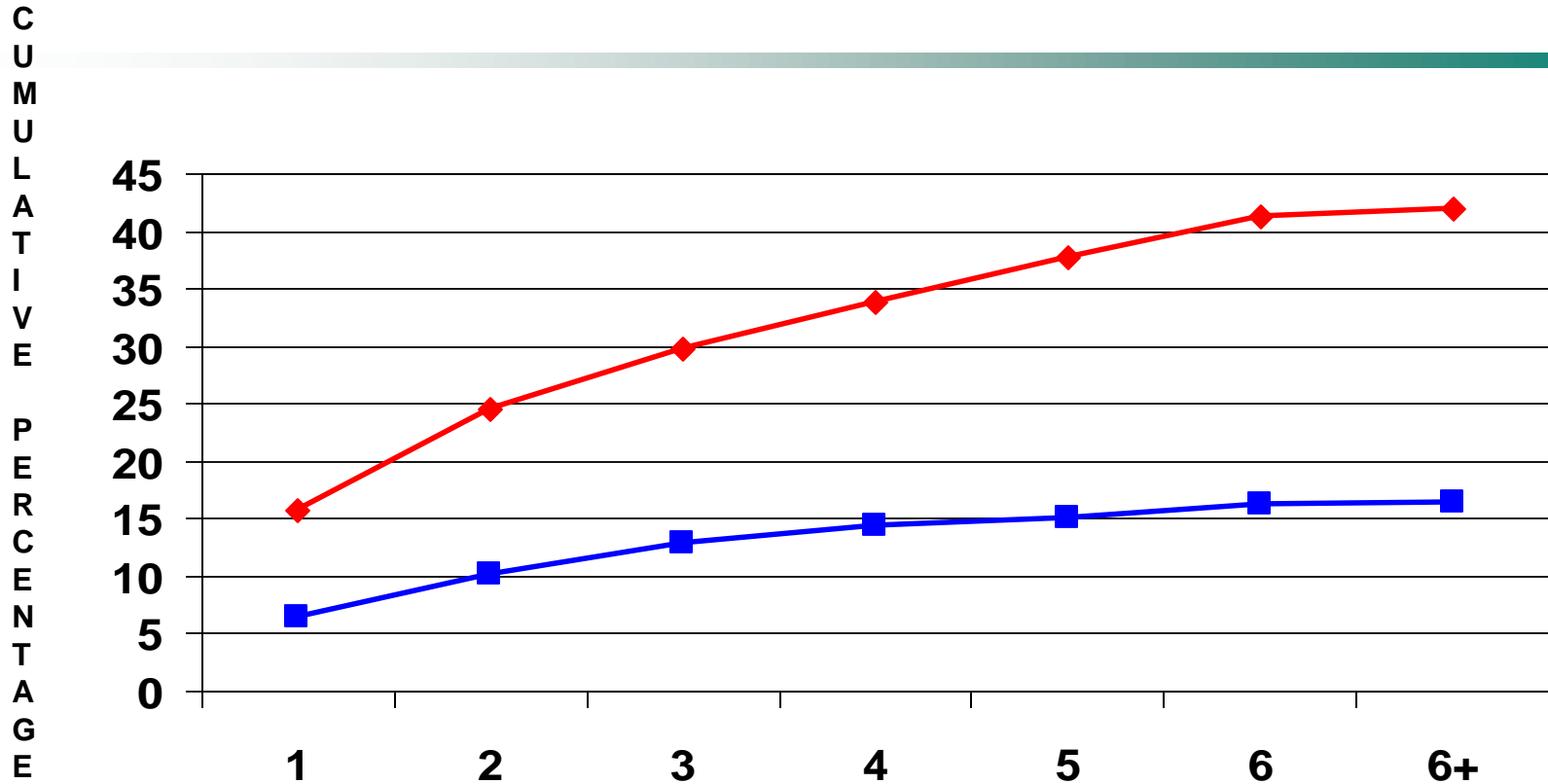
Chapin Hall Longitudinal Study

“The fact that so many of the parents in our applicant sample became involved with the child welfare system points to the need for TANF agencies to move beyond their almost exclusive focus on employment.”

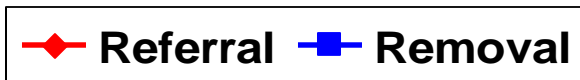
Chapin Hall Longitudinal Study

- Followed 1,075 Milwaukee County TANF families for 6 years
- Nearly 2 out of 3 families had at least 1 CPS investigation
- 1 in 4 families in this study had at least 1 child removed to out-of-home care

Child Welfare referrals and removals for TANF applicants over a 6 year period



Years after baseline interview



Courtney, Dworski, 2006

Chapin Hall Study - Conclusion

“...Our results suggest that in addition to addressing employment-related needs, parenting-related needs must also be addressed. Indeed, it seems likely that many of the well-recognized barriers to employment (i.e., mental health and substance abuse problems) are also impediments to good parenting.”

- Courtney and Dworsky, 2006

Goals for SDM in CalWORKs Prevention Services

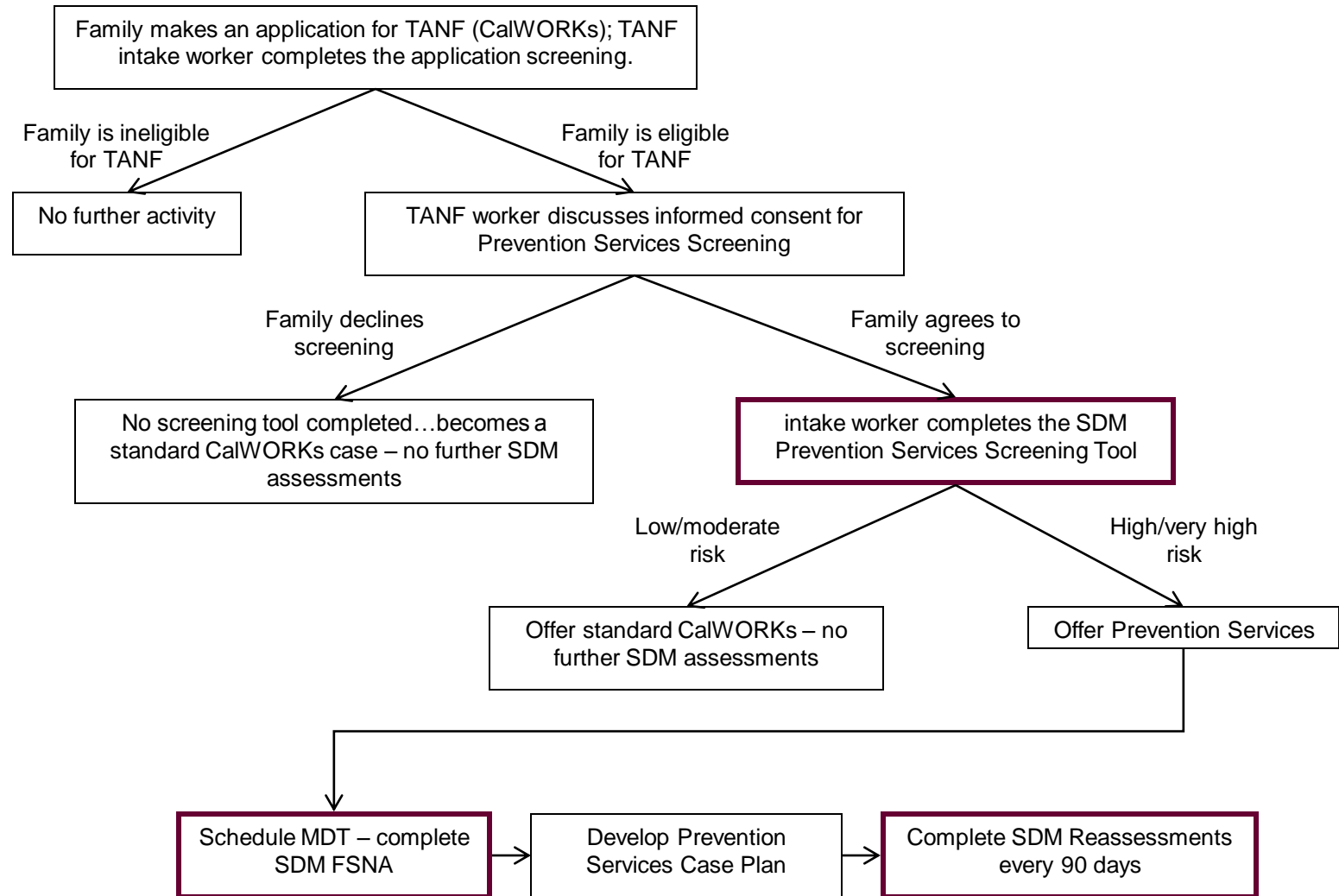
- **REDUCE** child abuse/neglect
 - Referrals to CAR
 - Substantiation of child abuse/neglect
 - Injury/harm to children
 - Removal of children to protective placement
- **INCREASE** family self-sufficiency

Objectives of SDM in CalWORKs Prevention Services

- Identify key assessment/decision points
- Increase consistency (**reliability**)
 - use structured assessment tools
- Increase accuracy (**validity**)
 - provide PRV training, definitions, P & P
- Target resources to families most at risk
- Use PRV outcomes to inform agency decisions

CalWORKs Flow Chart

TANF STTR Grant: “Focusing Prevention Services on High Risk Families” Project – Process Overview



Family Prevention Services Screening Tool

Purpose:

- Identify families where probability of future child abuse/neglect ranges from low to very high
- Target resources where family need is highest

Developing an accurate risk assessment

- Identify risk characteristics related to outcome(s)
- Assess sample families for these characteristics
- Observe families for outcomes.
- Select those characteristics actually related to outcomes
- Construct the final risk screening tool using most valid characteristics

Prediction vs. Classification

- **Prediction** declares in advance that a behavior will occur
- **Classification** places families into categories with known rates of future behavior that differ significantly from category to category

*The Family Prevention Services Screening Tool results in **classification**.*

Family Prevention Services Screening Tool Policy & Procedure

Q: Who completes the tool?



A: The Initial Service Worker

Exceptions:

1. For low and moderate risk families, the ongoing Case Manager will review the screening tool to verify the information and will complete a new PRV screening tool if conditions have changed or new information becomes known
2. Once a Prevention Services case plan has been created, no new screening tool should be completed

Family Prevention Services Screening Tool Policy & Procedure

Q: When do I complete the tool?



A: As soon as possible, and

- 10 days of approval or earlier for Zero-Parent cases
- for Welfare to Work (WTW) applications, no later than 3 days following the appraisal

Completing the Family Prevention Services Screening Tool

- Header Section
 - Enter appropriate case information.
 - Enter the date the tool is being completed.
- Assessment Type (top of page)
 - Select one of the options
 - TANF applicant with no CPS case open
 - No SDM assessment, CPS activity
 - No SDM assessment, client declined

Completing the Family Prevention Services Screening Tool

- Two maltreatment indexes/columns
 1. Neglect
 2. Abuse
- Complete each item in each column
 - Select **only one option**. Write in the score.
 - If indicated, provide detail on 2 part questions
 - e.g., N3, N4, enter actual number. Age = 0 if child under one or unborn.
 - e.g., N9, N10, if “b”, select all that apply.

Completing the Family Prevention Services Screening Tool

- **Scoring**

- Neglect and Abuse scores

- Add N1-N10 for total neglect risk score
 - Add A1-A9 for total abuse score

- Scored Risk Level

- Check the appropriate neglect score
 - Check the appropriate abuse score
 - Check the appropriate Scored Risk Level by choosing the **HIGHEST** of the two scores

Completing the Family Prevention Services Screening Tool

- **Case Type** (bottom of page)
 - Indicate WTW or Exempt/Child Only
- **Prevention Services Indicator**
 - Mark whether Prevention Services were not offered to the family, offered and declined, or offered and accepted

Completing the Family Prevention Services Screening Tool

- **Definitions**

- For each item, there is a specific definition
- Definitions are vital to the tools accuracy and must be used consistently and precisely for each item
 - Even seemingly straightforward items require clarification
 - Some items appear more subjective
 - Apply professional judgment to select the best answer based on the definition, observations, and available information
 - Note: A High or Very High Risk score does not “predict” a CPS referral

Where do I find the information to complete the PRV Screening Tool?

- **Information Sources**
 - Most information can be found in the CalWIN data collection subsystem
 - Some questions will require additional information and follow-up questions
 - Ideas for follow-up questions can be located on the sheet in your binder following the definitions pages.

Family Prevention Services Screening Tool Policy & Procedure

- Prevention Services for WTW families
 - Services focused on priority needs
 - Increased contact by case manager
 - Hours spent on Prevention Services Case Plan activities count toward WTW hours
 - Consider prevention efforts when reviewing prior to sanctioning for good cause

Family Prevention Services Screening Tool Policy & Procedure

- Prevention Services for Exempt and Child Only cases
 - Services focused on priority needs areas
 - Case manager assigned will have contact as specified by risk level
 - Access to services they may otherwise be denied, i.e. extenuating circumstances

Family Prevention Services Screening Tool Policy & Procedure

- **When risk score is high or very high**
 - Offer Prevention Services to family
 - Schedule MDT meeting within 30 days
 - Initiate completion of the Family Strengths and Needs Assessment
- Note:** When risk score is low or moderate, continue with Standard CalWORKs

Family Prevention Services Screening Tool Policy & Procedure

- If new information becomes available to the ISW or CM after the screening tool has been completed:
 - complete a new PRV screening tool
 - If the first tool has been sent, submit the new tool
 - If the first tool has NOT been sent, send only the new PRV tool
 - DO NOT revise the existing tool. This will create duplicates in the database.

Case Practice Activity

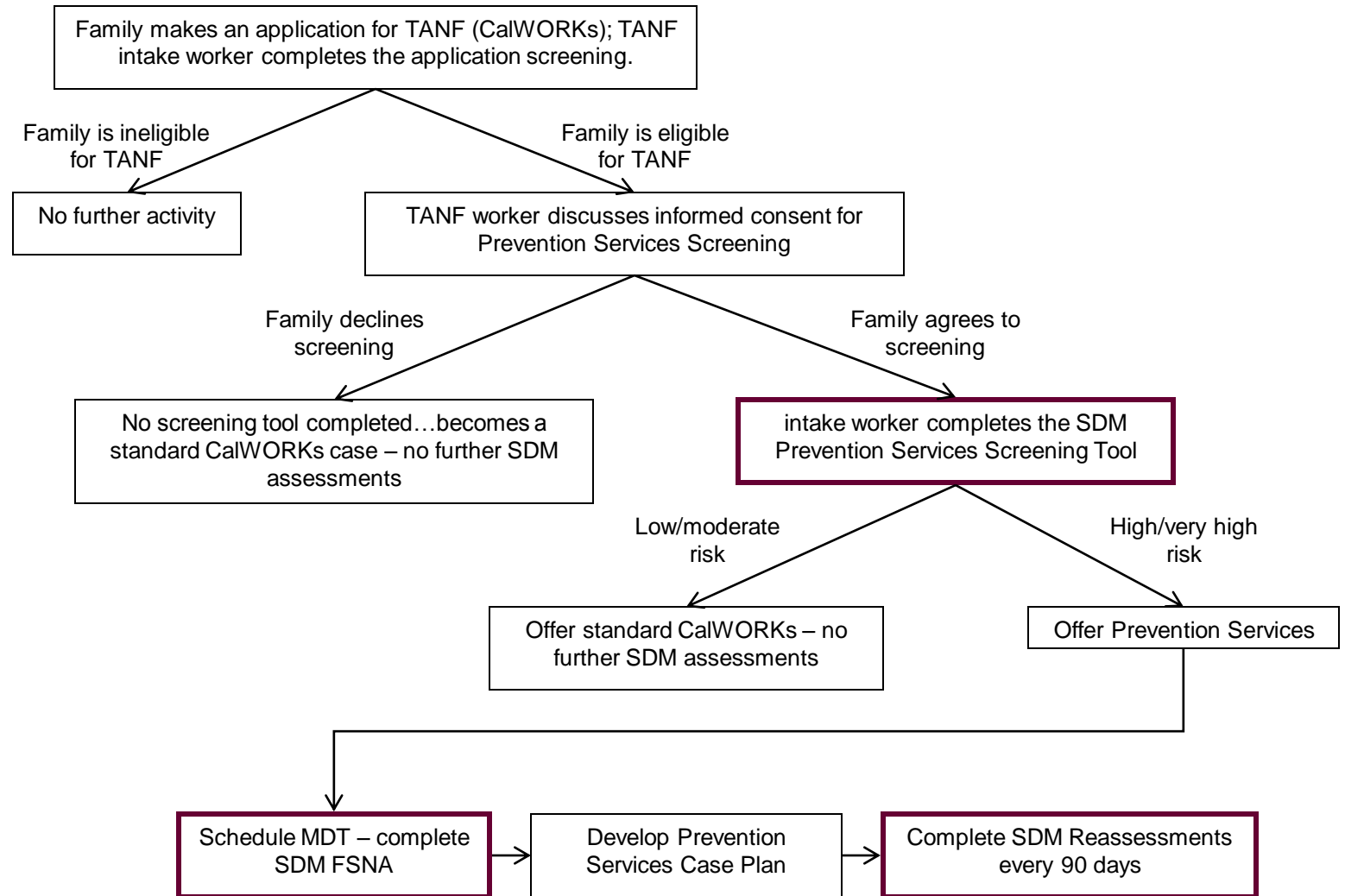
1. Read pages 1-5 of the Training Vignette
2. Complete a blank Family Prevention Services Screening Tool
3. Reach consensus within your group on the correct item responses



Family Strengths and Needs Assessment (FSNA)

CalWORKs Flow Chart

TANF STTR Grant: "Focusing Prevention Services on High Risk Families" Project – Process Overview



FSNA Overview

- A comprehensive review of skills and capacities for both caretakers and children
- Focuses Prevention Service Plan on family's priority needs
- Identifies strengths that can be used to address the family's needs
- Measures family progress over time

Completing the FSNA Tool

- **Header information**

- Date the PRV screening tool completed
- Date the FSNA tool completed
- Fill in either initial or reassessment FSNA
 - If reassessment, enter #1 if this is first reassessment, etc.
- Enter total number of children on whom you will do a child FSNA assessment

Completing the FSNA Tool

- **Item scoring**
 - Use definitions when you score each item
 - Structure of the tool
 - A = exceptional strength (great)
 - B = absence of need/adequate functioning (OK)
 - C = need (needs help on this)
 - Weighting and prioritization

Completing the FSNA Tool

- **Caretaker** items:
 - If more than one caretaker, score both on the same tool and record the score that reflects the **GREATEST** need
 - Score all items. Mark the most fitting response
 - Initial Service Worker should score as many as possible based on what is known at the time. It is OK to leave some blank at this stage.
 - After the MDT meeting, finalize the FSNA. Only this final FSNA will be submitted.
 - Select up to 3 priority needs. Generally the **3 LOWEST** scores
 - Select up to 3 priority strengths. Generally, the **3 HIGHEST** scores. (“A” or “B” responses)

Completing the FSNA Tool

- **Child** items (only SN9)
 - Complete a FSNA Child Assessment on SN9
 - Item scoring. Mark the most fitting response
 - Consider all children residing in the home

Note: See definition for SN9 on page 24 and Child Physical and Cognitive Developmental Milestone reference material on page 26 to 28

FSNA Policy & Procedure

Q: Who completes the tool?

A: Initial FSNA screening

- Initial Service Worker
- Case Manager in conjunction with family finalizes post MDT

A: Review FSNA screening

- Case Manager in conjunction with family

FSNA Policy & Procedure

Q: Which cases do I screen for FSNA?

A: All CalWORKs cases with an open Prevention Services component

FSNA Policy & Procedure

Q: When do I use the FSNA tool?

- Initial FSNA screening
 - Initial Service Worker completes preliminary FSNA in preparation for the MDT meeting or staffing
 - Case Manager finalizes *in conjunction with the family* at MDT meeting
- Review FSNA screening
 - Every 90 days, along with the Family Prevention Services Reassessment.

FSNA Policy & Procedure

- **Decisions made using FSNA scores:**
 - For the Caretaker(s)
 - Prevention Services Plan should address priority needs (start with top 3 priority needs)
 - Each district should develop a listing of resources and service providers that specifies what types of priority needs each can address
 - Start by using the family's priority strengths to address family needs whenever possible (focus on the goal of self-sufficiency)

FSNA Policy & Procedure

- **Developing the case plan**
 - Specify up to 3 priority needs as the “focus” of case plan activities
 - State specific activities that will address priority needs for caretaker and/or child

Case Practice Activity

1. Read page 6 of the Training Vignette
2. Complete a preliminary FSNA

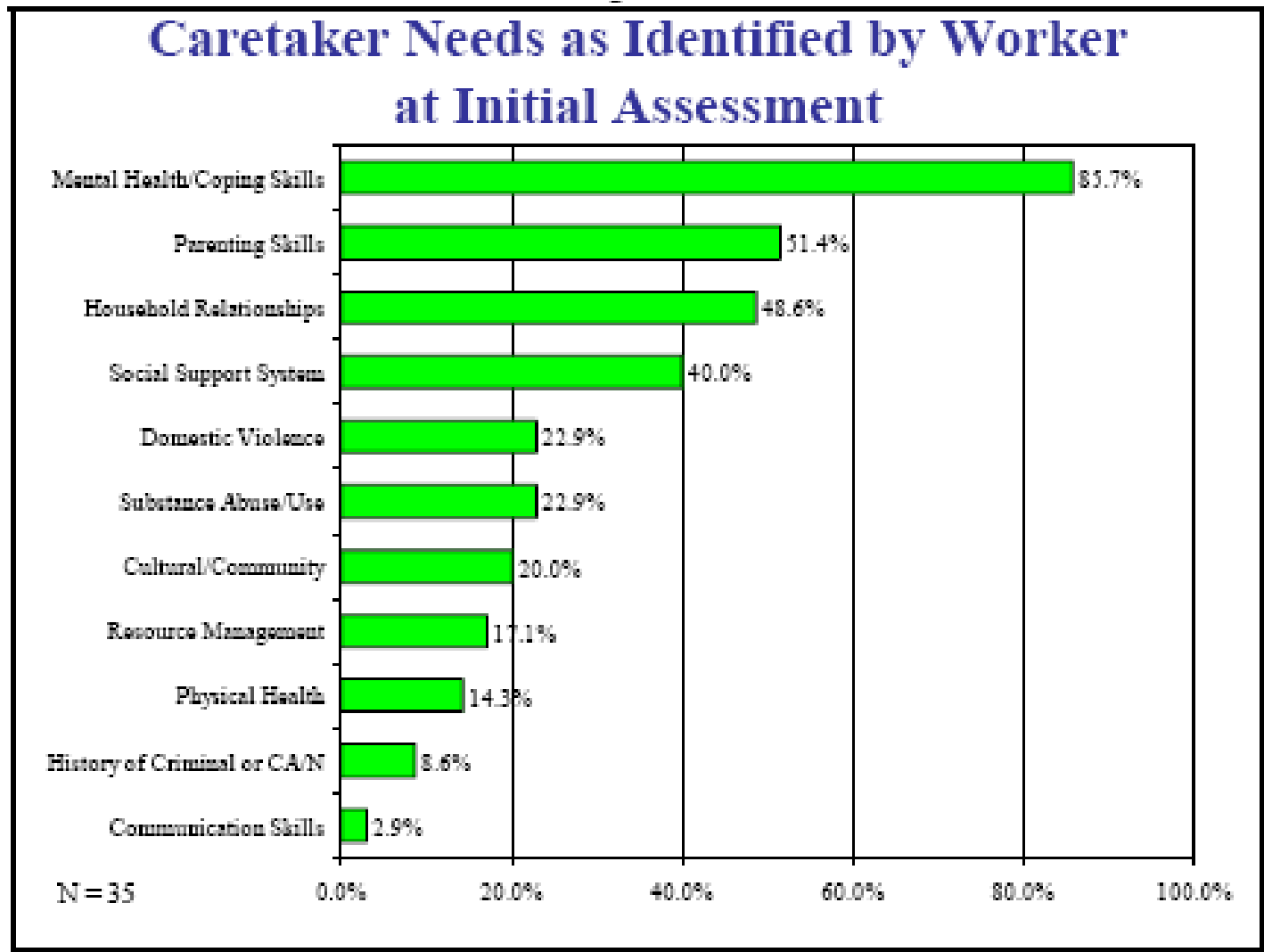
**DO NOT SELECT PRIORITY NEEDS/
STRENGTHS AT THIS POINT – complete
items only.**

Case Practice Activity

3. Read pages 7-8 of the Training Vignette
4. Finalize the FSNA
 - score all items for caregivers and the child
 - select caregiver priority needs and strengths

Orange County Data for Nov 04 - Oct 05

(Preliminary)

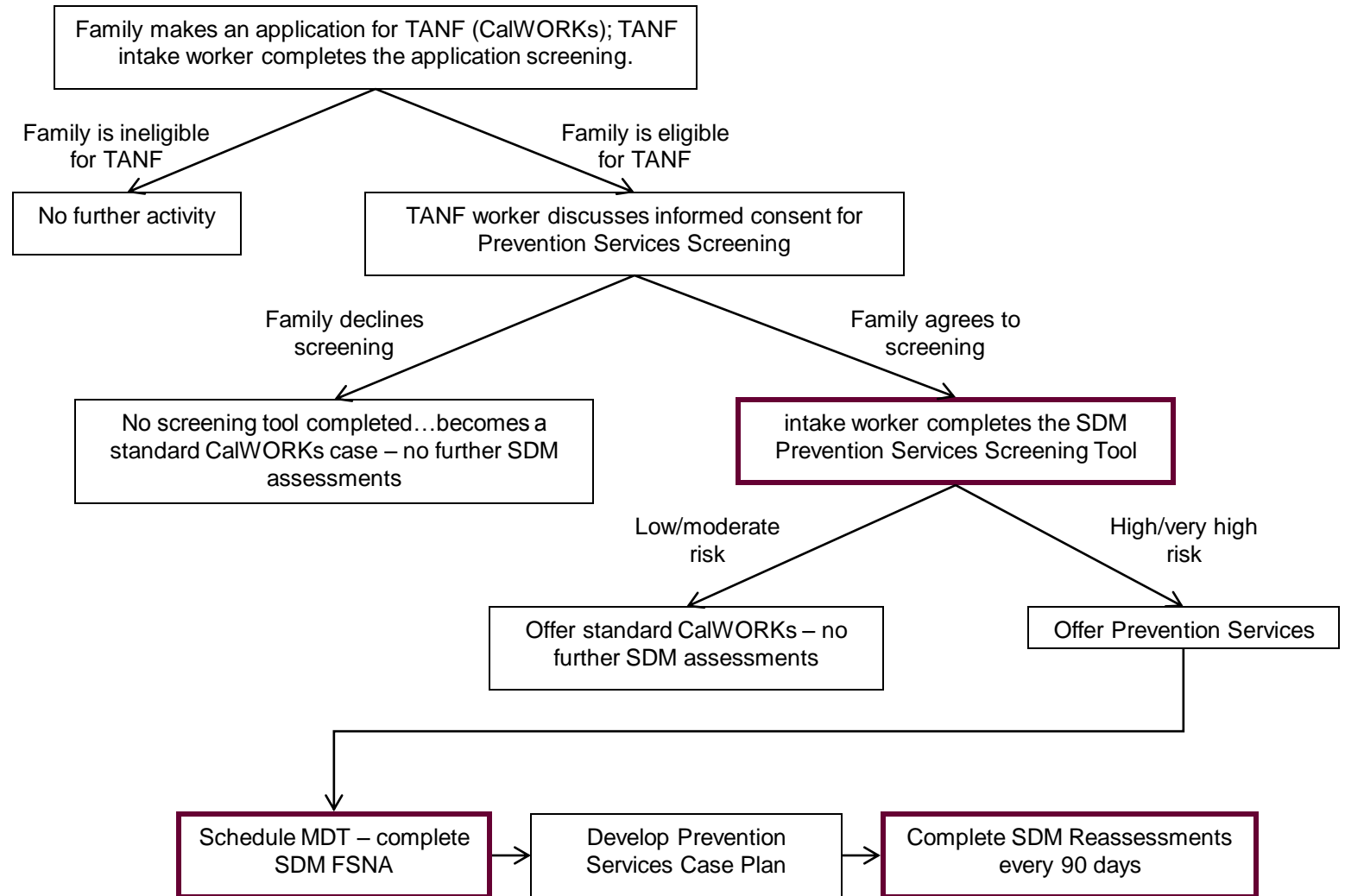




Family Prevention Services Reassessment (PSR)

CalWORKs Flow Chart

TANF STTR Grant: “Focusing Prevention Services on High Risk Families” Project – Process Overview



PSR- Overview

- Includes
 - Static risk factors
 - Current conditions
 - Progress toward case plan objectives
- Objective appraisal of current risk
- Guides decision to conclude Prevention Services component or continue.

PSR- Policy & Procedure

Q: Who completes the PSR?

A: Case Manager

Q: Which cases do I assess?

A: All cases with an open Prevention Services component

Q: When is the PSR completed?

A: Every 90 days or sooner, if conditions affecting risk & needs change

Completing the PSR

- **Header information**

- Date of original PRV screening tool
- Date current PSR completed
- Reassessment # (2nd, 3rd...)

- **Items**

- R1-R4 from original PRV unless change in circumstance
- R5-R9 covers the period since the last assessment or reassessment
- **Use definitions to understand each question you score**

Scoring PSR

- Add item scores for total risk score
- Select scored risk level
- Discretionary overrides
 - Yes or No: If yes, up or down one level, and provide a reason
- Final risk level
 - Scored risk level or, if override applied, override risk level
- Case Action

PSR - Policy & Procedure

- **Decisions we make using the PSR score**
 - **Terminate Prevention Services?**
 - Return to standard CalWORKs
 - **Continuing PRV?**
 - Establish new contact standards
 - Complete new FSNA
 - Update Prevention Services Plan based on new FSNA

PSR - Policy & Procedure

Risk-Based Case Open/Close Guidelines	
Risk Level	Recommended Options
Low	Close Prevention Services component, continue standard CalWORKs
Moderate	Close Prevention Services component, continue standard CalWORKs
High	Continue Prevention Service component*
Very High	Continue Prevention Service component*

*Prevention Services are time limited

PSR - Policy & Procedure

- **Time limits for Prevention Services**
 - At 90 days, if family has made no progress toward case plan goals, notify family that Prevention Services will be terminated at 180 days if progress is not substantial.
 - At 180 days, Prevention Services components should conclude. For families that are making substantial progress and would benefit from continued Prevention Services, up to 180 additional days may be offered with supervisory approval.

PSR - Policy & Procedure

- **If you are closing a family's Prevention Services Component:**
 - Family may continue to receive services they would be entitled to with regular WTW
 - Other benefits no longer apply (i.e. counting of hours toward WTW, consideration of “good cause” for PRV, etc.)

PSR Case Practice Activity

1. Read pages 9-11 of the Training Vignette
2. Complete a blank Prevention Service Reassessment

Contact standards

Risk Level	Face-to-Face Contacts per Month	Collateral Contacts per Month
Low	1 face-to-face contact made by the Case Manager	1
Moderate	2 face-to-face contacts, at least 1 by the case Manager	2
High	3 face-to-face contacts, at least 1 by the Case Manager	3
Very High	4 face-to-face contacts, at least 2 by the Case Manager	4

Contact standards

- Face-to-face contact guidelines
 - Contacts between family and Case Manager or other professional providing services according to the case plan.
 - Contacts with other professionals may be counted only if there is a signed release of information between the service provider and the Case Manager.
 - The Case Manager must provide a minimum of one contact per month for low, moderate, and high risk families, and two contacts for very high risk families.

Contact standards

- Collateral Contacts
 - Contact between Case Manager and other service providers by telephone, fax, in-person, review of written progress notes recorded in the case record.
- Document all contacts in CalWIN
 - Provide summary information relevant to discussions with the client, family members, and collateral contacts in support of service interventions and progress on the Family Prevention Services Case Plan objectives.

Remainder of training...

- Prevention Services Policy Overview
- Multi-Disciplinary Team Meeting Overview
- Statistics & Additional Forms
- CGTCWS Shadow database



Thank you!

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