

# Ramsey County Comprehensive Family Assessment





# Brainstorming, Discussions, & Desires

- ▶ Engagement & Relationship Building
- ▶ Involvement of Families & Youth in Identifying Their Own Needs and Strengths
- ▶ Cultural Grounded Practice Approach
- ▶ Individually Tailored Approach for Families
- ▶ Build on Family Centered Assessment



## Destination aka - Goal

A process that enhances a caseworker's skills in understanding how family functioning contributes to a child being unsafe or at risk. And designing a case plan that has optimal chance at successfully changing the behaviors that caused the child to be unsafe or at risk.



# Evaluation

A baseline review

- ▶ Case record reviews
- ▶ Worker focus groups
- ▶ Family Interviews
- ▶ Workload Study



# Evaluation: Baseline Results

## Case Record Review

### ► Overall CRR Findings

- Strength- addressing safety risks and threats with services
- Areas of Improvement- involving/finding fathers, documentation, addressing culturally-specific needs, identifying community strengths



# Evaluation: Baseline Results

## Intake and Program

### ► Intake

- Strength- physical and educational assessments, tribal connections
- Areas of Improvement- safety plans when no safety threat identified, mental health services

### ► Program

- Strength- Kinship placement, mental health services
- Areas of Improvement- education and physical health needs



# Evaluation: Baseline Results

## Worker Focus Groups & Family Interviews

- ▶ Assessment is a widely varied process
- ▶ Addressing culture is perceived as a challenge
- ▶ Unclear expectations from supervisors and managers of workers around assessment
- ▶ Existing timelines a challenge
- ▶ Family Interview Challenges: difficulty finding families to interview; sample bias



# Evaluation: Baseline Results

## Time Study

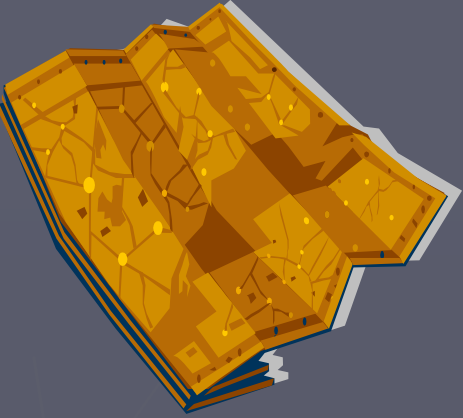
- ▶ Averaged 40 hours per week
- ▶ 75% of time on case-related activities
  - Contact: 34%
  - Documentation: 29%
  - Meetings and Court: 9%
  - Travel: 3%
- ▶ Task Context: how workers thought about tasks
  - (crisis, assessment, planned intervention, etc).





## Development of Plan for Road Trip aka – model design

- ▶ Workgroup created that included staff, representative from DHS, community vendors, and parents
- ▶ Outside Facilitator hired to facilitate workgroup discussions
- ▶ Consultant hired to adapt existing assessment model to fit Ramsey County's specific concerns & goals



# Road Map

- Ongoing Case Manger has transfer meeting with Intake worker
- Discuss Safety Threats
- Identify Behaviors that caused child to be unsafe or at risk
- Complete Functional Assessment
- Write Behavioral Based Case Plan
- Connect with Services & Monitor
- Close Case



# Changes & Revisions

- ▶ New CFS Director
- ▶ Evaluation Redesign
- ▶ Service Quality Assurance Project



# Hitting the Road.....

- ▶ Two all day training sessions for pilot workers & their respective supervisors
- ▶ Twice a month joint unit meetings with pilot workers
- ▶ Weekly clinical consultations project manager & managers
- ▶ At least monthly telephone case consultations with consultant



# Journey Thus Far

## Wet & Slippery

- ▶ Supervisory misstep
- ▶ Training was insufficient
- ▶ Pilot started in Case Management vs. Intake
- ▶ Case managers misinterpretation of the Functional Assessment



# Formative Evaluation

## Fidelity

- ▶ Worker interviews and case record reviews
- ▶ Workers unclear about the model
- ▶ Understanding around framework and goals of CFA, but unclear about implementation
- ▶ Supervision, training, and on-going support were all areas of concern
- ▶ Concern about how the CFA model addressed the CFSR



# Formative Evaluation

## Supervisor Observations

- ▶ What we learned: job duties of sups do not allow for requirements of supervision under new CFA practice
- ▶ Supervisors were unclear about their role under CFA: how do they follow up with workers, what does 'fidelity' look like, how do they support the practice change in light of ambiguity



# Picking Up Intake

aka – model designed for Intake

- ▶ Supervisors engaged early
- ▶ Small work group created with Intake staff & Intake supervisors
- ▶ Work group receives full day training from consultant
- ▶ Supervisors receive full day training from consultant





# Our Partners on the trip: Parents and Cultural Consultants

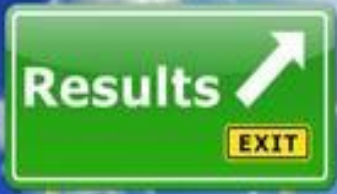
- ▶ African American and American Indian parent focus groups
- ▶ Currently forming a Latino group
- ▶ Working with Hmong parents individually
- ▶ Giving us feedback on our model
- ▶ Helping us “feel” their Child Protection experiences through presentations
- ▶ Working to become our advisors



# Scenic Overview

aka – Highlights and reasons to cheer

- ▶ Supervisor Shadowing Project
- ▶ Cultural Consultants
- ▶ Learning & Laughing at our mistakes
- ▶ Intake Planning Process
- ▶ CFA process combines clinical and legal/investigative aspects of child protection



# End of the Road

AKA Model Complete

## Intake Process

- **Review of Information**
- **Assessment of Child Safety:**  
*gathering of information from 8 domain areas of family functioning*
- **Safety Decision Making:**  
*critical analysis of all information gathered*
- **Safety Planning**
- **Case Transfer**



# Child Protection Case Management

## Program Process

- Review existing information & transfer meeting
- Complete Functional Assessment with Family
- Develop Behaviorally Based Case Plan:
  - To include Intentional Visitations and Family Team Meetings
- Ongoing Assessment & Monitoring of Case Plan
- Case Closing



QUESTIONS?