



DMSA
Relative Placements Design Event
Report Out

“Back to the Future Team”

August 11 – August 15, 2014

The Opportunity

Mike McInroy

Des Moines Service Area SWA



LEAN

State of Iowa
Continuous Improvement

Your "Back to the Future" Team



“Back to the Future” Team Members

Lean Facilitator

Ann Hogle
John Burke
Lynda Miller



Team Members

Ann Williams
Kristin Walker
Kristin Schweiger
Jacquelyn Jordan
Michelle Boyd
Stacey Westphal
Amy Polson
Maureen Barton
Sundi Smith
Dori Tew
Jackie Stubbers
Nicole Button
Karen Andrews
Susan Smalley
Sherri Chew
Melinda Neff



Scope

This event will address the process of placing children with relatives from the time a placement is needed, through placement with a relative or foster care family; and ongoing searches for relatives up to and including the disposition hearing and its documentation.

Objectives

- Develop a process that places children with the most appropriate relative includes relatives/parents of ½ sibling(s).
- Streamline the relative placement process.
- Develop a process for foster care cases that ensures relative options (maternal and paternal) are continually explored and documented.
 - This may include enhancements to the FTM or PRC process
- Identify and document supports for children including all possible family interactions even if not a placement option.
- Determine a “third party” second-level review process if the child(ren) is not placed with a relative. Concurrent planning/group supervision?
- Determine a concurrent/placement process before disposition.
- Identify in your process how all necessary documentation will be found in the case file and case flow.
- Organize where relative family interactions are placed in the file.
- Clearly define and prioritize responsibility and expectations for all social workers, supervisors, and support staff with regards to relative placements.
- Standardize all forms and reporting formats.
- Improve communication with both internal and external partners.
- Standardize selection criteria for relatives.



Lean Design Methodology

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)



Trends

- Relative placements
- Life of the case
- Addressing disproportionality
- Looking at paternal side
- Looking beyond, school, friends, others
- Parent partners
- AMP
- Guardianship
- Fathers of other children
- Differential Response
- Removing less children
- Drug testing for relatives (hair test) also troubling
- Recreational use ie marijuana recent culture change
- Drop in those wanting to be foster parent
- Children in care w/more issues and behavioral
- TIC



Strengths

- Relatives usually take all sibs
- More willingness to call in a child abuse
- Relatives do great job getting kids to Dr. appointments, more invested
- Placing with more relatives
- Identifying in emergency removals
- More emphasis/awareness to place with relative
- Discuss why it's important for children
- We ask caregivers what they need
- Kinship resources
- Getting relatives into home studies earlier

Strengths

- Sharing more info about next steps
- Visiting kids more equal more relative contacts
- Do initial background, sex abuse, etc checks
- Easier than all the paperwork for FC better communication
- More relative becoming licensed
- Better job of not just “writing the relative off” look at what’s best for child
- Looking more at NCP relatives
- Connecting family members to the parents
- AACRT
- Workers are taking great efforts



Weaknesses

- Lack of a process
- Sometimes lose sight of the “children’s” needs
- Keep siblings together AMP
- Contact visits between siblings a priority, encourage this
- Kids get isolated in their placement, engagement with other relatives
- Always looking through the safety, risk lens and not sharing expectations with relatives be clear (Family interaction checklist)
- The many expectations for relatives
- Partners not valuing the relatives, judges, GAL’s county attorney’s
- Not being present for the order being signed by judge (opportunity as well
- ICPC process and complexity
- Funding
- Relative supports and worker lack of knowledge of supports
- Not placing relative placements as the priority easier to place into foster care
- Parents work harder to get kids back from foster care
- Foster parents giving notice due to behaviors



Opportunities

- Safety plan versus a placement
- Utilize relatives for visit supervision feels like case moving forward
- Leadership to share strong message of relative placement focus
- Study adoption disruptions, research project relative vs foster care
- Understand cost savings
- AMP kids to provide workers judges, GALs with insight on relatives placements
- Survey relatives that are placements
- IKN offering more classes specific to relatives, relatives networking
- Help relatives understand court system
- IFAPA as a support
- Daycare options for meeting etc.
- Respite for relatives
- PRC's IM worker



Threats

- More kids in shelter, temp placements
- More than 2 placements
- Rise in trauma to kids
- Lack of consistency providers
- Families not treated fairly
- Families will not call in abuses too complicated etc.
- Harm to children
- Kids lose self-identity
- Additional population relatives adversarial to DHS
- Things get hidden from DHS
- Frustrated staff burnout turnover
- No consistency in application
- Processes so large it's not achievable
- Loss of federal funding, perm



Brainstorming

PRE-Work

SW II

SW III

WISHLIS

PAPERWORK

REMOVALS

Process

Supports

Financial / Support Systems

FTM Concurrent Plan

Court

FORMS

Local

Education & Training

Documentation

Checklists Process

Relative Notice / Support

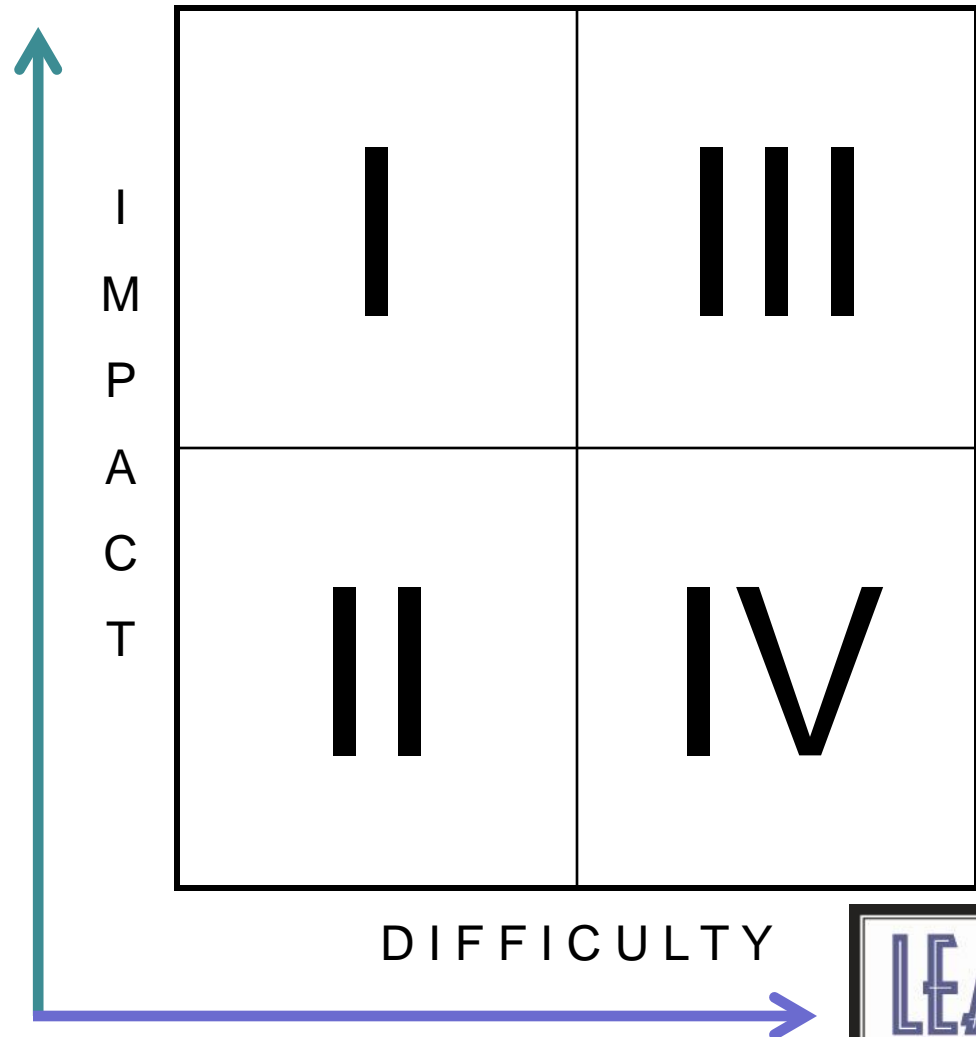
Documentation

Tools / Checklists

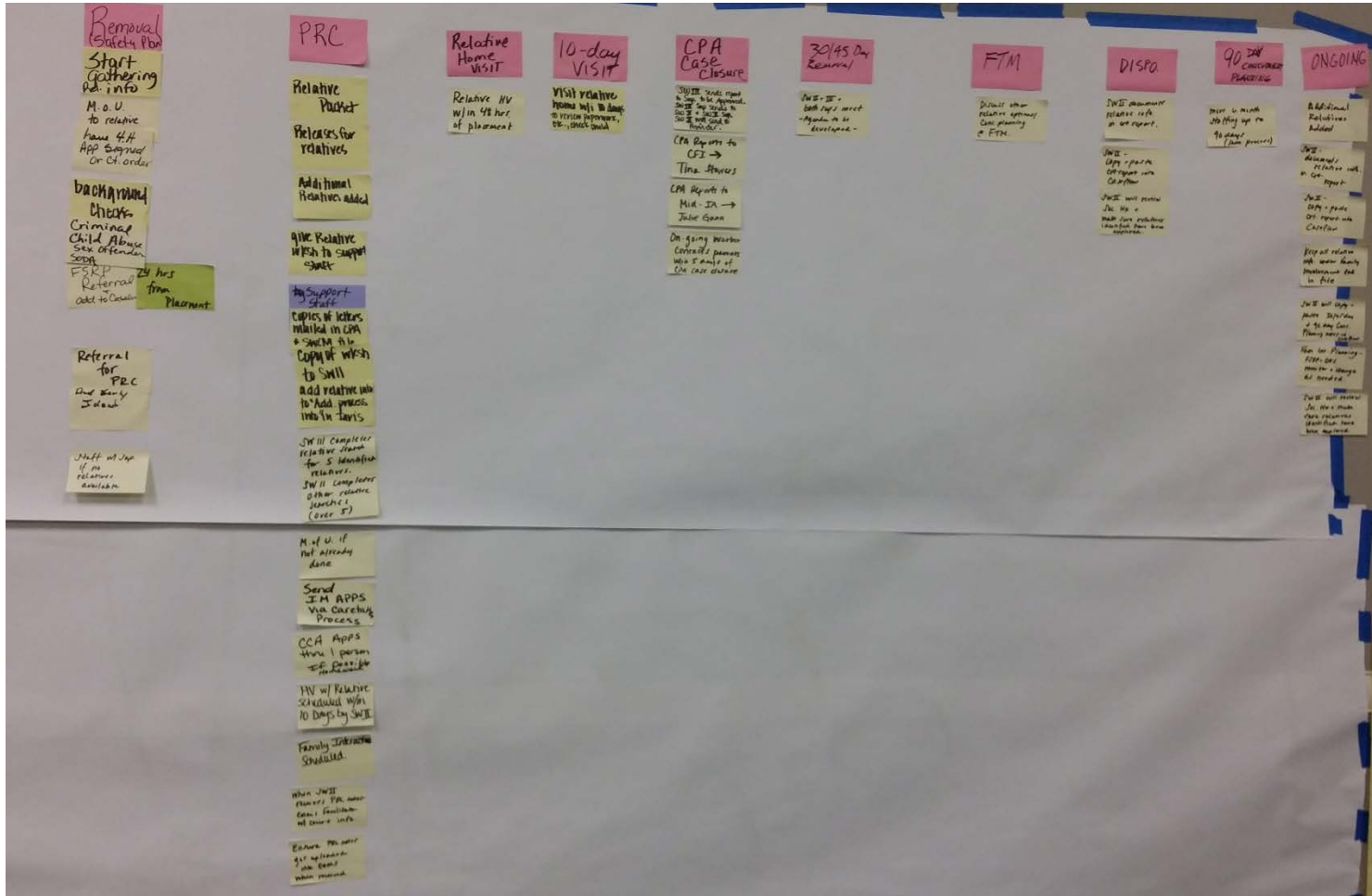


De-Selection Process

- Identifies
 - Impact to customer
 - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



New Process Map



Homework

Action Item	Implementation/Communication Plan	Person Responsible	Due Date
1	Minimum criteria standards for relative placement	Ann, Kristin	
2	Develop Agenda for Removal Review Meeting (held 30-45 days out)	Jackie, Amy	
3	Relative Packet - add relative worksheet - where to print?	Nicole, Stacey	
4	Policy on information that can be given to relatives when they call - after receiving the letter and what happens when the letter is sent to the wrong person?	Sundi	
5	Search Engine Options for relative searches - ask CSRU for their resources	Jacquelyn, Maureen	
6	Parent partners (Melinda and Denise) attend our training and receive our training resources	Ann H.	
7	Consistent process - do we need a case review team.		6 months
8	10 day agenda when SWII visit with relatives - talking points	Jacquelyn	
9	Research - Polk County go with County Attorney to represent DHS	Amy	
10	Support - make it a priority to open safety and removal cases into FACS	Dori	
11	File Tabs - Family Involvement	Dori	



Team Member Experience

Team Member Experiences

Jacquelyn

Jackie

Stacey



Comments

Pat Penning

DMSA Service Area Manager

John Burke

Lean Co-Facilitator, Iowa Department of Human Services

Ann Hogle

Lean Co-Facilitator, Iowa Department of Human Services



Thank you for attending.

**WE WELCOME YOUR
QUESTIONS AND COMMENTS!**

