NC Department of Health and Human Services

Division of Social Services

Child Welfare Services

Update to Benchmarks
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Agenda:

- CPS Hotline
- Progress on SDM tools
- Progress on Regional Model
- Pre-Service Training for Foster Parents
- Medicaid Plan



Statewide CPS Hotline

SL 2021-132:

The Department of Health and Human Services shall develop an operational plan to create and implement a statewide child protective services (CPS) hotline. The Department shall establish a planning and evaluation team consisting of three child welfare staff representing at least three county departments of social services that will provide input on the plan.

Statewide CPS Hotline

Submit an operational plan to Joint State Legislative Oversight that includes:

- **A fiscal analysis on creation and implementation**
- **Quantify the total up-front cost to implement including savings to county and state**
- **Recommendations for operational needs including staffing**
- **Evaluation of option for a county to opt out**



Statewide CPS Hotline (continued)

- Defined measures, goals, and service level agreements to evaluate performance
- Timeline for implementation coordinated with DHHS and local child welfare agencies including the implementation of I & A technology as a precondition
- Feasibility for both CPS and APS





An Effective Statewide Hotline should:

Address Current Concerns Identified in the PED Study:

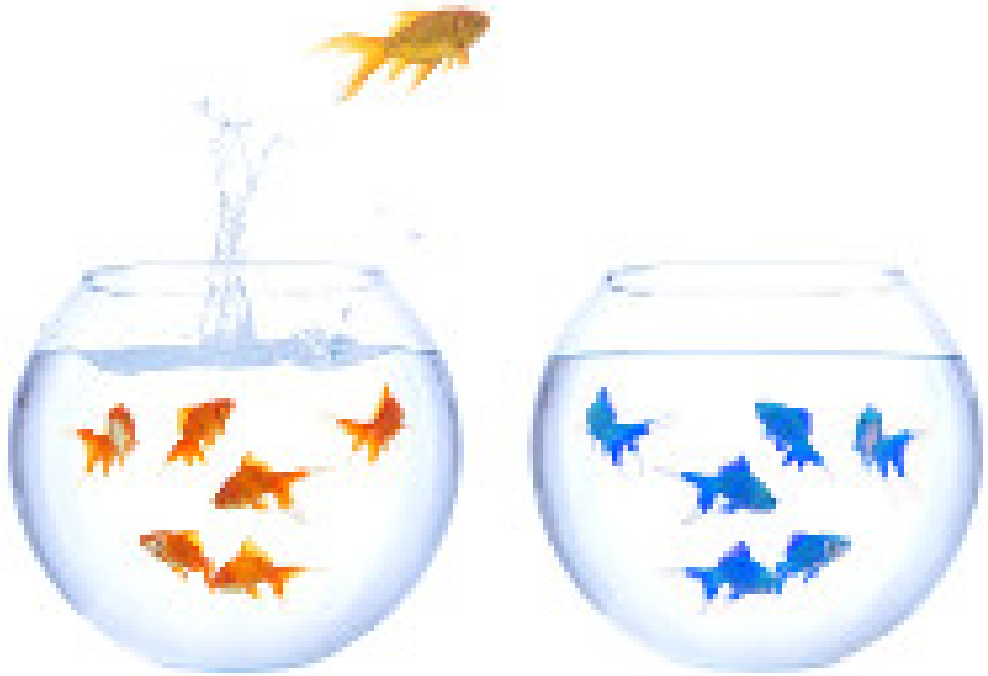
- Variation to differing local policies
- Lack of staff familiarity with intake screening procedures
- Absence of consistent and timely central guidance from DHHS
- Current Structured Intake Tool is lengthy and redundant



To move to a state hotline the following must occur:

- **Partnership between NCDSS and county agencies**
- **Legislative changes**
- **Funding**
- **Statewide Child Welfare Information System**

September 2022--report due to the Joint Legislative Oversite Committee but does not have an implementation date for a statewide Hotline.



Updates on SDM tool Revalidation

- **Intake Tool**
  - **Screening and Response Tool Inner Rater Reliability Testing**
  - **Great response from county DSS staff in testing**
  - **Data under analysis**
    - **Consistency**
    - **Feedback**
    - **Fine-tuning the new Screening and Response Tool**
- **Risk Assessment and Safety Assessment work in process**

Back to Basics for Safety and Risk

- Evident Change will Provide Webinars
- Re-commitment to SDM tool purpose and use
- Focus on Safety Assessment and Safety Planning
- Statewide Participation Expected
  - Sets the stage for training on revalidated tools



Progress to Regional Support Model

Current Regionally Deployed Positions:

1. **Regional Child Welfare Consultants**
2. **Regional Abuse Medical Specialists (hired 5 of 7)**
3. **New recruitment for Regional Prevention Specialist**

New Positions will provide additional staff to have regional positions dedicated to Permanency, Safety and CQI (monitoring).

- **TIPPS-MAPP and Deciding Together are the NC approved pre-service curriculums**
  - **These curriculums have been determined to meet NC Statute and Administrative Rule requirements**
- **Alternative curriculums may be approved for use upon request**
  - **Approval is a process that begins with your assigned Program Consultant**
- **The following curriculums have been approved for use by the requesting agency:**
  - **Pressley Ridge**
  - **Professional Parenting – Teaching Family Model**
  - **Caring For Our Own**
  - **Heartfelt Calling/Collaborative Problem Solving**
  - **Kidspeace Pre-Service Curriculum**
  - **CARE for Foster Carers**

Medicaid Plan

- Plan revised to address stakeholder feedback
- Single, statewide plan with central accountability
- Close coordination with DSS for care management
- Expands the population and allow an opt in for family members of children/youth in foster care fand families open to CPS In Home Services

Link for more information on the plan:

https://medicaid.ncdhhs.gov/media/10696/open



Questions?