

# Maine Office of Child and Family Services

## Focus on Outcomes




In July 2019, Maine's Office of Child and Family Services partnered with Casey Family Programs to map the **major initiatives and strategies** currently underway in Maine. This mapping was designed to help executive leadership and regional staff **evaluate which strategies were working to produce outcomes and areas where duplication of effort or inefficiencies might exist**. As a result of this work, the Office of Child and Family Services **streamlined their approach and prioritized strategies** as shown below in the strategic framework.

### Mission

Child and Family Services joins with families and the community to promote long-term safety, well-being and permanent families for children.

### Strategic Framework

In order to achieve their mission, Child and Family Services uses guiding principles as a foundation to employ strategies that lead to improved outcomes for children and families. The strategies listed below were prioritized by executive leadership and regional staff.

 <b>Guiding Principles</b>	 <b>Strategies</b>	 <b>Outcomes</b>
<ol style="list-style-type: none"> <li><b>1</b> Child Safety, First and Foremost</li> <li><b>2</b> Parents have the Right and Responsibility to Raise their Own Children</li> <li><b>3</b> Children Are Entitled to Live in a Safe and Nurturing Family</li> <li><b>4</b> All Children Deserve a Permanent Family</li> <li><b>5</b> How We Do Our Work is as Important as the Work We Do</li> </ol>	<ul style="list-style-type: none"> <li><b>Safety</b> <ul style="list-style-type: none"> <li>&gt; Address Intake processes and improve staffing</li> <li>&gt; Re-assess the Alternative Response Program</li> <li>&gt; Enhance Assessment Processes</li> </ul> </li> <li><b>Permanency</b> <ul style="list-style-type: none"> <li>&gt; Develop a Permanency Review Process</li> <li>&gt; Monitor the Family Visit Coaching pilot to develop best practices</li> <li>&gt; Improve SDM tool consistency</li> </ul> </li> <li><b>Well-being</b> <ul style="list-style-type: none"> <li>&gt; Develop family engagement tools and training</li> <li>&gt; Improve resource parent outreach and support</li> </ul> </li> <li><b>Staff Training and Support</b> <ul style="list-style-type: none"> <li>&gt; Develop policy and training plan for new processes and tools</li> <li>&gt; Establish workforce wellness teams and education</li> <li>&gt; Update caseload size, standards, and ratios</li> <li>&gt; Procure MACWIS replacement</li> </ul> </li> </ul> <p style="text-align: right;">&gt; Indicates effort underway</p>	<p><b>Safety for children through timely response and thoroughly assessing and addressing safety and risk issues</b></p> <p><b>Improved timeliness to permanency</b></p> <p><b>Enhanced well-being of children through identification of individual needs and engagement with formal and informal supports</b></p> <p><b>Strengthened child welfare practice through improved engagement with families and children</b></p>



# Maine Office of Child and Family Services

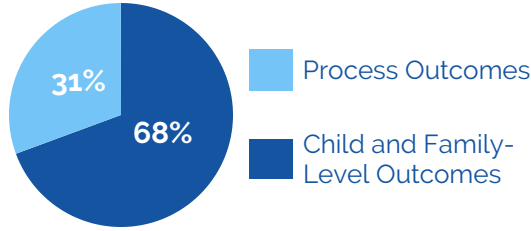
## Strategy and Initiative Map | July 2019

**47** Total number of initiatives

**11%** of initiatives are **mandated**

**70%** of initiatives are recommended in the **PCG evaluation**

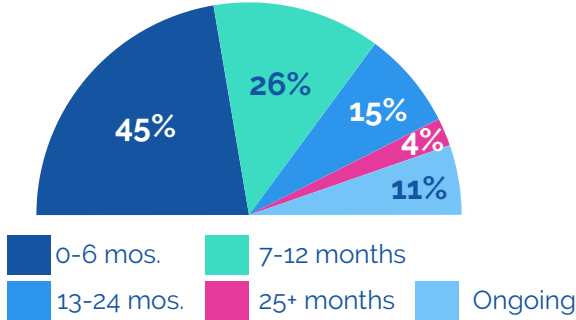
### Anticipated Outcomes



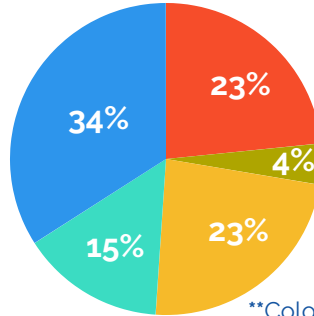
### Primary Initiative Focus



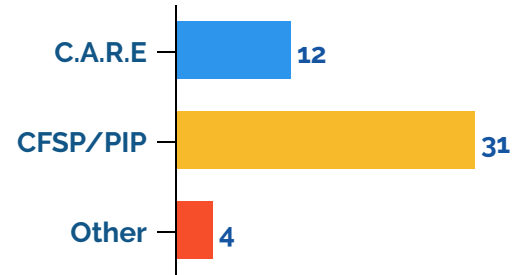
### Initiative Time Horizon Estimated Completion



### Percentage of Initiatives per Practice Model Principles\*\*



### Initiative Plan Source



\*\*Colors correspond to principle headings below

## Initiatives and Practice Model Principles

### I. Child Safety, First and Foremost

1. ARP Reassessment
2. Increase Caseworker Skills and Communication with Parents
3. Tighten Assessment Practice\*
4. Home Visitation Education Program\*\*\*
5. 24-Hour Supervisory Intake Report Review
6. Intake Process and Staffing Improvements
7. Judiciary Casework Practice Training
8. Clarify Child and Parent Rights' for Staff
9. Background Check Unit Improvements\*
10. Rapid Safety Feedback
11. SDM Tool Consistency

### II. Parents have the Right and Responsibility to Raise Their Own Children

12. Family Engagement Tools Training
13. Community Partnership for Protecting Children

### III. Children are Entitled to Live in a Safe and Nurturing Family

14. Family Treatment Drug Court
15. Diligent Search Policy Training\*
16. Visitation Policy Training - Contracted Supervisors and Case Aides
17. Visitation Frequency and Quality Tracking
18. Transportation Service Utilization Improvements
19. Emergency Placement Improvements
20. Online Application and Licensing Improvements
21. Onboarding Process for Resource Parents
22. Resource Parent Outreach Strategy
23. Resource Placement Matching Tool
24. Family Visitation Pilot\*

\* Indicates Mandated Initiative

\*\*\*Includes Safe Sleep, Period of Purple Crying, and Cradle Me/PHN/Bridging

### IV. All Children Deserve a Permanent Family

25. A Family for ME
26. Heart Gallery
27. Statewide Adoption Pilot
28. Wendy's Wonderful Kids
29. Adoption Preservation Services
30. Permanency Reviews
31. Residential Reviews

### V. How We Do Our Work is as Important as the Work We Do

32. Quality Circles
33. Staff Practice and Policy Feedback Loops
34. QA Staff Practice and Policy Feedback Loops
35. Internal Data Dashboard
36. CQI Team Development
37. Supervisory Support Enhancements
38. Update Caseload Size, Standards, and Ratios
39. Workforce Wellness
40. Update Workload Analytic Tool
41. MACWIS Replacement\*
42. Motivational Interviewing Training
43. Training Plan for New Processes and Tools
44. Case Management Activities Time Analysis
45. Case Closing Summary Model Development Workgroup
46. Child Welfare Policy Manual Updates
47. TDM Policy and Practice

