

**Corrective Action Plan**  
**Guilford County Department of Social Services**

**Date Plan Approved:**

**Date of CAP Review:**

**Next Projected review of CAP:**

**Finding: Challenges in Conducting Thorough Assessments**

**Applicable Rule/Law/Policy:**

N.C.G.S. §7B-300 states: "The director of the department of social services in each county of the State shall establish protective services for juveniles alleged to be abused, neglected, or dependent. Protective services shall include the screening of reports, the performance of an assessment using either a Family Assessment response or an Investigative Assessment response, casework, or other counseling services to parents, guardians, or other caretakers as provided by the director to help the parents, guardians, or other caretakers and the court to prevent abuse or neglect, to improve the quality of child care, to be more adequate parents, guardians, or caretakers, and to preserve and stabilize family life."

N.C.G.S. §7B-302 states: "When a report of abuse, neglect, or dependency is received, the director of the department of social services shall make a prompt and thorough assessment, using either a Family Assessment response or an Investigative Assessment response, in order to ascertain the facts of the case, the extent of the abuse or neglect, and the risk of harm to the juvenile, in order to determine whether protective services should be provided or the complaint filed as a petition."

CPS Assessments Policy, Protocol, and Guidance pg. 4

**Reasons for the Finding:**

Vacancy rate  
 Caseload size  
 Assignment rate of new cases  
 NCDSS training timeframes & NCFAST specific onboarding for new staff  
 NCDSS training availability  
 NCFAST user viability requires county specific adaptions  
 Abbreviated and/or inconclusive dictation  
 Documentation of staffings that occurred  
 New staff and supervisors/learning curve  
 Supervisors in dual roles due to caring cases  
 Line of sight supervision of foster youth due to limited therapeutic placement services  
 Inability to customize NCFAST case staffing prompts

**Goal for Improvement:** Guilford County will complete thorough assessments of safety and risk for children and families in all program areas in accordance with policy.

<b>Strategies/Activities</b>	<b>Resources Needed</b>	<b>Who is Managing</b>	<b>Projected Goal Review Date</b>	<b>Desired Outcome (measurement)</b>
1) All Child Welfare Social Workers and Social Work Supervisors and will participate in Back to Basics and Conducting Through Assessments trainings that are focused on safety and risk and the appropriate use of SDM Tools as evidenced by a training roster	Training on SDM Tools for Workers and Supervisors	Division Director / Supervisors / PMs	9/2023	SDM Tools will be completed accurately and as required in all program areas and will be utilized in the assessment of safety and risk and decision making.
2) Program Managers will participate in all case decision team staffings for the next 6 months to ensure that case documentation is thorough, detailed, addresses safety and risk and that all required tasks have been completed.	Case Review Tools	Division Director / PM / Supervisors	9/2023	Ongoing QA in all program areas will ensure that agency practice is in adherence with NC CW policy and law. Specifically, in appropriate case decision at closure as evident by a marked increase in compliance during routine reviews by NCDSS.

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3) PMs will conduct a 3 <sup>rd</sup> Level Review of Safe with a Plan Safety Assessments to ensure that safety assessments document behaviors of concern related to safety factors identified and that the safety plans are detailed and behavior specific to address immediate safety concerns.		Division Director / PM / Supervisors	9/2023	Safety Assessments will be adequate to ensure immediate safety concerns are addressed and will reflect observations and information obtained during the assessment as evident by a marked increase in compliance during routine reviews by NCDSS.
4) The Division will provide Intensive Technical Assistance in the form of coaching and training to assisting in the development and implementation of case staffing and supervision tools (beyond the NCFAST prompts) and protocols and internal continuous quality improvement processes and reporting.		GCDSS / DHHS	9/2023	Marked increase in policy compliance in the area of correct use of SDM's appropriate case decisions, ongoing review of safety and risk and supervisory oversight during reviews by NCDSS.
5) The Division will provide Intensive Technical Assistance in the form of coaching and training to assist in the development of a Court Partnership Plan to include increased judicial oversight to support in-home family services agreements and court scheduling for moderative and high-risk cases.	Continued planning with local court partners	GCDSS/DHHS	9/2023	Increased oversight, collaboration and support in risk and safety mitigation for complex cases and circumstances to strengthen and preserve families in effort to mitigate then entrance into foster care.

I. Review Date: _____	Comments:
<input type="checkbox"/> Goal Achieved in full	
<input type="checkbox"/> Partially Achieved	
<input type="checkbox"/> Not Completed	

II. Review Date: _____	Comments:
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**Finding: Lack of Ongoing Supervisory Oversight in Accordance with Child Welfare Policy**

**Applicable Rule/Law/Policy:**

The social work supervisor and assigned child welfare case worker must staff each assessment case: • Frequently enough to ensure the safety of all victim children, but at a minimum of once every other week; and • Whenever there is a change in circumstances that impacts safety and/or risk to a child(ren).

The social work supervisor and assigned child welfare case worker should staff each in-home case: • At least 2 times a month for all cases in the first 3 months, monthly thereafter • High-risk cases at least 2 times a month • Whenever there is a change that impacts safety and risk.

The social work supervisor and assigned child welfare case worker must staff each permanency planning case: • At least once a month throughout the life of the case; and • Whenever there is a change in circumstance that impacts safety and/or permanency of the child.

Role of the Supervisor: Assessment, In-Home and PP Manuals

**Reasons for the Finding:**

Vacancy rate  
Caseload size  
Assignment rate of new cases  
NCDSS training timeframes & County specific onboarding for new staff  
NCDSS training availability  
NCFAST user viability requires county specific adaptions  
Abbreviated and/or inconclusive dictation  
Documentation of staffing's that occurred  
New staff and supervisors/learning curve  
Supervisors in dual roles due to caring cases  
Line of sight supervision of foster youth due to limited therapeutic placement services  
Inability to customize NCFAST case staffing prompts

**Goal for Improvement:** Supervisory oversight will be conducted as required per policy for all programs areas to ensure accountability regarding CW policy and practice during the provision of services.

Strategies/Activities	Resources Needed	Who is Managing	Projected Goal Review Date	Desired Outcome (measurement)
1) Escalation Protocol will be implemented for Supervisors and Managers in all program areas.	RCWC to provide sample escalation list	Division Director / PMs	9/2023	Division Director and PM will be aware of all critical incidents in all program areas.
2) Program Managers will conduct weekly random checks of open cases to ensure that SWs are receiving ongoing supervisory oversight a minimum of every other week and high-risk cases weekly in CPS Assessments and as required by policy in In Home and PP services.		Division Director / PM / Supervisors	9/2023	Supervisory oversight will occur as required by policy in all program areas to ensure safety, risk and wellbeing have been addressed as evident by a marked increase in compliance during routine reviews by NCDSS.
3) All Social Workers and Supervisors will participate in mandatory Practice Standards training offered by NCDSS. Social Worker Supervisors will utilize the associated self-assessment tools.		Division Director / PM / Supervisors	9/2023	Management will conduct and document supervisory oversight as required per policy for all programs areas to ensure accountability regarding CW policy and practice in the provision of services.

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4) Departmental leadership will maintain, update, and utilize the county training log to monitor trainings and ensure that all Social Work Supervisors and Social Workers attend all 1st year trainings and have 24 hours of continued education trainings each year thereafter for continued professional development. All Child Welfare employees will have the referenced goal in listed in their annual performance evaluation.		Division Director / PM / Supervisors	9/2023	GCDSS staff will be trained in their specific program area to ensure the provision of services is in adherence to policy and ensures safety.
5) Social Work Supervisors will utilize a best practice checklist/guide during case staffing's to discuss ongoing face to face contacts with children and parents in all program areas to ensure that children are being seen and interviewed separately, parents are being seen to assess safety and risk and documentation is current within 7 days and reflects case activities.		Division Director / PM / Supervisors	9/2023	Marked increase in policy adherence for ongoing contacts with children and parents and document is timely and reflective of case actions during internal and external case reviews.
6) During supervisory oversight of open cases in all program areas, SWSs will check that case documentation is current within 7 days and reflects case activities.		Division Director / PM / Supervisors	9/2023	Case documentation will be reflective of all case activities and will document a thorough ongoing assessment of safety and risk.
7) The Division will provide Intensive Technical Assistance to Management in the development and implementation of protocols that address supervisory oversight, adherence of Child Welfare policy and integration of NCDSS's case review tools into the Division's quality assurance process.		GCDSS / DHHS	9/2023	Management will provide ongoing, effective supervisory oversight to SWs to ensure CW policy adherence and thoroughly assess safety, risk, wellbeing in all program areas, and alignment in auditing practices and standards.

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**Finding: Family Services Agreements were not completed timely and were not reflective of Strengths and Needs. Ongoing contacts with parents did not occur according to policy.**

**Applicable Rule/Law/Policy:**

Permanency Planning Services must be provided to any child in the custody or placement responsibility of a county child welfare services agency. Reunification with the parents, guardians, or custodian from whom the child is removed must be the primary or secondary plan unless the juvenile court makes findings under G.S. 7B-901(c) or G.S. 7B-906.1(d)(3), that the permanent plan is or has been achieved, or the court makes written findings that reunification efforts clearly would be unsuccessful or would be inconsistent with the juvenile's health or safety.

When removal is necessary to preserve a child's safety and well-being, the county child welfare services agency must:

- Provide services to preserve or reunify families until the juvenile court has determined reunification would not meet the child's need for safety and permanency within a reasonable length of time;
- Ensure the child is in county child welfare custody for the shortest time possible;
- Provide family-centered services that are time limited and goal oriented;
- Complete a thorough assessment of the child and family's needs; and
- Provide careful planning prior to and throughout a child's placement. Ensuring a child's safety and working to achieve permanency must always be parallel functions.

Public Law 96-272, Adoption Assistance and Child Welfare Act of 1980 is one of the most significant federal laws shaping the provision of services to children needing foster care. The requirements of this law were developed to ensure that children do not linger unnecessarily in foster care placements. It also frames many requirements for receipt of federal Title IV-E funding.

**Reasons for the Finding:**

- Vacancy rate
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- NCDSS training availability
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<p>Public Law 105-89, The Adoption and Safe Families Act of 1997, expands and clarifies the intent of P.L. 96-272. This legislation establishes unequivocally that our national goals for children in the child welfare system are safety, permanency, and well-being.</p>				
<p><b>Goal for Improvement:</b> Out of Home Family Services Agreements will be developed with families timely in accordance with policy. OHFSA will be reflective of the SDM tools, will address safety and risk and will be discussed with the parent at every contact.</p>				
Strategies/Activities	Resources Needed	Who is Managing	Projected Goal Review Date	Desired Outcome (measurement)
1) The Program Managers will create and implement an OHFSA timeliness tool/report to monitor and ensure completion within 30days of custody		Division Director / PMs / Supervisors	9/2023	OHFSA will be developed with the family within 30 days of custody or documentation will reflect ongoing, thorough diligent efforts to locate and engage.
2) Social Work Supervisors will use a best practice checklist/tool staff a Permanency Planning case with the assigned social worker, including a review of the initial Strengths and Needs and Risk assessments prior to the development of the OHFSA to ensure the OHFSA addresses safety and risk and is reflective of the SDM tools.		Division Director / PMs / Supervisors	9/2023	OHFSA objectives will be behavior specific, address safety and risk and be reflective of the strengths and needs identified in the SDM tool as evident by a marked increase in compliance during routine reviews by NCDSS.
3) The Division will provide Intensive Technical Assistance to Management in the development and implementation of protocols and monitoring tools that address timely permanence, to include shadowing and coaching of supervisory oversight sessions and the facilitation of training on Effective Out of Home Family Services Agreements to Supervisors and Program Managers.		GCDSS / DHHS	9/2023	GCDSS will work with families as required by policy to ensure timely permanence.

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