

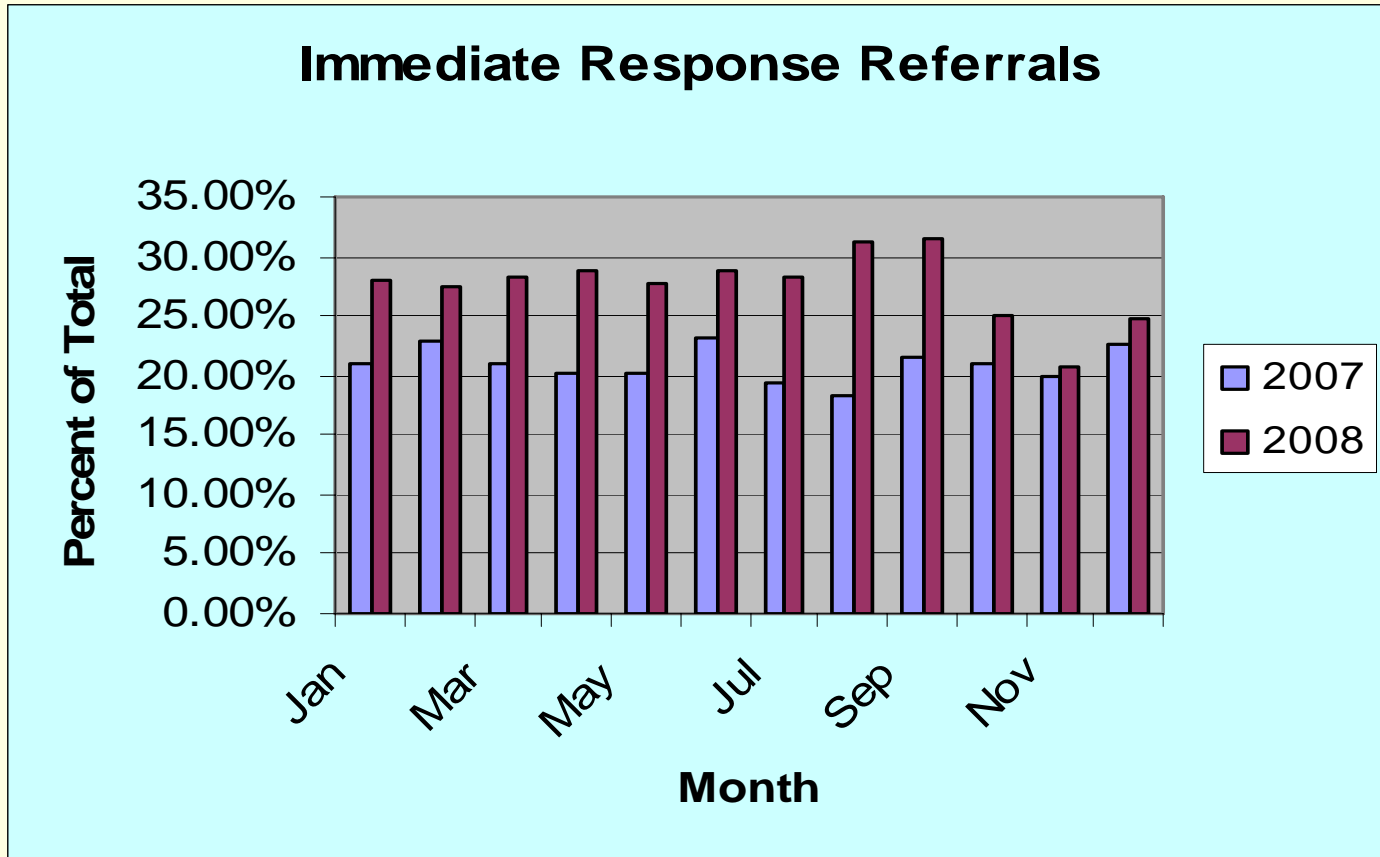
Child Protective Services

Response to the Review of Sacramento
County Child Protective Services

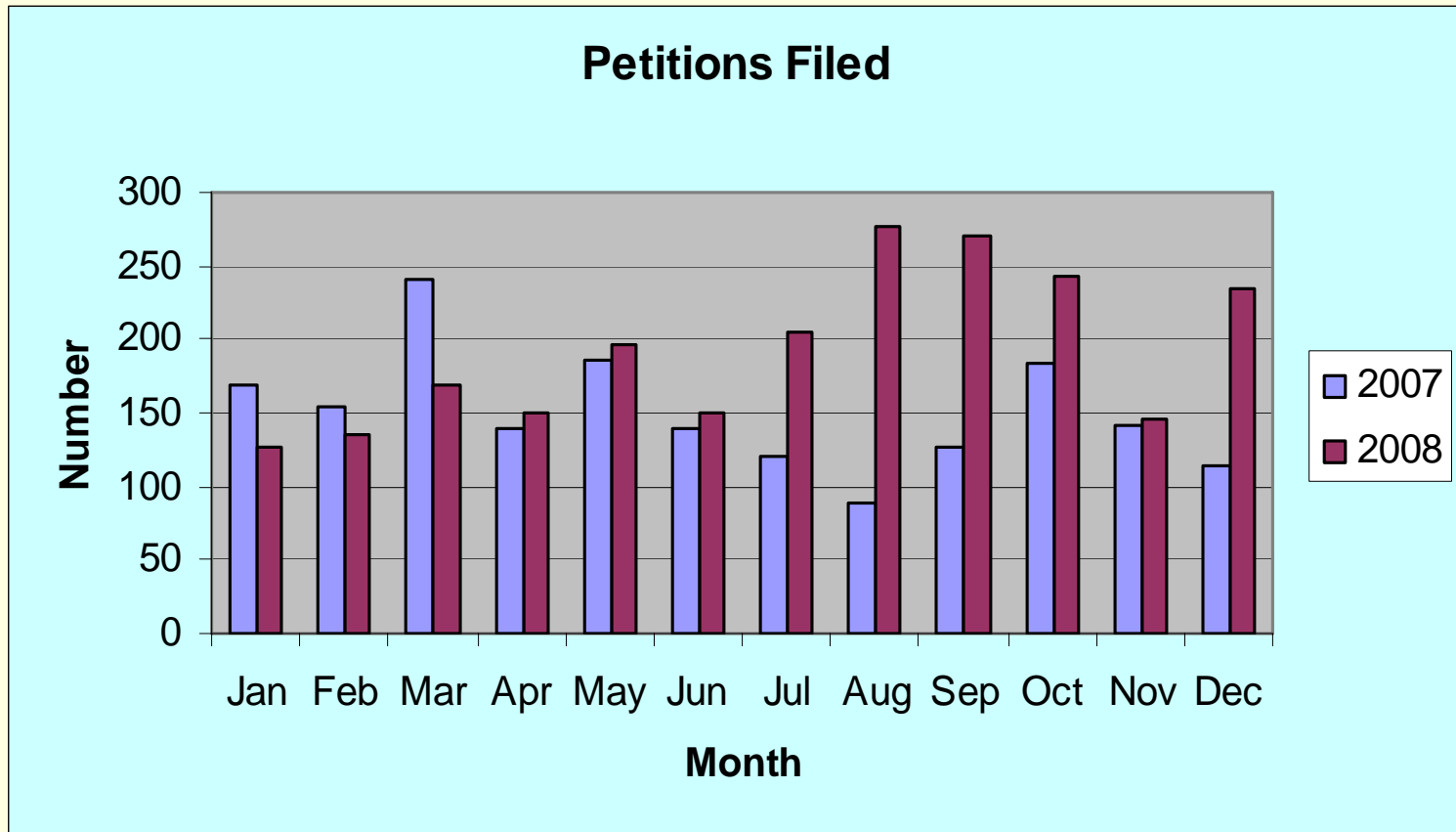
Laura Coulthard, Deputy Director

March 31, 2009

Workload Increase



Workload Increase



Redirected Resources

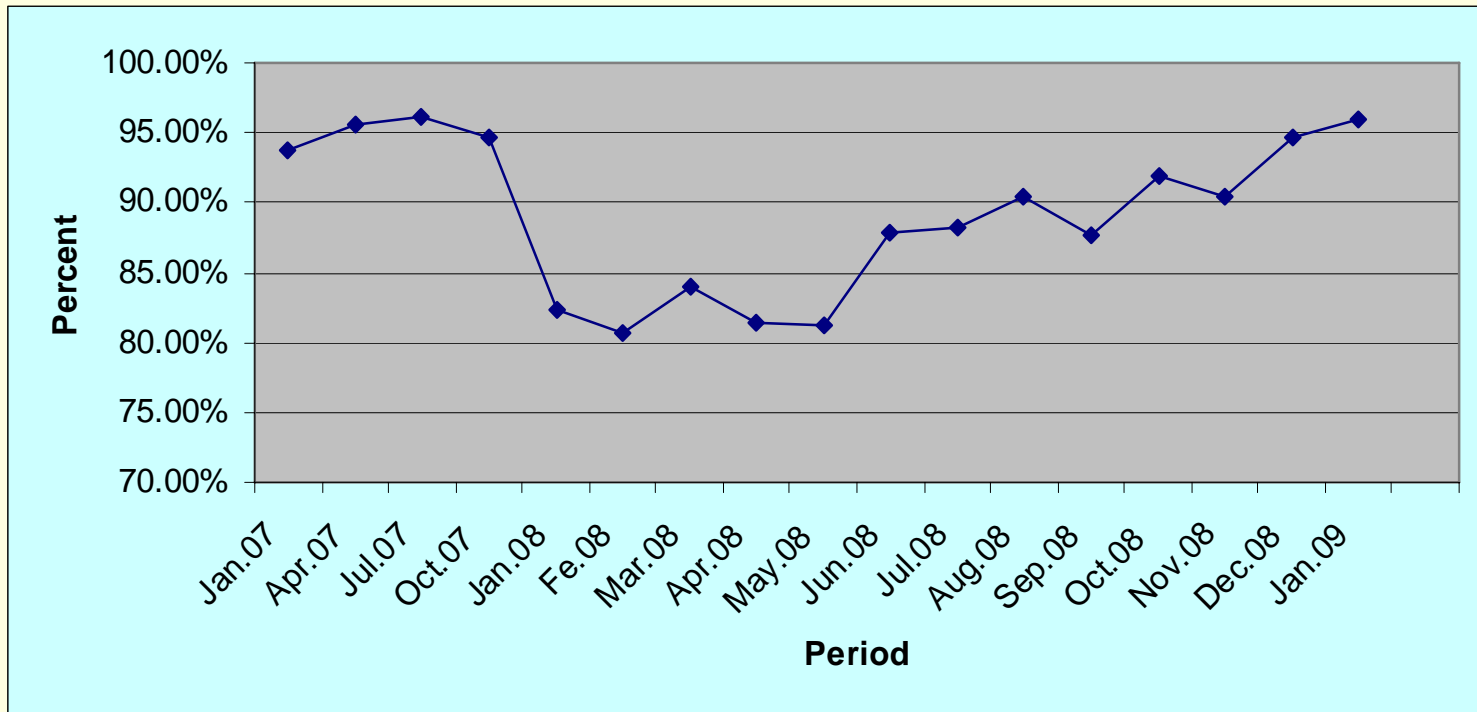
- “Every Child, Every Day.”
 - ✓ Swing Shift
 - ✓ IRIS
 - ✓ Permanent Runners
 - ✓ Continuous Run Schedule
 - ✓ Extra Help – Retired Annuitants

Enhanced Oversight

- Daily
 - Briefings
 - Review of Outstanding Immediate Response Cases
- Weekly
 - Safe Measures Check
 - Teleconference Reports

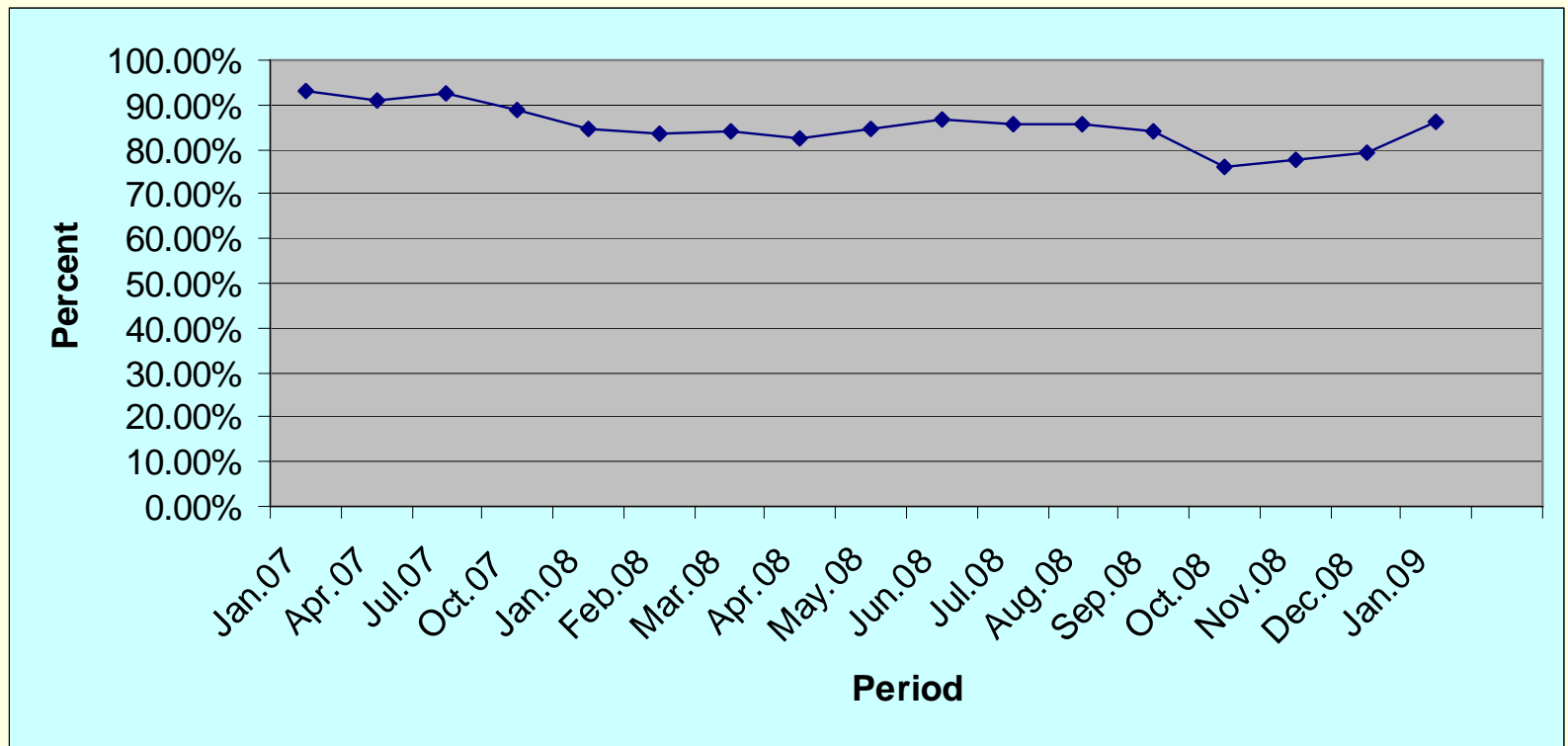
Outcome Measures

Time to Investigation (Immediate) – 96.0%

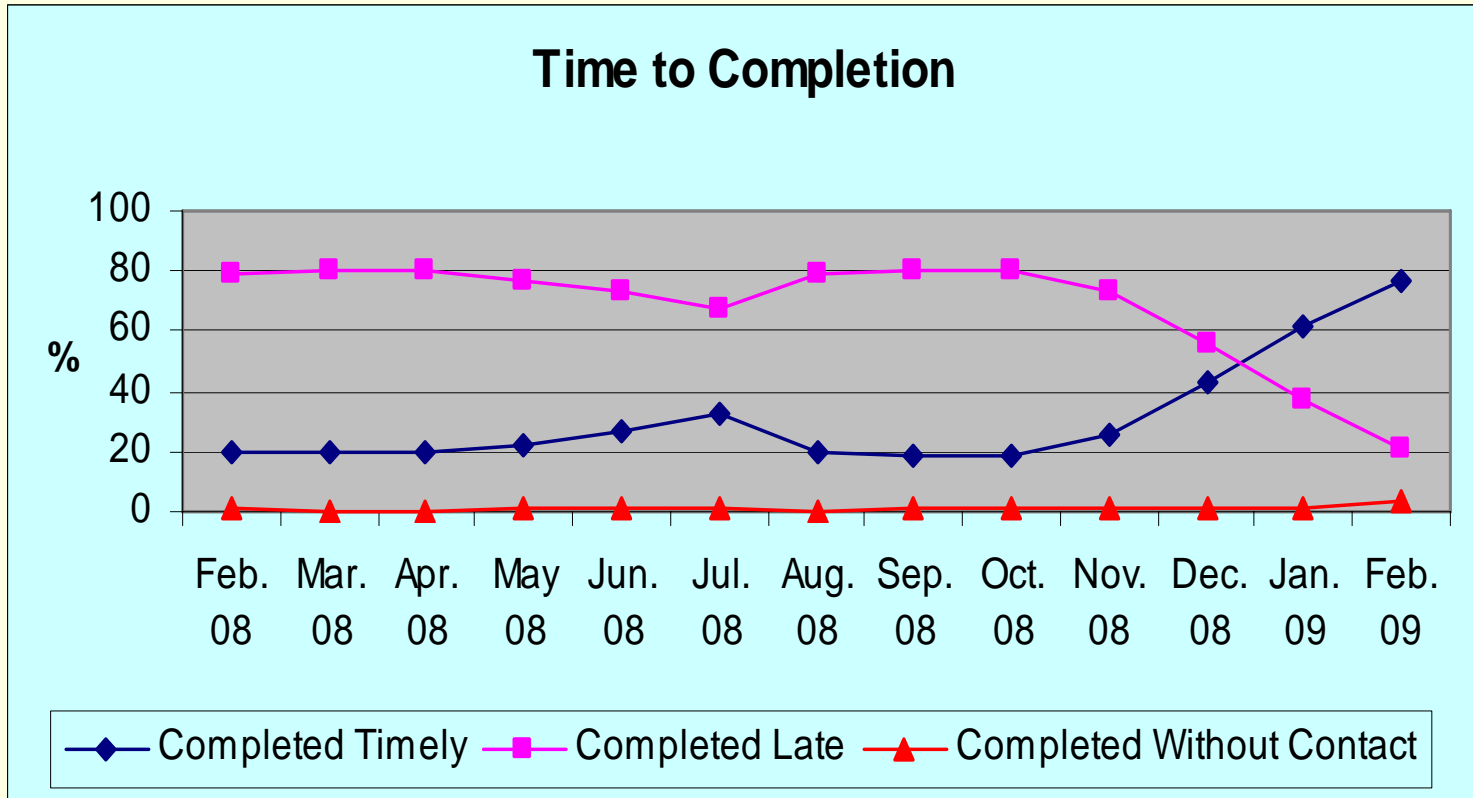


Outcome Measures

Time to Investigation (Ten Day) – 86.2%

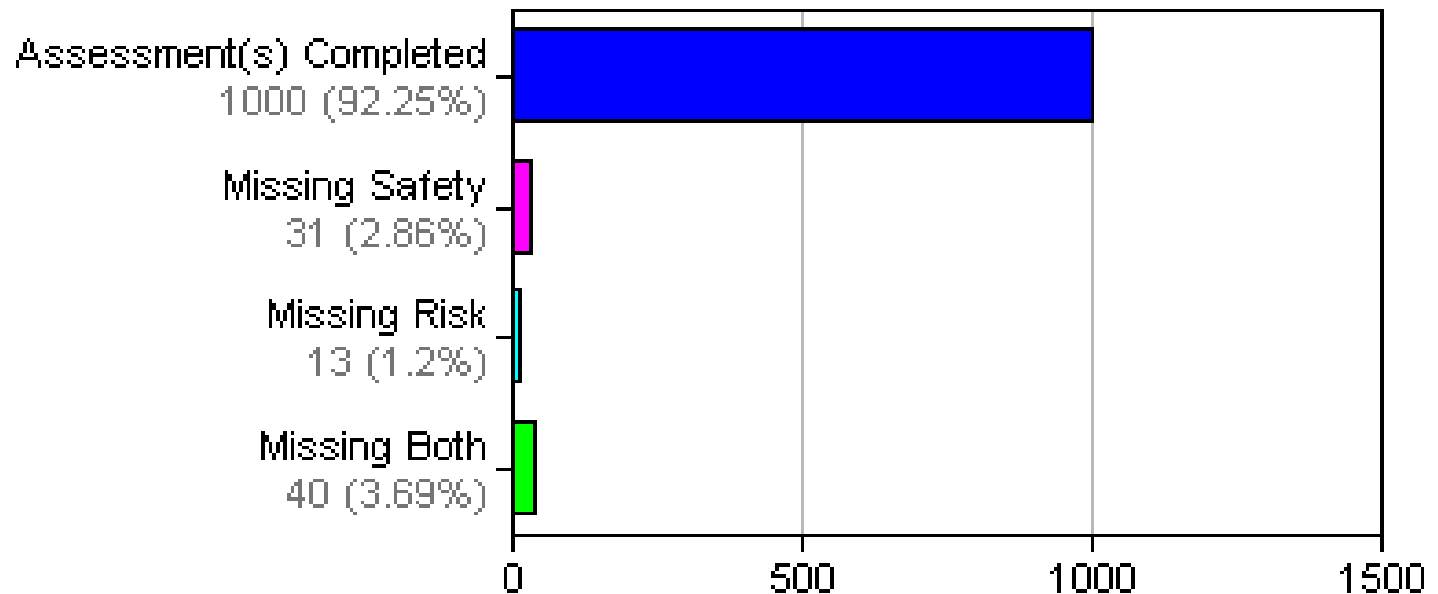


Safety Assessments



Risk and Safety Assessments

SDM Safety & Risk Completion at Closure: Feb, 2009



Data as of 03/19/2009

Powered by SafeMeasures®

Stability

- TDMs Doubled in 2008
 - 66% Did Not Change Placement
 - Of Those That Did Change Placement:
 - 50% Same Level
 - 25% Kin
 - 14% Less Restrictive
 - 9% More Restrictive
 - 2% Not Documented
- Kinship Placements Increased 5.5% Between 2/08 and 2/09

Workforce

- Workgroup (UCD, CSUS, HR, UPE, SEIU)
 - Hiring
 - Retention
 - Recognition
 - Peer Mentoring
 - Performance

Workforce

- Performance Enhancement Program
 - Adopted by County
 - Agreed Upon by Labor
 - Utilizes Web-Based Tool
 - Incorporates Goals and Competencies
 - CPS to Implement August 2009

Policies and Procedures

- Review of Other Counties
- Workgroup Established in January
- Prioritized Investigation P&Ps
- New Format Approved

Resources

- Technology
 - Quick Pad
 - Verbal Recognition Software (DRAGON)
 - Hotline Recordings
 - Safety Assessments
 - Electronic Forms

Strategic Plan

- Incorporates Self Assessment, MGT and Grand Jury findings
- Program-Specific Measurable Benchmarks
- Working with the State
- SIP to the Board in June

Self Evaluation

- Partnership with UCD Training Academy

- CQI Advisory Team
 - Strategic Plan
 - Self Assessment, PQCR and SIP
 - Program Benchmarks
 - Policies and Procedures
 - Corrective Action Plans

- Advanced Safe Measures Training