

Continuum of Care Reform
October 29, 2015
Southern Region Learning Collaborative

Counties Present:

Los Angeles, San Diego, Riverside, San Bernardino, Ventura, Orange, Santa Clara

What are we excited about?

- Kids spending less time in a shelter
- Shorter stays in congregate care
- Opportunity to keep kids in family-based care

What are we worried about?

- Staffing
- Resources for the broader system
- Facilities that may not get certified
- Possible increase in placement changes as a side effect to moving kids out of congregate care (possibly who need to stay in it)
- Some kids really do need to be in long term placement settings
- We have been held accountable as a child welfare system and courts have not ... courts sometimes enforce things that are in conflict with these efforts

What lessons have we learned from implementation?

- We can leverage existing multi-disciplinary relationships
- We will need more homes ... we had to implement EFC with too few homes

National Resource Center for Diligent Recruitment

Adopt US Kids - resources and research; child advertisement/matching; supporting states, tribes and territories

- Integrated recruitment and support.
- Many systems have silos ... there may be one part doing recruitment, prep, training
- An integrated approach includes: determining recruitment needs, support during the process
- Integration includes families, providers, county partners, and key stakeholders
- Recruitment and support is everyone's job ... when a family comes into contact with any part of the system they need to be thinking through the lens of recruitment and support of resource families
- Workers stay consistent across recruitment and placement
- The state has a diligent recruitment plan as a part of their Child and Family Services Plan - many county staff are not aware of this but it is an opportunity for joint planning

- Consider including training on recruitment and support in pre-service training for new workers

They shared a guide.

- Our greatest recruitment tool is post-permanency services for adoptive families. If we provide these services they will continue to be caregivers for us. The drop out rate is often 50-60% because they do not get help.
- Look at public and private partnerships to assess who we can work with to best serve our families.
- Assessing the need for services - service matching to need.
- The guide also has an implementation chapter.
- There is a strong focus on trauma-informed practice and training (both for the workforce and for resource families).
- How do we address loss and grief? How do we prepare caregivers to address this with youth?

Speaker shared several different programs that support families and youth:

- Lifeworks Behavioral Interventionist Program
- UCLA Ties
- Seneca Family Program provides wrap around services and family finding; they also convene a family team to support the youth
- Sierra Forever Families
- Always start with data
- We do not always capture data around our resource families - what data can you collect and how can you collect it? Satisfaction?
- Diligent recruitment navigator tool - can be used in reviewing CFSP; it may be a resource to consider when developing CCR plans by Dec 1

Resources to follow up on:

- 3-5-7 model by Darla Henry helps address grief and loss ... could this be an app? Could we reach out to her to see if she would be interested in sharing the material for this purpose so workers could use it on the fly in the field with resource families?
- NCTSN has an 8 week program to train caregivers on trauma

Extreme Recruitment - out of Missouri

Breakouts:

Communication strategies

- Who? Providers, Juvenile justice, Court partners/judges and attorneys. Need to identify key stakeholders, caregivers, and youth.

- What are the key messages? Opportunity to have the system we've wanted, that providers are important, need to differentiate between internal external messages, Probation to rethink purpose need of congregate care, Integrated with other practices projects, Get clear on our responsibility it is ours to enforce that providers get certified, Counties that don't do their own licensing message about what is different, how will we prepare youth to transition their families, how will we assist group homes to transition the kind of work they do with youth, include worries and any elephants in the room, use communication as an opportunity to gather their input, include implementation science.
- How? In person, letters, Consistent with MDT partners, social media, up to date websites, technology
- When? Strategic timing, What's messages do you give when, Now is the time to start
- To do – need to share messaging tools, Identify implications, Who needs to be involved in preparing for this, Need a plan re preparing youth first, What needs to be messaged now

Higher Level Placement Changes/Contracts & Shelters

- What are we doing now to prepare, SB CW contracting with MH to set up quasi certification, process so that providers are better prepared to meet the needs. Assisting them to build their capacity and make culture shifts, Ventura is ramping up efforts with relatives, Orange county is utilizing their Diversion Team, SD is partnering better with Law Enforcement on removals, Orange is working on a no eject/reject, Cross level executive systems team, Lessons learned from counties i.e. RBS Providers in LA who offered step down which is critical piece, strong relationships with providers and regular meetings, started process for 10 at assessment center (SD), closed 0-5 in Ventura Shelter, recruiting licensed shelter beds in family setting
- Worries, State needing to adjust to their response to reports of "problems" by providers, Worry around Medical Billing and Audits, Shelters changing their contracted services ie education etc, Exceptions for relatives, how are community treatment facilities in the mix, how to answer questions for RCL-14, confusion on RCL, providers need more detail, little knowledge on certification process ie. How long does it take, what does monitoring look like, what will be the cost to smaller agencies, MH teams understanding needs and may require more training, large sibling groups/school transportation, changing culture of caregivers
- Next Steps, lessons learned from RBS step down, wrap transition, must include regular foster parents in the conversation now, engaging school districts, requesting designated TA for shelters, continued conversations with the State regarding designated TA for shelters, Medical Billing, Changing the nature of the response to complaints of provider and funding of caseload standards

Retention/Recruitment

- What's working, Weeding folks out, Larger community involved, Awareness, Faith in motion, Online training website, Marketing, Tv support/sports connection, Message we need families, Newsletter partnerships with caregivers, Licensing worker developing piece, Trauma informed training, Workers/caregivers training together, Partner with other agencies, How to message what we need

- Challenges, Silos, Customer service....trickle down, Caregivers that will take probation kids, Recruiting for CSEC, Data on families - evaluation folks, Work with TFC to take special needs, Transportation issues, Finding homes for high needs kids

Leveraging and enhancing MDT Collaborative partnerships

- Stakeholders meetings, Support from the state - psa other materials, Flexibility/participant friendly ie childcare, free parking, Get messaging to existing meetings such as, children's systems of care in San Diego, potentially adding members to these groups, BOS support be more understanding with contracts, Statewide messaging lends authority judicial counsel/state
- Who are not at the table and need to be, Psychiatric hospitals, Bio families, Schools, Regional centers right people at the table – decisions, Judges attorneys provide the info
- How to get the partners at the table, Need to know what's in it for them, Decision making authority sharing defined roles, Develop relationships, Use current venues for collaborative work, LCAP integration with schools, Working with parent partners and advocates, Communication follow up maintaining direction