

DAUPHIN COUNTY CHILDREN AND YOUTH PA NGA (Action Steps Document)

1-30-09

County: Dauphin County
County Point of Contact: Joseph Dougher
Email Address: jdougher@dauphinc.org

Goal #1: Increase Safety.

Strategy i:

Action Steps and Timeline:

- For 08/09 NBB, Children and Youth proposed the creation of one supervisor position and two caseworker positions in the Intake Department to address youth ages five and under in a rapid response fashion (two hours or less). These positions were approved by the Commissioners in November, 2008 and are currently in the process of being filled. **02-09**
Supervisor filled **01-09**

Strategy ii:

Action Steps and Timeline:

- Children and Youth has a significant vacancy rate for professional staff (25%) which the Agency will address via Civil Service and more active participation in the interviewing and hiring process by senior staff members.
 1. Determine reasons that staff stay/leave through exit interviews/stay interviews.
 2. Determine staff turnover rate and set goals for improvement.
 3. Promote service careers at all events.
 4. Partner with the University of Pittsburgh (CWT) in a work force development initiative. **02-09**

Strategy iii.

Action Steps and Timeline:

- Children and Youth will establish two more TEN program schools in the County to address high risk youth in elementary school. **07-09**

DAUPHIN COUNTY CHILDREN AND YOUTH PLAN (Action Steps Document)

1-30-09

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Goal #1: Increase Safety (continued):

Strategy iv:

Action Steps and Timeline:

- Children and Youth has assigned school-based caseworkers in the Harrisburg, Steelton, and Middletown School Districts to accept reports from the school personnel regarding student concerns. **ONGOING**

Strategy v:

Action Steps and Timeline:

- A “One Stop Shop” model of service delivery. (Integrated Human Services Plan) Proposal is to use model for all Human Services categorical agencies to assess client need and assure appropriate referral or service at one point.

Strategy vi:

Action Steps and Timeline:

- Collaborative partnership between the formal child and family serving systems and the informal family and community systems, through the Systems of Care Initiative.

Strategy vii:

Action Steps and Timeline:

- Developing and implementing customer service principles that enhance the quality and accessibility of services. (Integrated Human Services Plan)

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Goal #2: Reduce Reliance on Out of Home Care (County wants 15% reduction RTF care 2009-10).

Strategy viii:

Action Steps and Timeline:

- Creating a county wide workforce that is culturally competent and sensitive, appreciates differences and promotes multiculturalism. (Integrated Human Services Plan)

Strategy #i:

Action Step and Timeline:

- Continued expansion of Family Group Conferencing (FGC) across all systems. **2009**

Strategy #ii:

Action Step and Timeline:

- Offering of FGC to all families working with Children and Youth Services or Juvenile Probation. Increase the number of families who participate in an FGC by 10% **2008**

Strategy #iii:

Action Step and Timeline:

- Families can now self refer for an FGC and do not have to be involved with any of the systems. **2009**

Strategy #iv:

Action Step and Timeline:

- The implementation of Functional Family Therapy in FY 2008/09, the continued use of Multi-Systemic Therapy and the implementation of Multi-Dimensional Treatment Foster Care in FY 2009/2010, all evidence based programs. **2009/2010**

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Goal #2: Reduce Reliance on Out of Home Care (County wants 15% reduction RTF care 2009-10) (continued).

Strategy #v:

Action Step and Timeline:

- Selection to be a pilot county in the current Court Improvement Project focusing on best practice. Agency has engaged in a Systems Readiness Assessment via CWT that is current and ongoing. **Current**

Strategy #vi:

Action Step and Timeline:

- The implementation of three month permanency reviews for children ages one to five effective September, 2008.

Strategy #vii:

Action Step and Timeline:

- Plans to implement Family Finding in FY 2008/09. Training occurring now. One day overview on February 4, 2009.

Strategy #viii:

Action Step and Timeline:

- Plans to implement Family Development Credentialing in FY 2008/09. 8 County Human Services staff engaged in training as trainers in January 2009 to be completed on 1-30-09 **01-09**

Strategy #ix:

Action Step and Timeline:

- Workforce development project with the University of Pittsburgh to address staff turnover. **02-09**

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Goal #2: Reduce Reliance on Out of Home Care (County wants 15% reduction RTF care 2009-10) (continued).

Strategy #x:

Action Step and Timeline:

- Neighborhood Report Center – a detention alternative for up to 40 delinquent youth per year operated by a community agency. Proposed start date is 2-17-09 **02-09**

Strategy #xi:

Action Step and Timeline:

- Family Solutions – a detention/placement alternative for up to 16 delinquent youth per year (counseling-team building). **Operational 12-08**

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Goal #3: Improve Permanency.

Strategy #i:

Action Step and Timeline:

- Three month review hearings for youth in care (already occurring for youth five and under and siblings). **2008**

Strategy #ii:

Action Step and Timeline:

- Assure ASFA letters are sent timely to parents to clarify and remind about FSP and CPP goals. **2009**

Strategy #iii:

Action Step and Timeline:

- Refer families to reunification services (need to expand capacity) and redefine what services need to look like. **2009**

Strategy #iv:

Action Step and Timeline:

- Engage Family Finding for all youth in care. **2009**

Strategy #v:

Action Step and Timeline:

- List all children in care and review regularly. **2009**

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Goal #3: Improve Permanency (continued).

Strategy #vi:

Action Step and Timeline:

- Automate system reminders for caseworkers.

2009

Strategy #vii:

Action Step and Timeline:

- Timely transfer of cases – Protective to Permanency/Permanency to Protective.

2009

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Goal #4: Reduce Re-Entry to Care.

Strategy #i:

Action Step and Timeline:

- Reduce intake assessments per worker per week (add one supervisor and two caseworkers). **Currently in process**

Strategy #ii:

Action Step and Timeline:

- Increase the number of FGCs by 10%. **2009**

Strategy #iii:

Action Step and Timeline:

- Increase the number of expedited FGCs – added 1 casework staff to in-house FGC unit **01-09**

Strategy #iv:

Action Step and Timeline:

- Develop more community-based aftercare services/engage community providers in discussions regarding increased service delivery and program descriptions **2009**

Strategy #v:

Action Step and Timeline:

- Enroll eligible children in TEN programs – at risk youth in after school programs via C&Y. **2009**

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Goal #4: Reduce Re-Entry to Care (continued).

Strategy #vi:

Action Step and Timeline:

- Family Finding **03-09**

Strategy #vii:

Action Step and Timeline:

- More and more frequent home visits. **2009**

Strategy #viii:

Action Step and Timeline:

- Develop youth mentor program for older youth. **2009**

Strategy #ix:

Action Step and Timeline:

- Engage SOC community resources for older youth. **2009**