

“Bringing the Data Home; Implementing Change Locally”

Community Program Improvement Plans (Mini PIPs)

Purpose:

A priority of the Wyoming Department of Family Services (DFS) and the Wyoming Citizen Review Panel (WYCRP) is to focus directly on the achievement of positive outcomes for children and families based on data.¹ Utilizing information obtained through evaluation processes, reviews and community engagements, local DFS offices working with community partners will facilitate the development, implementation and successful completion of community program improvement plans known as Mini PIPs to address areas of concern and nonconformity. The purpose then of a Mini PIP process is to:

1. Review existing data and identify underlying factors that result in areas of concern;
2. Engage community partners;
3. Set forth measurable goals of improvement;
4. Develop action steps required to correct areas of concern through specific elements;
5. Set dates for each action step to be completed;
6. Establish benchmarks to measure the process of implementation, progress and completion;
7. Describe methods to be used to evaluate progress, and
8. Track sustained change both short term and long term.

Process:

1. Based on available capacity, the WYCRP will attempt to initiate a Mini PIP process in one county every two months with a goal of four to six per year.
 - a. DFS will identify a specific community based on data from the following sources:
 - Federal CFSR results;

¹ The Federal Child and Family Service Reviews (CFSR), the Wyoming Mini CFSR's and the Legislative Services Office (LSO) Audit are used to evaluate services for children and families in Wyoming.



- Mini CFSR results;
 - DFS Stat Pak²;
 - Frequency of and time lapse from prior collaborative process(es), and
 - Other important factors which arise and are relevant.
- b. The WYCRP and DFS Quality Assurance Unit will meet with the selected DFS office to support organization of the process locally by:
- Sharing preliminary data/findings and concerns with the local DFS management;
 - Assisting in identifying and creating a list of community partners which can collaborate with DFS to make positive change in the identified areas, and
 - Creating a timeline for the rest of the process.
2. An initial community meeting will be hosted by the WYCRP. This meeting will:
- a. Explain the Mini PIP process to the attendees who may include:
- Community members/partners/collaborators identified by the local DFS office;
 - DFS Advisory Council Members;
 - WYCRP members;
 - Prior reviewers of the system;
 - Local DFS office personnel,
 - State DFS office personnel, and
 - Others identified.

Attendees will be asked to sign a meeting attendance sheet for future communication use.

- b. A community exercise lasting approximately 15 minutes will be conducted to establish what the community and DFS do particularly well together in the community.
- c. Present the key areas of concern identified and agreed upon prior to the meeting:
- Data graphically supporting the areas of concern will be shown in a concise and understandable format.
- d. Utilize small groups to brainstorm solutions for addressing the key areas of concern and how attendees can collaborate and assist in the Mini PIP effort:

² Safety and current placement rates are two key indicators in this data that will be given priority consideration.



- Predesigned worksheets will be used to facilitate the capturing and recording of ideas for the local DFS office to use in their planning.
 - e. Have a member of each small group present their findings:
 - An easel and flip chart will be used for this action to facilitate discussion and capture ideas.
 - f. Explain to collaborators that DFS may ask them to be a part of the Mini PIP.
 - g. Conclude with the presentation of a general timeline and next meeting date.
- 3. The local DFS office will then:
 - a. Draft a Mini PIP utilizing in part the information from the first community meeting on the form beginning on page 6:
 - Technical assistance is available upon request. Technical assistance might include:
 - Providing information and guidance on federal statute;
 - Providing information and guidance on state statute;
 - Providing information and guidance on regulations;
 - Providing information and guidance on policy and procedures regarding child welfare and juvenile justice;
 - Use of technical assistance centers;
 - Requests of others such as the WYCRP to research and find technical assistance opportunities and collaborators, and
 - The use of DFS consultants.
 - b. Submit the draft Mini PIP to DFS Quality Assurance Unit and the WYCRP;
 - c. Consider/negotiate/make suggested changes, and
 - d. Submit the final Mini PIP to DFS Quality Assurance Unit and the WYCRP.
- 4. The WYCRP will host a second community meeting to:
 - a. Present the Mini PIP to the community partners and collaborators;
 - b. Implement the Mini PIP, and
 - c. Engage partners in the Mini PIP.
- 5. The DFS Quality Assurance Unit and the WYCRP will monitor progress as outlined in the Mini PIP.

Conclude process upon completion of the Mini PIP:

1. Final evaluation conducted by the WYCRP and DFS Quality Assurance Unit;
2. Reporting out by the WYCRP;
3. Official release of the Mini PIP for the local DFS office, and
4. A third meeting will be hosted by the WYCRP to present new data that may reflect the changes and improvements made along with how those improvements will be sustained. Participation by the Director of DFS and/or Deputy Director of DFS along with the Quality Assurance Manager will be encouraged.

Proposed order of Mini PIPs:

| <i>CPS District (County)</i> | <i>Tentative Start Date</i> |
|--|-----------------------------|
| 1. District 7 (Natrona County) | 2009 |
| 2. District 10 South (Lincoln, Sweetwater Uinta) | 2010 |
| 3. District 6 (Sheridan, Johnson, Campbell, Crook, Weston) | 2011 |
| 4. District 8 (Carbon County) | 2011 |
| 5. District 10 North (Teton and Sublette) | 2011 |
| 6. District 5 North (Park, Big Horn, Washakie and Hot Springs) | 2012 |
| 7. District 5 (Fremont) | 2012 |
| 8. District 1 (Laramie and Albany) | 2012 |

Order to be determined based on data factors and other considerations. The order and dates are tentative and are subject to change.

Mini PIP Content:

The following information is required content for the Mini PIP:

1. Consideration should be given to DFS organizational planning and goals when creating a Mini PIP.
2. The document should provide sufficient detail and context to ensure progress can be monitored in implementing and completing the Mini PIP:
 - a. The Mini PIP must include specific elements which are to be improved, and
 - b. Elements slated for improvement are to be prioritized. For example, elements that involve child safety would be prioritized for sooner action.
 - c. Mini PIP’s should address element improvement through both:



- i. Short-term goals (to minimize the negative effects on children and families immediately), and
- ii. Long-term goals (plans for lasting reforms).

The priority assigned to these issues should be reflected in the Mini PIP timeframes.

d. Each Mini PIP should also include:

- i. Measurable goals of improvement;
- ii. Action steps;
- iii. A timeframe for addressing each outcome, and
- iv. Benchmarks of progress towards achieving the desired goals. These benchmarks will help measure progress and assess the effectiveness of the strategies being used to improve practice.

e. Mini PIPs will identify the individual(s) responsible for undertaking each action step and how community partners/collaborators will be engaged.

Mini PIP Monitoring and Evaluation:

Collaboratively, DFS Quality Assurance and the WYCRP will evaluate the achievements of the Mini PIP's. This will be done in the following ways:

1. The local DFS office will determine, in their Mini PIP, a process of monitoring and evaluating, and
2. The WYCRP and the DFS Quality Assurance Unit will compare implementation and progress of the Mini PIP with that predetermined evaluation process.

DFS offices are encouraged to consult with other DFS offices and serve as peer support while completing Mini PIPs. The WYCRP can help facilitate any web conferencing or conference calls that assist.

Questions about this process and form should be directed to:

- Kelly Hamilton
 - (307) 632-0032
 - khamilton@wycrp.org
- Lindee Wiltjer
 - (307) 777-8914
 - lwiltj@state.wy.us

Mini Program Improvement Plan (Mini PIP)

- I. Mini PIP General Information and Overview**
- II. Mini PIP Matrix**
- III. Mini PIP Agreements** (authorizing signatures)
- IV. Mini PIP Timeline**
- V. Mini PIP Collaborator Information**

Add or delete cells as necessary as well as reproducing sections to adequately capture the pertinent information of your Mini PIP.

| | |
|--|--|
| Office: | Implementation Date: |
| Lead Local DFS Contact Person: | Telephone Number: |
| | Email: |
| Co-Lead Local DFS Contact Person: | Telephone Number: |
| | Email: |
| Mini PIP Team Members: <i>(List all participants, including community members)</i> | <i>(Please provide telephone number and email contact information)</i> |
| 1. | |
| 2. | |
| 3. | |
| 4. | |
| 5. | |
| 6. | |
| 7. | |
| 8. | |
| 9. | |
| 10. | |

Section I. Mini PIP General Information and Overview

This section should include:

1. An overview of the identified areas where improvement is needed;
2. An overview of the community meeting;
3. An overview of the overarching strategies you have chosen;
4. An overview of your Mini PIP process:
 - a. Implementation;
 - b. Plan schedule including benchmarks, and
 - c. A measurement/evaluation plan.
5. An overview of your technical assistance plan, if needed.

This is a self expanding section; you are encouraged to enter your information under each number and overview statement.

Section II. Mini PIP Matrix

| | | | | | |
|--|---------------------------|--------------------------------------|----------------------------|---------------------------|----------------------|
| <u>Element and Strategy #1:</u> | | Local DFS person responsible: | | | |
| Goal: | | | | | |
| Action Steps and Benchmarks | Person Responsible | Evidence of Completion | Completion Timeline | Follow-up Timeline | Date Released |
| | | | | | |
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|--|---------------------------|--------------------------------------|----------------------------|---------------------------|----------------------|
| <u>Element and Strategy #2:</u> | | Local DFS person responsible: | | | |
| Goal: | | | | | |
| Action Steps and Benchmarks | Person Responsible | Evidence of Completion | Completion Timeline | Follow-up Timeline | Date Released |
| | | | | | |

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|--|---------------------------|--------------------------------------|----------------------------|---------------------------|----------------------|
| <u>Element and Strategy #3:</u> | | Local DFS person responsible: | | | |
| Goal: | | | | | |
| Action Steps and Benchmarks | Person Responsible | Evidence of Completion | Completion Timeline | Follow-up Timeline | Date Released |
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|--|---------------------------|--------------------------------------|----------------------------|---------------------------|----------------------|
| <u>Element and Strategy #4:</u> | | Local DFS person responsible: | | | |
| Goal: | | | | | |
| Action Steps and Benchmarks | Person Responsible | Evidence of Completion | Completion Timeline | Follow-up Timeline | Date Released |
| | | | | | |

Section III. **Mini PIP Agreements**

The Mini PIP should be signed and dated by the Mini PIP Lead from the local DFS office, the DFS Deputy Director, Quality Assurance Unit and the Wyoming Citizen’s Review Panel representative.

The following persons agree to the content and terms of the attached Local Program Improvement Plan:

Local DFS Office Mini PIP Lead **Date**

Dan Wilde, DFS Deputy Director **Date**

Chad Shaver, Quality Assurance Unit Staff **Date**

Kelly Hamilton, Wyoming Citizen Review Panel **Date**



Section IV.
Mini PIP Proposed Timeline Worksheet

| Date | Activity | Comment |
|------|----------|---------|
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This form is useful for creating the timeline of the Mini PIP process, such as setting dates for the three community meetings, etc.

