

Wyoming Department of Family Services

IV-E PIP

1/6/05

Overview

In response to the primary title IV-E audit conducted June 21-25 2004, the Wyoming Department of Family Services has created a comprehensive plan to address the issues outlined with the IV-E Final Report as well to address issues identified by the Department resulting from the review process. The IV-E Foster Care Accuracy and Penetration Project provides an outline of the goals and processes designed to address the aforementioned issues. The IV-E PIP matrix specifies the goals, action steps, measurement strategy and dates of completion that relate directly to the Areas Needing Improvement as described in the IV-E Final report. DFS has also created a more structured quality assurance process that will enable more precise monitoring of its IV-E program. The purpose of describing all of these initiatives is to create a complete picture of the strategies and efforts directed toward improving Wyoming's IV-E program.

Reporting Method and Frequency

The Wyoming Department of Family services will provide the Administration for Children and Families a quarterly report detailing the progress made on achievement of the Action Steps and Goals outlined in the IV-E PIP matrix. The quarterly reports will be written by the IV-E Foster Care Accuracy and Penetration Project Leader, and will be reviewed by the IV-E committee prior to submission. The report begin date will be based on the first day of the month proceeding the approval of the IV-E PIP. DFS requests 30 days from the end of each quarter to prepare and submit the report.

Description of the IV-E Foster Care Accuracy and Penetration Project

Project Scope

Project Objective

Discover sources of error in IV-E Foster Care eligibility determination, develop Quality Assurance system to monitor and report accuracy , and increase IV-E Foster Care penetration rates overall.

Project Customers

In addition to our Director, customers include a number of DFS divisions and programs:

- Child Protection
- Juvenile Justice
- Economic Assistance
- Residential Care and Treatment Certification
- Foster Care
- Field Operations
- WYCAPS
- EPICS
- Financial Services

Customer Needs

- Increased accuracy in eligibility determination
- Assurance of maximum penetration rates
- Quality Assurance process to monitor accuracy and penetration

Customer Requirements

- Clear understanding of IV-E eligibility determination requirements and process
- Definition of roles and accountabilities within the process

Organizational Deliverable

- Charter
- Initial report of scope and areas of concern to include:
 - ✓ Eligibility determination
 - ✓ Court issues
 - ✓ Data entry problems
 - ✓ Interface problems between WOLFS, WYCAPS & EPICS
 - ✓ Management failure to provide adequate oversight
 - ✓ Provider rate determination
 - ✓ Possible payment problems
- Program Improvement Plan (PIP) to address 2004 IV-E audit
- Outcome report that allows assessment of progress toward goals
- IV-E internal audit by Quality Control

Life-Cycle Stages

Start at state 1: Create concept for QA IV-E system

End at state 4: Fully implement and operate the system. Some resources will need to remain allocated to continue operation of the QA system once developed and implemented.

Customers' Criteria for Acceptance

Customer acceptance will be demonstrated by their use of the QA IV-E system to increase accuracy and penetration rates. This will be measured by agency performance during the next IV-E audit and monthly reports.

Organizational Goals

- Compliance with IV-E requirements
- Development and implementation of an on-going QA process to monitor and report accuracy and penetration rates for IV-E eligibility of children in placement.
- Increased IV-E penetration rates will also increase funding for placement services, IV-E administration and training funding opportunities for the agency.

Reviews and Approvals Required

<u>Interim Deliverable</u>	<u>Reason</u>	<u>Projected Completion</u>
Program Improvement Plan (PIP) for 2004 IV-E audit.	To meet federal responsibility for improvement of IV-E eligibility determination accuracy.	01-11-05
IV-E internal audit by Quality Control	To determine the scope and specifics of errors in current IV-E Foster Care cases.	02-15-05
IV-E Combined Policy Development for social services and eligibility determination	To increase consistency and accuracy in IV-E eligibility determination	06-01-05
Training plan for IV-E	To assure that field staff can demonstrate competency in determining IV-E eligibility.	07-01-05
Technical report on WOLFS, WYCAPS & EPICS interface	To understand the actual IV-E payment process and ensure accuracy	03-01-05
Non IV-E cases review and recommendations	To identify strategies to maximize IV-E penetration rates.	05-01-05
Review of method to determine provider rates	To identify options to increase IV-E maintenance participation	05-01-05
Review of Court Improvement Project's model court orders	To ensure that required IV-E language is included in model court orders being developed for use in Wyoming juvenile courts.	Draft 06-01-05

Project Resources

Team Assignments

Project Leader: Glenda Lacey (Social Services Quality Assurance)
Oversight Team: Ellen Sevall (Economic Assistance)
 Coleen Collins (Economic Assistance)
 Mike Beaver (Field Operations)
 Rick Robb (Child Protection)
 Nicky Anderson (Juvenile Justice)
 Chad Shaver (Quality Assurance/PIP)
 Nanette Vasey (Economic Assistance Quality Control)
 Rosemary Delo (WYCAPS)

Organizational Priorities

- 1) Higher accuracy
- 2) Greater penetration rate
- 3) Successful external reviews and outcomes for families

IV-E Quality Assurance

IV-E Specialists and Peer Reviews

The Department will establish a team by January 1, 2005 of IV-E Specialists who will perform two major functions:

- a) Expert consultation to their District staff on IV-E cases
- b) Peer Quality Assurance Reviews

The following IV-E specialists have been selected:

1. Sandy Stokes and Linda Flynn
3. Jona Jimemo and Pauline Carpenter
4. Denise Holt and Chantell Russel
5. Renita Honstain, Dava Bleak and Louise Slack
6. Julia Pope and Jon Walker
7. Bob Horne and Kaye Reed
8. Cindy Tillman and Geraldine Zeimens
9. Jo Fullmer and Michelle Salum
10. Tanya Wiens and Linda McNeel

These specialists will conduct peer reviews of two (2) IV-E cases per month.

Glenda Lacey, Ellen Sevall and Rick Robb will provide training and consultation to the District Specialists. Regular training and technical assistance meetings will be conducted on-site, by phone and video conference. An email chat on IV-E issues will be established.

IV-E PIP Matrix

Area Needing Improvement	Goals	Action Steps	Measurement	Dates of Completion
<p>Judicial determination in removal order addressing contrary to the welfare</p> <p>Judicial determination of reasonable efforts to prevent removal or to reunify a child and family</p> <p>Court orders to identify permanency goals and judicial determination of reasonable efforts to finalize the permanency plan</p> <p>Timely court orders reflecting judicial determinations regarding efforts to finalize permanency plans</p>	<p>Improve the accuracy and understanding of the requirements for judicial determinations within the legal system.</p>	<p>1) The Director of the Department of Family Services will write a letter to District Court Judges and County Attorneys summarizing the results of the 2004 IV-E Federal audit.</p> <p>2) A meeting has been scheduled between the Director of the Department of Family Services and District Court Judges during which IV-E compliance issues relating to court ordered placements will be discussed.</p> <p>3) The CIP will develop a Form Book for Judges and County Attorneys that contains Model Court Orders.</p> <p>4) Introduce legislation that clearly defines Permanency Hearings</p> <p>5) Introduce legislation that meets federal requirements for court</p>	<p>1)report when completed</p> <p>2)report when completed</p> <p>3)report when completed</p> <p>4)report when completed</p> <p>5)report when completed</p>	<p>1) completed</p> <p>2) 1/21/05</p> <p>3) Draft completed by 6/1/05</p> <p>4) 7/1/05</p> <p>5) 7/1/05</p>

Area Needing Improvement	Goals	Action Steps	Measurement	Dates of Completion
		ordered placement language to support Federal financial participation.		
Placement in a licensed foster home or facility	To ensure that all children receiving IV-E payments are placed in certified foster homes for the duration of the placement.	<p>1) Create a monthly case specific report that alerts field staff of upcoming certification expiration dates for children in IV-E placements.</p> <p>2) Create a monthly case specific report that alerts field staff of IV-E eligible children receiving payments in an unlicensed home.</p> <p>3) Provide training to Social Workers, Probation Workers, Foster Care Coordinators, and IV-E Specialists on IV-E requirements.</p> <p>4) IRIS will produce alerts to the Benefits Specialists and WYCAPS will produce alerts to the Foster Care Coordinators and assigned Caseworker/Probation Officer regarding upcoming foster home expiration dates.</p>	<p>1) Percent of IV-E children in unlicensed homes.</p> <p>2) Percent of IV-E children in unlicensed homes.</p> <p>3) Report when completed</p> <p>4) report when completed</p>	<p>1) 3/1/05</p> <p>2) 3/1/05</p> <p>3) 7/1/05</p> <p>4) 1/1/06 (IRIS) 7/1/05 (WYCAPS)</p>

Area Needing Improvement	Goals	Action Steps	Measurement	Dates of Completion
Training on IV-E procedures regarding IV-E cases being backed out of the system	Ensure that all IV-E cases that have been backed out of the system are tracked and recorded to insure accuracy of future IV-E audit samples.	1) Disseminate a training letter describing the process for backing out IV-E cases and for recording these cases. 2) Develop a process to validate the IV-E sample prior to the Review	1) report when completed 2) report when completed	1) 3/1/05 2) 6/1/05
Information systems are not being utilized so they can communicate with each other Standardization of case Files	Create a quality assurance process to ensure that data entered in WYCAPS and EPICS relating to IV-E cases is valid. Combine social services and eligibility policy into one manual for greater consistency and accuracy. QA process to address accuracy in IV-E eligibility determination.	1) Create case specific discrepancy list between WYCAPS and EPICS. 2) IRIS alerts system created to alert workers of data discrepancies. 3) Create Policy and process to increase accuracy and clarity of IV-E regulations and insure case files are standardized through compliance case files. 4) Create a child specific placement history report to be used in subsequent IV-E reviews. 5) Provide training to Social Workers, Probation Officers, Foster Care Coordinators and IV-E Specialists on IV-E	1) report when completed 2) report when completed 3) report when completed 4) report when completed 5) report when completed	1) Completed 2) 1/1/06 3) 7/1/05 4) Completed 5) 7/1/05

Area Needing Improvement	Goals	Action Steps	Measurement	Dates of Completion
		<p>requirements.</p> <p>6) One time compliance audit conducted by the Quality Control unit.</p> <p>7) On-going peer reviews by IV-E Specialists of 2 cases monthly.</p> <p>8) Each District and Region will endorse, support and implement this plan.</p>	<p>6) report when completed</p> <p>7) report available quarterly</p> <p>8) QA and penetration rate</p>	<p>6) 6/1/05</p> <p>7) on-going</p> <p>8) on-going</p>