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State Director DCS

# Indiana Department of Child Services





# Introduction

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From the start...

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# CWG Results

- First source of services
- Drug testing v. SUD services
- Workforce development and salaries
- Caseloads
- Quality of Care
- Culture
- Foster care services



# Indiana DCS Mission, Vision, & Values

**Mission:** The Indiana Department of Child Services engages with families and collaborates with state, local and community partners to protect children from abuse and neglect and to provide child support services.

**Vision:** Indiana children will live in safe, healthy and supportive families and communities.

RESPECT

PREVENTION

SAFETY

STABILITY

PERMANENCY

RESPONSIBILITY

ACCOUNTABILITY

CONTINUOUS IMPROVEMENT

# DCS STRATEGIC GOALS

2019-2021

## PEOPLE

**Empower & engage workforce**

### 2019

- Decrease turnover by 10%
- Promote safety culture in the workplace

## QUALITY

**Improve performance outcomes to exceed federal benchmarks**

### 2019

- Decrease repeat maltreatment
- Improve stability in placements
- Create more direct paths to permanency
- Improve CSB IT infrastructure

## SERVICE/ PARTNERSHIPS

**Contribute to high-functioning child welfare and child support systems in collaboration with external partners and stakeholders**

### 2019

- Bolster foster care structure
- Communicate clearly with stakeholders

## FINANCE

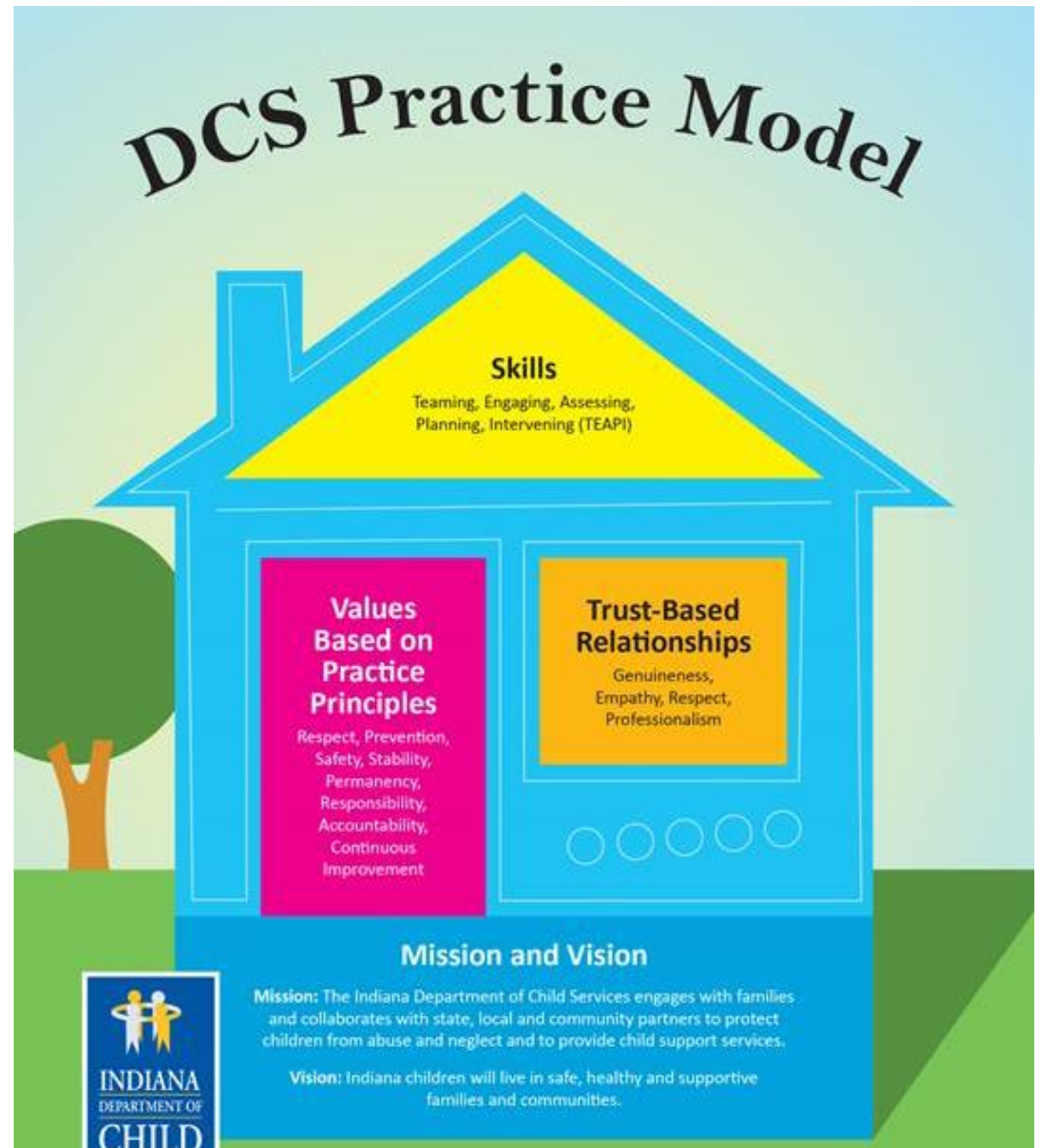
**Promote financial stability**

### 2019

- Reduce operating expenses

Last 12 months

- Reinforcing Workforce
  - Salaries
  - Professional Development & Training
- Quality
  - CQI
- Service
  - Foster Care Division
  - Foster Care Training
  - Foster Parent Portal Pilot
  - Provider Relations

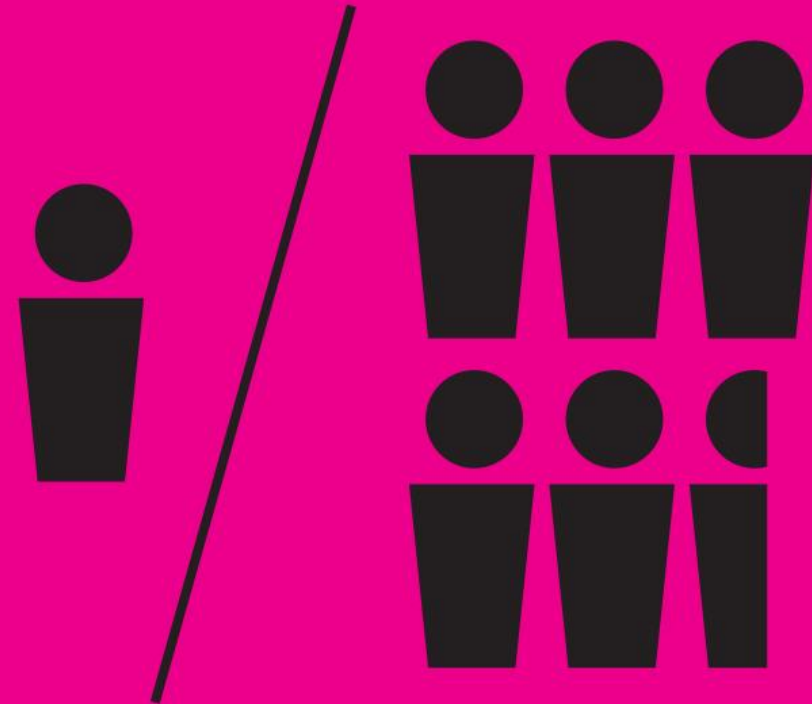


FCMS:FCM

Heart of child  
welfare practice

12/17 Caseload  
Standard

# FCM SUPERVISOR TO FCM RATIO



Jan 2018 - 1:7.34 • May 2019 - 1:5.62 • Goal - 1:5

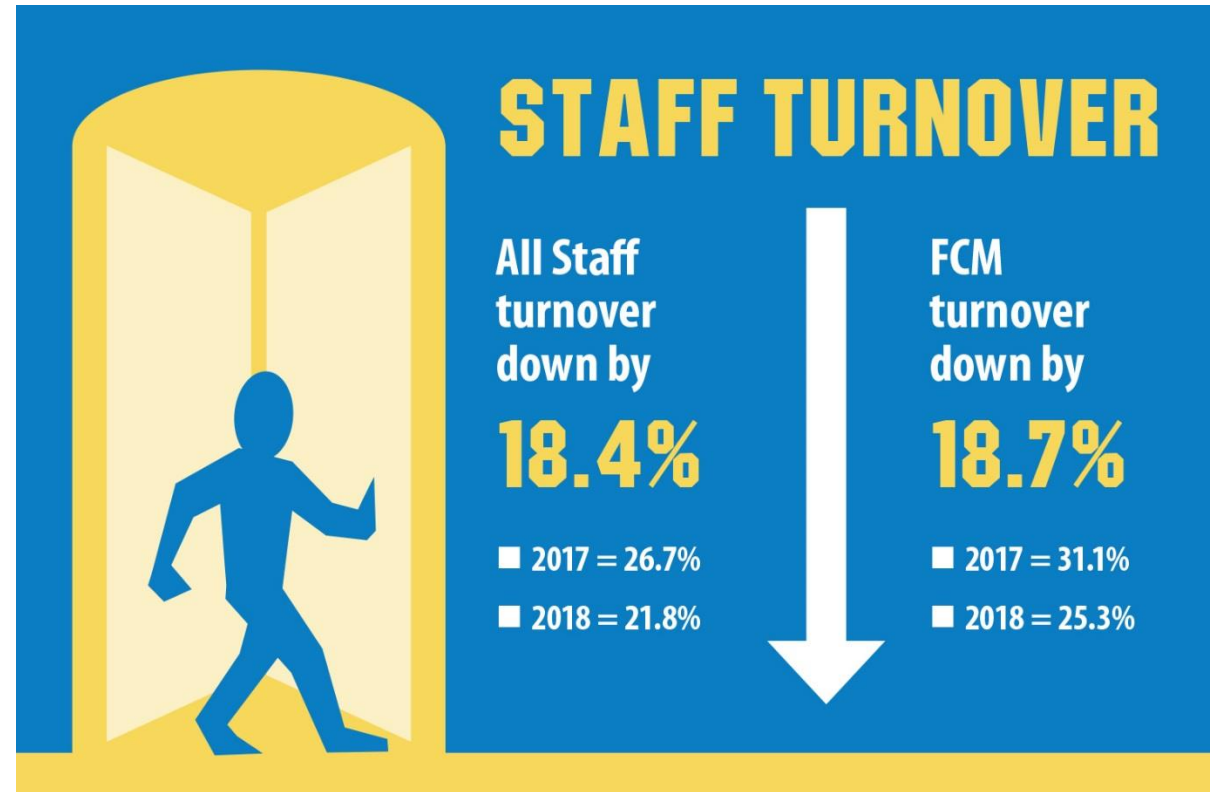


# Turnover

Total

Involuntary v.  
Voluntary

National Average



# Safety Culture

## Industry Lessons

Physical v  
Psychological

# SAFETY CULTURE

## Staff Survey Results

- Positive change in organizational climate
- Job satisfaction improved
- Work-related burnout down
- 69% of DCS field staff intends to stay in child welfare for next 7-10 years or rest of their career

Creating plans to improve psychological safety and safety culture throughout agency

# Triage

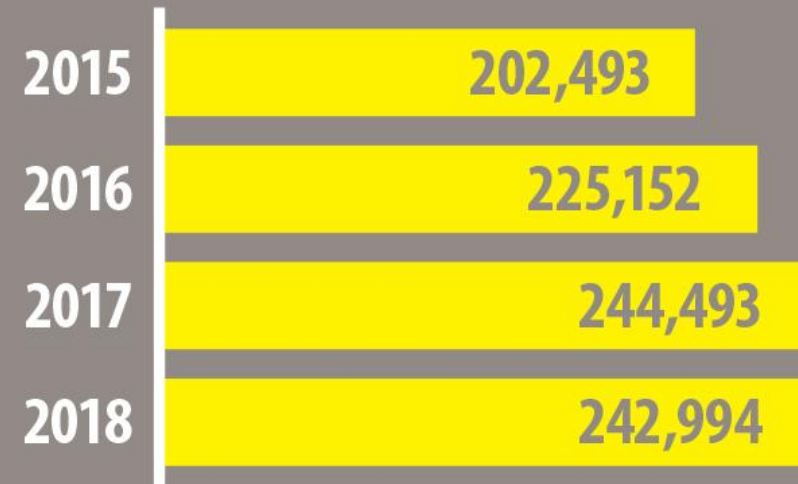
24/7 Statewide

Statewide w/ Local  
Input

Indiana Referral  
Trends

# HOTLINE

Reports to Child Abuse & Neglect  
Hotline up 20% since 2015



2018: 203,602 calls resulting in 124,221 assessments. 14 seconds average speed of answer for law enforcement calls, 15 seconds for non-law enforcement.

Open Cases

Front End v Back  
End

Out of Home  
(FFPSA)

# TOTAL CASES

May 31, 2019

**23,083** Open  
Cases

*Down 17.3% since Jan. 2018*

**Children in Out-of-Home  
Placement down 14.4%**



Jan 2018

May 2019

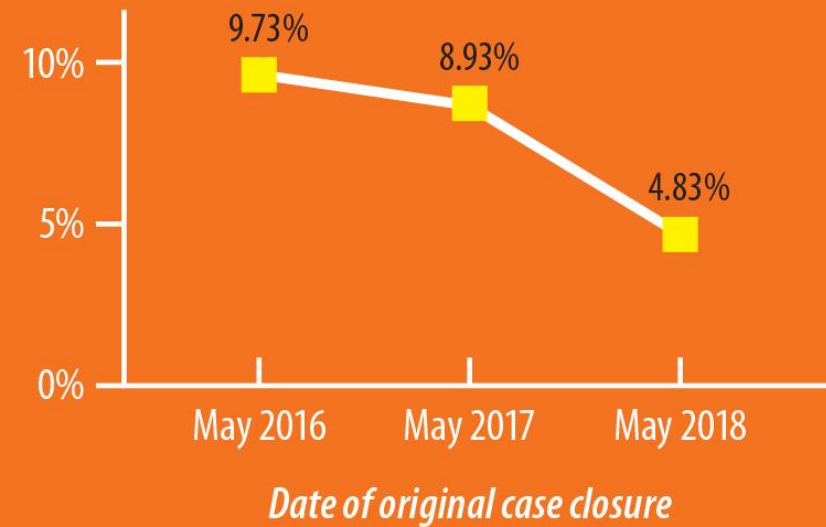
# Case Closure

Right Case, Right  
Time

Permanency

## RE-ENTRY INTO CARE

Percentage of children who re-entered foster care within 12 months after a case closure due to guardianship, relative placement or reunification



HEA 1006  
(effective 7/1/2019)

- Collaborative Care
- Caseload Standards (CWLA)
- Assessment Report Time Frame
- Response Time
- Definition of Neglect



# HEA 1001

(effective 7/1/2019)

## Family Preservation Services





The What

During the 2019 legislative session, it was written into House Enrolled Act 1001 that DCS *SHALL* reimburse providers for “family preservation services” using a “per diem model”.



# The Why

- Goal is clear – Preserve more families
- One provider per family
- Outcomes can be tracked
- Providers work to help families to become more self-sufficient
- Predict Revenue



# The How - Service Standard

- **Substantiated**
  - **IAs & In-Home CHINS**
  - **No CANS requirement**
  - **One provider per family**
  - **Evidenced-based Models**
  - **Trauma Informed Care**
- **Collaborative Safety Planning**
  - **Home-based**
  - **Focus on outcomes vs. time**
  - **Concrete Assistance**
  - **Individualized Services**
    - **Right Family, Right Time, Right Intensity**



# Right Child, Right Time, Right Intervention

What does this mean?

## CWG Recommendation #1

1. Access to services
2. Primary Prevention
3. Secondary Prevention





## Family First Prevention Services Act (FFPSA)

- Passed Congress in Feb 2018
- Family First – Kinship Navigator
- Evidenced Based Programs (EBP) for prevention
- Residential (QRTP)

# But wait! There's more...

- Housing
  - Older youth
  - Families
- IT Improvements
- Juvenile justice
  - JDAI – Purpose of detention
  - Deep End Services – Purpose of probation



# And more...

- Permanency
  - RPR
  - PRT
  - PRT+
- Promoting Fatherhood
- Lean Methodology for Improvements
- Working better with Education Professionals





**RIGHT Child, RIGHT Time,  
RIGHT Intervention**

- Child Abuse Awareness & Prevention
- Community connection
- Care Communities
- COLLABORATION

**Child Abuse &  
Neglect Hotline  
1-800-800-5556**



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THANK YOU!

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