

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

March 24, 2010

MEMORANDUM**What's Inside:**Results of Federal
Report on Worker
Visits with Children

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND
CHILDREN'S DIVISION STAFF

FROM: PAULA NEESE, DIRECTOR

SUBJECT: FEDERAL REPORT ON WORKER VISITS WITH CHILDREN

DISCUSSION:

The purpose of this memorandum is to highlight progress made on the frequency of case manager visits with children and to update staff on the outcome of the recent federal report submission.

[The Child and Family Services Improvement Act of 2006](#) and related [program instruction](#) specifies worker visit requirements. Federal Reviews have found a correlation between frequent, meaningful worker visits with children and positive permanency, safety and well-being outcomes. Frequent quality visits allow the worker to regularly assure the child's safety and risk in the placement, ensure their educational, physical, mental health and social needs are being met, engage them in the case planning and keep them aware of progress being made.

There is a federal requirement and incremental goals established for visits so that 90% of children in alternative care will have a visit each and every month they are in care by 2011. There is an incentive for this to occur – a penalty will be imposed every year this goal is not achieved. Specifically, the federal requirement stipulates two measures of compliance. Measure #1 requires that children in alternative care must have a visit **each and every** full month they are in care, and measure #2 requires that of those children passing measure #1, the majority of the visits must have occurred in the child's placement.

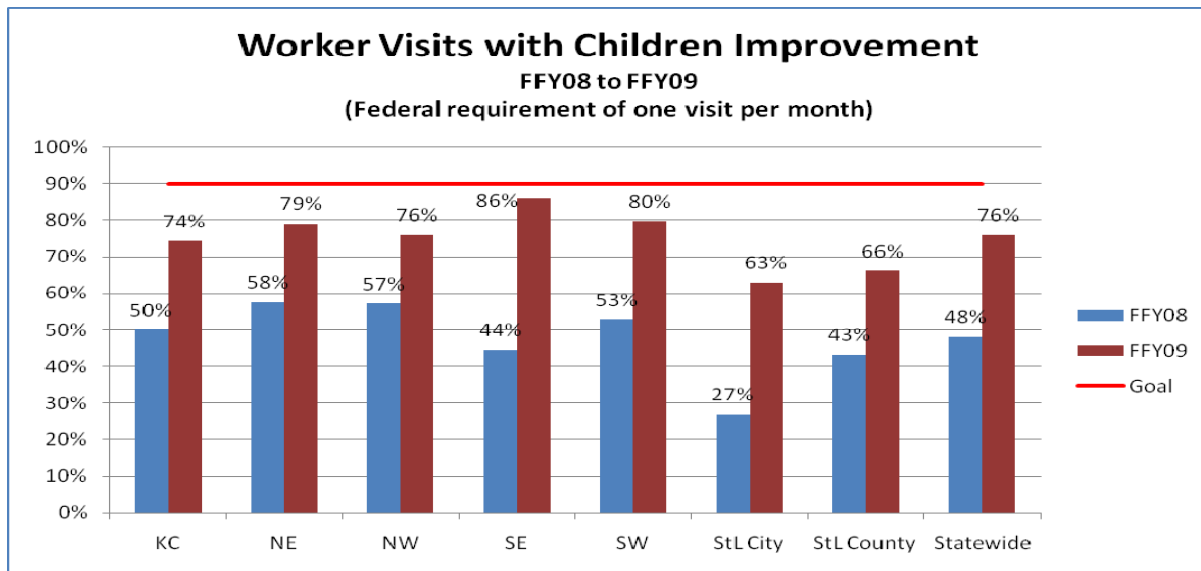
For FFY08 (October 1, 2007 through September 30, 2008), the Missouri Children's Division reported 48% of children in alternative care having a visit each and every month. This fell short of the goal by 12% and a fiscal penalty was incurred.

As a result, the Children's Division requested and received a modification of the required targets for FFY09 and FFY10. The re-established incremental goals for Missouri are now: 60% by 10/1/2008; 62% by 10/1/2009; 76% by 10/1/2010; 90% by 10/1/2011.

During 2008 and 2009, much focus was given to assuring worker visits with children were made a priority for all staff and managers. Worker visit tools were created including a state report in FACES for self-monitoring, data accuracy training, state and regional strategic plans were developed and acted upon. Field staff and supervisors have made extraordinary efforts to improve performance in planning, holding and documenting worker visits.

Due to these efforts, the Children's Division reported for FFY09 that 76% of children received visits each and every month, and of those children, 96% of the visits occurred in the child's placement. This is a tremendous improvement and met the required goal for FFY09.

The chart below demonstrates the improved performance from FFY08 to FFY09.



Additional strategies for continuing to improve the outcome on worker visits include:

- Pro-active planning and monitoring by case managers and supervisors to assure no months are missed
- Scheduling a visit early each month so there is time to make up a missed visit before month's end
- Supervisors must assure an alternate worker is assigned to conduct the visit when the regular case manager will be out of the office on leave or for other reasons
- If a case is in the process of being transferred to a new worker, county or to a private agency for assignment, the currently assigned case manager or supervisor must assure the visits continue until the case is accepted by the new unit/county/agency
- The newly assigned unit/county/agency on transferred cases should immediately review the FACES contact information, transfer summary or contact the previous case manager to determine if an immediate visit is needed for the transfer month, then assure the visit occurs

Your continued efforts are needed to keep visits with children a priority as the coming years' requirements increase. Though, it is clear from the progress made during 2009 you are working very hard to assure the visits are being held consistently and documented in FACES.

[Circuit and County Level performance for FFY09](#) is attached. Circuit Managers should review the attached chart and develop local strategies to assure counties falling below the FFY10 goal of 76% improve performance with children having a visit each and every month a child is in care.

Private agencies must also assure strategies are in place to achieve the required goals as specified above.

Your hard work and diligence in achieving the goal in FFY09 is recognized and appreciated. You are helping to ensure the safety and well-being of children in our custody.

NECESSARY ACTION:	
<ol style="list-style-type: none"> 1. Review this memorandum with all Children's Division staff. 2. All questions should be cleared through normal supervisory channels and directed to: 	
UNIT MANAGER CONTACT Meliny Staysa 573-751-4832 Meliny.J.Staysa@dss.mo.gov	DEPUTY DIRECTOR Susan Savage 573-751-4920 Susan.K.Savage@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS: N/A	
FORMS AND INSTRUCTIONS N/A	
REFERENCE DOCUMENTS AND RESOURCES Data Accuracy Training for Worker Visits with Children Worker Visits with Children Report Reference Guide	
RELATED STATUTE The Child and Family Services Improvement Act of 2006	
ADMINISTRATIVE RULE N/A	
COUNCIL ON ACCREDITATION (COA) STANDARDS COA Standard for Worker Contact and Monitoring	
CHILD AND FAMILY SERVICES REVIEW (CFSR) CFSR, Item 19, Caseworker Visits with Child	
PROTECTIVE FACTORS Parental Resilience-N/A Social Connections-N/A	

Knowledge of Parenting and Child Development-N/A
Concrete Support in Times of Need-N/A
Social and Emotional Competence of Children-N/A

FACES REQUIREMENTS

[Memorandum CD08-18](#)

[Attachment](#)