

Child and Family Services Review (CFSR) Program Improvement Plan

(FY 2020 Appropriation Act - Public Act 67 of 2019)

October 1, 2019

Sec. 538. By October 1 of the current fiscal year, the department shall submit to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, and the policy offices a report on the status of the department's program improvement plan associated with round 3 of the child and family services review (CFSR). The report shall also include, but not be limited to, a specific and detailed plan to address the areas of substantial nonconformity identified in the CFSR, such as the inadequacy of caseworker training provided by the department, the estimated costs necessary to reduce travel time for service delivery to rural areas, plans to improve caseworker engagement to reduce maltreatment in care, and steps undertaken by the department to emphasize permanency in case planning.



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Michigan was the first state to take part in a guided root cause analysis to develop a comprehensive program improvement plan with the Children's Bureau following the third round of the Child and Family Services Review (CFSR). Michigan identified four cross cutting areas that will have lasting impact on outcomes for children and families; engagement, assessment and services, workforce, and quality legal representation. The Children's Bureau approved Michigan's improvement plan on April 11, 2019, making Michigan the first state ever to gain approval within 90 days of the final report issued. The Division of Continuous Quality Improvement (DCQI) maintains a public webpage detailing Michigan's efforts to comply with federal requirements, which can be accessed by following this link: https://www.michigan.gov/mdhhs/0,5885,7-339-71551_11120_77826_78617_78618---,00.html

Caseworker training

Implement the Leadership Development Tool (LDT) in an effort to further identify growth opportunities among managerial staff. The target completion is April 30, 2020.

Provide targeted training to MDHHS staff surrounding the Comprehensive Organization Health Assessment (COHA) and LDT identified areas of low performance. The target completion is April 30, 2021.

Develop meaningful individualized county plans for improvement based on statewide climate/culture results. Private agencies will develop meaningful agency plans to address issues of climate and culture. The target completion is January 31, 2020.

Develop enhanced regional "training and support" teams for MDHHS employees and managers. MDHHS is evaluating enhanced regional training and support teams for MDHHS employees and managers. The state understands that individuals who are leaving the most frequently are ages 21 to 26. The target completion for this activity is July 31, 2020.

Develop formalized monthly turnover reporting mechanism. The target completion is April 30, 2020.

Costs necessary to reduce travel for service provision

Develop services and supports that prevent maltreatment, help children and families to alleviate crisis when it occurs, and achieve permanency quicker when removal is necessary within the community.

Michigan will coach and support resource families, through the implementation of pilot projects, so that they are encouraged to participate in the care of children as a community support to the family.

MDHHS will partner with Recovery Oriented Systems of Care, Medical Services Administration, and local Pre-paid Inpatient Health Plans to increase use of co-placement

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of infants and children with their parents in treatment facilities for substance use disorders. The target completion is January 31, 2020.

Partner with the MDHHS Bureau of Family Health Services to strengthen referral and access to home visitation programs for families encountering child welfare. The target completion is October 31, 2020.

Caseworker engagement and reduction of Maltreatment in Care

Release safety planning policy and provide training to staff regarding new policy. Michigan released the safety planning policy and provided training to staff regarding the new policy.

Establish contract requirements specifically for Regional Resource Team (RRT), Kinship Care/Michigan State University, statewide foster and adoptive parent for foundational resource parent training which include requirements and strategies for co-parenting resource families and parents. Expanded training audiences to include MDHHS and private agency licensing, foster care and adoption workers & supervisors, and parents together with resource families.

Transfer training content to web-based modules available to already licensed resource families. MDHHS is developing a new resource parent training. The target completion for this activity is April 30, 2021.

Review and revise resource family payment Determination of Care (DOC) to create efficiencies and better incorporate resource family supports into treatment plans. MDHHS formed a workgroup to examine different options to complete this activity. The target completion for this activity is April 30, 2021.

Permanency in case planning

Michigan's case practice measures permanency through the Quality Service Review. A child removed from their family home should be placed in a quality placement with respect to successful matching of the child with an appropriate caregiver. This placement should provide positive and enduring relationships that last into adulthood and achieve conditions necessary for timely legal permanency with a planned permanent caregiver.

When the courts and legal representatives work as an extension of the treatment team to reduce or eliminate barriers, children and parents have better outcomes. Parents and children with enhanced legal representation will receive greater access to supportive services and parenting time to facilitate timely reunification. The target completion for this activity is April 30, 2021.