Ensure Effective Delivery of Child Welfare Services



2004 Family Services Summit

February 9-11, 2004
Wyndham City Center Hotel
Washington, D.C.

Presented by:

The Performance Institute

In Association with:

The After School Corporation

American Humane™
Empowering Action Since 1877

America's Promise
The Alliance for Youth

American Adoption Congress

Reason

Featuring Multiple Tracks of Family Services Program Strategy Sessions:



Track 1: Foster Care and Adoption Program Performance Measurement

- Ensure accountability and results for child welfare programs
- Achieve permanency goals and self-sufficiency for all youth
- Meet performance criteria mandated for ALL foster care programs



Track 2: Child Care Program Strategies

- Forge community and faith-based partnerships to improve services
- Identify and implement performance-based contracts to ensure cost-effective child care program services
- Explore innovations in providing child care to low-income families

PLUS Application Workshops on:

- ✔ Recruiting and retaining qualified child welfare case managers
- ✔ Effectively procuring grants for family services programs

Measure and Improve Family Services Program Outcomes

Improve Program Monitoring &

Who Will Attend?

- Foster Care Managers
- Adoption Specialists
- ICPC Administrators
- Licensed Private Adoption Agencies
- Child Welfare Agency Program Managers
- TANF Agency Directors
- DHHS Program Managers
- ACF Administrators
- Counselors and Child Advocates
- Health Care and Mental Health Professionals
- Case Managers and Child Care Workers
- Faith-Based Service Partners
- All individuals who serve children!

Dear Child & Family Services Professionals:

I'm pleased to invite you to the ***2004 Family Services Summit,*** February 9-11, 2004 in Washington, DC. This two-track summit will highlight the most recent program innovations and lessons learned to improve child welfare services for low income families and foster children. It also features two post-conference workshops to help you recruit and retain qualified child welfare case managers and procure grants for family services programs.

Track 1: Foster Care and Adoption Program Performance Measurement
According to 2001 AFCARS, there are approximately 588,000 children in the foster care system in the United States. There are 20,000 more than the year before and twice as many as in 1987. One of the key principles of the Adoption and Safe Families Act is that the child welfare system must focus on *results and accountability*. The law makes it clear that it is no longer enough to ensure that procedural safeguards are met. It is critical that child welfare services lead to positive results. Identify program strategies and innovations to achieve program outcomes and comply with performance-based results and accountability mandates.

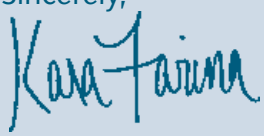
- Ensure accountability and results for child welfare programs
- Achieve permanency goals and self-sufficiency for all youth
- Meet the performance criteria mandated for ALL foster care programs

Track 2: Child Care Program Strategies
The Child Care and Development Fund (CCDF) has made available over $4.8 billion to states, territories and tribes in fiscal year 2002. State Lead Agencies have considerable latitude in administering and implementing their child care programs. Identify innovative ways to deliver effective child care services.

- Forge community and faith-based partnerships to improve services
- Identify and implement performance-based contracts to ensure cost-effective child care program services
- Explore innovations in providing child care to low-income families

Leading best practices for strategic implementation of child and family services programs are waiting for your review. I hope to see you this February in Washington, DC!

Sincerely,



Kara Farina
Director
Education & Social Policy Center
The Performance Institute



Evaluation for Family Services

2004 Family Services Summit

Pre-Conference Workshops: February 9, 2004

8:30	Workshop Registration and Continental Breakfast
9:00	Workshop A: Grants for Child Welfare Programs
12:00	Networking Luncheon
1:15	Workshop B: Effective Strategies for Recruiting and Retaining Child Welfare Caseworkers
4:00	Workshops Adjourn

Day 1: February 10, 2004

	Track 1: Foster Care and Adoption Program Performance Measurement	Track 2: Child Care Program Strategies
9:00	Registration & Continental Breakfast	
9:30	Keynote Leadership Panel: Meeting Rising Performance Standards for Family Services	
10:45	Break & Refreshments	
11:00	Foster Care Today: Identifying Trends and Improvements in the Child Welfare System	Administering Comprehensive Child Care: How to Best Meet Outcomes for Your Family Services Program
12:00	Luncheon Keynote: Recent Trends and Implications in Funding and Program Performance Measurement for Child Welfare Services	
1:15	Measuring Outcomes to Shape Child and Family Service Policies	Strengthening Communities through Child Care Partnerships
2:15	"Meet the Parents": Requirements and Strategies for Recruiting and Retaining Foster Parents	Raise the Bar for Quality After-School Child Care
3:15	Break & Refreshments	
3:30	Case Study: Kansas Department of Social and Rehabilitation Services	Performance-Based Contracting for Child Care Programs
4:30	Adjourn	

Day 2: February 11, 2004

	Track 1: Foster Care and Adoption Program Performance Measurement	Track 2: Child Care Program Strategies
9:00	Continental Breakfast	
9:30	Performance Measures and Application of the "Logic Model" to Assess Program Strategy and Results for Child and Family Services Programs	
10:30	Break & Refreshments	
10:45	Analysis and Information Systems for Measuring Outcomes in Child Welfare Programs	Case Study: Payment-to-Parent Assisted Child Care
11:45	Networking Luncheon	
1:00	Tough Problems, Tough Choices: Guidelines for Needs-Based Service Planning in Child Welfare	Linking Child Care and Welfare-to-Work Efforts
2:00	Develop a System of Accountability for the Welfare of Older Youth	Enhancing Child Care Outcomes through Partnerships
3:00	Break & Refreshments	
3:15	Dual Licensure for Foster and Adoptive Parents	Utilize Resources of Campus Child Care
4:15	Concluding Remarks: The State of Family Services Performance Measurements and Program Strategies	
4:45	Conference Adjourns	

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Agenda & Speaking Faculty

Pre-Conference Workshops: February 9, 2004

8:30 **Workshop Registration & Continental Registration**

9:00 **Workshop A: Grants for Child Welfare Programs**

Administration for Children and Families (ACF) administers more than 60 programs (block grants, mandatory grants, entitlement grants and discretionary grants) authorized under 22 legislative authorities, totaling more than $45 billion. Child welfare programs focus on keeping families together and whenever possible, prevention intervention services are enacted to prevent the removal of children from their homes. The Child Welfare Services program provides grants to states and Indian Tribes under the Social Security Act. Services are available to children and their families without regard to income. Successfully procure grants for child welfare programs in your state. Identify and meet the provisions to be eligible for federal child welfare program grants.

- Conduct an inventory of all children in foster care for at least six months
- Establish an information system for all children in foster care
- Conduct periodic case reviews of all foster children
- Provide due process protections for families
- Conduct in-home and permanent placement service programs, including preventive and reunification services

Janice Shafer, *Director, Division of Program Implementation, Children's Bureau, Administration for Children & Families, U.S. Department of Health & Human Services*

12:00 **Networking Luncheon**

1:15 **Workshop B: Effective Strategies for Recruiting and Retaining Child Welfare Caseworkers**

Child welfare agencies face numerous challenges in maintaining staff, such as low pay, risk of violence, high caseloads, administrative burdens, inadequate training and supervision. However, a stable and highly skilled child welfare workforce is vital to providing child welfare services. High turnover of staff hinders the ability of the caseworker to establish relationships with children and families. Therefore, it effectively determines whether or not a placement is safe and stable. In addition, results of high turnover of staff, such as increased caseloads, causes decreased visitations and therefore delayed and sometimes unavailable reporting on federal safety outcomes. Identify workforce retention strategies that public and private child welfare agencies have implemented in order to recruit and retain quality staff to improve child welfare services. This interactive workshop session will discuss:

- Forging public/private partnerships for training programs
- Establishing mentorship programs
- Implementing recruitment bonuses and competency-based interviews

Jim Ward, *College of Social Work, University of South Carolina*

4:00 **Workshops Adjourn**

Day One: February 10, 2004

9:00 **Registration & Continental Breakfast**

9:30 **Keynote Leadership Panel: Meeting Rising Performance Standards for Family Services**

Every state child welfare agency is trying to meet national performance objectives without compromising funding and program services. Identify the best tools to implement in your child welfare agency to improve performance measures and measure performance outcomes. Join advocates and experts in the field to identify and discuss useful outcome measures to gauge state and national progress toward meeting the needs of families and children in the child welfare system. This panel discussion will include commentary from the leaders of both the Children's Bureau and Child Care Bureau to discuss the latest performance standards, policy updates and program initiatives facing family services today.





Susan Orr, *Associate Commissioner, Children's Bureau, Administration for Children and Families, U.S. Department of Health & Human Services*

Shannon Christian, *Associate Commissioner, Child Care Bureau, Administration for Children and Families, U.S. Department of Health & Human Services*

10:45 **Break & Refreshments**

11:00 **Track 1: Foster Care and Adoption Program Performance Measurement**

Foster Care Today: Identifying Trends and Improvements in the Child Welfare System

Approximately 260,000 children in the United States enter the foster care system each year. While about 60 percent of these children will be returned to their parents, the other 40 percent remain in the system. Of more than 542,000 children in foster care in 2001, 126,000 are still waiting for someone to adopt them. Improvements are being developed in the nation's foster care system to prevent children from remaining part of the child welfare system for several years. Identify improvement in foster care currently being incorporated at the federal, state and local levels. Improving existing federal financing mechanisms to facilitate faster movement of children from foster care into safe, permanent families and reduce the need to place children in foster care as well as improving court oversight of child welfare cases to facilitate better and more timely decisions related to children's safety, permanence and well-being.

Susan Orr, *Associate Commissioner, Children's Bureau, Administration for Children and Families, U.S. Department of Health & Human Services*

ely Placement of ALL Foster Care Children

Track 2: Child Care Program Strategies

Administering Comprehensive Child Care: How to Best Meet Outcomes for Your Family Services Program

The goal of any family services program is to promote healthy child development and family self-sufficiency. With family support and the help of other community agencies, quality child care services can be achieved. Build a strong child care resource network in your state while improving access and quality of services such as:

- Safe and healthy learning
- Parental involvement
- Training and support for providers

Shannon Christian, *Associate Commissioner, Child Care Bureau, Administration for Children and Families, U.S. Department of Health & Human Services*

12:00 **Luncheon Keynote: Recent Trends and Implications in Funding and Program Performance Measurement for Child Welfare Services**

The number of governments contracting out child welfare services, particularly with non-profits, is increasing rapidly. Traditionally, child welfare contracts have been fee-for-service contracts and haven't been subject to competition. This is changing. States and counties are now putting out Requests for Proposals (RFPs) that seek bids for performance-based "capitated" contracts, meaning they must agree to deliver the services in bundles for a fixed price per case. This shifts the financial risks to the private sector. Access and identify issues surrounding privatization of child welfare programs.

Lisa Snell, *Director of Education and Child Welfare/Deputy Director, The Reason Foundation*

1:15 **Track 1: Foster Care and Adoption Program Performance Measurement**

Measuring Outcomes to Shape Child and Family Service Policies

Measuring outcomes is a key part of all family services. Learn how to effectively measure outcomes to compete for contracts, change program operations, lead new service development and shape child and family service policies. Most importantly, consistent and efficient monitoring of outcomes helps to improve the lives of kids and their families.

Mary Beth Rauktis, LSW, Ph.D., *Director Evaluation and Research, Pressley Ridge Schools*

Track 2: Child Care Program Strategies

Strengthening Communities through Child Care Partnerships

Encourage positive youth development through collaboration of education and early child care services in your community. Faith-based organizations work to support families in their challenge to find high quality care. Build the capacity in your community to work with religious leaders in their efforts to meet the wide range of unaddressed early childhood needs. Promote all sectors of the community in efforts to meet early childhood care and education needs in all of their forms.



Reverend Steve Braxton, *Ecumenical Child Care Network*

2:15 **Track 1: Requirements and Strategies**

"Meet the Parents": Requirements & Strategies for Recruiting and Retaining Foster Parents

Address strategies for recruitment, retaining and certification of foster parents. This session will highlight strategies that involve various sectors of the community, specialized training to increase the competence of parents and using foster caregivers as resources for children and their families. Identify and implement new services and enhance current training processes.

Steve Yager, *Family Advocate, Michigan Family Independence Agency*

Track 2: Child Care Program Strategies

Raise the Bar for Quality After-School Child Care

Explore public/private partnerships for effective delivery of child care services. Collaboration with state and local government, private sector, community organizations and educational institutions is necessary to increase access and availability to quality after-school child care programs. Learn to successfully enhance the quality and availability of after-school programming by engaging public- and private-sector partners, funding programs, coordinating public and private funds and providing technical assistance.

- Focus on quality
- Develop a clear vision
- Engage partners early

Mary Bleiberg, *Vice President for Policy Planning and Fund Development, The After-School Corporation*

3:15 **Break & Refreshments**

3:30 **Track 1: Foster Care and Adoption Program Performance Measurement**

Case Study: Kansas Department of Social and Rehabilitation Services

The Kansas Department of Social and Rehabilitation Services (SRS) was the state's largest provider of adoption and foster care services. Now they're strictly a purchaser of services and a contract monitor with respect to child welfare services. SRS contracts out for family preservation, foster care and adoption. A data-driven and outcomes-based system was created which enhances the safety of children and helps return them to their homes or move them to a safe adoptive home in as short a time as possible. Determine what works and does not work in your present system and identify a child welfare system that does work.

Janet Schalansky, *Kansas State Department of Social and Rehabilitation Services (SRS)**

Track 2: Child Care Program Strategies

Performance-Based Contracting for Child Care Programs

Identify and implement a cost-effective approach by streamlining service costs by competing out contracts to providers. Identify lessons-learned when engaging in performance-based contracting for family services. Ensure that service providers comply with lead agency plans. This presentation will provide creative ideas for tying monetary and non-monetary incentives to contracts.

Walter Sachs, *Children & Family Services, State of Florida*

4:30 **Adjourn**

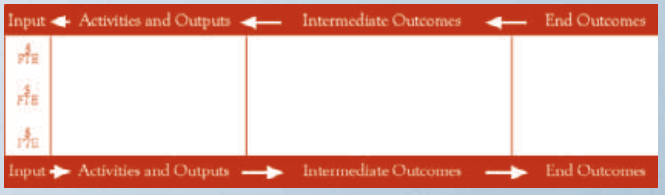
*Invited

Day Two: February 11, 2004

9:00 **Continental Breakfast**

9:30 **Performance Measures and Application of the "Logic Model" to Assess Program Strategy and Results for Child and Family Services Programs**

Develop a framework for measuring and reporting the performance of family services programs. Design, implement and effectively use performance indicators consistent with the long-term development aim of family services programs; child care, foster care and adoption. Establish and utilize performance measures to develop a tactical plan to improve family services. Use "Logic Modeling" as a tool for establishing clear end-outcomes and intermediate-outcome goals and measures.



Identify and implement the elements of effective child and family services programs:

- Linking resources to results
- Strategic planning and goal setting
- Managing caseworkers and staff
- Harnessing the power of technology
- Forging partnerships and contracts for services

Jeffrey E. Bergin, *Director of the Government Performance Center, The Performance Institute*

10:30 **Break & Refreshments**

10:45 **Track 1: Foster Care and Adoption Program Performance Measurement**

Analysis and Information Systems for Measuring Outcomes in Child Welfare Programs

The Children's Bureau supports the work of state and local agencies administering child welfare programs that focus on preventing the abuse of children in troubled families, protecting children from abuse, and finding permanent placements for those who cannot safely return to their homes. The Data Team within the Children's Bureau, utilizing data from the Adoption and Foster Care Analysis and Reporting System (AFCARS) and the National Child Abuse and Neglect Data System (NCANDS), generates much of the data used in the State Child and Family Services Reviews (CFSR). These data include those measures generated for comparison to the national standards associated with child safety and permanency. This session will evaluate the role of information systems for generating the data used in measuring outcomes in child welfare programs and how these outcomes are constructed, evaluated and how they can have an impact on child welfare programs.

John Hargrove, *Data Team Leader, Children's Bureau, Administration for Children and Families, U.S. Department of Health & Human Services*

David Baker, *Senior Computer Systems Analyst, Xtria, under contract to the Children's Bureau, Administration for Children and Families, U.S. Department of Health & Human Service*

Track 2: Child Care Program Strategies

Case Study: Payment-to-Parent Assisted Child Care

Take a look at Utah's model for promoting personal responsibility and parental choice in their child care system. The Payment-to-Parent Assisted Child Care Program provides funding for child care to parents who are unemployed or employed, attending school or training and who meet eligibility requirements.

Lynette Rasmussen, *Director, Utah Office of Child Care*

11:45 **Networking Luncheon**

1:00 **Track 1: Foster Care and Adoption Program Performance Measurement**

Tough Problems, Tough Choices: Guidelines for Needs-Based Service Planning in Child Welfare

These guidelines are the final product of Casey's multi-year Outcomes and Decision-Making Project, which developed philosophical and outcome frameworks and a set of decision-making guidelines for child welfare service providers. Based on best-practice research and recommendations from some of the country's most experienced child welfare service providers, the 14 guidelines help staff (front line, supervisory and management) make sound and consistent case- and service-planning decisions. In this session, participants will explore the guidelines in depth and learn the results of an effort to measure their effectiveness using system-wide outcome data in one implementation site.

Nita C. Lescher, MSW, LICSW, *Director of Program Planning, Children's Services, American Humane*

Track 2: Child Care Program Strategies

Linking Child Care and Welfare-to-Work Efforts

CCDF block grant and states utilize portions of TANF block grants for child care. States have considerable flexibility in funding innovative child care programs. Parents pressured to find employment creates an urgent need for affordable quality child care. Identify how child care assistance in welfare-to-work programs can support the employment of low income families.

Courtney Harrison, *Policy Specialist, National Conference of State Legislatures**

2:00 **Track 1: Foster Care and Adoption Program Performance Measurement**

Develop a System of Accountability for the Welfare of Older Youth

Identify transition services to help children who remain in foster care until 18 years of age make a successful transition to self-sufficiency. Older youth in the foster care system need to learn valuable lessons such as how to cook, clean and apply for a job. The new budget proposal includes $60 million for an expanded Independent Living Program to offer college tuition and training vouchers for youth who are transitioning out of foster care. The 2003 budget proposal also includes $25 million for an initiative to mentor children with parents in prison. State and local public officials and child welfare practitioners are responsible for administering independent living and other child welfare programs. Identify a plan and collect the necessary information to:

- Implement the appropriate performance measures
- Develop outcome measures that can be used to best assess the performance of your independent living programs
- Account for the type and quantity of services being provided

Rita Powell, *Senior Associate, Jim Casey Youth Opportunities Initiative*

Track 2: Child Care Program Strategies

Enhancing Child Care Outcomes through Partnerships

Partnerships help states to develop supportive policies to further successful child care services. Identify issues and challenges across early child care and education. Collaborate to implement faith-based/community-based child care initiatives, maximize funding streams, and gain access to best practices and lessons learned that produce positive outcomes for children.

Gene Gousie, *Technical Assistance Coordinator, National Child Care Information Center*

3:00 **Break & Refreshments**

ne Measures for Effective Child Care Management

3:15 **Track 1: Foster Care and Adoption Program Performance Measurement**

Dual Licensure for Foster and Adoptive Parents
Once a foster family has bonded with the child and made the commitment to adopt, the standards, rules and process of transitioning from a foster parent to an adoptive parent should be as seamless as possible. Child welfare agencies are beginning to explore dual licensure, which means foster and adoptive parents go through the same screening, interview, home study, training and background check processes. In the end, they receive the same "approval" to provide foster and/or adoptive care. Dual licensure allows for a foster parent to naturally and easily change their role to that of an adoptive parent, without having to go through an entirely new home study and training process. Identify arguments and studies for and against dual licensure for foster parents.
Lorrie Lutz, *M.P.P., Senior Partner, L3P Associates*

Track 2: Child Care Program Strategies

Utilize Resources of Campus Child Care
Campus child care programs provide a variety of models designed to meet the educational research and service needs of the institution and community at large. Resources must be made available in every community to guarantee a safe, healthy and developmentally sound program for all children. Heighten your community's awareness and increase utilization of financial assistance available for child care.
Gail Solit, *National Coalition for Campus Children's Centers*

4:15 **Concluding Remarks: The State of Family Services Performance Measurements and Program Strategies**
Identify and implement key lessons for your community.
Facilitator: ***Kara Farina,*** *Director, Education & Social Policy Center, The Performance Institute*

4:45 **Conference Adjourns**

Key Reasons to Attend:

- **Create** partnerships to improve children and family services
- **Help** ALL children live in healthy, safe environments
- **Identify** program performance measures to reach permanency goals
- **Learn** how to effectively procure funding for family services programs
- **Develop** performance-based contracts to ensure cost-effective services

Venue and Hotel:



The ***2004 Family Services Summit*** will be held at the Wyndham City Center Hotel in Washington, DC. A limited number of rooms have been reserved at the Wyndham City Center Hotel at a discounted rate of $150. Please contact the hotel with the number provided to make reservations by January 7th to receive the conference discount rate. Be sure to ask for the Performance Institute conference rate. The Wyndham is situated in downtown Washington, DC and a short metro or cab ride to the national monuments. The hotel will ensure that your conference experience is not only educational but also comfortable and enjoyable in every aspect.

Wyndham City Center Hotel
1143 New Hampshire Ave., N.W.
Washington, D.C. 20037
202-775-0800
www.wyndham.com

Exhibiting and Sponsorship Information:

To learn more about exhibiting and sponsorship at the ***2004 Family Services Summit***, please contact Dana DeMilio at 703-894-0481 or send her an e-mail at DeMilio@PerformanceWeb.org.

Tuition:

The tuition rates for attending the ***2004 Family Services Summit*** are:

Summit Only: $1095
One Workshop: $395
Both Workshops: $595

Group Discounts:

The Performance Institute offers reduced tuition to groups of three or more. If you think your colleagues would benefit from attending this year's Summit, call James Simpson at 703-894-0481 or send him an email at Simpson@PerformanceWeb.org.

Administrative Note:
A 10% cancellation fee on registration will be charged for cancellations received less than three weeks from the date of the conference. As speakers are confirmed six months before the event, some speaker changes or topic settings may occur.



Bring this Program In-House!

All of the publicly offered courses offered by the Performance Institute can be adapted for your office, program, agency or department. In-house training provides a customized, cost-efficient vehicle for educating your staff with a hands-on, educational forum that facilitates team building and project planning. PI in-house training is designed to meet the specific needs of the client. Instead of making the training match with "cookie-cutter" training, our in-house offerings are matched to the specific needs of the participants.

The Performance Institute
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Improve Program Monitoring & Evaluation for Family Services

Registration Form for the 2004 Family Services Summit

Call 703-894-0481; Fax This Form To: 703-894-0482; or visit www.PerformanceWeb.org

- ☐ Yes! Register me for the Summit only.
- ☐ Yes! Register me for the Summit and one workshop (choose A or B)
- ☐ Yes! Register me for the Summit and both workshops.
- ☐ Please call me. I am interested in a special Group Discount for my team

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