



Service Quality Improvement Plan

Project	Key Tasks
Provide more efficient transportation services	<ul style="list-style-type: none"> • Establish a formal policy for transportation services (and monthly internal audits of the policy) • Establish a transportation planning calendar accessible to all staff via MS Outlook, • Integrate case aides into CPS, FAR, Preventive and Foster Care units
Institute Lifecycle Management for Child Welfare Cases	<ul style="list-style-type: none"> • Improve timeliness of note entry into <i>Connections</i> • Improve timeliness of referrals to community-based providers (Preventive) • Ensure timely case closures (CPS, FAR, Preventive) • Reduce gaps in case activity and provide more consistent face-to-face contact • Increase frequency of case conferences with supervisors (Foster) • Implement annual LOD rate reviews (Foster)
Enhance Information Management and Cross-Departmental Communication	<ul style="list-style-type: none"> • Establish a shared network folder to ease information sharing between DSS, County Attorney and Family Court • Implement Better for Families Program with Family Court • Improve coordination between DSS, CA, and Court on IV-E eligibility determinations • Provide <i>Connections</i> access to Case Aides • Provide updates on services to school district leadership AND guidance departments
Improve Staffing for DSS and County Attorney's Office	<ul style="list-style-type: none"> • Fill remaining Caseworker, Senior Caseworker and Supervisor vacancies • Add 3 caseworker and 2 case aide positions to the annual budget • Establish Managing Attorney position • Fill County Attorney vacancies • Provide specialized training to attorneys who support DSS • Determine feasibility of dedicating a road patrol deputy to Child Welfare to enhance caseworker safety and enhance retention • Consider additional compensation for attorney and caseworker positions • Consider retention and recruiting bonus programs