

#### IV. PIP Matrix

State: LOUISIANA

Type of Report: PIP: x Quarterly Report:    (Quarter:   )

Date Submitted: 08/03/2011

#### Part A: Strategy Measurement Plan and Quarterly Status Report

Primary Strategy 1: Focus on Safety				Applicable CFSR Outcomes or Systemic Factors: Safety Outcomes 1 & 2	
Goal: Improve assessment and decision making within overarching focus on family engagement.				Applicable CFSR Items: Item 1, Item 2, Item 3, Item 4	
Action Steps and Benchmarks	Person Responsible	Evidence of Completion	Quarter Due	Quarter Completed	Quarterly Update
1. Communicate and reinforce expectations for supervisors, child welfare operations managers, and area directors to monitor and improve timely initiation of investigations.		Items below are completed			
1.1 Direct Child Protection Investigation (CPI) Supervisors, Child Welfare Operations Managers (CWOM), and Area Directors to monitor Webfocus Report ANC 0004. Statewide.	CPI supervisors, CWOM's, Area Directors	Directive from Deputy Secretary for Field Operations	1 <sup>st</sup>		
1.2. Develop and implement plans for improving performance in seeing alleged child victims and parents/caregivers within response priority. Statewide.	CPI supervisors, CWOM's, Area Directors	Summary of plans by region	2 <sup>nd</sup>		

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1.3 Review progress and update plans as needed to improve performance, including successes and challenges, in management and/or Continuous Quality Improvement (CQI) meetings (see additional information in narrative), quarterly in the first year and at least semi-annually in year two. Statewide.	State and Regional Management and Performance Measurement Consultants	Meeting summary/report, including recommendations and/or next steps	3 <sup>rd</sup> , 4 <sup>th</sup> , 6 <sup>th</sup> , 8 <sup>th</sup>		
2. Assure existing tools, policies, procedures, training (refer to 4. & 6.), Quality Assurance/Quality Improvement (QA/QI) (refer to 8.), consultation and mentoring (refer to 5.) reinforce the inclusion of family and family engagement in assessment and case planning processes, with special focus on fathers, non-custodial parents, and extended family.		Items below are completed			
2.1. Review and revise policy/procedures to provide clear and direct guidance regarding search for & inclusion of the father, non-custodial parent, other relatives, & other connections, and effective communication with court/legal system regarding family members and connections. Statewide.	CW Program Staff	Policy and Procedures Review and/or revision	3 <sup>rd</sup>		

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2.2. Provide training opportunities to all child welfare staff on use of Consolidated Lead Evaluation and Reporting (CLEAR) and other means of locating fathers, non-custodial parents, other relatives, and other connections to improve family engagement and connections through webinars and/or practice memorandum. Statewide.	CW Program Staff, Regional CW staff	Practice Memorandum or List of training and # attendees	3 <sup>rd</sup>		
2.3. Extrapolate and report on PIP case review findings relating to identification, assessment, and involvement of fathers as well as mothers in Family Services (FS) and Foster Care (FC) cases. Statewide.	CW Program staff	PIP case review findings report to regional and executive staff	1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup> , 5 <sup>th</sup> , 6 <sup>th</sup> , 7 <sup>th</sup> , 8 <sup>th</sup>		

3. Clearly define and confirm the top 5 issues impacting Family Services cases and develop an action plan to address, prioritizing safety issues.		Items below are completed			
3.1 With assistance from NRC In Home, review and update process mapping for the FS program to reflect current FS policy and assess if there are any gaps or inconsistencies with intended practice. Statewide.	FS program Staff	Report on gaps and inconsistencies including next steps	4 <sup>th</sup>		Contingent upon NRC assistance being approved.

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3.2 Make any further revisions to FS policy as needed based on analysis and process mapping. Statewide.	FS Program staff	Revised FS policy and procedures	4 <sup>th</sup>		Contingent upon NRC assistance being approved.
3.3 Develop an action plan, including analysis, to address the top 5 issues, prioritizing safety issues first. Select Areas based on analysis and resources.	FS Program staff	Action Plan	4 <sup>th</sup>		
3.4 Monitor implementation of the action plan and impact on Family Services cases. Selected Areas based on analysis and resources.	FS Program staff	PIP Case Review Report Findings	6 <sup>th</sup> , 8 <sup>th</sup>		
4. With assistance of the National Resource Center for Child Protection (NRCCPS) and Children's Research Center (CRC), develop a training plan for CPI supervisors on safety and risk assessment, safety planning and effective supervisory consultation and monitoring, including use of structured supervisory staffing practice for CPI and provide additional training to CPI supervisors. Year One – Monroe and Alexandria, Year Two – one area based on analysis and readiness.		Items below are completed			



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4.1 Develop curriculum and timeline for CPI supervisors encompassing safety and risk assessments, safety planning, effective supervisory consultation and monitoring and structured staffing practice. Monroe and Alexandria.	CW – CPI Program and Field Operations (Field Ops), Training	Training curriculum and timeline	2 <sup>nd</sup>		
4.1.1 Provide training and implement in Monroe.	CW staff, Field Ops, Regional staff area one, Training	List of trainings and # attendees	3 <sup>rd</sup>		
4.1.2 Evaluate effectiveness on practice in Monroe.	CW staff, Field Ops, Regional staff area one, Training	Evaluation, including recommendations and/or next steps	4 <sup>th</sup>		
4.1.3 Provide training and implement in Alexandria.	CW staff, Field Ops, Regional staff area two, Training	List of trainings and # attendees	3 <sup>rd</sup>		
4.1.4 Evaluate effectiveness on practice in Alexandria.	CW staff, Field Ops, Regional staff area two, Training	Evaluation, including recommendations and/or next steps	4 <sup>th</sup>		
4.2 Review effectiveness of training and make any modifications needed.	CW – CPI Program and Field Ops, Training	Modified training plan and curriculum as needed	6 <sup>th</sup>		
4.3 Select one additional area to implement.	CW – CPI Program and Field Ops, Training	Identified Area	6 <sup>th</sup>		

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4.3.1 Provide training and implement in 3 <sup>rd</sup> area.	CW staff, Field Ops, Regional staff area three, Training	List of trainings and # attendees	7 <sup>th</sup>		
4.3.2 Evaluate effectiveness on practice in 3 <sup>rd</sup> area.	CW staff, Field Ops, Regional staff area three, Training	Evaluation, including recommendations and/or next steps	8 <sup>th</sup>		

5. Provide supervisory mentoring to strengthen FS supervisors' and workers' capacity to positively impact FS cases, including emphasis on safety and risk utilizing private visits with children, family engagement, including father/non-custodial parent involvement, effective case and service planning, and integrated practice.		Items below are completed			
5.1 State Office FS program managers will be assigned to FS supervisors in one region at a time for a minimum of a three month period. One region at a time.	SO FS program managers	Assignment schedule	1 <sup>st</sup> , 3 <sup>rd</sup> , 5 <sup>th</sup> , 7 <sup>th</sup>		
5.2. SO program staff and regional staff will work together to finalize agenda for the mentoring period. One region at a time.	SO FS program managers, Regional CW staff	Agenda	1 <sup>st</sup> , 3 <sup>rd</sup> , 5 <sup>th</sup> , 7 <sup>th</sup>		

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5.3 Weekly one hour calls guided by the FS review instrument, discussion of cases, establishment of protocols, case closures, family engagement, etc. One region at a time.	SO FS program managers, FS supervisors	Summary of calls / discussions	1 <sup>st</sup> , 3 <sup>rd</sup> , 5 <sup>th</sup> , 7 <sup>th</sup>		
5.4 SO FS staff will meet weekly to debrief and prepare for the following week's calls and will involve regional management in the debriefings and preparations at least once a month. One region at a time.	SO FS Staff, Regional staff	Quarterly debriefing summary, based on on-going weekly feedback	1 <sup>st</sup> , 3 <sup>rd</sup> , 5 <sup>th</sup> , 7 <sup>th</sup>		
5.5 Identify and integrate lessons learned from the FS supervisory mentoring process into other training, mentoring and/or clinical consultation processes for supervisors and managers. Statewide.	SO FS Staff, Regional staff	Revised processes and/or training	4 <sup>th</sup> , 8 <sup>th</sup>		
6. Begin requiring all FS staff participation in Assessment and Case Planning training (see additional detail in narrative).		Items below are completed			
6.1. Revision to staff development plan for FS workers for inclusion in assessment and case planning with new workers attending first. Statewide.	Training	Revised staff development plan	2 <sup>nd</sup>		
6.1.1 Review training records of FS staff to determine need for training. Statewide.	Field ops; Training	List of staff needing training	2 <sup>nd</sup>		
6.1.2 Current FS staff to receive assessment and case planning training. Statewide.	Field staff; Training	List of FS workers attending training	8 <sup>th</sup>		

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6.2 FS program manager to participate in training for relevant portions to assist in assessing and making recommendations as needed responsive to FS workers needs. Statewide.	FS program manager	Written assessment, including recommendations	1 <sup>st</sup>		
6.3 Debrief with field FS workers following training to assess strengths and areas where additional information is needed. Select trainings.	FS program manager, FS field staff	Focus group or survey immediately following training	2 <sup>nd</sup>		
6.4 Determine extent of training revisions on statewide basis. Statewide.	Training; FS program staff	Training curriculum reviewed and revision as needed	2 <sup>nd</sup>		
7. Strengthen CIP and stakeholder partnership on safety/risk.		Items below are completed			
7.1 Meet with judge in one area to discuss Child welfare decision making and ensuring all legal partners in agreement. One court.	CIP, CW Program staff, legal partner	Meeting notes	2 <sup>nd</sup>		
7.2 Partner with local judge in 7.1 and CIP to present at TWC and/or SDM conferences on safety/risk decision-making. One court.	CIP, Judge, CW Program staff	Conference agenda	3 <sup>rd</sup>		
7.3 Upon agreement with local Judge in 7.1, develop plan to work with parish staff and court aimed at improving workers' clear articulation of safety and risk concerns. One court.	CIP, Judge, FS Program Staff, Field staff	Written plan	3 <sup>rd</sup>		



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7.4 Partner with Judge and CIP in 16 <sup>th</sup> JDC to review and make recommendations for improving the interface with the court/legal system on FS cases. TZ.	CIP, Judge, FS Program staff, TZ staff	Summary of next steps based on recommendations	6 <sup>th</sup>		
8. Add safety/risk question(s) to current Family Services and Foster Care Quality Assurance (QA1) instruments. Statewide.	CW Program Staff	Modified FS and FC QA 1 instruments	4 <sup>th</sup>		
9. Enhance staff and stakeholder learning in safety, risk, and family engagement by facilitating attendance at TWC/SDM conference.		Items below are completed			
9.1 Staff statewide will have opportunity to attend SDM/TWC conference to increase knowledge and skills in decision making, case planning, and assessment. Select staff statewide.	Child Welfare Program; Field Operations	DCFS Conference training announcement; TWC attendance summary	1 <sup>st</sup>		
9.2 TWC Conference materials will be posted to CIP CLARO and TWC Conference websites. Statewide.	TWC and CIP staff	Conference materials posted	3 <sup>rd</sup>		
10. Develop plan for revised curriculum for strengthening staff skills in family engagement, assessment and decision making.		Items below are completed			

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10.1 With the assistance of NRC/LCWCWP consultants, conduct assessment of current training curriculum relative to reinforcement of effective family engagement and integration of assessment and case planning /decision-making practice. Statewide.	Training	Assessment	7 <sup>th</sup>		
10.2 Based on assessment with the assistance of NRC/LCWCWP consultants, make recommendations for revised curriculum and implementation. Statewide.	Training; Field Services	Recommendations for revision and implementation	8 <sup>th</sup>		
<i>Renegotiated Action Steps and Benchmarks</i>					

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<b>Primary Strategy 2: Focus on Permanency</b>				<b>Applicable CFSR Outcomes or Systemic Factors:</b> Permanency Outcome 1, Permanency Outcome 2, Well-Being Outcome 1, Case Review System	
<b>Goal: Improve assessment and decision making within an overarching focus on family engagement.</b>				<b>Applicable CFSR Items:</b> Item 6, Item 7, Item 8, Item 9, Item 10, Item 12, Item 13, Item 14, Item 16, Item 17, Item 18, Item 19, Item 20, Item 25, Item 28, Item 29	
Action Steps and Benchmarks	Person Responsible	Evidence of Completion	Quarter Due	Quarter Completed	Quarterly Update
1. Engage staff and stakeholders in understanding the value of meaningful family engagement.		Items below / completed			
1.1 In partnership with the Louisiana Child Welfare Comprehensive Workforce Project (LCWCWP), implement one-day family engagement training in each region of the state as part of staff development. Statewide.	Training	List of trainings and participant sign in sheets, including program assignment and region/parish; Evaluation	3 <sup>rd</sup>		
1.2 Include sessions on family engagement at the multi-disciplinary Fall 2011 Together We Can Conference. Statewide.	TWC Conference Committee	Conference agenda	3 <sup>rd</sup>		
1.3 In collaboration with the Louisiana Court Improvement Program and CASA, provide multi-disciplinary regional training on family engagement. Select areas/topics in varying areas as defined by CIP Training Advisory Group.	CIP, CASA	List of training and participants, including organizational affiliations	4 <sup>th</sup> , 8 <sup>th</sup>		

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1.4 Provide on-line training opportunities to DCFS child welfare staff and stakeholders on family engagement, including involvement of fathers/non-custodial parents. Statewide.	CIP, CJA, Regional Training Coordinators	Link to available trainings and list of DCFS participants by program assignment and region	6 <sup>th</sup>		
1.5 Highlight and distribute effective family engagement practice through the Together We Can Practice toolkit. Statewide.	CJA; CIP	Toolkit	3 <sup>rd</sup> , 6 <sup>th</sup>		
1.6 Facilitate focused dialogue with Louisiana Social Services Supervisors Association (LSSSA) relating to focus on effective family engagement and potential benefits and support for implementing learning circles or related supervisory supports reinforcing effective family engagement practice. Statewide representatives.	Child Welfare Program and Field representatives; LSSSA	Meeting summary, including list of representative participants, recommendations, and next steps	4 <sup>th</sup>		
2. Initiate Transformation Zone (TZ) in select community to transform practice through implementation of effective family involvement and decision-making practices, with a central focus on the family team meeting process and its integration with existing assessment, policies and practices, and application of National Implementation Research Network principles.		Items below have been completed			



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2.1 Confirm executive level sponsorship and day to day leadership critical to the prioritization and advancement of the transformation process, effective communication, and quick adaptations/modifications to practice when needed. TZ.	DCFS Executive leadership; CIP leadership; Judge	Designation of Executive level sponsors and day to day leadership	2 <sup>nd</sup>		
2.2 Confirm initial implementing judicial district to serve as the transformation zone through written commitment and memorialization of roles and responsibilities between state program and operations staff, regional office, the Court Improvement Program, Judge, and Transformation Zone team members. TZ.	Child Welfare Program; Field Operations Division; CIP; Judge	Memorandum of Understanding	3 <sup>rd</sup>		
2.3 Engage NRC for In Home in presenting and discussing best practice principles and benefits of a child welfare family team meeting process and its support of and integration with existing assessment and decision making processes, with state and regional representatives of DCFS, court, and the proposed TZ team. TZ.	TZ Leads; CW Program	Agenda and sign in sheet with program assignments included	2 <sup>nd</sup>		
2.4 Confirm Transformation Zone teams and leads, work group membership to be composed of transformation zone staff, court, and other stakeholders, partners, state level staff, court, and youth, family, and tribal representatives. TZ.	TZ Leads	TZ Teams and Membership List, including leadership designations	3 <sup>rd</sup>		

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2.5 Solicit guidance from consumers of the child welfare system (children, youth, parents, extended family) as to how they experienced the CW system and how the system could better assist them and their families and remove barriers to meeting children's and youth's needs for safety, permanence, and well-being. TZ.	TZ Leads	Focus groups summary	4 <sup>th</sup>		
2.6 Facilitate communication and collaboration across the system to enhance family engagement. TZ.	TZ Leads; CIP	TZ Work Plan	4 <sup>th</sup>		
2.7 Enhance family engagement through effective family team meeting practice.		Items below have been completed			
2.7.1 In consultation with NRC for In Home, integrate the family team meeting process to maximize family and community involvement across all program areas, including a redefined Family Team Conference (FTC) process. TZ.	TZ Team; Child Welfare Program	TZ Policy/ Procedures	5 <sup>th</sup>		
2.7.2 With NRC for In Home consultation assistance, integrate the family team meeting process with existing assessment and case decision making processes to reinforce quality practice and optimize benefits of effective family engagement. TZ.	TZ Team; Child Welfare Program	Integrated process chart	8 <sup>th</sup>		

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2.7.3 With NRC for In Home assistance, train designated staff to provide training on effective family team meeting facilitation and family involvement to staff, supervisors, managers, and partners in the TZ, training staff and university representatives, as well as leaders and practice champions from other communities readying themselves for future implementation. TZ.	CW Program and Field Staff; Training; University representatives	Training summary and list of participants	6 <sup>th</sup>		
2.7.4 With NRC for In Home assistance, initiate opportunities such as learning circles or other practice supports for reinforcing knowledge, skill building, and commitment to the process, principles, and values of strengths-based, solution-focused family-centered family team meeting process based upon needs of supervisors and staff. TZ.	FTC Practice Leaders; Field Operations Division staff; Training staff; University partners	Summary of support initiated	8 <sup>th</sup>		
2.7.5 Initiate use of family team meetings as a practice strategy to strengthen family involvement at key points of engagement and decision-making with families across program areas, including the Family Team Conference. TZ.	DCFS Staff, Supervisors, Managers; TZ Team	Implementation plan	6 <sup>th</sup>		

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2.8 Communicate successes and lessons learned. TZ.	TZ Team and Staff; DCFS, CIP, and community leadership; Child Welfare Program	Summary of successes and lessons learned to date	8 <sup>th</sup>		
3. Improve case decision making, assessments & permanency plans for older youth.		Items below are completed			
3.1 Review Independent Living Skills (ILS) providers' contracts to assure youths' Ansell-Casey assessments are to be provided to DCFS workers and revise contracts as needed. Statewide.	CW-FC Program & Field staff	Summary of contract reviews, including any revisions to contract language needed	2 <sup>nd</sup>		
3.2 Disseminate memorandum to child welfare staff highlighting policy and practice expectations related to Youth Transition Plans (YTP) and Ansell-Casey assessments. Statewide.	CW-FC Program Policy Staff & Field staff	Memorandum	2 <sup>nd</sup>		
3.3 Review YTPs for a sample of youth age 15 and older, engage youth in the review process, and provide feedback to staff, supervisors, and management concerning successful application consistent with policy and practice expectations and needs of youth. Statewide sample.	CW-FC Program, LYLAC or other youth representatives; Field staff	Case Review summary	3 <sup>rd</sup>		



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3.4 Provide and record videoconference training or webinar on effective youth transition planning and assessment practice, inviting staff, youth, and families who have done an excellent job developing and implementing YTPs to present. Statewide.	CW-FC Program & Field Staff; Training	Recorded training/webinar	4 <sup>th</sup>		
3.5 With permission of participants, make the recorded training available to staff, youth, families, and others through the Louisiana Court Improvement Program CLARO website. Statewide.	CIP	List of training participants and affiliation	4 <sup>th</sup>		
3.6 Compile findings from three Cold Case Review areas (see narrative for additional information). In three areas.	CIP; DCFS; 3 Courts	Summary of findings	8 <sup>th</sup>		
3.7 With assistance from the NRC for Permanency and Family Connections, provide advanced training through an established selection process to foster care & adoption staff by offering the 9 month Advanced Practice Certificate in Adoption & Foster Care Competency. Statewide.	Training; FC and Adoption staff	Training description and list of participants	8 <sup>th</sup>		
4. Improve involvement of parents, including non-custodial parents, children, and foster parents in courts.		Items below are completed			

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4.1 Support CIP in a survey of foster parent's notice of and involvement in court proceedings to determine the standings of courts. Statewide.	CW Program; Bureau of General Counsel (BGC); CIP	Survey Summaries	4 <sup>th</sup>		
4.2 Survey findings to be shared with DCFS and the Courts. Statewide.	CW Programs; BGC; CIP	Final Report, including recommendations and next steps	5 <sup>th</sup>		
4.3 Develop & disseminate tools for the judiciary to increase child participation in court. Statewide.	CIP; CW-FC Program	Completed Tools and Cover letter disseminating tools	6 <sup>th</sup>		
4.4 Compile & disseminate best practice guidelines related to foster parent & child involvement in court proceedings to CW staff, foster parents, attorneys and courts. Statewide.	CW Program; BGC; CIP	Best practice guidelines	6 <sup>th</sup>		
4.5 CIP to present on court involvement at the annual foster/adoptive conference.	CW Program; SO BGC; CIP	Presentation	5 <sup>th</sup>		
5. Improve timeliness of meeting goals for permanency.		Items below are completed			
5.1 State Office-Bureau of General Counsel to provide RA monthly data on the timely filing of TPR petitions; Regional BGC to provide monthly data on the processes for filing of TPR petitions. Statewide.	SO-BGC	BGC Data posted on Dashboard - screenshots	2 <sup>nd</sup>		

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5.1.1 Attorneys & Regional Management staff to review data quarterly & take actions as needed in individual cases or on a systems level to promote timely goals of permanency. Statewide.	BGC & Field Ops	Summary of review & actions	2 <sup>nd</sup> , 4 <sup>th</sup> , 6 <sup>th</sup>		
5.2 Utilize case review process to capture and monitor documentation of compelling reasons for not filing for TPR. Statewide.	QI/Case Review Unit	Case Review summary	3 <sup>rd</sup> , 6 <sup>th</sup>		
5.3 Each region will assess performance using dashboard data relating to adoption process and develop plan to improve practice as needed. Statewide	CW Foster Care and Adoption staff; Bureau of General Counsel; Regional Performance Measurement Consultants	Summary of regional plans to implement if not in compliance with timeliness to adoption standard	4 <sup>th</sup>		
6. FC cases remaining at high & very high risk on SDM reunification assessment will have a permanency staffing during the 9 <sup>th</sup> month (rather than current requirement of the 12 <sup>th</sup> month) to assess the permanency goal and case planning.		Items below are completed			
6.1 Revise policy and current case staffing form to require staffing at 9 months rather than the current 12 months. Statewide.	CW-FC Program & Field staff	Revised Policy and Form	2 <sup>nd</sup>		
6.2 Present case staffing policy revision to field staff. Statewide.	CW Program & Field staff	Presentation Schedule & list of who was trained	2 <sup>nd</sup>		

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6.3 Develop a report available to staff for monitoring high or very high ratings on the SDM reunification assessment. Statewide.	IT and Systems Research and Analysis Unit	Screenshot	4 <sup>th</sup>		
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<b>Primary Strategy 3: Focus on Services</b>				<b>Applicable CFSR Outcomes or Systemic Factors:</b> Well-Being Outcome 2, Well-Being Outcome 3, Service Array & Resource Development	
<b>Goal: Enhance family relationships through matching services to meet their needs.</b>				<b>Applicable CFSR Items:</b> Item 21, Item 23, Item 36, Item 37	
<b>Action Steps and Benchmarks</b>	<b>Person Responsible</b>	<b>Evidence of Completion</b>	<b>Quarter Due</b>	<b>Quarter Completed</b>	<b>Quarterly Update</b>
1. Service Delivery		Items below are completed			
1.1 Review local service array available to children and families in home and out of home. TZ.	TZ Community Team & Staff	Service Array in TZ report	6 <sup>th</sup>		
1.2 Maximize available community resources & leverage opportunities to address gaps in services in consultation with NRC on Organizational Improvement. In TZ.	TZ community team and staff, including regional community resource specialist	Plan for maximizing formal and informal community supports	7 <sup>th</sup>		
1.3 Collaborate with Office of Behavioral Health to address gaps in services for children and families in the child welfare system. Statewide.	CW Staff & Field staff	Summary meeting notes	4 <sup>th</sup>		

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1.4 Collaborate with DHH, OJJ, & DOE to design Behavioral Health/Coordinated System of Care model for meeting children's behavioral health needs. (See Narrative for additional information.) Statewide.	CW & Field Operations staff	State Plan	8 <sup>th</sup>		
2. Services for older youth.		Items below are completed			
2.1 Facilitate youth participation in advisory committees, councils, panels relative to education, housing, health, and employment for older youth in care to enhance services. Statewide.	CW Program staff, youth	Reports and minutes from meetings	8 <sup>th</sup>		
2.2 Educate staff through at least two events each year to inform field staff of resources and services available to older youth. Statewide.	CW Program staff, field staff, youth	Agenda; Participant sign in sheets; Training medium	4 <sup>th</sup> , 8 <sup>th</sup>		
2.3 Annually, DCFS will host events for older youth to connect youth with each other and available resources and services. Statewide.	CW Program staff, IL providers, Louisiana Youth Leadership Advisory Council (LYLAC), Louisiana Office of Student Financial Assistance (LOSFA)	Event invitation/ flyer	4 <sup>th</sup> , 8 <sup>th</sup>		

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<i>Renegotiated Action Steps and Benchmarks</i>					
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Primary Strategy 4: Monitoring and Measurement				Applicable CFSR Outcomes or Systemic Factors: Safety Outcome 2, Permanency 1, Well-Being 1	
Goal: Monitor, assess, and modify, as appropriate, PIP strategies implemented in the Transformation Zone and Statewide.				Applicable CFSR Items: Item 3, Item 4, Item 7, Item 10, Item 17, Item 18, Item 19, Item 20	
Action Steps and Benchmarks	Person Responsible	Evidence of Completion	Quarter Due	Quarter Completed	Quarterly Update
1. Evaluate strategies statewide and in the TZ.		Items below are completed			
1.1 Complete quarterly PIP case review process with feedback loops focused on state and regional performance on items 3, 4, 7, 10, 17, 18, 19, and 20 of the federal CFSR instrument. Statewide.	CW, CQI, CPI, FC, & FS units & Field Operations Liaison Sec.	Quarterly case review report	Quarterly.		
1.2. Implement quarterly CQI process at the state level & in at least 4 regions, including New Orleans (see additional information in Narrative). Select areas.	CQI Team Leads & Regional Performance Measurement Specialists, Systems Research staff, & CW CQI unit	Quarterly meeting minutes posted to dashboard, available to all staff.	3 <sup>rd</sup> , 6 <sup>th</sup>		
1.3. Assess family, staff, and stakeholder perspectives on family engagement at the beginning and the end of the 2 year PIP Period. TZ.	TZ Staff and Partners	Summary Report	8 <sup>th</sup>		
Renegotiated Action Steps and Benchmarks					



#### IV. PIP Matrix

State: LOUISIANA

Type of Report: PIP: X

Quarterly Report: \_\_ (Quarter: \_\_)

Date Submitted: 08/03/2011