



MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES

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# Children's Services Agency

Appropriations: Human Services Subcommittee

State Capitol

November 3, 2015

Stacie Bladen, Deputy Director

# Agenda

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- What is the turnover rate for Michigan Private Child Placing Agencies?
  - Workforce Retention efforts
- How does MDHHS monitor private agency performance?
  - Monthly Management Report (aka Scorecard)
  - Annual Regulatory Oversight & Contract Compliance
  - Quality Service Reviews
- Administrative rate payment to providers
  - Hold Harmless
  - Current status

# Turnover Rate

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DHHS tracks turnover by public civil service classification – Services Specialist Subgroup

11% turnover rate in 2014-2015

# Workforce Retention efforts

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- Child Welfare Certificate Program
- Internship Placement Program
- Wayne Together Child Welfare Learning and Leadership Collaborative
- Worker Relief Workgroup
- MiTEAM Case Practice Model
- Secondary Trauma Pilot

# Workforce Retention efforts

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- FC Workload Study
- Employee Engagement through Excellence in Leadership training
- Leadership Academy for Deans and Directors
- Strengthening our Focus Advisory Council Resource Development subteam

# Private Agency Performance

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## Monthly Management Report (aka Scorecard)

- allows individual agencies to see their own performance
- shows 3 month, 6 month and 12 month trends
- medical/dental appointments
- Caseworker contacts
- Supervisor contact with workers
- Completion of case plans and supervisory approval
- County level data is available on performance outcomes

# Private Agency Performance

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## Annual Regulatory Oversight & Contract Compliance

- **Division of Child Welfare Licensing (DCWL)**
  - ✦ Formerly BCAL
  - ✦ Annual and Renewal on-site visits
  - ✦ Standardized reading tool
- **DCWL Compliance**
  - ✦ Licensing rules
  - ✦ DHHS policies
  - ✦ MSA
  - ✦ Contract
- **Transparency**

# Private Agency Performance

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## Quality Service Reviews

- Division of Continuous Quality Improvement (DCQI)
- 8 counties in FY 2014
- 7 counties in FY 2015 (Wayne was completed by District – 3 sites)
- Identifies performance strengths & opportunities for improvement



# Private Agency Performance

## Other Quality Service Reviews that occurred in 2015

1. Relative Waiver Reviews
2. Foster Home Licensing Reviews
3. Compliance Reviews (primarily MSA driven)
4. Disrupted Adoption Reviews
5. Corporal Punishment and Seclusion Reviews
6. Protect MiFamily Reviews
7. MIC Reviews – DHS ONLY
8. CI Reviews - DHS ONLY
9. CPS Investigation Reviews - DHS ONLY
10. SPII Reviews (Ingham Only) - DHS ONLY

# Child Welfare Outcomes

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## Michigan DHHS, Private Foster Care and Adoption Agencies

- Continue to improve in ensuring children are safe while in foster care.
- Continue to improve in the area of timeliness to permanency within 12 months.
  - Median length of time to reunification is 13.8 months
- Exceed the national standard in rate of foster care re-entry.
- Exceed the national standard in timely adoptions and achieving permanency for children in care for long periods of time.
- Exceed the national standard in placement stability.

# Future

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- Expand data management reports to include agency level outcomes
- Development of new data reports to include additional key performance indicators
- Continue data transparency
- Incentivize outcomes through funding system

# Administrative Rate

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## The County Child Care fund

- State reimburses the counties for payments they've already made.
- 50% reimbursement for eligible costs
- In 2014, the legislature passed a “hold harmless” provision making the state 100% responsible for administrative costs (i.e. agency case management)

# Administrative Rate

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- 2014 PA 520 – required the state to pay private agency administrative rates for cases that began on or after October 1, 2013.
- DHHS promptly paid the private agency admin. rates in full from October 21, 2014 to the present.
- That left a need to reconcile the FY14 payments the county had made, because the “hold harmless” provision was retroactive to Oct. 1, 2013.
- All counties with the exception of Bay County were paid by the end of FY15.



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**STACIE BLADEN, LMSW**  
**DEPUTY DIRECTOR, CHILDREN'S SERVICES AGENCY**  
**MICHIGAN DEPARTMENT OF HEALTH AND HUMAN**  
**SERVICES**  
**LANSING, MI 48933**  
**[BLADENS@MICHIGAN.GOV](mailto:BLADENS@MICHIGAN.GOV)**