

From: Mayer, Doug <DougMayer@gov.sc.gov>
To: Veldran, Katherine <KatherineVeldran@gov.sc.gov>
Date: 5/22/2014 10:40:56 AM
Subject: FW: New Statewide Strategies to Improve Practice.docx
Attachments: Statewide Practice Improvement Edit 5-20-14 JHC.docx

See attached.

From: Hanak-Coulter, Jessica [mailto:Jessica.Hanak-Coulter@dss.sc.gov]
Sent: Tuesday, May 20, 2014 9:32 PM
To: Mayer, Doug; Smith, Austin; Baker, Josh
Cc: Koller, Lillian; lillian.b.koller@gmail.com; Matheus, Marilyn
Subject: RE: New Statewide Strategies to Improve Practice.docx

I have reviewed the information below and edited the document. I have attached the updated version.

Thanks,
Jess

From: Mayer, Doug <DougMayer@gov.sc.gov>
Sent: Tuesday, May 20, 2014 5:44 PM
To: Hanak-Coulter, Jessica; Smith, Austin; Baker, Josh
Cc: Koller, Lillian
Subject: RE: New Statewide Strategies to Improve Practice.docx

Thanks. These are our suggestions. Please give feedback.

See highlights for clarification.

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New Statewide Strategies to Improve Practice

Working With Law Enforcement:

Will employ enhanced screening to included background checks of adults involved with child welfare investigations. *** Which individuals?***

Dedicated staff from DSS Division of Investigation in the Fusion Center to improve access to and distribution of law enforcement information.

Clarified its policy to include contact with Law Enforcement when the child and family cannot be located within 72 hours or sooner if safety of the child is of concern

Increased Training:

Will specialize the intake process through enhanced certification for Intake Practitioners and Supervisors and implementation of regional intake supports for county offices. Regional intake will allow DSS to build a team of highly skilled specialists to improve the quality and consistency of intake determinations.

Created a Leadership Academy for Supervisors in partnership with the University of South Carolina, the Center for Child and Family Studies, and National Child Welfare Workforce Institute. This institute will aid supervisors in developing deliberate processes for 'mapping' a caseworker's field experience, understand what practices are working well, identifying concerns, and teaching caseworkers to implement individual solutions to improve the quality and consistency of child welfare outcomes.

Refined and implemented to Response Team Protocols based on recent quality interventions in Dorchester, Greenville, Florence, and Richland Counties. This is focused on timely identification of negative trends, root cause analysis, and effective intervention.

Staffing Improvements:

Piloting a 2nd shift in Richland County to more evenly distribute workload and improve community access to human service specialists.

Developing of a career advancement program for human service specialists that creates opportunities for advancement for front-line workers while retaining their expertise in a direct human service role.

Removing duplicative or excessive paperwork requirements by locating Medicaid eligibility workers in large counties who are responsible for fulfilling federally mandated Medicaid eligibility and enrollment tasks.

Maximizing staff time in the field through the use of mobile computing and communications technology.

Multiagency Coordination:

Deployment of Alcohol and Drug Abuse treatment providers and Licensed Independent Practitioners to provide trauma screenings, vulnerability assessments, and ongoing services to children and families in the child welfare system.

Enhancing the Statewide implementation of Resource Family (Foster Parent) Recruitment, *Love with No Limits*, in partnership with South Carolina Foster Parent Association, State Guardian Ad Litem, Richland County Court Appointed Special Advocate, Foster Care Review Board, and other child welfare partners

From: Hanak-Coulter, Jessica [<mailto:Jessica.Hanak-Coulter@dss.sc.gov>]

Sent: Tuesday, May 20, 2014 4:55 PM

To: Smith, Austin; Baker, Josh; Mayer, Doug

Cc: Koller, Lillian

Subject: RE: New Statewide Strategies to Improve Practice.docx

Here is an updated version of the document that includes Lillian's changes

Jessica Hanak-Coulter, LMSW

State Deputy Director of Human Services

Vision: Safe and thriving children with lifelong families, sooner.

"Nothing I did individually was remarkable in and of itself; I simply was one of many workers on the scene. Everybody was working hard, everybody was contributing, [and] everybody was trying to do their small part to make it better." ~ LtCol Jared Hansbrough

From: Hanak-Coulter, Jessica

Sent: Tuesday, May 20, 2014 4:05 PM

To: Smith, Austin; 'joshbaker@gov.sc.gov'; 'dougmayer@gov.sc.gov'

Subject: New Statewide Strategies to Improve Practice.docx

Here are the Statewide Strategies, with the source of the recommendations on the second document.

Jessica