

Exit Agreement Requirements – Time Period Ending September 30, 2007

Action Item Requirement or Category	Agreement Line Items	Status Report	Responsible Party	Reporting Requirement	Due Date	Date Completed
1. Child and Family Services/Child Welfare Group contract for comprehensive review.	Part I, 9	Contract was signed by contract parties by July 30, 2007. Approved by State Purchasing on August 31, 2007.	Jack Green	One time	June 30, 2007	August 31, 2007
2. Maintenance of QICs. Provide adequate staffing for QICs and assist them with data collection and interpretation. Facilitate exchange of information among QICs by support web site and other sharing devices.	Part II, 14 Part III, 32 (1) Part III, 32 (4)	All regions have functioning QICs. The website is up and working. We reminded individual regions about outstanding minutes/etc. needed, on September 19, 2007. Katy Larsen met with all citizen chairs on August 17, 2007 and then with the chairs and the regional contact staff on September 19, 2007. The primary purpose for both meetings was to ensure proper information sharing and communication across the state. (See annual state QIC calendar for region reporting to the state committee and the QIC web page with rosters, minutes, quarterly reports at http://utahqic.utah.gov/ .)	Katy Larsen Region Directors	Quarterly	November 1, 2007	September 30, 2007
3. State QIC given 45 day notice of material changes in the Practice Model and practice guidelines. State QIC will respond no fewer than 45 days after the notice is given. DCFS will give written notification of their decisions regarding the comments and reasons supporting their decision.	Part II, 20 Part III, 24	The State QIC was asked to consider a recommendation from OSR about eliminating two questions from the CPR. The State QIC had continued concerns about eliminating these completely. At their June meeting, there was a lengthy discussion about the value of the questions and the complexities in measuring these items as they are of a qualitative nature. The State QIC agreed to have these questions on hiatus for one year but remain on the CPR as a bookmark while members receive the training and feel assured that these questions are going to be answered. This will allow OSR to move forward and keep the committee informed of the prototype project. This committee would like to see how these questions are captured in	Patti VanWagoner Katy Larsen	Quarterly	November 1, 2007	September 30, 2007

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		the QCR, so OSR will present the QCR results to the committee.				
4. OSR provide region-specific information as requested by QICs. OSR provide information regarding CPR and QCR to each QIC.	Part III, 31 (5)	On September 19, 2007, each region received an annual schedule of OSR's presentations at each QIC. This schedule is posted on the QIC web page at http://utahqic.utah.gov/ .	Brad McGarry Katy Larsen Navina Forsythe	Quarterly	November 1, 2007	September 30, 2007
5. Coordinate with QICs to gather additional information from community.	Part III, 32 (1)	At each meeting with the regional contact staff and the citizen chairs, Katy Larsen requests updates about what is happening in their area. This is also an opportunity to find out what the needs are in the different parts of the state. Minutes are posted on QIC web page at http://utahqic.utah.gov/ .	Katy Larsen Region Directors	Quarterly	November 1, 2007	September 30, 2007
6. QIC members participate in QCRs.	Part III, 32 (2)	<p>A schedule of all QCRs across the state was shared in the coordination meeting on September 19, 2007. We discussed that all QICs need to continually work on recruiting QIC members to participate. All QICs were reminded that they should document members who participate by year end (June 2008). The following is a summary from OSR of participation of QIC members in QCR reviews for fiscal year 2008:</p> <ul style="list-style-type: none"> • Salt Lake 1--Two current QIC members and one former member participated. We worked with the Chairman to try to fill additional available slots, but none of the other committee members were available so we had to fill the slots with lower priority individuals. • Western--We have two Western QIC members tentatively scheduled to participate. We also have two vacant slots that 	Brad McGarry Katy Larsen Region Directors	Annually	November 1, 2007	September 30, 2007

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		<p>we would like to fill with committee members. We have asked the region for additional names of QIC members who may want to participate.</p> <ul style="list-style-type: none"> • Salt Lake 2--Two members of the Southwest Region QIC, one member of the Western Region QIC, and one member of the Salt Lake Valley Region QIC are tentatively scheduled to participate. We still have four open slots that we would like to fill with QIC members. • Eastern--We have three Eastern Region QIC members and one State QIC member scheduled to participate. We have two additional slots available. • Northern--Three Northern Region QIC members and one Salt Lake Valley Region QIC member are scheduled to participate. All slots are full at this point, but we will bump reviewers if additional committee members want slots. • Southwest--We are holding open all 12 shadow reviewer slots, the maximum number available, for Southwest Region QIC members. Southwest Region QIC members are also welcome to fill the open slots on the other reviews if they are willing to travel outside their region. • There are many Child and Family Services employees who are members of the QICs who are certified reviewers and participate regularly in reviews. 				

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7. QIC members and other community leaders (at least until June 30, 2008) attend immersions and shadow workers.	Part III, 32 (2) Part III, 38	<p>Two immersions have been held in FY08 thus far: Northern Region held its immersion on August 16, 2007, with 65 attendees. Salt Lake Valley Region held its immersion on September 26, 2007, with 55 attendees. More immersions are in the planning phase across the state.</p> <p>DHS is developing a confidentiality release for “ride along” experiences. Salt Lake Valley Region provides shadow experiences for M.D. resident students approximately one day a month. For a list of those who participated in the shadow experiences, visit the QIC website, Salt Lake Valley Region page at http://utahqic.utah.gov, under the “Recent quarterly report” link.</p> <p>A report on all immersions and shadowing workers experiences will be included in the Child and Family Services annual report.</p>	Katy Larsen Region Directors Linda Wininger	Annually	January 1, 2008	
8. Educate QICs about data and information sources.	Part III, 32 (2)	The QICs receive the Child and Family Services Quarterly Report each quarter. The regions acquaint the committees with particular data each month based on the items on the agenda. Navina Forsythe will prepare a handout that will be given to QIC members at the summit about what types of data are available.	Katy Larsen Region Directors Navina Forsythe	Quarterly	November 1, 2008	September 30, 2008
9. Make good faith efforts to ensure QICs reflect racial diversity of significant minority clients; and to recruit at least one GAL or CASA, one former foster youth or family member who has been involved in child	Part III, 32 (3)	On September 19, 2007, the region staff and chairs reviewed the exit agreement. This item was one of discussion. We requested that their efforts be included in quarterly QIC reports, which will then be reflected in the annual report. Draft recruitment letters were written to	Katy Larsen Region Directors	Quarterly	November 1, 2008	September 30, 2007

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welfare, and one foster parent.		encourage participation of foster parents and of leaders of organizations that reflect diversity. For each QIC's quarterly report, visit the QIC website at http://utahqic.utah.gov/ .				
10. Continue having annual QIC summit.	Part III, 32 (4)	The summit will be held November 28, 2007 at the Radisson Hotel. Presenters are confirmed and all committees have been informed of this date.	Katy Larsen Region Directors	Annually	November 28, 2007	
11. Percent of new workers trained on Practice Model modules.	Part II, 14 Part III, 28	Quarterly updates will be for all new employees who started employment on or after March 1, 2007. The "Employee Data" section of our Quarterly Report contains an update on this information.	Navina Forsythe	Quarterly	November 1, 2007	September 30, 2007
12. Percent of all staff trained on Practice Model modules.	Part II, 14 Part III, 28	This was reported as complete through calendar year 2003; therefore, we will report on this item for the time period January 1, 2004 through March 1, 2007. Those from March, 1, 2007 forward are included in the "Employee Data" section of our Quarterly Report web page.	Navina Forsythe	Quarterly	November 1, 2007	September 30, 2007
13. Practice Model training is mandatory for all employees.	Part II, 14	A statement has been included in Administrative Guidelines, Section 040.1 Training, located at http://www.hspolicy.utah.gov/dcfs/ .	Midge Delavan Dave Florence	One time	November 1, 2007	September 30, 2007
14. Ensure direct service employees receive training in accordance with Utah Code Ann. §62A-4a-107 .	Part III, 28 (1)	The "Employee Data" section of our Quarterly Report contains an update on this information.	Midge Delavan Linda Winger Navina Forsythe	Quarterly	November 1, 2007	September 30, 2007
15. Continue to work with local institutions of higher education to maintain an appropriately educated workforce.	Part III, 37	Midge Delavan will get feedback from the region directors and provide a written report. Patti VanWagoner will write memo of the work she has done on this item.	Midge Delavan Linda Winger Patti VanWagoner	Annually	January 1, 2008	
16. Priority focus areas identified.	Part II, 16	Three priority focus areas: employee retention and recruitment, placement stability, and substance abuse.	Cosette Mills Linda Winger Navina Forsythe	One time	November 1, 2007	June 2007

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17. Action plans identified.	Part II, 14 Part II, 16	The action plans for our priority focus areas are currently being finalized and will be available on our Quarterly Report web page as soon as possible..	Cosette Mills Dave Florence Linda Winger Navina Forsythe	One time	November 1, 2007	September 30, 2007
18. Quarterly status reports on action plans.	Part II, 14 Part II, 16	The quarterly status reports on the action plans will be available on our Quarterly Report web page beginning with the next status report.	Cosette Mills Dave Florence Linda Winger Navina Forsythe	Quarterly	February 1, 2008	
19. State QIC involvement in priority focus areas.	Part II, 16	An annual calendar has been developed for the state QIC. The priority focus area of employee retention will be addressed on January 28, 2008. The area of placement stability will be addressed on April 28, 2008. Substance abuse has been a topic for discussion/ planning in August, September, and October 2007. The priority focus areas are all on the agenda for the QI summit on November 28, 2007.	Katy Larsen	Quarterly	November 1, 2007	September 30, 2007
20. Maintenance/ improvement of SAFE. Designate sufficient resources/ support SAFE funding, staff levels. Continue to operate a statewide automated child welfare information system that will track compliance with performance goals.	Part II, 14 Part III, 26 Part III, 31 (1)	On July 21, 2007, a new SAFE release focused on incorporating foster parent recruitment and training documentation, as well as enhancing staff's abilities to collect information related to foster parents. This release was identified as the first phase of an overall plan to enhance the manner in which foster parent information is collected and stored. Future releases will deal with incorporating licensing, and resource family consultant processes and documentation. In the CPS area, a data element was added to the system to identify when each allegation occurred. This element, named the incident date, will allow Child and Family Services to document periods of past abuse or	Jack Green Jay Davis Navina Forsythe	Quarterly	November 1, 2007	September 30, 2007

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		<p>neglect and identify whether an abuse or neglect report is referencing an event that has already been addressed.</p> <p>On September 8, 2007, SAFE released licensing functionality that deals with the ability to track foster parent sanction processes that are administered by the Office of Licensing. Additional refinements have also been made to the Child and Family Plan module. This release also prepared SAFE for upgrading in the near future to an enhanced interagency directory of shared client information.</p> <p><u>SAFE funding:</u> SAFE continues to be funded from a combination of state and federal funds. Federal IV-E funds provide approximately 23% of the cost of SAFE operations and 50% of development activities approved by the Federal Government through the APD process. The balance of the funding comes from state General Funds. Funding for SAFE continues to be at the same level for the past several years with minor increases to provide for COLA increases to staff and contractors. Funding appears to be adequate for operational (maintenance) activities and tight for development. Since FY 2000, when Child and Family Services faced restrictive budgetary restraints and state funding for SAFE was reduced, Child and Family Services has continued to implement system design requirements at a slower rate and stretched out the date for final completion of the system. In</p>				

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		addition, the implementation of Child and Family Services' "Practice Model" required considerable resources and was accepted by the Federal Government as "development," making it eligible for the higher participation. SAFE requirements to support the "Practice Model" have been completed. Principal modules remaining to be completed are the automated eligibility module, document scanning, and the interface with the state's e-Rep system.				
21. Maintain flexible funding.	Part II, 14 Part III, 26	This information will be included in the Child and Family Services annual report.	Jack Green	Annually	January 1, 2008	
22. Maintain QCR.	Part II, 14	The 2008 QCR schedule is posted on our Transition from Court Oversight web page.	Brad McGarry	Annually	November 1, 2007	September 30, 2007
23. OSR conduct QCR annually and post reports on web.	Part II, 19	Annual QCR regional reports are available on the OSR website at http://www.hsosr.utah.gov/ .	Brad McGarry	Annually	November 1, 2007	September 30, 2007
24. Website requirements: DHS post QCR scores on website. DHS post OSR annual report on website. OSR Identify trends in the QCR. OSR analyze system performance data and identification of areas of concern.	Part III, 31 (3) Part III, 31 (5)	The annual OSR report is available on the OSR website at http://www.hsosr.utah.gov/ .	Brad McGarry	Annually	November 1, 2007	September 30, 2007
25. If data collected in QCR demonstrate a marked decline in performance or if material increase in caseloads, DHS provide appropriate response in writing, available on DHS website.	Part III, 31 (4)	The annual OSR report is available on the OSR website at http://www.hsosr.utah.gov/ . The Southwest Region experienced a marked decline in some of the QCR measures during its latest QCR. Their action plan is available on our Transition from Court Oversight web page under the Office of Services	Lisa-Michele Church Brad McGarry Duane Betournay Linda Wininger Region Directors	Annually	November 1, 2007	September 30, 2007

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		Review link.				
26. Maintain CPR.	Part II, 14	The annual OSR report is available on the OSR website at http://www.hsosr.utah.gov/ .	Brad McGarry	Annually	November 1, 2007	September 30, 2007
27. OSR conduct CPR annually and post report on web.	Part II, 19	The annual OSR report is available on the OSR website at http://www.hsosr.utah.gov/ .	Brad McGarry	Annually	November 1, 2007	September 30, 2007
28. DHS post CPR scores on website. DHS post OSR annual report on website.	Part III, 31 (3)	The annual OSR report is available on the OSR website at http://www.hsosr.utah.gov/ .	Brad McGarry	Annually	November 1, 2007	September 30, 2007
29. If data collected in the CPR demonstrate a marked decline in performance or if there is a material increase in caseloads, DHS provide appropriate response in writing, available on DHS website.	Part III, 31 (4)	The annual OSR report is available on the OSR website at http://www.hsosr.utah.gov/ .	Lisa-Michele Church Brad McGarry Duane Betournay Linda Wininger Region Directors	Annually	November 1, 2007	September 30, 2007
30. New administrative practice guidelines covering trend data, CPR, QCR, and QICs published to the web.	Part II, 18	These are complete and are located at http://www.hspolicy.utah.gov/dcfs/ . Beginning on page 55 of the Administrative Guidelines, Sections 070.1, 070.2, and 070.3 address these requirements.	Dave Florence	One time	May 11, 2007	May 11, 2007
31. OSR independently review case transfers.	Part II, 19	This will be reported on annually after the Salt Lake Valley QCR.	Brad McGarry	Annually	February 1, 2008	
32. DHS continue to provide staffing and support to OCPO and the Child Fatality Review Committee.	Part III, 33 (1)	The OSR annual report is available at http://www.hsosr.utah.gov/ , which includes information about OCPO and the Child Fatality Review Committee.	Brad McGarry	Annually	November 1, 2007	September 30, 2007
33. Material changes in practice guidelines.	Part II, 20	Quarterly revisions to practice guidelines are published at http://www.hspolicy.utah.gov/dcfs/ . There have been no material changes in practice guidelines for this quarter.	Patti VanWagoner	Quarterly	November 1, 2007	September 30, 2007
34. Material changes in practice guidelines published in annual report.	Part II, 20 Part III, 24	There have been no material changes in practice guidelines for this quarter to date. Any material changes to practice guidelines will be published in the Child and Family Services	Linda Wininger	Annually	January 1, 2008	

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		annual report.				
35. DHS engage key community stakeholders to ensure sufficient financial resources.	Part III, 25	Links to community stakeholders have been included on our Transition from Court Oversight web page. Susan Eisenman will track this information and send it to plaintiffs' counsel and court monitor.	Lisa-Michele Church Duane Betournay Susan Eisenman	One time Ongoing	November 1, 2007 July 1, 2008	September 30, 2007
36. Continued administration of quality assurance mechanisms. Provide technical assistance and support to regions through PIT and OSR, at least through 12/31/2010.	Part III, 26 Part III, 33 (4)	Data regarding QCR, CPR, and outcomes, including the finishing touches and CPR QA data are reported quarterly. Reports are available in SAFE for supervisors to pull on demand. Additional information regarding PIT activities will be included in our Quarterly Report .	Linda Wininger Navina Forsythe	Quarterly	November 1, 2007	September 30, 2007
37. Ensure appropriate number of trainers to comply with Utah Code §62A-4a-107 .	Part III, 28 (4)	This information will be included in the Child and Family Services annual report.	Jack Green Midge Delavan	Annually	January 1, 2008	
38. Ensure trainers have sufficient knowledge and ability to provide appropriate levels of training and support	Part III, 28 (4)	Bio's of trainers are being compiled by Marlene Goodrich and will be sent to Susan Eisenman and Carol Miller. In the Child and Family Services annual report, we will include the dates of the training of trainers that occurred for the previous year.	Midge Delavan	Annually	January 1, 2008	
39. Use local institutions of higher education for research and to study area where there is a marked decline in performance.	Part III, 37	Navina Forsythe will provide information regarding research that has been done during the past year in the past year.	Navina Forsythe	Annually	April 2008	
40. Child and Family Services' budget on DHS website.	Part III, 27	This will be included in the Child and Family Services annual report. Susan Eisenman will also track this information and send it to plaintiffs' counsel and court monitor.	Jack Green Linda Wininger Susan Eisenman	Annually One time	January 1, 2008 April 2008	

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41. DHS executive director and leadership team provide input and assistance.	Part III, 33 (2)	Susan Eisenman will track this information and send it to plaintiffs' counsel and court monitor.	Lisa-Michele Church Susan Eisenman	One time	April 2008	
42. DHS continue to provide administrative support for handling of individual complaints and work with Governor's office to resolve constituent complaints.	Part III, 33 (3)	Susan Eisenman will track this information and send it to plaintiffs' counsel and court monitor.	Susan Eisenman Sarah Houser	One time	April 2008	
43. Post workload study results on web.	Part III, 28 (2)	The 2007 workload study is complete and is available on our Transition from Court Oversight web page.	Jack Green Navina Forsythe	One time	November 1, 2007	September 30, 2007
44. Designate sufficient resources/ reasonable caseloads. Maintain caseload levels or adjust them if indicated by the workload study. DHS continue to monitor caseloads and correlation between caseload and employee performance. Post caseload data on the DHS website. If material increases in caseloads occur over three consecutive quarters, provide a plan to address those increases, linked to caseload data.	Part III, 26 Part III, 28 (5) Part III, 28 (6) Part III, 29 Part III, 31 (4)	Caseload information is available on our Quarterly Report web page. There have been no material increases in caseloads for this quarter.	Jack Green Navina Forsythe	Quarterly	November 1, 2007	September 30, 2007
45. Appropriate supervisory ratios will be established by the 2007 workload study.	Part III, 28 (3)	Part B of the workload study, Supervisor-Staff Ratios, addresses supervisory ratios and is currently being reviewed. This report will be available on our Transition from Court Oversight web page as soon as possible.	Jack Green Region Directors	One time	November 15, 2007	September 30, 2007
46. Transparency and information sharing with other community partners. DHS and Child and Family	Part III, 29 Part III, 34 Part III, 36	For QICs, see annual calendar that includes presentations for all of this information to the QICs. See OSR annual schedule for presentations to	Lisa-Michele Church Susan Eisenman Duane Betournay Katy Larsen	Annually ongoing, or as requested or required	April 2008	

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Services provide caseload data, information on system performance, QCR and CPR results, Child and Family Services quarterly and annual reports OCPO reports, Child Fatality Reviews, to CWLOP, the Child and Family Cabinet, Child and Family Services Board, and QICs. DHS provide testimony to CWLOP on safety and well-being of Utah's children.		QICs statewide. For all others, Susan Eisenman will track this information and send it to plaintiffs' counsel and court monitor.	Brad McGarry			
47. DHS provide performance information to outside entities (Drug Endangered Children panels, YWCA, Standing Committee on Child and Family Law, Board of Juvenile Court Judges, etc.).	Part III, 35	Susan Eisenman will track this information and send it to plaintiff's counsel and court monitor.	Lisa-Michele Church Susan Eisenman Duane Betournay	Ongoing	April 2008	
48. DHS post Child and Family Services quarterly reports (including trend data and caseloads broken down by region) on its website.	Part III, 31 (3)	Quarterly reports are available on our Quarterly Report web page.	Navina Forsythe	Quarterly	November 1, 2007	September 30, 2007
49. Federal Child and Family Services Review (CFSR). DHS post CFSR data on website; Child and Family Services will comply with CFSR and make results from the reviews.	Part III, 31 (3) Part III, 33 (5)	This information is available on our Child and Family Services Review web page. The CFSR data will also be available on our Quarterly Report web page.	Linda Winger Navina Forsythe	Quarterly	November 1, 2007	September 30, 2007
50. Defendants provide information deemed necessary or appropriate to monitor and evaluate compliance as reasonably ascertainable. Notify plaintiffs' counsel when that required data is available.	Part III, 31 (6)	Susan Eisenman and Carol Miller will keep copies of all notifications and correspondence sent to plaintiffs' counsel and court monitor.	Susan Eisenman Carol Miller	Ongoing	None	

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51. Trend data shall be analyzed through multiple cohorts.	Part III, 31 (7)	Quarterly trend data reports and meeting minutes will be included in the Child and Family Services available on our Quarterly Report web page.	Linda Wininger Navina Forsythe	Quarterly	November 1, 2007	September 30, 2007
52. DHS provide testimony to other Legislative committees and subcommittees as requested.	Part III, 36	Susan Eisenman will track this information and send it to plaintiffs' counsel and court monitor.	Lisa-Michele Church Susan Eisenmann Duane Betournay	Ongoing	April 2008	
53. Establish Child and Family Cabinet Council.	Part III, 39	The Executive Order was issued June 5, 2007.	Governor Huntsman Lisa-Michele Church Duane Betournay	One time	June 2007	June 5, 2007