

Exit Agreement Requirements – Time Period Ending December 31, 2007

Action Item Requirement or Category	Agreement Line Items	Status Report	Responsible Party	Reporting Requirement	Due Date	Date Completed
1. 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)	See quarterly meeting minutes for December 10, 2007 with regional staff and citizen chairs. These minutes are posted on the QIC website . The data handout from the QIC summit about substance abuse and the keynote presentation by the State QIC chair were shared with all QICs across the state on December 14, 2007.	Katy Larsen Region Directors	Quarterly QIC Status Report	February 1, 2008	January 30, 2008
2. 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	There were no material changes to practice guidelines or the Practice Model this quarter.	Patti VanWagoner Katy Larsen	Quarterly QIC Status Report	February 1, 2008	January 30, 2008
3. OSR provide region-specific information as requested by QICs. OSR provide information regarding CPR and QCR to each QIC.	Part III, 31 (5)	See annual calendar for schedule of OSR presentations on the QIC website . Two reviews have been completed so far: SLV1 and Western. OSR is not scheduled to report to the Salt Lake Valley QIC until they have completed the second half of their review (February). OSR is scheduled to report to the Western QIC in March 2008. This is as soon as possible after all of the stories are in and the region report is written. The CPR results from last year were presented to several QICs, including: <ul style="list-style-type: none"> • State QIC (June 2007). A very lively discussion. Agreement was reached that for this year only 	Brad McGarry Katy Larsen Navina Forsythe	Quarterly QIC Status Report	February 1, 2008	January 30, 2008

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		<p>(FY2008) the questions would be dropped from the CPR. It was also agreed that the possibility of using a different question in this area would be piloted. OSR will be piloting a question concerning the Transition to Adult Living case plans as they pertain to the Ansell Casey Life Skills Assessment (ACLSA) for the foster care cases pertaining to youth age 14 and older. OSR will meet with this committee at the conclusion of the CPR (June 2008) to again share results (FY2008) and discuss the fate of these questions. Also as a result of this discussion, the QIC members wanted to get training on the new service plan format, which Child and Family Services agreed to do.</p> <ul style="list-style-type: none"> OSR has met with many of the Region QICs and discussed regional findings as well as statewide findings: Northern Region on July 19, 2007; Western Region on August 18, 2007; of the three Southwest Region QICs, met with two of them on August 21 and 22 (the Richfield area Child and Family Services had already shared the results of the CPR with their committee and requested that OSR share that information with the committee at the completion of the 2008 review); the three Eastern Region QICs all had received the results of the CPR through the Child and Family Services' milestone coordinator before OSR was able to meet with them (the 				

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		Price committee requested that OSR visit and that was accomplished on August 30, 2007). During each of the visits indicators were discussed with particular emphasis on indicators that did not do so well and what, if anything, the committee could do to help the region do better for the next review. The SLV QIC did not want us to present, but there is a new chair and OSR has been asked to present the FY2008 data to them once it is available.				
4. Coordinate with QICs to gather additional information from community.	Part III, 32 (1)	See quarterly QIC meeting minutes dated December 7, 2007 on the QIC website .	Katy Larsen Region Directors	Quarterly QIC Status Report	February 1, 2008	December 7, 2007
5. QIC members participate in QCRs.	Part III, 32 (2)	Three QIC members were scheduled to attend the Western Region QCR: one had to drop out the morning of the review due to illness, and two members served as shadow reviewers in the Western Region QCR.	Katy Larsen Region Directors	Quarterly QIC Status Report	February 1, 2008	January 30, 2008
6. QIC members and other community leaders (at least until June 30, 2008) attend immersions and shadow workers.	Part III, 32 (2) Part III, 38	<ul style="list-style-type: none"> October 11, 2007--Immersion in Price, 94 attendees. December 4, 2007--Immersion in St. George, 45 attendees. <p>The Child and Family Services annual report is available on our Transition from Court Oversight web page.</p>	Katy Larsen Region Directors Linda Wininger	Quarterly QIC Status Report and DCFS Annual Report	February 1, 2008	January 30, 2008
7. Educate QICs about data and information sources.	Part III, 32 (2)	A data sheet was provided at the QIC Summit and is posted on the QIC website .	Katy Larsen Region Directors Navina Forsythe	Quarterly QIC Status Report	February 1, 2008	November 28, 2007
8. Make good faith efforts to ensure QICs reflect racial diversity of significant minority clients;	Part III, 32 (3)	Daniel Mata is the program director for Centro de la Familia de Utah. Daniel is a very welcome addition to the State QIC.	Katy Larsen Region Directors	Quarterly QIC Status Report	February 1, 2008	January 30, 2008

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and to recruit at least one GAL or CASA, one former foster youth or family member who has been involved in child welfare, and one foster parent.		On December 6, 2007, Child and Family Services hosted a training session with minority providers. During that meeting, an appeal was made to those attendees to consider serving as QCR reviewers as well as information about QICs. A follow-up email was sent to the participants with the calendar of QCRs in the upcoming year as well as some written information and contact information regarding becoming a QIC member.				
9. Continue having annual QIC summit.	Part III, 32 (4)	The Second Annual QIC Summit was held on November 28, 2007. There were 98 attendees. See the QIC website .	Katy Larsen Region Directors	Annually	November 28, 2007	November 28, 2007
10. Percent of new workers trained on Practice Model modules.	Part II, 14 Part III, 28	This information is included in the “Employee Data” section of our Quarterly Report web page.	Navina Forsythe	DCFS Quarterly Report	February 1, 2008	January 30, 2008
11. Percent of all staff trained on Practice Model modules.	Part II, 14 Part III, 28	This information is included in the “Employee Data” section of our Quarterly Report web page.	Navina Forsythe	DCFS Quarterly Report	February 1, 2008	January 30, 2008
12. Ensure direct service employees receive training in accordance with Utah Code Ann. §62A-4a-107 .	Part III, 28 (1)	The Annual Training Report for fiscal year 2007 is available on our Transition from Court Oversight web page.	Midge Delavan Navina Forsythe	Annual Training Report	February 1, 2008	January 30, 2008
13. Continue to work with local institutions of higher education to maintain an appropriately educated workforce.	Part III, 37	There are a number of innovations occurring at this time in collaboration with the University of Utah College of Social Work and Utah State University School of Social Work. <ul style="list-style-type: none"> The Utah State University is creating an extension program in several areas around the state to provide a master’s program in social work. Details of the program are currently being worked out and should be available by next 	Midge Delavan	Annually	February 1, 2008	January 30, 2008

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		<p>quarter. Stipends will be available to Child and Family Services staff who are accepted to the program.</p> <ul style="list-style-type: none"> • The College of Social Work at the University of Utah is initiating an evening master’s program in social work which will better serve the Child and Family Services staff in the Salt Lake Valley Region. The University and Child and Family Services are currently collaborating to effectively recruit Child and Family Services staff who are interested in an MSW degree and who may receive a stipend with their participation in the program. • The College of Social Work at the University of Utah is providing training to Child and Family Services staff in Motivational Interviewing. The college is working collaboratively with Child and Family Services to provide training and mentoring for staff in Motivational Interviewing skills development. This training has been piloted and will begin to be offered at the end of February. • The College of Social Work at the University of Utah has also offered and continues to offer support to Child and Family Services in developing curricula on attachment. They also continue to offer training for adoptive parents on attachment and trauma related issues. 				

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14. Action plans identified.	Part II, 14 Part II, 16	The action plans for our priority focus areas are available on our Quarterly Report web page.	Cosette Mills Dave Florence Linda Winger Navina Forsythe	One time	November 15, 2007	November 20, 2007
15. Quarterly status reports on action plans.	Part II, 14 Part II, 16	The quarterly status reports on our actions plans are available on our Quarterly Report web page.	Cosette Mills Dave Florence Linda Winger Navina Forsythe	DCFS Quarterly Report	February 1, 2008	January 30, 2008
16. State QIC involvement in priority focus areas.	Part II, 16	The three priority focus areas were presented at the QIC Summit on November 28, 2007. See the QIC Summit notes posted on the QIC website .	Katy Larsen	Quarterly QIC Status Report	February 1, 2008	November 28, 2007
17. 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)	<p>On October 7, 2007, SAFE was able to successfully interface with eRep's new Customer Directory, which replaces the High Level Client Index (HLCI). Additional search criteria contained in this directory, as well as enhanced screen design will provide workers the ability to find needed information. Improved processing logic contained in the interface will hopefully reduce duplication of records.</p> <p>At the end of November 2007, training sessions were completed which taught CPS workers how to utilize the new audio capture process in SAFE. This functionality provides workers with the ability to save audio recordings of interviews that have taken place and to index those recordings with case-related information.</p> <p>On December 1, 2007, a new version of SAFE was released, which included enhancements to the Child and Family Plan, as well as a IV-E court-ordered language module.</p>	Jack Green Jay Davis Navina Forsythe	Quarterly SAFE Status Report	February 1, 2008	January 30, 2008

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		SAFE's next release is planned for February 16, 2008.				
18. Maintain flexible funding. Examples of what funding was used for, what was available, how much was spent.	Part II, 14 Part III, 26	This information is included in the Child and Family Services annual report, which is available on our Transition from Court Oversight web page.	Jack Green	DCFS Annual Report	January 1, 2008	January 30, 2008
19. Maintain QCR.	Part II, 14	Annual QCR reports are posted on the OSR website . The reports for fiscal year 2008 will be available before November 1, 2008.	Brad McGarry	OSR Annual Report	November 1, 2008	
20. OSR conduct QCR annually and post reports on web.	Part II, 19	The Southwest Region and Western Region QCRs are complete. Dates for the remaining QCRs are posted on the QIC website .	Brad McGarry	OSR Annual Report	November 1, 2008	
21. 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 posted on the OSR website . The annual report for fiscal year 2008 will be available before November 1, 2008.	Brad McGarry	OSR Annual Report	November 1, 2008	
22. 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 . The annual report for fiscal year 2008 will be available before November 1, 2008. The Southwest Region experienced a marked decline, and the Southwest Region Action Plan is available Transition from Court Oversight web page under "Office of Services Review".	Lisa-Michele Church Brad McGarry Duane Betournay Linda Winger Region Directors	OSR Annual Report	November 1, 2008	
23. Maintain CPR.	Part II, 14	The annual OSR report is posted on the OSR website . The annual report for fiscal year 2008 will be available before November 1, 2008.	Brad McGarry	OSR Annual Report	November 1, 2008	

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		The next round of CPRs will be conducted from January through May 2008.				
24. OSR conduct CPR annually and post report on web.		The annual OSR report is posted on the OSR website . The annual report for fiscal year 2008 will be available before November 1, 2008.	Brad McGarry	OSR Annual Report	November 1, 2008	
25. DHS post CPR scores on website. DHS post OSR annual report on website.	Part III, 31 (3)	The annual OSR report is posted on the OSR website . The annual report for fiscal year 2008 will be available before November 1, 2008.	Brad McGarry	OSR Annual Report	November 1, 2008	
26. 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 posted on the OSR website . The annual report for fiscal year 2008 will be available before November 1, 2008.	Lisa-Michele Church Brad McGarry Duane Betournay Linda Wininger Region Directors	OSR Annual Report	November 1, 2008	
27. OSR independently review case transfers.	Part II, 19	OSR referred to the Sample List from the SL1 review to verify that the three cases that were replaced because we were told they should be in the second half of the review actually did appear in the universe for SLV2. Of the three cases, one appeared in the SLV2 universe, another had been closed, and the third did not appear in the SLV2 universe. This case was a drug court case, and drug court cases were to be reviewed in SLV2, but it did not show up in the universe because it was not coded as a drug court case (D) it was coded to the local office (S). The case was coded as S in both reviews, that did not change, but because the Milestone Team sorts cases by supervisor rather than by office the office code was unnoticed. There appears to be some confusion around how drug court cases are coded and	Brad McGarry	OSR Annual Report	November 1, 2008	

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		<p>who assigns the code. Sometimes the drug court worker is considered the primary worker and other times they are considered the secondary worker. Because this case had been pulled for the SLV1 review, was replaced, and did not show up in the SLV2 universe, OSR insisted it be reviewed in the SLV2 review.</p> <p>OSR also ran a report on cases where the worker name did not match up with the office code. There were no irregularities in this report other than the above-mentioned drug court case.</p> <p>OSR also looked at PSC and PFP/PFR cases that closed within the prior 30 days of the case pull for SLV2. There were less than 20 cases. There were a couple of cases that we had some questions on, but upon further review we found that those cases were not a part of the SLV2 review universe; therefore, we did not pursue further investigation.</p>				
28. DHS continue to provide staffing and support to OCPO and the Child Fatality Review Committee.	Part III, 33 (1)	<p>The annual OSR report is posted on the OSR website. The annual report for fiscal year 2008 will be available before November 1, 2008.</p> <p>Rick Smith, Guardian ad Litem, has agreed to serve as chair of the Child Fatality Review Committee. Rick will help the coordinator in reviewing cases and if they find a case where there are no issues they will suggest to the committee that it be waived from review as allowed by policy. He will also help represent the committee in discussions with Child and Family</p>	Brad McGarry	OSR Annual Report	November 1, 2008	

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		Services around recommendations if such discussions take place. OSR likes the concept of one additional pair of outside eyes in helping us fulfill our responsibility in coordinating this review.				
29. Material changes in practice guidelines published annually.	Part II, 20 Part III, 24	No material changes were made to practice guidelines during 2007.	Patti VanWagoner	Annually	February 1, 2008	January 30, 2008
30. DHS engage key community stakeholders to ensure sufficient financial resources.	Part III, 25	Susan Eisenman will track this information and send it to plaintiffs' counsel and court monitor.	Susan Eisenman	Ongoing	July 1, 2008	
31. Continued administration of quality assurance mechanisms. Provide technical assistance and support to regions through PIT and OSR, at least through 12/31/2010. (PIT team/ finishing touches, mini-QCRs.)	Part III, 26 Part III, 33 (4)	Additional information regarding PIT activities is included in our Quarterly Report web page.	Linda Wininger Navina Forsythe	DCFS Quarterly Report	February 1, 2008	January 30, 2008
32. Ensure appropriate number of trainers to comply with Utah Code §62A-4a-107 .	Part III, 28 (4)	This information is included in the Child and Family Services annual report, which is available on our Transition from Court Oversight web page.	Jack Green Midge Delavan	DCFS Annual Report	January 1, 2008	January 30, 2008
33. Ensure trainers have sufficient knowledge and ability to provide appropriate levels of training and support	Part III, 28 (4)	Trainer Bios are available on our Quarterly Report web page under "1. Court Exit Agreement Requirements."	Midge Delavan	Annually	February 1, 2008	January 11, 2008
34. Use local institutions of higher education for research and to study area where there is a marked decline in performance.	Part III, 37	Information about this action item will be submitted for the quarter of April through June 2008.	Navina Forsythe	Annual Status Report	April 2008	
35. Child and Family Services' budget on DHS	Part III, 27	Budget information for Child and Family Services is included in the	Jack Green Linda Wininger	DCFS Annual Report	January 1, 2008	January 30, 2008

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website.		Child and Family Services annual report, which is available on our Transition from Court Oversight web page. Susan Eisenman will also track this information and send it to plaintiffs' counsel and court monitor.	Susan Eisenman	One time	April 2008	
36. DHS executive director and leadership team continue to 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	
37. 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	
38. 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)	Child and Family Services has submitted a building block to the Legislature for additional FTEs. The Legislative Session ends on March 5, 2008. The final budget will not be known until that date. The request for additional caseworkers and funding for out-of-home services was presented to the Health and Human Services Appropriation Committee with favorable recommendations by the Legislative Fiscal Analyst for 14 additional caseworkers to meet caseload growth.	Jack Green Navina Forsythe	DCFS Quarterly Report	February 1, 2008	January 30, 2008
39. Appropriate supervisory ratios will be established by the 2007 workload study.	Part III, 28 (3)	The supervisor/staff ratio study is finalized and posted on our Transition from Court Oversight web page under "Workload Study".	Jack Green Region Directors	One time	November 15, 2007	November 21, 2007

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40. Transparency and information sharing with other community partners. DHS and Child and Family 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.	Part III, 29 Part III, 34 Part III, 36	Susan Eisenman will track this information and send it to plaintiffs' counsel and court monitor.	Lisa-Michele Church Susan Eisenman Duane Betournay Katy Larsen Brad McGarry	Annually, ongoing, or as requested or required	April 2008	
41. 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 plaintiffs' counsel and court monitor.	Lisa-Michele Church Susan Eisenman Duane Betournay	Ongoing	April 2008	
42. DHS post Child and Family Services quarterly reports (including trend data and caseloads broken down by region) on its website.	Part III, 31 (3)	The quarterly reports for this time frame are available on our Quarterly Report web page.	Navina Forsythe	DCFS Quarterly Report	February 1, 2008	January 30, 2008
43. Federal Child and Family Services Review (CFSR). DHS post CFRS data on website; Child and Family Services will comply with CFRS and make results from the	Part III, 31 (3) Part III, 33 (5)	This information is available on our Quarterly Report web page under "Performance & Outcomes". Also, On January 24, 2008, the director of Child and Family Services sent an email message to all staff, letting them	Linda Winger Navina Forsythe	DCFS Quarterly Report	February 1, 2008	January 30, 2008

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reviews.		know that we have been successful in meeting the requirements of our Program Improvement Plan. This information can be found on our Child and Family Services Review web page.				
44. Defendants provide information deemed necessary or appropriate to monitor and evaluate compliance as reasonably ascertainable. Notify plaintiffs' counsel when that required data is available (obligation continues through 12/31/2010).	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	
45. Trend data shall be analyzed through multiple cohorts.	Part III, 31 (7)	Quarterly trend data report and Trend Analysis Committee meeting minutes are available on our Quarterly Report web page.	Linda Winger Navina Forsythe	DCFS Quarterly Report	February 1, 2008	January 30, 2008
46. 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	