



**BRIDGE**

TO A BETTER CPS

# CPS Transformation



# What is CPS Transformation?

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CPS Transformation is an ongoing self-improvement process that puts into practice the combined recommendations of the:

- CPS Operational Review.
- Sunset Commission Staff Report.
- Casey Family Programs' study of children in foster care in Harris County.



# How is CPS Transformation Different?

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CPS Transformation is not like past CPS Reform efforts. It's based on what field staff tell us we need to do to make CPS the most effective program possible.

- Transformation improvements are based on what you told us in surveys by Sunset, CPS Operational Review, and the Survey of Employee Engagement (SEE).
- CPS field staff are collaborating with state office staff and staff from other DFPS areas to do the work.

# Why Transform CPS?

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A transformed CPS will create an environment where workers look forward to coming to work and want to stay. That means:

- Hiring the best candidates.
- Providing quality training.
- Developing great mentors, supervisors and leaders.
- Streamlining processes so workers spend more time with children and families.



# Transformation Process

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State and regional staff are addressing the bulk of the recommendations. Regional Directors are leading or co-leading four key teams:

- Continuous Learning
- Investigation/Family Based Safety Services
- Reunification and Permanency
- Communications



# Transformation Process

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There are specific, targeted deadlines for accomplishments. By December 31, 2014, we will make progress on:

- Reducing turnover and improving employee retention.
- Improving child safety.
- Reducing the time to reunification and permanency.
- Removing unnecessary and annoying steps for field staff.



# Completed Transformative Actions

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- Restarted four existing caseworker mentoring programs in Regions 1, 3, 4, 5 and 8 on September 1<sup>st</sup>. Evaluate efforts and choose a statewide mentoring program.
- Stopped non-critical policy directives (PSAs) that were overloading supervisors and caseworkers.
- Put greater emphasis prevention to keep families from becoming involved with CPS. Prevention and Early Intervention program now reports directly to Commissioner Specia.



# Efforts Underway

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- Revising and streamlining policy for Investigations and Family Based Safety Services by the end of 2014, and continuing to work our way through all CPS policies.
- Regional Leadership & State Office outreach to caseworkers who have been on the job for less than 18 months because they are the most likely to become discouraged and leave CPS.
- The Investigations & FBSS team and the Reunification & Permanency team are pinpointing ideas that will either be immediately implemented or piloted in various regions by October 1<sup>st</sup>.



We will implement numerous major initiatives statewide over the next year:

- Retention Work Plan to reduce turnover
- Strategic Plan for the agency
- Structured Decision Making assessment to guide and support caseworker decisions and promote safety and well-being for children
- Practice model that establishes values, principles, approaches and methods used at the system and caseworker levels for the life of an individual case
- New strengths-based supervision and leadership development for all supervisors and leaders

# IMPACT Modernization



## Positioned for success with:

- Ongoing user engagement
- Sound governance
- Independent checks and balances

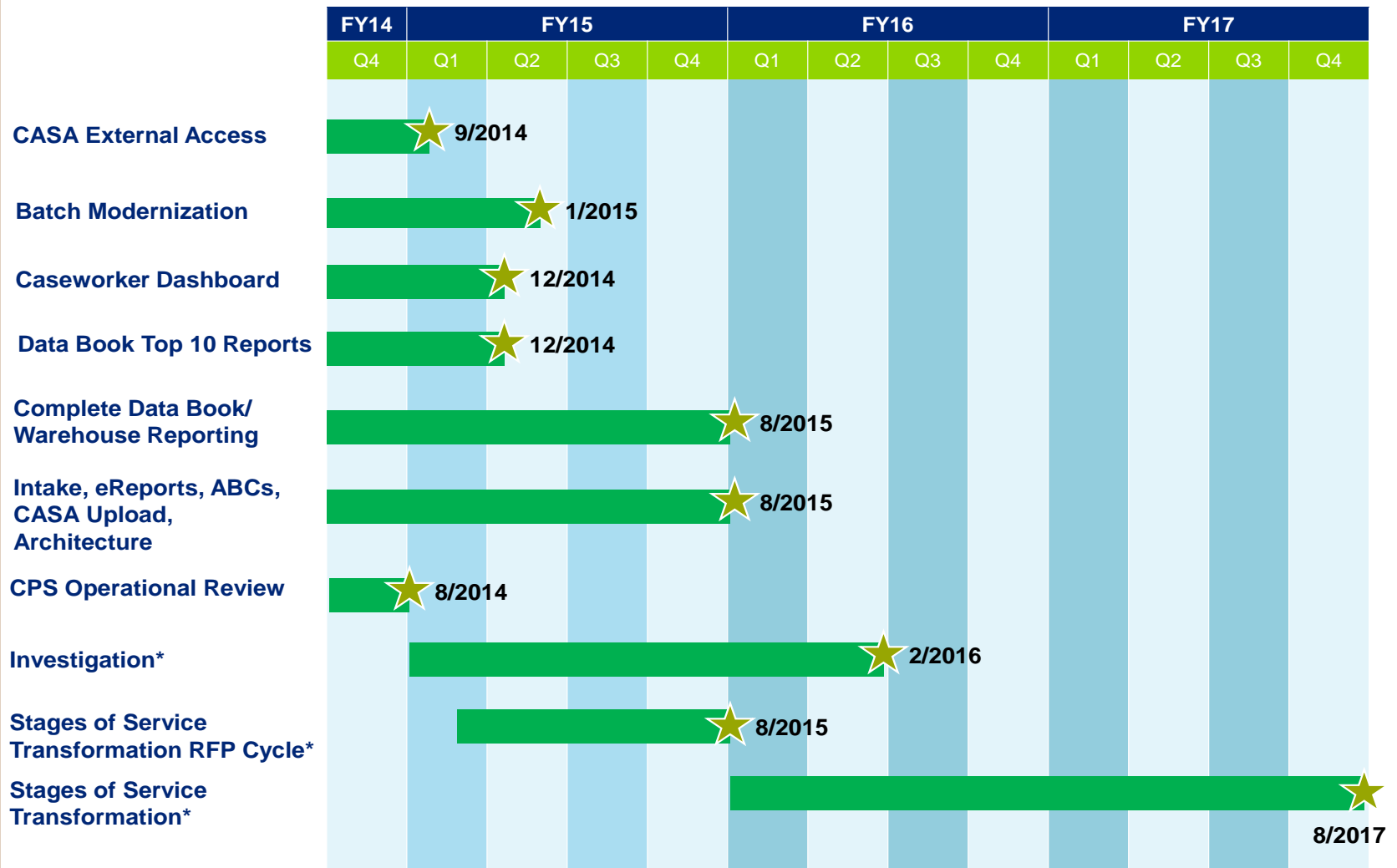


The new IMPACT will:

- Allow caseworkers to quickly and effectively enter, find, and use case information.
- Improve safety and community collaboration by making DFPS more transparent and giving stakeholders more meaningful data.
- Enable DFPS to respond to changing business needs more quickly.



# IMPACT Modernization Project Timeline FY 2014-FY2017



\*These initiative timeframes may change, depending on decisions and priorities established for Transformation.



# Stay Connected!

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How to get the latest information and news about Transformation and IMPACT Modernization:

- DFPS Public Website
- Sign up for email updates on the website
- Meeting In A Box
- Send feedback, suggestions, or questions to our mailbox: **CPSTransformation@dfps.state.tx.us**

# Questions?



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