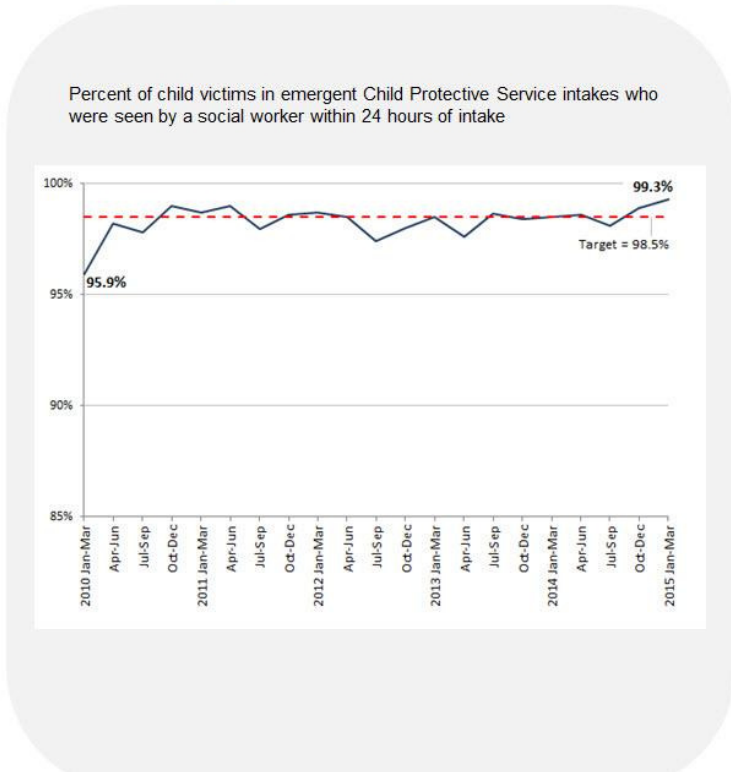




2.1.c: (Supplemental Report) Increase percentage of child victims in emergent Child Protective Service intakes seen by a social worker within 24 hours of the intake from 97.9% to 98.5% by June 30, 2017. Reported on August 17, 2015

Goal 4, 2.1c Percentage of Children Seen on Emergent Intakes (24 hour face-to-face contact)

Background: *In January 2014, Children’s Administration set a goal of children being seen with 24 hours at 98.5%*



Safety outcomes are improved the sooner children are seen.

- Emergent intakes require a 24 hour timeframe for initial face-to-face (IFF) contact with children.
- The immediate safety of children is assessed at the IFF.

Current State: *As of June 2015, 98.15% of children were seen within 24 hours. Improvement needed to achieve 98.5%*

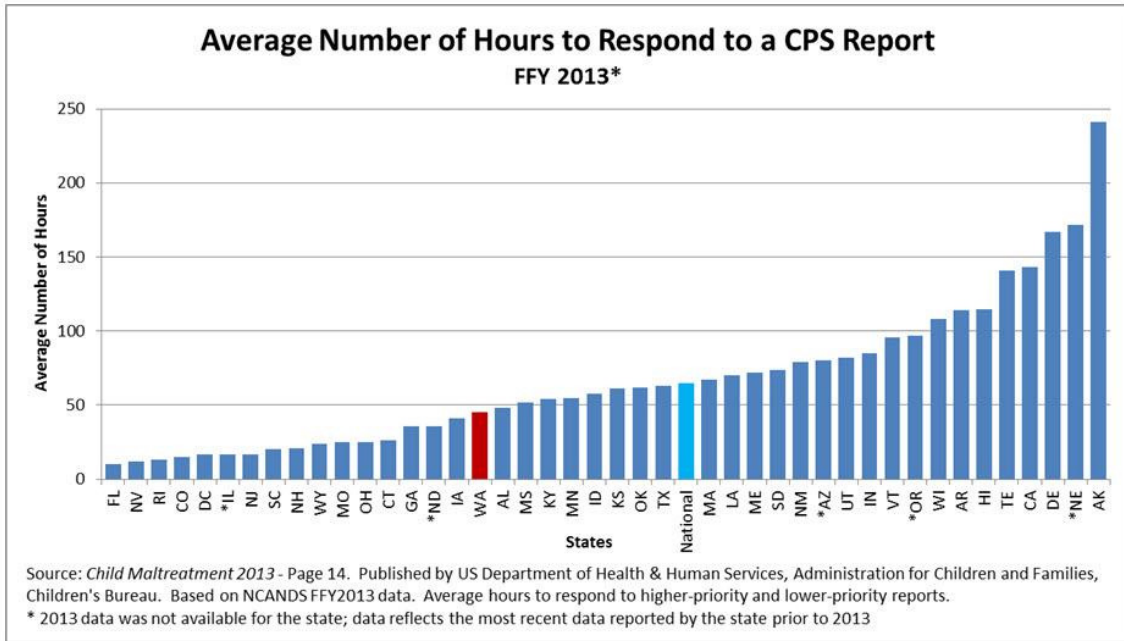
Month	24 Hour IFF Completed	24 Hour IFF Attempted	Total Completed / Attempted	Total 24 Hour	IFF Compliance
April	853	36	889	907	98.02%
May	848	28	876	891	98.32%
June	866	35	901	918	98.15%
Total	2567	99	2666	2716	98.16%

Current State: *Increase in Screened-in Emergent Intakes*

Year	Total Intakes	Total Emergent
2013	35,556	6857
2014	38,207	8313

- Between 2013 and 2014, emergent intakes increased by 21.2%
 - *Total intakes (24 and 72 required IFF) increased 7.5%*
- National trend of an increase in screened-in reports of abuse and neglect.

Current State: *How is Washington Doing?*



Current State: *Race and Ethnicity*



- Need for regional demographic breakdown to determine possible causes for variance

Problem: *In the second quarter of 2015, a dip below 98.5% occurred.*

- January 2014 Action Plan completed
 - *FamLink enhancements*
 - *Subscription available to supervisors to monitor weekly compliance*
 - *Training and tip sheet on extensions*
 - *Analysis of missed IFF*
- June 2015 deviation from target .35%
- Assess trend line January – September 2015
 - *Was target met in July 2015?*

Strategy: *Training and Performance Management*

- **Training**
 - *Regional Core Training (RCT): Four week training period for newly hired caseworkers*
 - *Policy and practice, FamLink labs for hands-on instruction on data entry*
 - *Two weeks in field with coaching and mentoring*
 - *Track weeks for various programs including child protective services (CPS)*
- **Quality Assurance**
 - *QA regional leads work with QA headquarters on identified performance measures*
- **Performance Management**
 - *Headquarters and regional management monitor performance measures*

Detailed Action Plan

Task	Task Lead	Partners	Expected Outcome	Status	Due Date
Quarterly review of IFF performance per region.	Stephanie Frazier		Monitoring of IFF will initiate more in-depth analysis of regional data at office level.	Assigned	October 2015 for 2015 second quarter
Add IFF performance to dashboard of monthly reporting to leadership.	CA Data Unit		Leadership monitors monthly compliance with target 98.5%.	In development.	October 2015
Review regional core training (RCT) curriculum on IFF requirements for emergent referrals is clear and content is linked to improved safety outcomes for children.	Lyn Craik	Alliance for Child Welfare Excellence	Ensure regional core training (RCT) for caseworkers emphasizes emergent response and IFF, linking to policy and child safety.	In process.	November 2016
Review July 2014 analysis of missed IFFs. Compare to current state.	Stephanie Frazier Barb Geiger		Comparison will reveal gaps or lapses in current practice.	In development.	January 2016
Analysis of dip in compliance (second quarter 2015)	Stephanie Frazier CA Data Unit		Analysis will identify root cause and provide information for strategy to achieve compliance.	In development.	October 2015

For more current information see our updated [Action Trackers](#).

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