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*

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**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%

![Graph showing percent of child victims in emergent Child Protective Service intakes who were seen by a social worker within 24 hours of intake](image)

**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%.

<table>
<thead>
<tr>
<th>Month</th>
<th>24 Hour IFF Completed</th>
<th>24 Hour IFF Attempted</th>
<th>Total Completed / Attempted</th>
<th>Total 24 Hour</th>
<th>IFF Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>853</td>
<td>38</td>
<td>889</td>
<td>907</td>
<td>98.02%</td>
</tr>
<tr>
<td>May</td>
<td>948</td>
<td>29</td>
<td>876</td>
<td>991</td>
<td>98.32%</td>
</tr>
<tr>
<td>June</td>
<td>866</td>
<td>35</td>
<td>901</td>
<td>918</td>
<td>98.15%</td>
</tr>
<tr>
<td>Total</td>
<td>2567</td>
<td>99</td>
<td>2668</td>
<td>2716</td>
<td>98.16%</td>
</tr>
</tbody>
</table>

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

Current State: Increase in Screened-in Emergent Intakes

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

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?

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

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

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

For more current information see our updated Action Trackers.