

Pennsylvania Child Welfare Technical Assistance (TA) Collaborative Guide



June 2016

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Introduction

The purpose of this guide is to provide helpful, easy to use, information about each of the agencies participating in the Technical Assistance (TA) Collaborative. The goal is to raise awareness about the type of support each agency provides and provide a link to their respective website. We hope you find the guide a useful tool in understanding the resources available to support you.

A brief history of the TA Collaborative Steering Committee; Leadership from multiple technical assistance agencies have been meeting to improve communication and coordination of efforts to better serve you. Our aim is to support counties in a way that is most helpful to counties. The TA Collaborative Steering Committee very much wishes to provide services, products, and initiative support in a connected, resource sensitive manner. The entities represented on the TA Collaborative Steering Committee include : the American Bar Association; the Administrative Office of Pennsylvania Courts; the PA Child Welfare Resource Center; Hornby-Zeller Associates; the Juvenile Court Judges Commission; Pennsylvania Children and Youth Association, Office of Children, Youth and Families; the Pennsylvania Commission on Crime and Delinquency; and the Statewide Adoption and Permanency Network. The TA Collaborative Steering Committee is always co-chaired by a county Children and Youth Administrator.

As a leadership group, we are working on further connecting our efforts and coordinating the work. Locally, our staff will continue to work to give you a more coordinated, connected experience.

The Technical Assistance Collaborative Steering Committee

Administrative Office of Pennsylvania Courts, Office of Children and Families in the Courts (OCFC)

Mission of Office: The OCFC's ultimate goal is "Families 4 Children", which seeks to ensure that every child grows up in a safe, nurturing, and permanent family. This goal is being accomplished through the following four mission priorities: protecting children, promoting strong families; promoting child well-being; and providing timely permanency. Beliefs, values and guiding principles associated with the four priorities are described in the State Roundtable document *Mission & Guiding Principles for Pennsylvania's Child Dependency System* which can be accessed at <http://www.ocfcpcourts.us/about-ocfc/mission-statement-and-guiding-principles>

A primary function of the OCFC is to assist and support judicial districts in the identification and implementation of best practices that promote timely permanence for dependent children. Another primary function of the OCFC is to support the Children's Roundtable Initiative. The Children's Roundtable Initiative is comprised of a three tiered infrastructure that allows for effective administration and communication between Local, Leadership and State Roundtables.

The OCFC's priorities are set by the State Roundtable at their annual meeting in May. This overarching State Roundtable is comprised of representatives from each Leadership Roundtable and each State Roundtable Workgroup along with other leaders who have specific expertise in dependency matters. Please see Attachment A for a visual description of the Children's Roundtable Initiative structure.

Agency Structure/Size of Agency: The OCFC staff includes; 1 Administrator, 1 Court Improvement Program Associate, 1 Clerical Support, and 5 Judicial Program Analysts.

Who is Your Funding Source? The OCFC is primarily funded by the Federal Court Improvement Program (CIP) grant managed by the U.S. Department of Health and Human Services, Administration for Children and Families. The grant is designed to support states in court performance and reform activities that lead to more timely permanence for dependent children.

Who are Your Consumers? Consumers include Court of Common Pleas Dependency Judges, Hearing Masters and other partnering stakeholders.

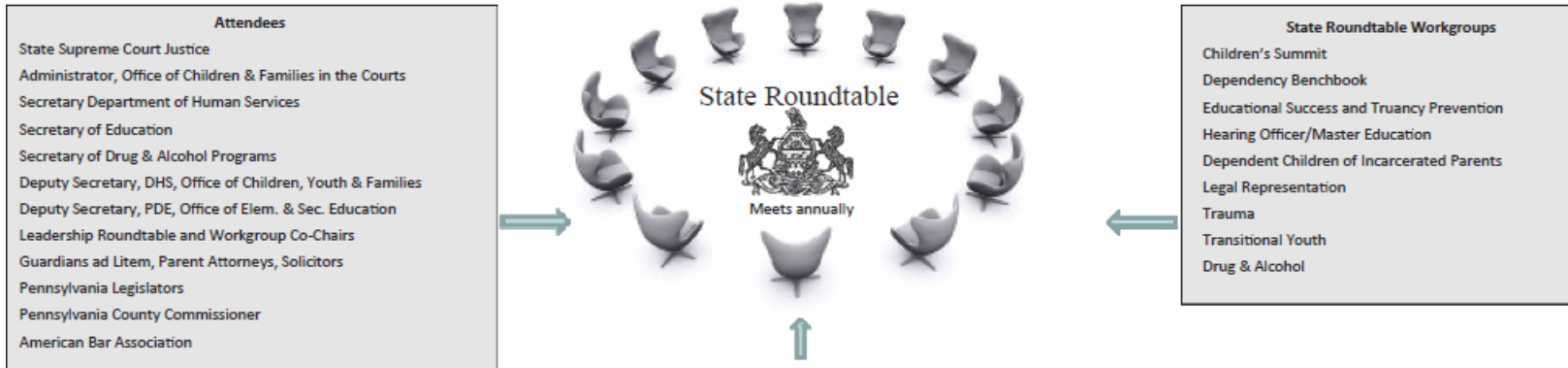
Discuss how Your Agency is Setup or Assigned to Counties: Judicial districts are divided amongst the five Judicial Program Analysts. Each Judicial Program Analyst is responsible for a select number of counties. In addition, each Judicial Program Analyst is responsible for facilitating assigned State Roundtable Workgroups which focus on a variety of dependency system related topics and Leadership Roundtables which meet twice per year. Each Judicial Program Analyst is also assigned as point person on various content areas related to court and social service based upon the individual Judicial Program Analyst's practice expertise. Finally, the OCFC maintains an informative website which contains all products created by SRT Workgroups. These materials are available for reproduction directly from the website or printed copies may be obtained from the OCFC.

Discuss the Areas in Which Your Agency Provides Technical Support and Training:

- Children's Roundtable Initiative
- Court Observations
- Permanency Practice Initiative for Phase 1, 2, 3, and 4 Counties (see Attachment B for listing of PPI Counties) including:
 - 3 Month Court Reviews
 - Family Group Decision Making
 - Family Finding
 - Family Development Credentialing
 - Grief and Loss
 - Court of Common Pleas Case Management System (CPCMS) Dependency
 - Gathering and Analyzing Court Data
- State Roundtable Workgroups* including:
 - Children's Summit
 - Dependency Benchbook
 - Dependent Children of Incarcerated Parents
 - Drug & Alcohol Abuse
 - Educational Success and Truancy Prevention
 - Hearing Officer Training
 - Legal Representation
 - Teen Transition
 - Trauma
- Past State Roundtable Workgroups* include:
 - Court of Common Pleas Case Management
 - Father Engagement
 - Psychotropic Medication
 - Visitation

*Note: All State Roundtable Workgroup (past and present) reports and products can be found on the OCFC Website <http://www.ocfcpcourts.us/>

Pennsylvania Children's Roundtable Structure



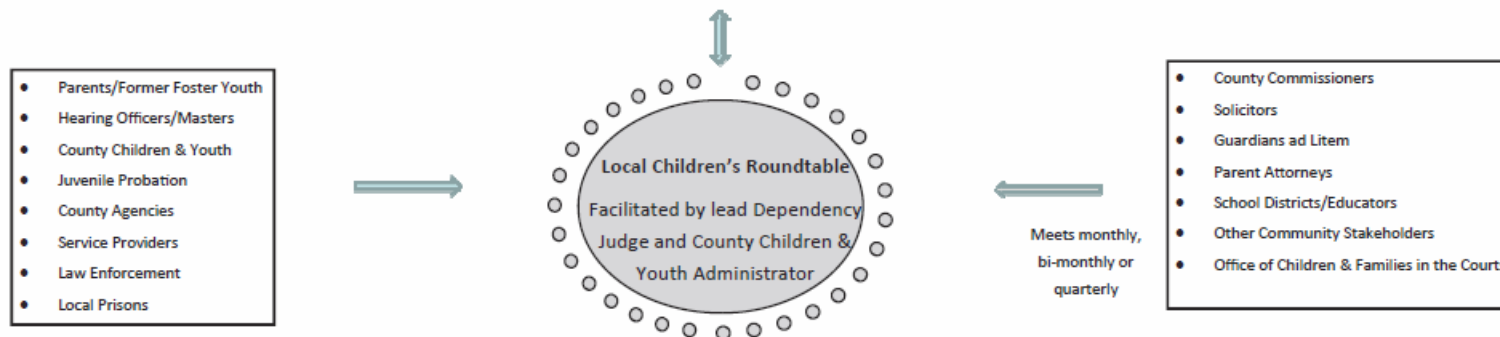
1 Dependency Judge and 1 Children & Youth Administrator (co-chair) advance to the State Roundtable and act as representatives for each LRT (additional representation for selected Leadership Roundtables).

Leadership Roundtables (LRT) comprised of like size counties grouped together



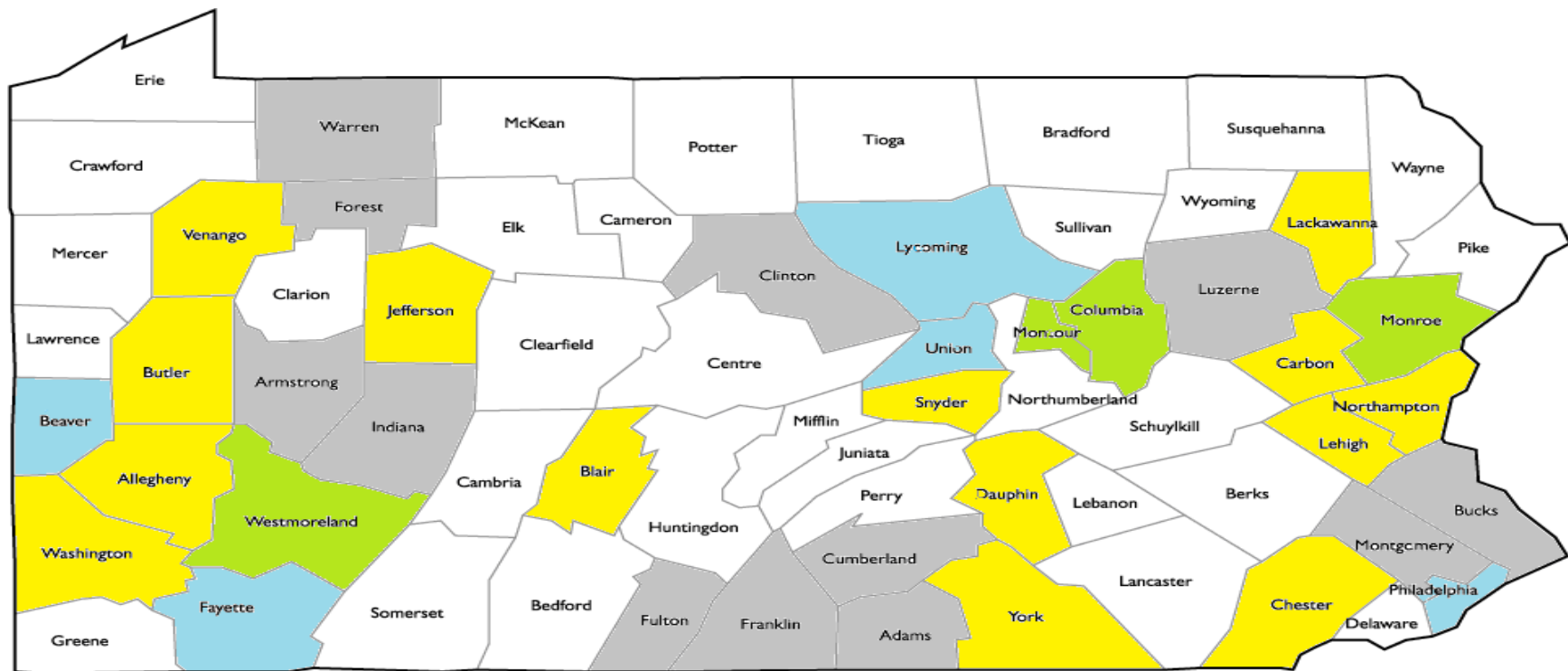
Meets semi-annually

Dependency Judge, Children & Youth Administrator plus one additional Local Children's Roundtable members advance to the Leadership Roundtable and act as representatives for the county (additional representation in some LRTs).



Revised: February 2015

Attachment A



Yellow: Phase 1
(2008)

Grey: Phase 2
(2009)

Blue: Phase 3
(2010)

Green: Phase 4
(2012)

American Bar Association Center on Children and the Law – ABA **Permanency Barriers Project**

Mission of Agency: Improving children's lives through advances in law, justice, knowledge, practice and public policy.

Agency Structure/Size of Agency: The American Bar Association is the largest volunteer organization of attorneys with over 400,000 members. The ABA Center on Children and the Law was founded in 1978 and has a staff of over 20 attorneys, researchers and social workers and provides Technical Assistance and Training on the federal, state and local level. The ABA Permanency Barriers Project has 8 staff members and 2-3 consultants.

Who is Your Funding Source? We are funded by DHS, OCYF through the SWAN contract with Diakon, FDR

Who are Your Consumers? Counties and the State; We provide TA to Judges, masters, solicitors, GALs, parents' attorneys, local agency staff, private providers and other professionals in the child welfare field.

Discuss how Your Agency is Set up Regionally or Assigned to Counties: Staff is assigned to counties based on the counties needs and staff specialties. More than one staff member may be assigned to work in a county as needed.

Discuss the Areas in Which your Agency Provides Technical Assistance and Training: We provide these services in many areas, some of which are listed below:

- Relationship between court and agency
- Legal issues
- Court orders
- Representation issues
- Concurrent planning
- Permanency planning
- Statutory review
- Juvenile Court Rules
- Education law
- Developing MOUs with other agencies
- Missing parent issues
- Older youth issues
- Legal training on a variety of issues
- Kinship/relatives
- Overview of federal and state laws
- Termination of parental rights
- Testifying training

Hornby Zeller Associates, Inc.

Agency Mission: The firm is dedicated to promoting policies and practices which enhance the lives of adults, children and their families. This mission is accomplished through interventions with governmental and non-profit agencies in the fields of child welfare; family services; physical and behavioral health; adult and juvenile justice; and public assistance. Using research, program evaluations, analysis of operations, and information technology, HZA provides solutions to complex management problems.

Agency Structure and Size: HZA employs 45 staff, located in four offices – Harrisburg, PA; Troy, NY; Portland, ME; and Little Rock, AR. Five staff works within the Harrisburg office, largely providing data collection and analysis in support of OCYF and its counties.

Agency's Consumers: State and county social service agencies.

Format for Service Delivery (Statewide, Regional, County-specific): County, class, region, and statewide assistance are available.

Focused Areas of Technical Assistance and Training Provided: We provide aggregate and case-level data to counties, regions and the state with the aim of helping to identify strengths and areas of improvement in providing for the safety, permanency and well-being needs of the Commonwealth's children who are involved in the child welfare system. The vast majority of these data, which are used by counties during the NBPB process, come from ChildLine (related to CPS reports) and AFCARS (related to the movement of children into and out of child care). We also provide training and technical assistance to counties, providing guidance and facilitating discussions on how to interpret the data, and conduct *ad hoc* analyses on an as-needed basis for state OCYF staff.

Agency's Funding Source: Pennsylvania Department of Human Services

Juvenile Court Judges' Commission

Mission of Agency: The mission of the Juvenile Court Judges' Commission (JCJC) is to provide the leadership, advice, training and support to enable Pennsylvania's juvenile justice system to achieve its goals related to community protection, offender accountability, restoration of crime victims, and youth competency development; and to advise juvenile court judges on matters pertaining to delinquent and dependent children.

Agency Structure/Size of Agency: The Juvenile Court Judges' Commission is comprised of 9 juvenile court judges who are nominated by the Chief Justice of the Pennsylvania Supreme Court and appointed by the Governor for 3-year terms. The supporting Agency is comprised of the Administrative office in Harrisburg and the Center for Juvenile Justice Training and Research located at Shippensburg University. The agency supports 38 staff which includes 8 juvenile court consultants.

Who is Your Funding Source? Pennsylvania state budget

Who are Your Consumers? Counties and the State; we provide consultant and technical assistance services to Judges, Chief Juvenile Probation Officers, local agency staff, statewide organizations, private providers and other professionals in the juvenile justice system.

Discuss how Your Agency is Set up Regionally or Assigned to Counties: JCJC staff are assigned to specific project related areas, and the juvenile court consultants are assigned to specific counties.

Discuss the Areas in Which your Agency Provides Technical Assistance and Training:
The Commission is responsible for:

- Advising juvenile courts concerning the proper care and maintenance of delinquent and dependent children;
- Establishing standards governing the administrative practices and judicial procedures used in juvenile courts;
- Sponsoring the Pennsylvania Juvenile Case Management System (PaJCMS) ;
- Collecting, compiling, analyzing and publishing juvenile court statistics;
- Providing training and technical assistance on Balanced and Restorative Justice and the Juvenile Justice System Enhancement Strategy;
- Monitor staff compliance with federal and state requirements governing secure detention practices;
- Sponsoring a graduate education program for juvenile probation officers; and
- Administering a Grant-in-Aid Program to improve county juvenile probation services.

University of Pittsburgh, School of Social Work, Child Welfare Resource Center

Mission of Agency: The Pennsylvania Child Welfare Resource Center is a national leader in advocating for an enhanced quality of life for Pennsylvania's children, youth, and families. In partnership with families, communities, public and private agencies, we prepare and support exceptional child welfare professionals and systems through education, research, and a commitment to best practice.

Agency Structure/Size of Agency: 82 total staff; 38 provide TA

Who are Your Consumers? The Pennsylvania public child welfare employees, DHS, private child welfare providers, youth, parents, and any stakeholders identified by the public child welfare system.

Format for Service Delivery (Statewide, Regional, and County Specific) The CWRC provides statewide and county specific training, technical assistance and transfer of learning. The Organizational Effectiveness/Regional Team (OE/RT) Department, to better meet the diverse needs of its customers, is structured following the Department of Human Services regions and has four teams comprised of Practice Improvement Specialists, a Resource Specialist and a Regional Team Supervisor. The Statewide Quality Improvement Department supports the development and management of statewide projects, including research and evaluation efforts.

Discuss the Areas in Which your Agency Provides Technical Assistance and Training: The Child Welfare Resource Center uses a systemic and systematic approach to continuously improving its organization's performance, performance capacity and consumer outcomes as we work with stakeholders that serve children and families promoting safety, permanency, and well-being. The Resource Center does this by the use of key strategies, including:

- Conducting research and evaluation;
- Training child welfare professionals;
- Providing consultation and support;
- Organizing and sponsoring events;
- Advocating for policy and practice improvements;
- Developing and revising tools, materials and curricula;
- Integrating youth and family engagement;
- Developing and implementing a quality improvement process; and
- Providing resource coordination.

The Resource Center provides training for the certification of Direct Service Workers, Supervisors of Direct Service Workers, and Administrators for the state of Pennsylvania, in addition to a continuum of services to facilitate positive growth and change in the child welfare system. Our services include training to enhance knowledge and skills, transfer of learning to build skill competence, consultation, technical assistance on statewide initiatives and county requests, research on evidence-based practices and organizational assessment and development. This is accomplished by collaboration with system partners and internal resources, as well as a consultant pool of practitioners with experience in child welfare.

Who is Your Funding Source? The PA Child Welfare Resource Center operates with a combination of IV-E, IV-B, State dollars, Chaffee, University of Pittsburgh dollars and other specific smaller time-limited grants funded through the State.

PA Commission on Crime and Delinquency (PCCD), Office of Juvenile Justice and Delinquency Prevention (OJJDP)

Mission of Agency: PCCD provides technical assistance to communities and organizations to improve and to promote crime and delinquency prevention efforts and ensure rights of victims of crime. Through its Office of Juvenile Justice and Delinquency Prevention, PCCD develops policy recommendations and oversees federal and state grant awards. These initiatives seek to improve Pennsylvania's juvenile justice system and prevent violence, delinquency, substance abuse and other related problems behaviors.

Agency Structure/Size of Agency: 8 positions comprise PCCD's Office of Juvenile Justice and Delinquency Prevention; except for the administrative assistants, all positions provide some form of TA.

Who is Your Funding Source? PA State Budget and multiple federal funding streams

Who are Your Consumers? Other state agencies and organizations, units of local government, private non-profit organizations, county level collaborative boards

Discuss how Your Agency is Set up Regionally or Assigned to Counties: OJJDP staff are assigned state-level projects to oversee as well as individual grant awards to units of local government, private/non-profits, and/or county-level collaborative boards; assignments may be based on a geographic region of the state or based on staff expertise with an individual program or project area.

Discuss the Areas in Which your Agency Provides Technical Assistance and Training: In addition to training and/or TA provided by OJJDP staff, grant dollars support two major initiatives whose primary requirements include:

- Balanced and Restorative Justice/System Enhancement Training Product
- Provision and TA and/or training to all county juvenile courts, juvenile probation departments, ancillary agencies and services providers.
- PA Resource Center: Evidence-Based Prevention and Intervention Support Center (EPISCenter):
- Supports training and technical assistance to community coalitions and providers to implement and promote evidence-based programs and practices, and administer the Standardized Program Evaluation Protocol (SPEP) to help evaluate and improve local homegrown programs.

SWAN Prime Contract, Diakon Lutheran Social Ministries in Partnership with Family Design Resources – Regional and Program Technical Assistance

Mission of Agency: The role of SWAN is to address barriers to permanency for children and to respond to the increased numbers of children needing permanency and adoptions. To achieve this mission we adhere to a model of public and private collaboration for permanency and adoption services demonstrating a statewide program that provides safety and permanency for the children.

Agency Structure/Size of Agency: SWAN Technical Assistance - Serving all Pennsylvania counties with technical assistance: 4 SWAN Regional Division Managers; 15 SWAN Regional Technical Assistants; 1 SWAN Program and Conferencing Division Manager; 8 Program Technical Assistants; 2 SWAN Administrative Assistants; 2 SWAN Training Specialists; and 3 Conferencing staff.

Who is Your Funding Source? Funding is provided by the Office of Children, Youth and Families using a mixture of IVE, IVB and state funds.

Who are Your Consumers? County Children and Youth Agencies

Discuss how Your Agency is Set up Regionally or Assigned to Counties: The SWAN Regional TAs and 4 of the Program TAs are assigned to specific counties within 4 geographic regions – in addition to county assignments, the Regional TAs and 4 Program TAs are also assigned to private affiliate agencies (80+) who operate in the same region. The other 4 Program TAs offer a statewide perspective by operating throughout all 67 counties as needed. Training specialists provide training support for our staff and deliver training for the network when needed.

Discuss the Areas in Which your Agency Provides Technical Assistance and Training: SWAN Regional and Program TAs provide technical assistance specific to the units of service offered through the SWAN private affiliate agencies. This includes on site consultations and trainings with all agencies; quarterly Statewide Meetings; Regional Meetings; and support of network events. The SWAN TA's are also implementing the Casey Family Permanency Round Table initiative addressing primarily the older youth in care and assuring that the highest level of permanency can be achieved for those children and older youth.

SWAN Prime Contract, Diakon Lutheran Social Ministries in partnership with Family Design Resources – Pennsylvania Adoption Exchange (PAE) and SWAN Helpline

Mission of Agency: The role of SWAN is to address barriers to permanency for children and to respond to the increased numbers of children needing permanency and adoptions. To achieve this mission we adhere to a model of public and private collaboration for permanency and adoption services demonstrating a statewide program that provides safety and permanency for the children.

Agency Structure/Size of Agency (Number of TA providers): The Northeast Regional Division Manager also provides management to PAE. In addition, there are 5 PAE Coordinators who are assigned to the regional teams. The SWAN Helpline includes a Director and 5 Information Referral Specialists.

Who is Your Funding Source? Funding is provided by the Office of Children, Youth and Families using a mixture of IVE, IVB and state funds.

Who are Your Consumers? PAE Coordinators provide services to private and public child welfare agencies on behalf of all children and older youth seeking permanency or a permanent resource. Helpline responds to inquiries from all families interested in providing permanency for children and older youth in care and also from those families requesting post-permanency services following the placement of child or youth for the purpose of adoption, PLC, or formal kinship care.

Discuss how Your Agency is Set up Regionally or Assigned to Counties: PAE Coordinators are assigned to 1 of 4 geographic regions and work with counties through referrals for specific children. Helpline fields calls from families throughout the state.

Discuss the Areas in Which your Agency Provides Technical Assistance and Training: Assure all children and older youth have access to all resources; manage matching events and recruitment of prospective families; information and referrals; Adoption Act, SWAN Bulletin, Resource Family Registry (Act 160) implementation training and Act 101, Pa. Adoption Information Registry (PAIR).

SWAN Prime Contract, Diakon Lutheran Social Ministries in partnership with Family Design Resources – Legal Services Initiative Program (LSI)

Mission of Agency: The role of SWAN is to address barriers to permanency for children and to respond to the increased numbers of children needing permanency and adoptions. To achieve this mission we adhere to a model of public and private collaboration for permanency and adoption services demonstrating a statewide program that provides safety and permanency for the children. The SWAN LSI Program helps to achieve the Agency's mission by early identification and remedying of the legal gaps and barriers in the process, in efforts to expedite permanency.

Agency Structure/Size of Agency: Serves all Pennsylvania counties with technical assistance: 7 Division Managers; 20 Coordinators; 204 Paralegals; 3 Administrative Assistants; 1 Data, Reporting and Quality Assurance Specialist, 4 Legal Training Specialists, 1 Legal Research Specialist, 1 Legal Training Division Manager; 1 Adoption Legal Services Project (ALSP) Manager, 2 ALSP attorneys, 1 ALSP Paralegal, and 1 Warmline Support Facilitator.

Who is Your Funding Source? Funding is provided by the Office of Children, Youth and Families using a mixture of IVE, IVB and state funds.

Who are Your Consumers? County children and youth agencies. SWAN LSI Warmline is available to anyone with a legal question about child welfare. The LSI training specialists prepare and publish on the SWAN website, www.diaakon-swan.org, a monthly legal case update summary.

Discuss how Your Agency is Set up Regionally or Assigned to Counties: There are 67 counties currently in SWAN LSI program with paralegals assigned to and working in the counties. Coordinators are assigned to specific counties within geographic regions. The Warmline is housed at the SWAN prime contract office. The website is a point of contact for all inquires.

Discuss the Areas in Which your Agency Provides Technical Assistance and Training: Direct Services (Diligent Search, preparation of legal documents, witness/court preparation, county staffings/meetings, legal research); training & consultation. LSI is also involved with policy/regulation compliance, focusing recently on helping counties to assure compliance with initiatives such as Fostering Connections (2008), Act 101 of 2010, concurrent planning, and activities around preparation for court and courtroom etiquette and practice.

The Office of Children, Youth and Families

Agency Mission: The Office of Children, Youth and Families supports the provision of quality services and best practices designed to ensure the safety, permanency, and well-being of Pennsylvania's children, youth and families.

Agency Structure and Size: To carry out its various duties, OCYF is organized into four separate bureaus: The Bureau of Children and Family Services (BCFS); The Bureau of Policy, Programs and Operations (BPPO); The Bureau of Budget and Fiscal Support (BBFS); and The Bureau of Juvenile Justice Services (BJJS).

1. Bureau of Children and Family Services (BCFS)

BCFS is primarily responsible for monitoring the delivery of services by county and private children and youth social service agencies, including foster care agencies, adoption agencies, and supervised independent living facilities throughout the Commonwealth. Oversight of these programs is conducted by the four OCYF Regional Offices.

The essential functions and responsibilities of the four OCYF Regional Offices:

- Monitoring, licensing and providing technical assistance to the public and private children and youth social service agencies and facilities;
- Investigating child abuse when the alleged perpetrator is a county agency employee or one of its agents;
- Ensuring regulatory compliance of foster care, adoption agencies and supervised independent living services by investigating complaints and conducting annual inspections;
- Assisting county and private agencies in the interpretation and implementation of DHS regulations;
- Conducting reviews of all Child Fatalities and Near Fatalities as a result of suspected child abuse that occur within the Commonwealth;
- Providing recommended levels of funding for CCYAs as a result of programmatic analysis of the county's Needs Based Plan and Budget Submission;
- Providing State Leadership in continuous quality improvement efforts including the Quality Service Reviews of county agencies;
- Responding to inquiries and providing information to families, providers, stakeholders and the general public regarding the statutes, regulations and DHS requirements and processes for operating a public or private children and youth agency, foster care agency or adoption agency;
- Inspecting and monitoring regulated agencies for continual compliance;
- Providing technical assistance and consultation to counties and private agencies;
- Conducting complaint investigations to determine validity of allegations, and performing follow-up as needed;
- Reviewing applications for new providers and agencies from prospective providers;
- Preparing detailed reports of survey findings, recommendations for licensure status, and enforcement actions; and
- Providing information regarding the certification or licensing history of a facility or agency.

Agency's Consumers: Children and Families of the Commonwealth, Private and County Children and Youth Social Service Providers

Format for Service Delivery (Statewide, Regional, and County-Specific): Four Regional Offices located in Pittsburgh, Scranton, Philadelphia and Harrisburg

Focused Areas of Technical Assistance and Training Provided: PA Regulations and Statute, Case Practice, Quality Service Reviews

Agency's Funding Source: State and Federal Funding

2. Bureau of Policy, Programs and Operations (BPPO)

The Bureau of Policy, Programs and Operations develops and publishes program procedures and directives governing child welfare activities in the Commonwealth related to:

- The administration of public and private children and youth agencies;
- Foster family care;
- Adoption;
- Child residential and day treatment programs; and
- Child Protective Services.

The BPPO plans, develops, and implements new and revised regulations; provides program clarifications; conducts training and orientation on new/revised policies and procedures; provides analysis of and recommendations for proposed legislation; develops program reports and publications; and coordinates and provides technical assistance and training materials for OCYF regional office staff and service providers.

The Bureau is responsible for programs required by Pennsylvania's Child Protective Services Law, departmental regulations governing services to dependent and neglected children, and federal mandates such as the Adoption and Safe Families Act, the Child Abuse Prevention and Treatment Act, and Fostering Connections to Success and Increasing Adoptions Act of 2008.

The Bureau oversees and manages special grants including the Statewide Adoption and Permanency Network (SWAN), Pennsylvania Coalition Against Domestic Violence, Pennsylvania Coalition Against Rape, Family Centers and the Chafee Foster Care Independence Program. The Bureau also coordinates with OCYF's Bureau of Budget and Program Support in applying for and managing grants for the development of child welfare services.

The Bureau is responsible for coordinating the data collection and analysis of child welfare data for OCYF, as well as for the county and private children and youth social services agencies.

The Bureau supports statewide Continuous Quality Improvement (CQI) efforts. The Bureau serves as the lead for the Federal Child and Family Services Review (CFSR). The Bureau works closely with the University of Pittsburgh, School of Social Work's Pennsylvania Child Welfare Resource Center in Mechanicsburg, Pennsylvania to improve child welfare services and outcomes.

The Bureau is responsible for managing and operating the ChildLine and Abuse Registry and the three Interstate Compacts for Pennsylvania, which is located within the Division of Operations.

Interstate Compact Office

Tel: (717)-772-5505

- The Interstate Compact on Adoption and Medical Assistance provides legal guidelines and requirements for ensuring that adopted special needs children are provided medical assistance in a timely manner when they move into or out of Pennsylvania. This compact also ensures that children who are placed into foster or residential care, and are Title IV-E eligible, receive medical cards either in Pennsylvania or the state in which they are placed.
- The Interstate Compact on Juveniles coordinates the interstate movement of delinquent juveniles who are moving into or out of Pennsylvania and are being referred between courts on a probationary status. This compact allows for courtesy supervision to be provided in another jurisdiction to carry out the orders of a home jurisdiction. This compact also returns runaways and arranges transportation for the juveniles served by this compact.
- The Interstate Compact on the Placement of Children oversees the transfer and continued supervision of children who are moving between states for the purpose of adoption, foster care, or institutional placement. This compact also assures that all Pennsylvania requirements are met prior to placing a foreign child in Pennsylvania for the purpose of adoption.

ChildLine

Toll Free: (800)-932-0313

TDD (hearing impaired): (866)-872-1677

- ChildLine operates a toll-free hotline for reporting child abuse. ChildLine personnel provide public or mandated reporters counseling and referrals to appropriate agencies for assistance. Reports of abuse are referred to the appropriate office for immediate investigation, including CCYAs or OCYF Regional Offices. ChildLine maintains a system of child abuse data that is current and organized for use in required reporting documents, such as the annual Child Abuse Report, and special child abuse studies. ChildLine processes over 100,000 calls per year.

Verification (Background Checks) Unit

Tel: Local: (717)-783-6211 or Toll Free: 1-(877)-371-5422

- The Verification or Background Checks Unit of ChildLine processes Child Abuse History Clearance Applications (CY-113 forms) that have been submitted to DHS for processing. In processing these applications, this unit identifies matches between applicants and those child abuse perpetrators listed on the Central Child Abuse Registry. Child Abuse History Clearance Applications are submitted for various reasons including: child care positions, foster care, adoption, school positions and volunteers who will have direct contact with children. Based upon the clearance results, perpetrators of certain offenses are prohibited from being hired or serving in the requested capacity. Applicants submitting an application due to volunteer activities will also need to submit a Pennsylvania State Police Criminal History Clearance or Federal Bureau of Investigation Criminal History Clearance along with their Child Abuse History Clearance to DHS for processing. DHS collects a fee for processing Child Abuse History Clearance Applications.

Appeals Unit

(717)-425-2992

- Persons whose names appear on Founded or Indicated child abuse reports can exercise their right to appeal, expunge, or amend a report of child abuse as permitted by the Child Protective Services Law. This unit processes and tracks each appeal until a final decision is made.

Information and Data Management Section

The Information and Data Management Section is responsible for managing and coordinating the information technology and data reporting needs for OCYF. These areas include:

- Project management and business analysis support for all IT system operations and development. This includes supporting all OCYF legacy applications and overseeing the Child Welfare Statewide IT Strategic Plan/Project;
- Acting as the liaison between OCYF and the Bureau of Information Systems/OIT and IT contractors for all IT development, operations, and telecommunications. Represents OCYF on Enterprise IT system initiatives;
- Oversight for the collection and submission of federal reports including the Adoption and Foster Care Analysis and Reporting System (AFCARS), National Child Abuse and Neglect Data System (NCANDS); National Youth in Transition Database (NYTD); and Caseworker Visitation Tracking;
- The development of the Annual Child Abuse Report and other state level reporting;
- Review and approval of County Children and Youth Information Technology Grants and Invoices; and
- The OCYF Portal, which provides an internet accessible website for county and state child welfare staff to access work related materials and applications in one location.

Child and Family Services Review/Continuous Quality Improvement Unit

Child and Family Services Review (CFSR)

The Federal CFSR monitors states' conformity with the requirements set forth in Title IV-B of the Social Security Act. The CFSR evaluates state performance on outcomes related to safety, permanency, well-being, and certain systemic factors through the use of data analysis, focus groups, case record reviews and interviews with children, youth, families and community stakeholders. The ultimate goal of the review is to improve outcomes for children and families by improving practice. The Child and Family Services Review unit is responsible for oversight and coordination of all components of the review process which include:

- Statewide Self-Assessment
- Onsite Review
- Program Improvement Plan

Continuous Quality Improvement (CQI)

Continuous Quality Improvement is a process that involves identifying, describing and analyzing strengths and problems and then testing, implementing, learning from and revising

solutions. CQI is not a time limited project or initiative, but results in an agency culture that is proactive and supportive of continuous learning. Pennsylvania has committed to implementing a well-developed CQI process statewide through a phased-in approach. The Continuous Quality Improvement Unit is responsible for providing support, consultation and technical assistance related to CQI efforts within the Office of Children, Youth and Families. The Continuous Quality Improvement Unit works closely with partners at the Child Welfare Resource Center, OCYF Regional Office Staff, county children and youth agencies and other stakeholders. Responsibilities of the CQI unit include:

- Quality Service Reviews (QSR)
- Pennsylvania Child Welfare Practice Model
- Pennsylvania Child and Family Services Plan
- CQI Sponsor Team
- Sustaining Change Workgroup

Agency's Consumers: Private and County Children and Youth Agencies, Vendors that have a grant or contract with the Department of Human Services, and the public.

Format for Service Delivery (Statewide, Regional, County-specific): Statewide

Focused Areas of Technical Assistance and Training Provided: PA Regulations and Statutes, Bulletins, Statewide Adoption and Permanency Network's (SWAN) training and technical assistance related to permanency issues and the benchmarks for service delivery, SWAN Advisory Committee, SWAN Media Campaign, SWAN Helpline, Older Child Matching Initiative, Pennsylvania Adoption Exchange including the Waiting Child Registry and the Resource Family Registry, SWAN Legal Services Initiative, SWAN Legal Services Warmline, PA Information Registry (PAIR), Adoption Medical History Registry, PA State Resource Family Association, American Bar Association's Barriers to Permanency Project, Accurint, Vendors (2) provide training for mandated reporters of child abuse, Child Abuse Prevention Education, Special Grants Initiative, Family Centers, Family Center Management Information System, Time-Limited Family Reunification, Fatherhood Initiative, Youth Independent Living, Education and Training Grant Program, National Youth in Transition Database, PA Coalition Against Rape, PA Coalition Against Domestic Violence, Child Death Review Team, Safe Haven, adoption assistance and subsidized permanent legal custodian, Ages and Stages child development screening, caseworker visitation, Child Abuse Prevention and Treatment Act, Children's Justice Act, child rights (protections), citizen review panels, clearances/background checks, educational stability, emergency planning, Fostering Connections to Success and Increasing Adoptions Act of 2008, Medicaid coverage and health care services for children in out of home care, risk assessment, safety assessment and management process, shared case responsibility, trauma-informed care, voluntary post-adoption agreements, PA's practice model, and continuous quality improvement efforts.

Agency's Funding Source: State and Federal Funding, Some Programs Require County Matching Funds

3. Bureau of Budget and Fiscal Support (BBFS)

The Bureau of Budget and Fiscal Support (BBFS) is primarily responsible for performing budgeting; personnel; management of federal grants and revenues; fulfillment of needs-based budget mandates; and administrative, financial and operational support. The BBFS increases

fiscal accountability through cost reporting, recovery, containment, justification, and redistribution.

The essential functions and responsibilities of the Bureau of Budget and Fiscal Support:

- Providing technical assistance to private providers and counties in the development and review of financial budgets for Title IV-E and Act 148 reimbursement via direct training, conferencing, and sharing of best practices to increase efficiency and effectiveness in the process.
- Providing technical assistance to counties for compliance with all funding streams, specifically Title IV-E and Act 148, regulations and policies via onsite training, emailing, and conferencing. This technical assistance provides counties with the opportunity to strengthen current business processes when discussing areas of concern.
- Reviewing counties compliance with Title IV-E and Act 148 fiscal regulations and policy onsite for eligibility and reimbursement. This review protects Title IV-E as well as other federal, state, and county funding to maximize and capture federal revenues whenever possible.
- Reviewing invoice files for uploading and approving such invoices for reimbursement.
- Providing technical assistance to counties regarding the submission of invoices for Title IV-E claims for reimbursement of Foster Care, Adoption Assistance, Subsidized Permanent Legal Custodianship programs and Juvenile Probation Offices administrative claims.
- Reviewing and analyzing proposed federal and state legislation to assess the fiscal impact.
- Developing and providing fiscal policy regarding federal and state legislation via regulations, bulletins, special transmittals, and policy clarifications to counties and other stakeholders.
- Providing onsite technical assistance and training to counties in the Random Moment Time Study for administrative claiming of Title IV-E programs and XIX Medicaid reimbursement.
- Managing contracts for execution of Office of Children, Youth, and Families services; such as, Child Welfare Training, Statewide Adoption Network, and Title IV-E Compliance.
- Developing Needs Based Budget format each year for guidance and submission of budget data from counties.
- Analyzing county budget submissions and reimbursement request for compliance with fiscal regulations and policy.
- Organizes and manages federal reviews and audits for state and thus county compliance
- Preparing annually Office of Children Youth and Families budget request for inclusion in PA Department of Human Services' request to the Governor's Office and Legislature.
- Allocating of funds within each appropriation and monitoring of expenditure levels.
- Procuring goods and services for Office of Children, Youth, and Families.
- Managing human resources on behalf of the Office of Children, Youth, and Families.

Agency's Consumers: CCYAs, JPOs, Providers, and Families

Format for Service Delivery (Statewide, Regional, County-specific): Statewide, Regional, County-specific

Focused Areas of Technical Assistance and Training Provided: Fiscal

Agency's Funding Source: Federal and State child welfare sources such as Act 148, IV-E, IV-B, XX, and TANF

4. Bureau of Juvenile Justice Services (BJJS)

BJJS is responsible for the management, operations, program planning and oversight of the Youth Development Center (YDC) and Youth Forestry Camp (YFC) facilities. The youth entrusted to BJJS' care are male and female adolescents who have been adjudicated delinquent by their county judicial system.

BJJS supports the Juvenile Justice System Enhancement Strategy, JJSES, Statement of Purpose by working in partnership to enhance the capacity of Pennsylvania's juvenile justice system to achieve its balanced and restorative justice mission by employing evidence-based practices with fidelity; collecting and analyzing data to measure results of these efforts; and striving to continuously improve the quality of our decisions, services and programs.

Agency's Consumers: County Juvenile Court Systems, Adjudicated Youth/Offenders, families, victims and communities

Format for Service Delivery (Statewide, Regional, and County-specific): BJJS's facilities are located throughout the Commonwealth. BJJS also has State Court Unit offices in the Western, Eastern, Central and Southeast portions of the state. BJJS's overall operations are centralized through an office located in Harrisburg, Pennsylvania.

Focused Areas of Technical Assistance and Training Provided: The development of career and technical training opportunities for adjudicated youth; integration of the Youth Level of Service/Case Management Inventory (YLS/CMI) results in treatment planning; and standardized curriculums related to serving adjudicated youth in an out-of-home setting are available.

Agency's Funding Source: Primarily State Funding with Federal Funding of \$10 million Title XX Dollars and approximately \$650,000.00 (dependent upon daily census) from National School Lunch Program.