

**Itemized Response to LPA Recommendations**

**Audit Title: Foster Care and Adoption in Kansas: Reviewing Various Issues Related to the State's Foster Care and Adoption System, Part 3**

**Agency: Department for Children and Families**

LPA Recommendation	Agency Action Plan (Initial Agency Response When Audit Issued)	July 2017 Response
<b>Question 5</b>		
1. To address management and oversight issues, DCF should continue with its current efforts to expand its capacity for data-driven decisions by:		
a. Conducting a full data needs assessment to determine:	DCF has already begun this assessment through an internal audit of the PPS data and reporting function. This audit will identify (1) what information is being gathered and reported today, (2) what information is required to be reported to external entities and in what format and (3) what information is needed by management, staff, stakeholders and others involved in the foster care, adoption and family preservation systems. This audit will, as part of the identification process, review existing systems and their functionality. The audit process will also identify new methods and techniques for analyzing data and reporting data to assist management in data-driven decisions.	The audit is underway - DCF Audit Services has canvassed and gathered information on data and reports currently being gathered and reported today across the organization. This information has been summarized in tabular format and will be used for further discussions with external entities, management, staff and all other users.
i. the type of <u>management data</u> it would need to evaluate the overall capacity and performance of the foster care system, to help ensure children are placed in the most appropriate setting, and to help ensure their physical, mental health, and other needs are met.	See above.	See above
ii. the types of <u>operations data</u> DCF should collect and make available to the case management contractors to help them place children in the most appropriate settings.	See above.	See above
iii. the types of <u>performance data</u> the Legislature will need to provide effective oversight of the system.	See above.	See above

b. Develop and implement a plan to systematically collect the data identified through the needs assessment in (a). In developing this plan, DCF should consider:	See (a) above.	See above
i. ways it can modify its existing systems to compile the data; or	See (a) above.	See (a) above.
ii. developing a new data system.	See (a) above.	See (a) above.
c. Develop and implement policies, procedures, and processes for using the data outlined above to actively manage the foster care system through data-driven decisions.	See (a) above.	See (a) above.
2. To address foster home inspection and renewal issues, DCF should:		
a. Develop a process to monitor the licensure renewal process and ensure inspections are completed on time.	Page D-28 of the Performance Audit Report indicates that, "DCF is making significant changes to the inspection process. Currently child placing agencies are responsible for conducting annual foster home inspections. DCF staff will take over this responsibility and begin conducting the required annual foster home inspections in July 2017." Foster Care and Residential Facility Licensing Division Policy Advisory 2017-1, sent on March 31, 2017, informed Child Placing Agencies that they, "will not submit a Survey (FCL 403) or Notice of Survey Finding (FCL 657) with each renewal application. The CPA will continue to submit the other renewal-related documents per the requirements of K.A.R. § 28-4-175(f) and other related regulations: Application (FCL 401); KBI/DCF Background Check Request (FCL 002); Continued Recommendation for Use by CPA (FCL 654); Documentation that annual training requirements were met." It will not be necessary to otherwise monitor and ensure that CPAs are conducting inspections on time.	Page D-28 of the Performance Audit Report indicates that, "DCF is making significant changes to the inspection process. Currently child placing agencies are responsible for conducting annual foster home inspections. DCF staff will take over this responsibility and begin conducting the required annual foster home inspections in July 2017." Foster Care and Residential Facility Licensing Division Policy Advisory 2017-1, sent on March 31, 2017, informed Child Placing Agencies that they, "will not submit a Survey (FCL 403) or Notice of Survey Finding (FCL 657) with each renewal application. The CPA will continue to submit the other renewal-related documents per the requirements of K.A.R. § 28-4-175(f) and other related regulations: Application (FCL 401); KBI/DCF Background Check Request (FCL 002); Continued Recommendation for Use by CPA (FCL 654); Documentation that annual training requirements were met." As a part of DCF transitioning to conducting annual inspections, it is developing and implementing processes to monitor these renewal processes and ensure that inspections are conducted on time.
b. Implement a process to notify homes and child placing agencies of impending renewal dates and the materials they need to submit.	See above. DCF's transition to conducting annual inspections impacts many renewal processes and, as such, DCF is developing and implementing processes to notify homes and child placing agencies of impending renewal dates and the materials, referenced above, they need to submit.	See above. DCF's transition to conducting annual inspections impacts many renewal processes and, as such, it is developing and implementing processes to train department staff on the licensing system's capabilities and uses as a monitoring tool.

<p>c. Develop policies and procedures to ensure department staff process and accurately record information about licensing applications and renewals in their licensing system.</p>	<p>See above. DCF's transition to conducting annual inspections impacts many renewal processes and, as such, it is developing and implementing policies, procedures and processes to ensure department staff process and accurately record information about licensing applications and renewals in its licensing system.</p>	<p>See above. DCF's transition to conducting annual inspections impacts many renewal processes and, as such, it is developing and implementing processes to train department staff on the licensing system's capabilities and uses as a monitoring tool.</p>
<p>d. Train department staff on the licensing system's capabilities and uses as a monitoring tool.</p>	<p>See above. DCF's transition to conducting annual inspections impacts many renewal processes and, as such, it is developing and implementing processes to train department staff on the licensing system's capabilities and uses as a monitoring tool.</p>	<p>See above. DCF's transition to conducting annual inspections impacts many renewal processes and, as such, it is developing and implementing processes to train department staff on the licensing system's capabilities and uses as a monitoring tool.</p>
<p>3. To help ensure children in foster care receive the physical and mental health services they need, DCF should:</p>		
<p>a. Clearly establish which party (DCF, case management contractor, foster parent, or other) is responsible for ensuring children's needs are properly assessed and the appropriate services are provided.</p>	<p>DCF will reaffirm that case management contractors are responsible with collaboration with foster parents and others.</p>	<p>DCF has reiterated with the case management contractors their responsibility to ensure children's needs are properly assessed and appropriate services are provided.</p>
<p>b. Revise its policies and procedures to ensure information on children's physical and mental health needs and services are consistently documented by the case management contractors.</p>	<p>DCF will review and revise its policies and procedures as necessary.</p> <p>Quarterly case read will continue to incorporate this review, which is part of already existing federal outcomes.</p> <p>DCF Audit Services Compliance Unit will also incorporate regular reviews of physical and mental health needs, services and documentation in ongoing case reviews and audits.</p>	<p>Review of policies and procedures is ongoing.</p> <p>Quarterly case reads will include a review of these issues and it is part of federal outcomes.</p>
<p>c. Require its staff or the case management contractor to regularly review this information and investigate cases in which children do not receive needed services.</p>	<p>Quarterly case read reviews will continue to review those instances when children do not receive needed services.</p> <p>DCF Audit Services Compliance Unit will also incorporate regular reviews of physical and mental health needs and services in ongoing case reviews and audits.</p>	<p>Currently reviewed for instances when children do not receive needed services. Data is reported to PPS and Contractors for resolution.</p>