

NATIONAL RESOURCE CENTER FOR CHILD PROTECTIVE SERVICES

Technical Assistance Site Report



Prepared for Alabama Department of Human Resources
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May 16, 2006

Technical Assistance Request

Alabama's TA request was concerned with consultation and planning with department management regarding the implementation of safety intervention as a continuing challenge and capacity building with Department internal consultants to prepare them to more effectively support the implementation of safety intervention generally and ongoing CPS safety management and integration of safety into treatment plans specifically.

Site Visit

The purpose of this site visit was to consider safety intervention implementation including consideration of past efforts; the current status; and a three year vision of where management would like to move safety intervention implementation. See the meeting agenda attached to this site report. Beyond the NRCCPS intake request completed by DHR the meeting provided an opportunity to more fully "diagnose" how to most effectively support state efforts to advance improvement of safety intervention. The meeting included Paul Butler, Shirley Scanlan, Glenda Peters and Sue Ash from DHR and Clint Holder and Wayne Holder from NRCCPS.

Through a process of discussion and discovery meeting participants fully explored the critical influence that supervision has on the effectiveness of implementation of safety intervention policy, practice and decision making. While it was recognized that many things can influence safety intervention effectiveness, none are quite as profound as the influence occurring every day across the state with respect to the authority and expertise that does or doesn't exist among DHR supervisors. This discussion led to a conclusion that a long range focus on developing supervisory expertise is a wise investment of TA as well as DHR management emphasis.

It was concluded that a three year objective for the continuing TA partnership between DHR and NRCCPS is to establish an operating program for making supervisors experts in safety management. With respect to that vision the following emerged as in need of TA attention:

- Evaluation of where safety intervention is going well and why
- Conduct focus groups for supervisors regarding what supervisors need in order to make model work
- Facilitate a developmental process with consultants for the purpose of making experts out of consultants
- Begin laying groundwork with supervisors from smaller to larger scale process using methods such as critical thinking seminars

- Consideration of an optional approach to supervision in Jefferson County such as centralized supervision for CAN
- Emphasis must occur with both ongoing and CAN supervisors

The meeting arrived at recommendations for a work plan for May to September 2006 which might include:

1. Consultant involvement – preparation
2. Determination of supervisor need
 - a. Focus groups (positive/negative = good county; weak county)
 - b. Status of safety intervention
3. Develop a 3 year strategic plan by September for DHR planning and decision making; the strategic plan could be devised with a special focus on Jefferson County.
4. Consider during 2006 – 2007 technical assistance objectives related to creating and providing hands on experiences for supervisors that represent the beginning development of a supervisor expert development program.
5. Consider during 2007 – 2008 technical assistance objectives that lead toward launching the supervisory development program.

Next Steps

- NRCCPS will complete the TA intake assessment, logic model and work plan to be submitted to DHR for approval.
- Depending on DHR approval of the work plan, NRCCPS will commit a work plan schedule and will begin off site activities as planned.
- NRCCPS will complete on site activities in July and August and will submit findings to DHR for review and approval. Site reports will be issued as activities are completed.
- NRCCPS will draft a 3 year strategic plan related to the establishment of a program for developing supervisors into experts in safety intervention by September 30, 2006.

Technical Assistance Planning Meeting

May 16, 2006

Agenda

9:00 am – 3:45 pm

- **Historical Context – Previous TA and Training Efforts**
- **Current Status of Safety Intervention**
 - Strengths and Limitations
 - Key Issues
 - Conceptual Challenges
 - Implementation Challenges
- **A Three Year Vision – What Will It Take to Get There?**
- **Current Human and Other Resources – Strengths and Needs**
- **Technical Assistance Prospects and Needs**
- **Long Range Work Plan – Three Years**
- **Short Range Work Plan – May to October 2006**

