

# **NATIONAL RESOURCE CENTER FOR CHILD PROTECTIVE SERVICES**

## **Technical Assistance Site Report**



Prepared for Wisconsin DHFS  
Division of Children and Family Services and the  
Bureau of Milwaukee Child Welfare  
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## Implementation of Protective Capacity Family Assessment

### Request for Technical Assistance

The National Resource Center for Child Protective Services is assisting the DCFS Bureau of Programs and Policies in piloting and supporting the implementation of the Protective Capacity Family Assessment (*the PCFA is a case planning approach that is designed to incorporate the use of safety and safety related concepts (caregiver protective capacities) into case planning as required by Wisconsin's safety intervention standards*).

The current request for technical assistance is a continuation of work that began in the Spring of 2006. Over the last 11-12 months technical assistance activities have included designing and revising the PCFA approach to be consistent with Wisconsin's safety intervention standards; complete case studies to determine goals for treatment services based on impending danger (safety threats) and caregiver protective capacities; discuss and identify what reasonably constitutes ongoing CPS success in cases as a result of applying a concept for change based on caregiver protective capacities; consider how the PCFA and the state's Quality Service Review complement or match up with respect to practice expectations, oversight and outcomes; and identify and prepare pilot counties for implementing the PCFA.

There are four counties participating in the state's initiative for implementing the PCFA. These counties include Green Lake, Marquette, Jefferson and the Bureau of Milwaukee Child Welfare (BMCW). The most recent NRCCPS site visit focused on the implementation of the PCFA in the Bureau of Milwaukee Child Welfare.

### Site Visit

The site visit occurred on March 16, 2007. The site visit involved two meetings. The first meeting included staff from the state office's Bureau of Programs and Policies, the Director of the Bureau of Milwaukee Child Welfare, the CEO's from the contract agencies responsible for providing BMCW ongoing CPS and safety services, and NRCCPS. The purpose for the meeting was to provide BMCW leadership with a status report regarding the completion of the first phase "roll out" of the implementation of the PCFA. The meeting also included a discussion regarding continued challenges associated with implementation, implications for decision-making and next steps (*see attached BMCW: PCFA Implementation March Status Briefing*).

As a result of the meeting, BMCW leadership identified the following next steps (activities) as essential to supporting the continued implementation of the PCFA:

- To further consider how to best advance an integrated systematic approach to intervention;
- To achieve greater cohesion, efficiency and effectiveness with respect to the transfer of information and decision-making that occurs from initial assessment to ongoing and safety services;

- To precisely identify and operationalize the specific purpose and objectives for the case transfer meeting (between initial assessment and ongoing CPS), to identify worker/ supervisor roles and responsibilities (initial assessment and ongoing) at case transfer and information sharing/ documentation requirements;
- To provide training to initial assessment workers and supervisors regarding the PCFA, the institutionalization of an integrated approach to intervention and expectations for the case transfer meeting; and
- To provide information to judicial representatives regarding the PCFA process.

It was suggested that these further implementation efforts and activities be initiated and/or completed within approximately 90 days/ three months.

The second meeting that occurred during the site visit involved the BMCW: PCFA Special Forces workgroup. The PCFA Special Forces workgroup includes selected initial assessment, ongoing CPS and safety services supervisors, ongoing CPS mentors from the three service regions, and the BMCW training partnership. The PCFA Special Force team was created in December of 2006 for the purpose of building internal capacity and expertise in order to effectively support the implementation of the PCFA. Individuals on the PCFA Special Force team share the responsibility for providing BMCW supervisors and staff with information regarding the PCFA, assist with the coordination of training, provide lines of communication with BMCW leadership and provide consultation. (See the attached agenda for the PCFA Special Forces meeting).

## Next Steps

The likely next steps for NRCCPS TA will be associated with the implementation activities noted in the previous section of the site report as well as collaborating with the other PCFA pilot counties. It is anticipated that TA and consultation will focus on further assisting with the integration of initial assessment and ongoing, by considering the purpose, timing and expectations for the case transfer meeting. Additional, TA may involve working with state office BPP and BMCW leadership in providing information to the court system regarding the PCFA. The next onsite visit has not been scheduled.