

NATIONAL RESOURCE CENTER FOR CHILD PROTECTIVE SERVICES

Technical Assistance Report



Prepared for: Alabama DHR
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Report Date: March 23 - 24, 2010

Please indicate which responses were employed in this T/TA:

- Technical Assistance
- Training
- Phone Consultation
- Referral to another NRC
- Referral to Other Organization
- Review of Policy and Materials
- Publications Provided
- Secondary Research
- Other/Group Facilitation

Situation and Technical Assistance Request:

Alabama DHR requested technical assistance in October 2009. The approved TA is to provide support for the Comprehensive Assessment Process project. Specifically, the TA is concerned with development of a statewide implementation plan.

Technical Assistance Provided: Status of CAP and Implications for NRC TA

A meeting was convened March 23, 2010 in Montgomery. In attendance were Carol Lapsley, Paul Butler, Frieda Baker, Lisa Diaz; and Sue Ash from DHR; and Wayne Holder and Todd Holder from NRCCPS. Dr. Diane De Panfilis from the Ruth Young Center for Research had planned to be in attendance but became ill and was unable to come.

This meeting included updates of the status and progress of the CAP pilot work in the three test counties. All sites have completed training in the first three assessments and are now applying those assessments to all assigned cases. The opinion is that fidelity in use of the model ranges from 33% to 90%. Experience, motivation and follow up are among the explanations for the range in percentage of cases in which fidelity exists. It was agreed that a case review was badly needed in order to quantify fidelity and identify areas for concentration in coaching and mentoring. The opinion of leaders is that significant progress ought to occur in the pilot counties as the significant variable necessary in moving statewide and gaining acceptance and interest from other counties.

Inquiry into providing a presentation about CAP and the new ABA-NRCCPS Judges Guide occurred in the previous weeks. It was determined that the program is already set so no presentation will be possible during the next six months. The Guide has been shared with DHR attorneys and is being made available to Judges across the state.

The next big push for the CAP project will be to introduce the final assessment to pilot counties – the Protective Capacity Progress Assessment (PCPA.) That will occur this summer and will be accompanied by a detailed coaching/mentoring effort.

The status of the Supervisors as Safety Decision Makers learning program was updated. Work will begin this summer to convert the program to a total online approach that relies heavily on individual participant independence. NRCCPS will work with DHR to figure out how best to introduce this for continual application.

Technical Assistance Provided: Overview of CAP – Development of Purveyors

The morning of March 24, 2010 was spent providing an overview of CAP to the state level management team. The team includes the leadership concerned with policy, quality control, automation, staff development and program implementation. The management team consists of the key players in DHR who are essential for moving CAP statewide. It is this group that must now become purveyors of CAP in order to provide necessary leadership.

The meeting included a walkthrough of the model. Participants were provided a case which allowed for a real life look at how this model works. A lively discussion occurred with observations, questions and insights into the value and potential CAP has as the operating intervention system for DHR.

Technical Assistance Provided: Next Steps Planning

The afternoon of March 24, 2010 was spent with Paul Butler, Frieda Baker, Liza Diaz and Sue Ash. The purpose of this wrap up meeting was to summarize key points of discussion occurring during the previous meetings and consider next steps. It was agreed that resources for the remainder of this year should go into development of the management team as the purveyor body that will become most responsible for statewide implementation. It was decided that the objectives of TA should be for preparing people to 1) begin the process of planning statewide implementation and 2) assuming the reins for guiding CAP beyond the pilot experience.

Next Steps

- NRCCPS will participate in the design and implementation of a fidelity case review in the pilot counties. NRCCPS will assist in the analysis of results and recommend prospective follow up actions and adjustments to the coaching – mentoring strategy.
- NRCCPS will prepare a Management Team work plan for purveyor and implementation leadership development. The plan will be subject to DHR approval. The plan will likely involve 3 – 5 events occurring between now

and September 30. Scheduling and time planning will be sensitive to the workload demands Management Team members face. Resource materials will be included in order to enhance the face to face time occurring through meetings. Initially the work plan will concentrate on developing greater understanding of the CAP intervention system; this will be followed efforts to understand implications for implementation; and finally the Management Team will be the process of considering how to proceed with the development of a statewide implementation plan.

- The work plan will be developed and submitted by May for DHR approval. It is anticipated that implementation of the work plan will begin in June.