

**Utah Division of Child and Family Services
Salt Lake Valley Region (SLVR)
Action Plan for Decline in Planning and Long Term View (LTV)**

| Contributing Factors | Action Item | Responsible Party | Target Date for Completion |
|---|--|---|--|
| <p>Staff Turnover (Recruitment and Retention)</p> | <p>Vacancies approved to be filled will be announced and interviews conducted within 30 days of approval to fill whenever possible in an effort to fill vacancies promptly so as to avoid caseload increases and morale decreases.</p> <p>Management Team will continue to evaluate current strategies for retention through SLVR Exit Interview quarterly report, supervisor & worker discussions, and participation on the statewide retention workgroup. The feedback obtained will be compiled, analyzed for trends and strategies developed related to employee morale and retention.</p> <p>SLVR Incentive Committee will continue to provide recognition of workers who are nominated for Visionary Voices awards as well as develop incentive projects designed to motivate staff and improve morale.</p> | <p>Management Team, Human Resources, Training Academy team, SLVR Incentive Committee.</p> | <p>1. 1st Training group to complete Training Academy February 7, 2011.</p> <p>2. Ongoing</p> |
| <p>Quality of Child and Family Plan</p> | <p>Supervisors will complete one Finishing Touches interview per worker per month. The Finishing Touches tool allows a supervisor to evaluate the quality of the plan in matching client needs with appropriate services on an individual basis.</p> <p>The Management Team will provide specific feedback on a monthly basis through the region ScoreCard regarding the quality of Service Plans that are due for that month. These outcomes will be discussed at the Program Managers' Meeting each month.</p> <p>The region will ensure that services surrounding issues emphasized in the Child and Family Assessment and CANS assessment are included in the Child and Family Plan as appropriate. Supervisors will continue to use the monthly "Service Plans Finalized" report sent by the State Practice Improvement Team to ensure planning activities are adequately documented in SAFE.</p> | <p>Management Team and Caseworkers</p> | <p>Ongoing</p> |

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| Quality of Long Term View (LTV) | <p>During the Supervisor Finishing Touches, the supervisor will address the following:</p> <ul style="list-style-type: none"> • Ensure that the LTV is being addressed during the Child and Family Team meetings. • Ensure that all team members can identify the LTV and the steps needed to achieve the LTV. • Ensure that the LTV is achievable and measurable. • Ensure that the LTV is individualized. <p>The region will provide LTV trainings (i.e., Lunch and Learn, Neighborhood Learning Groups, etc.) and 1:1 mentoring by the supervisor to help workers understand what is an acceptable LTV.</p> <p>Each month, Program Administrators will randomly review the LTV on three cases per team in their neighborhood. This will be used to generate continued discussion and awareness of the importance of the LTV within the neighborhood teams.</p> | Management Team and Caseworkers | Ongoing |
| General Practice Improvement | <p>The Management team will focus on in-home cases and the quality of those services to families. The emphasis on this important area will help the level of services to improve overall and will include planning and LTV.</p> <p>The region-wide focus on Teaming will also provide the foundation for better outcomes in planning and LTV. Monthly teaming themes will be emphasized that will strengthen and provide impetus for improved teaming across the region.</p> | Management team, Caseworkers, Support teams, | Ongoing |