

UNDER EMBARGO UNTIL FRIDAY, JULY 27, 2018, 5:00 AM PT

# Enhanced Operations Plan

Los Angeles County Department  
of Children and Family Services

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July 25, 2018

# 6 Components of the Plan

1. Case Reviews
2. Countywide Focus Groups
3. Multidisciplinary Case and System Analysis
4. Enriched Training
5. National Expert Consultations
6. Report to the Board of Supervisors

# Case Reviews

*Purpose: Monitor case practice, adherence to policy and best practices, and follow-through on recommendations of service providers.*

- ▶ 1,000+ cases randomly selected and reviewed
  - ❖ Both closed and open cases
- ▶ Additional to case reviews done in normal course of business
- ▶ On each individual case, reviewers will look for child safety concerns, sound decision-making, and best interests of child
- ▶ In partnership with County Counsel, data from these reviews will be used to determine any need for broader reviews, policy or practice that needs more review/analysis/changes, and resource allocation/gaps/needs

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# Countywide Focus Groups

In partnership with County Counsel, convene employees from DCFS and other departments over next several months to review current DCFS practices, with a focus on:

- ▶ What's working?
- ▶ What is not working?
- ▶ What gaps exist in policy, training, or in resources?
- ▶ What additional tools can we equip staff with to help them better serve children and families?

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# Multidisciplinary Case and System Analysis

*Purpose: Identify best practices across clinical disciplines, establish shared policies across county departments, and analyze practice for quality.*

- ▶ Led by DCFS, in partnership with County Counsel
- ▶ Additional departments invited to participate include: Office of Child Protection (OCP), Department of Health Services, Department of Mental Health, Department of Public Health, Department of Public Social Services, Sheriff
- ▶ Key Activities:
  - ❖ Reviewing each department's involvement with child and family
  - ❖ Discussing findings of individual reviews for specific cases
  - ❖ Identifying clinical trends, provider patterns and key concerns
  - ❖ Cross-walking case realities with existing policies
  - ❖ Formulating consensus recommendations

# Enriched Training

- ▶ In coordination with the Department of Health Services, develop new training for all social workers regarding:
  - ❖ The latest medical research-based guidance on differentiating between inflicted and accidental injuries
  - ❖ Forensic interviewing of children and how to deal with recantations by the child during an investigation
- ▶ Engage a neutral expert in the field of child welfare training to conduct a review of the LA County training system and make recommendations for improvements

# National Expert Consultation

*Purpose: Provide expert consultation to DCFS on overall approach to better understand factors involved in recent child deaths, analysis of recent efforts to improve child protection in comparison to known best practices, and recommendations to better prevent such tragedies in the future.*

- ▶ With the assistance of Casey Family Programs and County Counsel, DCFS is identifying experts in the disciplines of social work, health, and mental health, with concurrent expertise in child abuse and neglect fatalities.
  
- ▶ Key Activities:
  - ❖ Review of general historical child welfare data
  - ❖ Review of Blue Ribbon Commission recommendations and implementation activities to date in conjunction with the Office of Child Protection
  - ❖ Review of historical child death/near fatality data
  - ❖ Review of case summaries for a series of child deaths and near fatalities over the past month
  - ❖ Review of DCFS actions to date and plans for future actions
  - ❖ Make recommendations based upon the above reviews

# Report to the Board of Supervisors

- ▶ Working with OCP and other departments, submit a report to the Board of Supervisors which addresses:
  - ❖ A deep review of the Anthony A. case including the history of contacts and systemic issues that may have impeded the coordination of services;
  - ❖ An analysis of the staffing levels in the Antelope Valley;
  - ❖ An analysis of medical hub services in the Antelope Valley and immediate measures taken;
  - ❖ An update on the implementation of Electronic Suspected Child Abuse Reporting System (eSCARS);
  - ❖ Development of a standing case-quality assurance team; and
  - ❖ An update on the status and implementation of the Blue Ribbon Commission recommendations.