

Annual RFI
Recommendation Implementation Status

Agency Responding	Social Services, Department of (DSS)											
Date of Submission	10/15/2018											
Agency Name	Internal Agency Recommendations	Date Full Committee Study Completed	Type	Did agency agree with recommendation?	Status of Implementation	If implemented, date 100% implemented	If not 100%, anticipated date of 100% implementation	Benefits obtained from implementing recommendation, if any	Financial savings realized this year from recommendation, if any (dollar figure)	Financial savings anticipated in the future from recommendation, if any (dollar figure)	Negatives from implementing recommendation, if any	Additional Comments from agency (optional)
Social Services, Department of (DSS)	Examine operational units for elimination, duplication, and streamlining of functions	4/13/2016	Internal Agency Operation	Yes	Complete	7/30/2018	Complete	Ongoing review aids in streamlining and where needed elimination of unnecessary functions. In some areas, DSS has been employing business process reviews to help isolate unnecessary processes. Any changes can be used to re-deploy resources to more critical areas.	no changes in finances	no anticipated changes in finances	No negatives	CWS has streamlined operations by reorganizing into functional areas paralleling the ACF focus for service delivery (this includes investigations and OHAN). APS has streamlined operations by separating practice from CWS allowing the 2 practices to solely focus on its unique populations. HUB implementation allowed DSS to streamline the intake process. Quality assurance reviews for child welfare services are being better integrated into practice for use in the Program Improvement Plan and CQI. However, DSS continues to review itself to eliminate and/or streamline functions.

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Social Services, Department of (DSS)	Examine specific functions of the agency to determine if they best fit within the agency's core mission	4/13/2016	Internal Agency Operation	Yes	Complete	6/30/2018	Complete	DSS continues to examine functions of the agency to determine if they best fit within the agency's core mission.	no changes in finances	no anticipated changes in finances	No negatives	DSS examined the core missions and fit for Child Care and APS. These programs are intertwined either with practice (Child Care with TANF, Child Care licensing with other Child Care functions), funding (CCDF funds all child care functions including licensing) or intertwined with IT systems (APS is integrated into CAPSS). Moving these programs would either not fit with other state agency core missions or be cost prohibitive.
Social Services, Department of (DSS)	Examine the need to reduce the size of administrative functions	4/13/2016	Internal Agency Operation	Yes	Complete	6/30/2018	Complete	Ongoing review aids in determining the best use of positions and to further support county and regional operations. It also allows for the re-deployment of FTEs to areas of more critical need.	no changes in finances	no anticipated changes in finances	No negatives	Ongoing DSS evaluates vacancies and the use of temporary positions as they have surfaced to reduce the cost of administrative functions

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Social Services, Department of (DSS)	Merge all administrative functions into one division	4/13/2016	Internal Agency Operation	Yes	Complete	6/30/2015	Complete	Consolidation of administrative functions into 1 division has provided consistent leadership and efficiency of work efforts.	no changes in finances	no anticipated changes in finances	No negatives	Deputy of Administration continues to review functions for additional streamlining and to improve administrative support received at the region and county level.
Social Services, Department of (DSS)	Examine the agency's over-reliance on contracting core services to external providers	4/13/2016	Internal Agency Operation	Yes	In process	not yet completed	6/30/2019	DSS continues to review contracts as they come up to either eliminate or reduce scope.	no changes in finances	no anticipated changes in finances	No negatives	
Social Services, Department of (DSS)	Align supervision of county operations with regional structure	4/13/2016	Internal Agency Operation	Yes	Complete	1/31/2017	Complete	County directors report to regional directors to provide accountability.	no changes in finances	no anticipated changes in finances	No negatives	
Social Services, Department of (DSS)	Standardize the regional structure for Economic Services and Human Services	4/13/2016	Internal Agency Operation	Yes	In process	not yet completed	6/30/2019	Having the same regional structure would increase accountability and lesson confusion.	no changes in finances	no anticipated changes in finances	no negatives	APS and CWS have assumed the same regional structure.
Social Services, Department of (DSS)	Institute annual mandatory staff training related to domestic violence	4/13/2016	Internal Agency Operation	Yes	In process	not yet completed	7/30/2019	DSS staff will be trained in the dynamics of domestic violence.	no changes in finances	no anticipated changes in finances	no negatives	Tier 1 (Child Support and Economic Services training will be completed by Jan 2019. Tier 2 more in depth training for CWS and APS is projected to start Jan 2019.

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Social Services, Department of (DSS)	Consider and implement, as appropriate, internal changes to track practices and performance measures relating to recruitment, licensure, and support services for foster families	4/13/2016	Internal Agency Operation	Yes	In process	not yet completed	7/30/2019	Agency would be able to better measure practices and outcomes.	no changes in finances	no anticipated changes in finances	no negatives	DSS has been undergoing a data audit through Chapin Hall. Chapin Hall has been guiding DSS in the development of best practice measures. Through the guidance of Chapin Hall, data within this unit has also been being reviewed for completeness.