

House Legislative Oversight Committee  
Request for Information about Committee Recommendations, 2019

Agency Responding	Social Services, Department of (DSS)
Submission Date	10/31/2019

Recommendation Number	Recommendations to Agency and Implementation Notes on File with Legislative Oversight Committee as of August 2019	Agency Responses					
		Status of Implementation	Actual or Anticipated Date of 100% Completion	Estimated Net Financial Savings, Realized or Anticipated, in the 5 Years Following Implementation*	Non-Financial Benefits Realized or Anticipated from Implementing Recommendation	Non-Financial Drawbacks Realized or Anticipated from Implementing Recommendation	Additional Comments (optional)
Report Rec #07	<p>AGENCY: Institute annual mandatory staff training related to domestic violence. □</p> <p>IMPLEMENTATION: The agency indicated it is in the process of implementing this recommendation in its 2018 Request for Information. According to the agency, 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. □</p>	In Progress	9/30/2020	no anticipated changes in finances	DSS staff will be trained in the dynamics of domestic violence.	No negatives	The Department received funding to implement the Safe and Together Domestic Violence training with all Child Welfare staff. Access to the Safe & Together curriculum and learning modules were received in January 2019. As of 10/31/2019, 229 staff have completed the Domestic Violence training course. The Department has a staged plan for training 2800 staff by September 30, 2020.
Report Rec #08	<p>AGENCY: Consider and implement, as appropriate, internal changes to track practices and performance measures relating to recruitment, licensure, and support services for foster families. □</p> <p>IMPLEMENTATION: The agency indicated it is in the process of implementing this recommendation in its 2018 Request for Information. According to the agency, it 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. The agency anticipates implementation by July 30, 2019 and notes benefits from implementation is the ability to better measure practices and outcomes. □</p>	Complete	7/30/2019	no anticipated changes in finances	Agency would be able to better measure practices and outcomes.	No negatives	DSS has created the following ongoing reports for the field and management: Foster Homes Utilization, Foster Home Needs, and Kinship Care. Additionally, there is an onsite dashboard that provides updated information on Licensure. DSS has partnered with Heartfelt Calling to track inquiries on its behalf. Finally, DSS has created a Statewide Recruitment Plan to guide its work. Please note that report changes are living documents that may change as the needs of the agency changes.
Report Rec #13	<p>AGENCY: Examine the agency's over-reliance on contracting core services to external providers. □</p> <p>IMPLEMENTATION: The agency indicated it is in the process of implementing this recommendation in its 2018 Request for Information. According to the agency, it continues to review contracts as they come up to either eliminate or reduce scope. The agency anticipates completion by June 30, 2019. □</p>	Complete	6/30/2019	no anticipated changes in finances	DSS continues to review contracts as they come up to either eliminate or reduce scope.	No negatives	DSS has completed a full cycle of contract review to consider ongoing necessity, and to consider changes to the scope/magnitude based on current/anticipated agency efforts. As a result, many contract modifications have been implemented, or are in the process of being implemented. This includes ongoing efforts to bring several major core services in-house that are currently being provided by external contractors.
Report Rec #15	<p>AGENCY: Standardize the regional structure for Economic Services and Human Services. □</p> <p>IMPLEMENTATION: The agency indicated it is in the process of implementing this recommendation in its 2018 Request for Information. According to the agency, Adult Protective Services and Child Welfare Service have assumed the same regional structure. The agency anticipates implementation by June 30, 2019 and notes benefits from implementation are increased accountability and less confusion. □</p>	Complete	3/29/2019	no anticipated changes in finances	Having the same regional structure would increase accountability and lesson confusion.	No negatives	APS and CWS have assumed the same regional structure.

Note:  
\* If implementation of a recommendation will result in a net cost to the agency, please include that as a negative number in column E.