

## **IV. MONITORING AND EVALUATION**

### **MONITOR SERVICE DELIVERY**

#### **OUTCOME: Safety, Permanence, and Well-being**

**A. STANDARD:** The monitoring of case activities by the child welfare worker is an ongoing process which involves a determination of child safety and whether specific casework activities outlined in the service plan actually occurred within the time frame listed in the plan. Monitoring should include identifying whether contacts between child, parents, and child welfare worker; contacts between child welfare workers and providers; contacts between providers and families; and provision of services to children and families have occurred within the specified time frames. Monitoring should occur at a minimum of once per month and documentation of the results of monitoring activities should occur within three to five working days.

#### ***Staff Responsibilities***

##### **1. KNOWLEDGE AND VALUE BASE**

- a. The child welfare worker and child welfare supervisor must understand the casework process including assessment, service planning, service delivery, and monitoring and evaluation.
- b. The child welfare worker and child welfare supervisor must recognize the connection between monitoring and timelines in federal and state regulations and agency policy.
- c. The child welfare worker and child welfare supervisor must know how to monitor cases against service plan requirements on a monthly basis and include the elements of child safety, family progress, and fiscal accountability.
- d. The child welfare worker must know how to elicit and document information from service providers in order to monitor the provision and use of services.
- e. The child welfare worker and child welfare supervisor must understand the importance of maintaining information on contacts between parent, child and worker; worker and provider; and provider and family.
- f. The child welfare worker must have effective organizational and time management skills.
- g. The child welfare worker and child welfare supervisor must understand the dynamics of substance abuse and domestic violence.

##### **2. STRATEGIES**

- a. The child welfare worker will maintain regular contact with families (biological, kin, and foster) in order to determine child safety and whether identified services are being provided within specified time frames.
- b. The child welfare worker will collaborate with professionals from other systems in the planning, delivery, and monitoring of services for families.
- c. The child welfare worker will document activities with a family in the service plan in an organized, chronological, and timely manner as specified in agency guidelines.
- d. The child welfare worker, with the child welfare supervisor's assistance, will include in the service plan a plan for contacts with the child and family, a plan for monthly monitoring, and a plan for documentation of monitoring.

## **Agency Responsibilities**

### **3. BENCHMARKS OR MEASURES**

- a. Number of contacts between the family and the child welfare worker based on the service plan.
- b. Number of contacts between providers and family.
- c. Number of contacts between child welfare workers and providers.
- d. Number of contacts between children and the child welfare worker.
- e. Number of plans in which all specified services were provided to families.
- f. Percentage of cases with current documentation.
- g. Number of service plans where all child welfare worker activities listed in the plan have occurred.
- h. Percentage of cases where monitoring occurred at least once a month.

### **4. STRATEGIES**

- a. The agency will develop case monitoring policy, procedure, and expectations specifying contacts between the parent, child, and child welfare worker; worker and provider; provider and family; and whether services have occurred within specified time frames outlined in the service plan.
- b. The agency will develop a process for incorporating the monitoring results with service plans to link monitoring to the services provided and the goals established.
- c. The agency will develop and implement documentation format expectations for monitoring activities.
- d. The agency will establish policy requiring case monitoring at a minimum of once per month.
- e. The agency will establish a policy requiring changes of services as a result of case monitoring and case review.
- f. The agency will develop a cross-system training program regarding substance abuse and domestic violence.

Taken from January 2000 Pennsylvania Best Practice Standards.