



Department of

Children's Services

CPS Redesign
Shelby County

Objectives to Shelby County CPS Redesign

- To create a more comprehensive and responsive approach to child protection and prevention; laying the groundwork for the Families First Prevention Services Act
- To include CPIT members in the decision making process
- To pilot a proposal supported by Representative John DeBerry, Jr. that gives weighted consideration to professional reporters when there are concerns involving children at risk of further physical abuse

Why Shelby County for the Pilot?

1. Strong partnership with CPIT members
 - Daily CPIT meetings
 - Co-location with CAC
2. Single county region
3. Lessons learned from Shelby County will inform the implementation process for the other regions
3. The next site has been identified to represent a rural multi-county region; planning has been initiated

Leadership and Team Composition

- Child Protective Services Director- DeShawn Harris
- Team Coordinators
 - Kathy Perry
 - Lisa Davis
 - Regina Finnie
 - LaTasha Sloan
- Team Leaders (23)
- Case Managers (124)

Physical Abuse Immediate Response (PAIR)

A protocol which mandates CPS immediately respond to reports made by licensed school personnel, daycare providers, mental health providers, and medical providers alleging that a child 8 years old or younger, is at risk of further physical abuse.

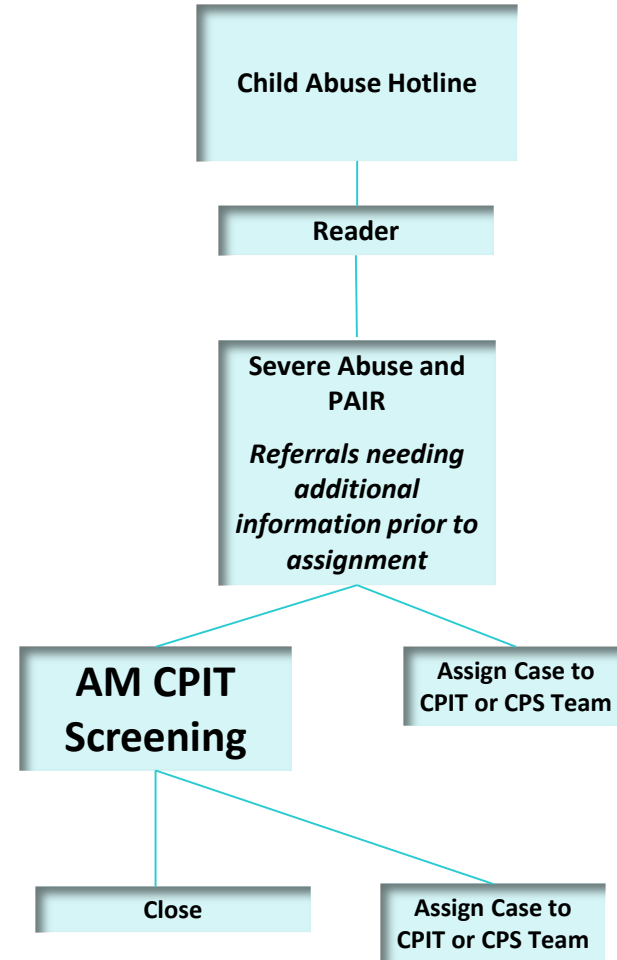
Immediate response will be made within 4 hours from the call to the Child Abuse Hotline.

Triage Team

Severe Abuse / PAIR

1 Team / TL

5 Case Managers



Triage Team

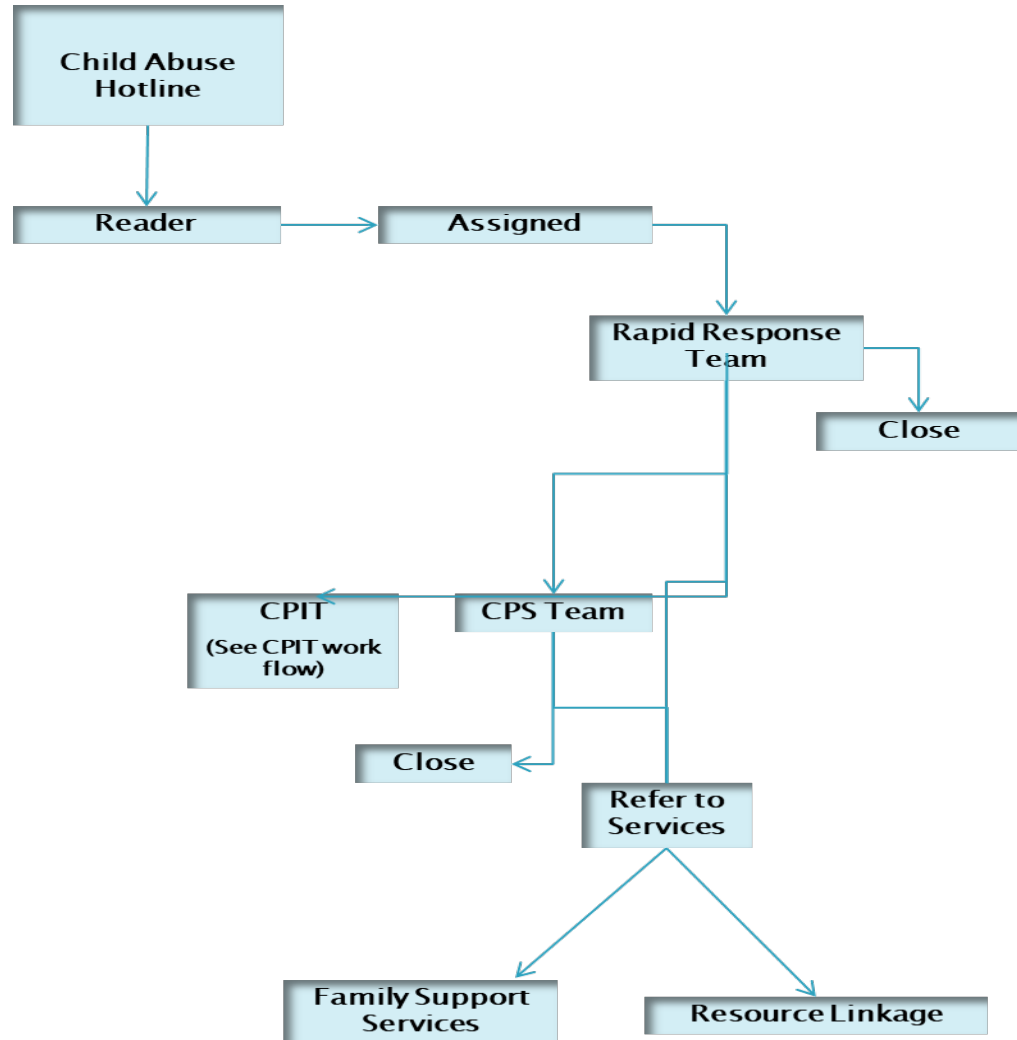
- This team will gather additional information on reports that would have previously been screened out because they did not meet the criteria for assignment:
 - Severe Abuse (Sexual / Physical)
 - PAIR
- Following the initial face to face visits, cases will be presented during the morning CPIT meeting for the members to assist in determining if a case should be assigned for further investigation or intervention.

Rapid Response Team

Non-Severe Allegations

7 Team Leaders

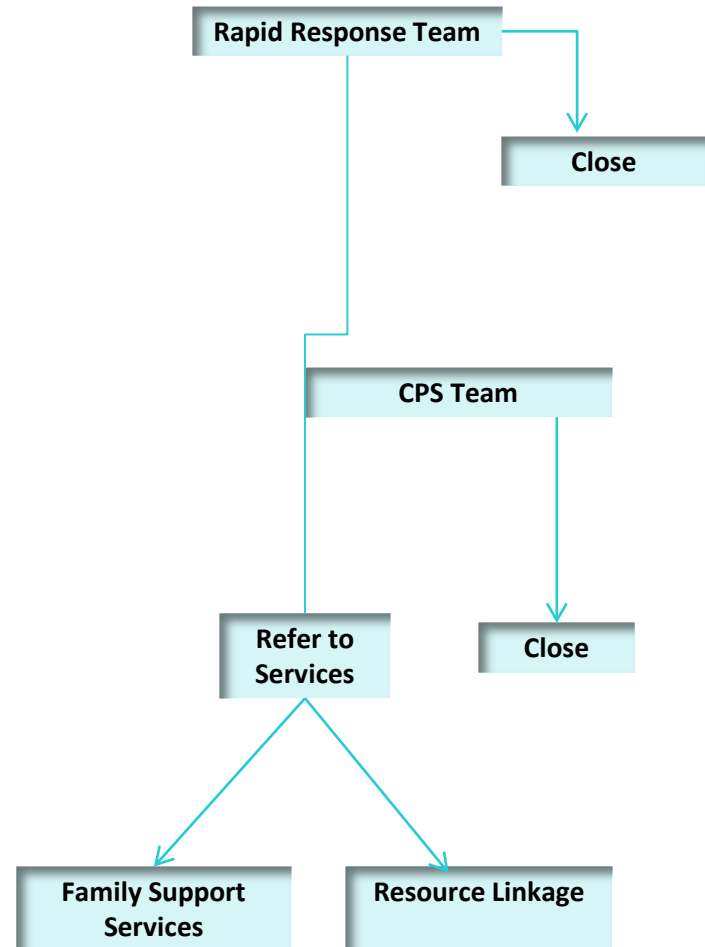
32 Case Managers



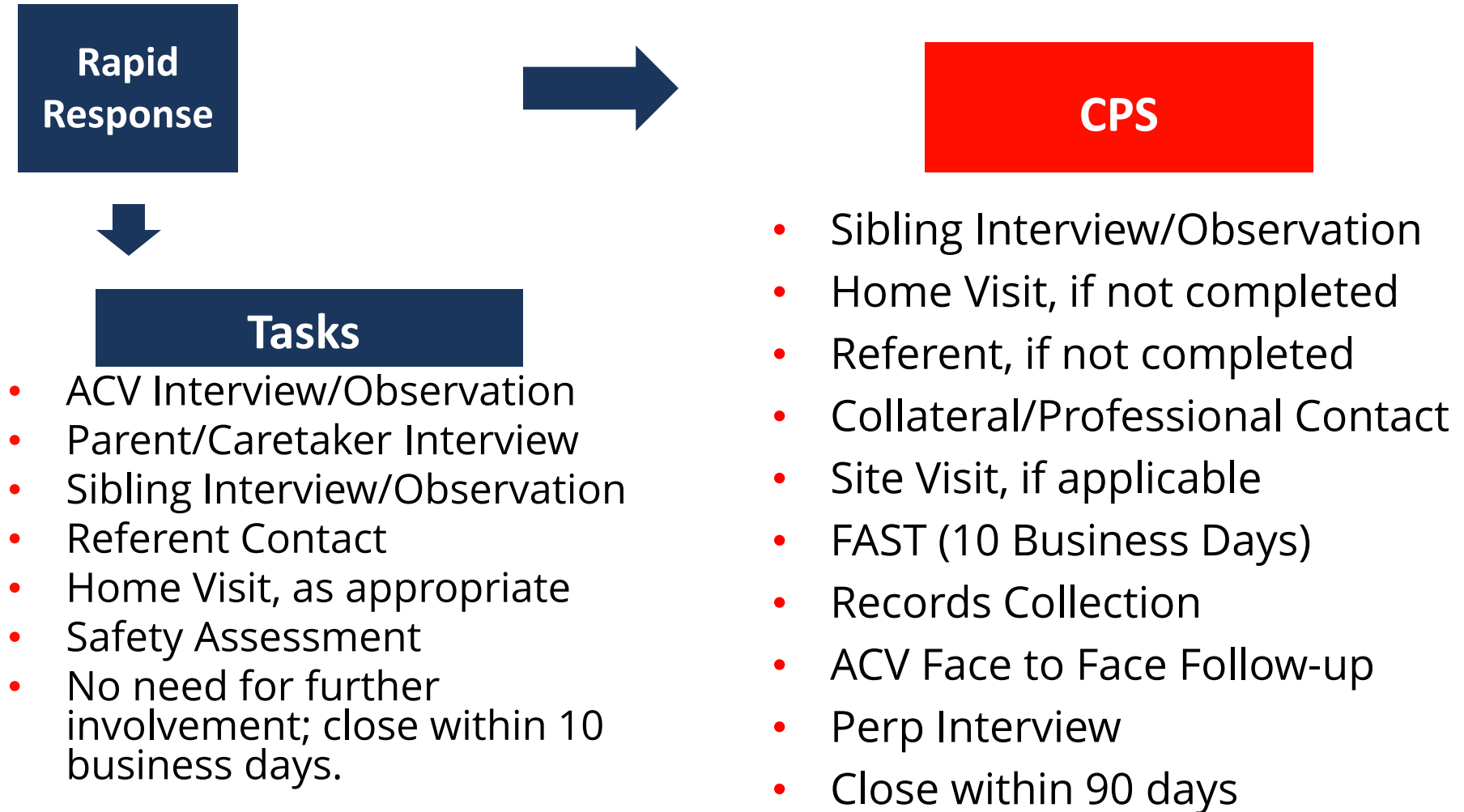
Protection and Preservation (P & P) Team

The CPS Team will assume responsibility for tasks after the initial Rapid Response Team intervention.

5 Team Leaders
30 Case Managers



Rapid Response and CPS Workflow



CPIT

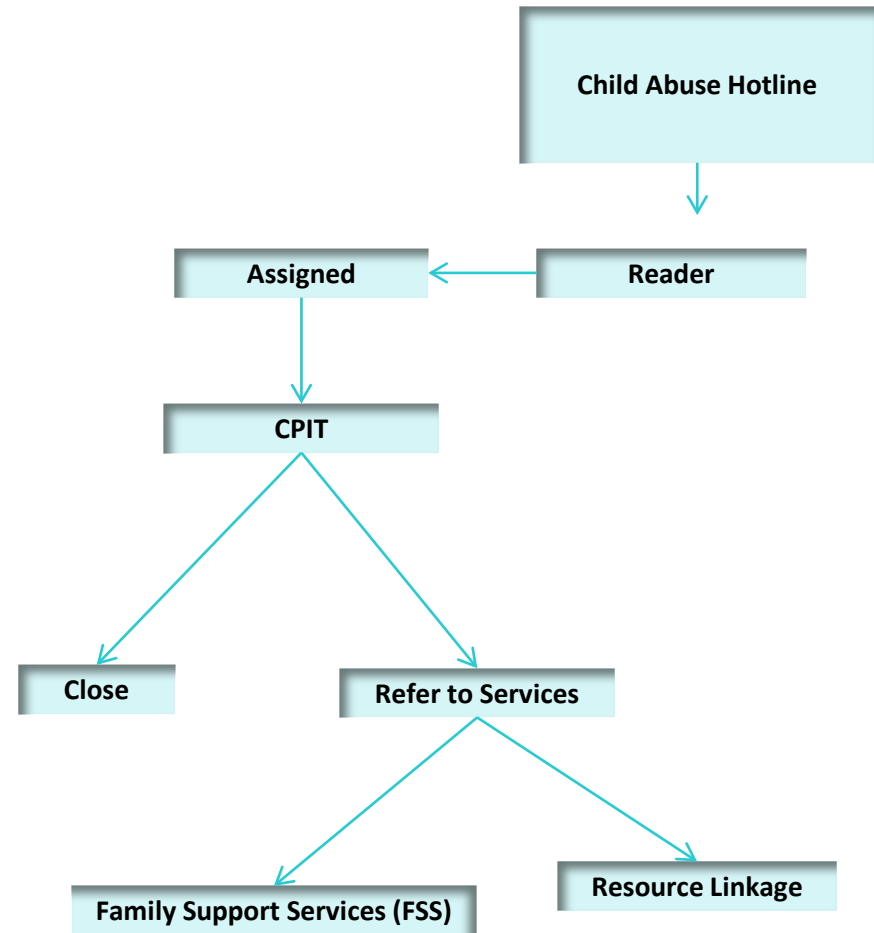
Severe Abuse

PAIR (Physical Abuse
Immediate Response)

Child Death Allegations

5 Team Leaders

25 Case Managers



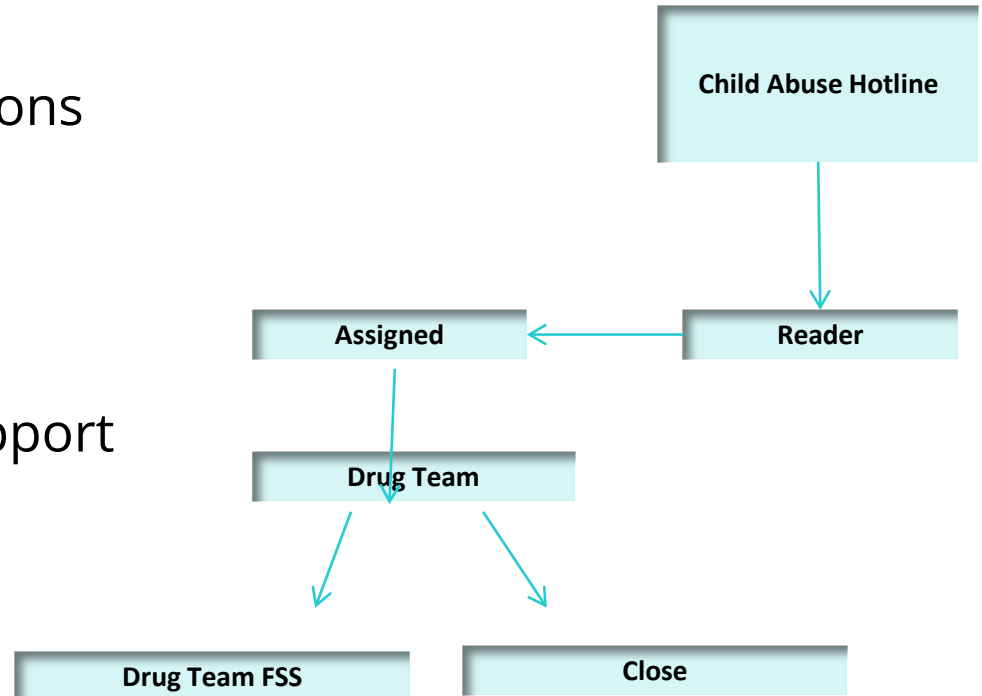
Drug Unit

7 Case Managers for Investigations

1 Team Leader

5 Case Managers for Family Support Services (FSS)

1 Team Leader



Drug Unit Roles & Job Responsibilities

- Drug Unit
 - Investigate drug exposed allegations on infants age 0 through 3 months old.
 - Incorporates a specialized approach to addiction/recovery and includes transitioning to FSS for long term case management.

CPS Training Teams

Specialized teams (2) created to provide extensive training and support for newly hired CPS staff to provide:

- Pre-service training

- On the job training and experiences

- Certification

Duration on a training team is approximately 8 months and upon successful completion, case managers will be assigned to a team

Increases retention, job satisfaction and on-going support

Regional Support Services / Resource Linkage

- FSS
 - Cases transferred from the CPIT, Rapid Response, and CPS teams will go to regional FSS case managers.
 - Cases from the Drug Team will remain on the Drug Team for FSS case management.
- Resource Linkage: Cases needing tangible items referred from the following:
 - Rapid Response
 - CPIT
 - CPS
 - Drug Unit
 - FSS

What's Remaining the Same?

- Special Investigations Unit (SIU)
- Second Shift

How Were Teams Determined?

NO ONE WILL LOSE THEIR JOB!

- Staff were reorganized to maximize skills, expertise, and create opportunities for staff to be successful.
- Reorganizing teams were considered lateral transfers.
- Promotional opportunities were available.
- Bootcamps were held to fill vacant positions.

Team Selection Process

- **Conversations** held with every CPS case manager/supervisor to discuss their interests and skillsets.
- Completed **Job Assessment Survey**
 - This is a tool provided to every case manager and supervisor which outlines the different job responsibilities and assisted in determining their interests.
- **Teams** were announced on October 25th

Implementation Date: January 13, 2020!

What happened between “kick-off” and “go live”?

- Training for all staff
- Caseload clean-ups and reassignments
 - Minimizing disruption to families and community partners
- IPP’s Completed
- Revised On-Call Schedules
- Meetings with community stakeholders
 - CPIT members
 - Juvenile Court staff
 - Hospitals
 - Providers
 - TN Commission on Children and Youth
 - Citizen Review Panel- scheduled for 1/27/20
 - School systems- to be scheduled

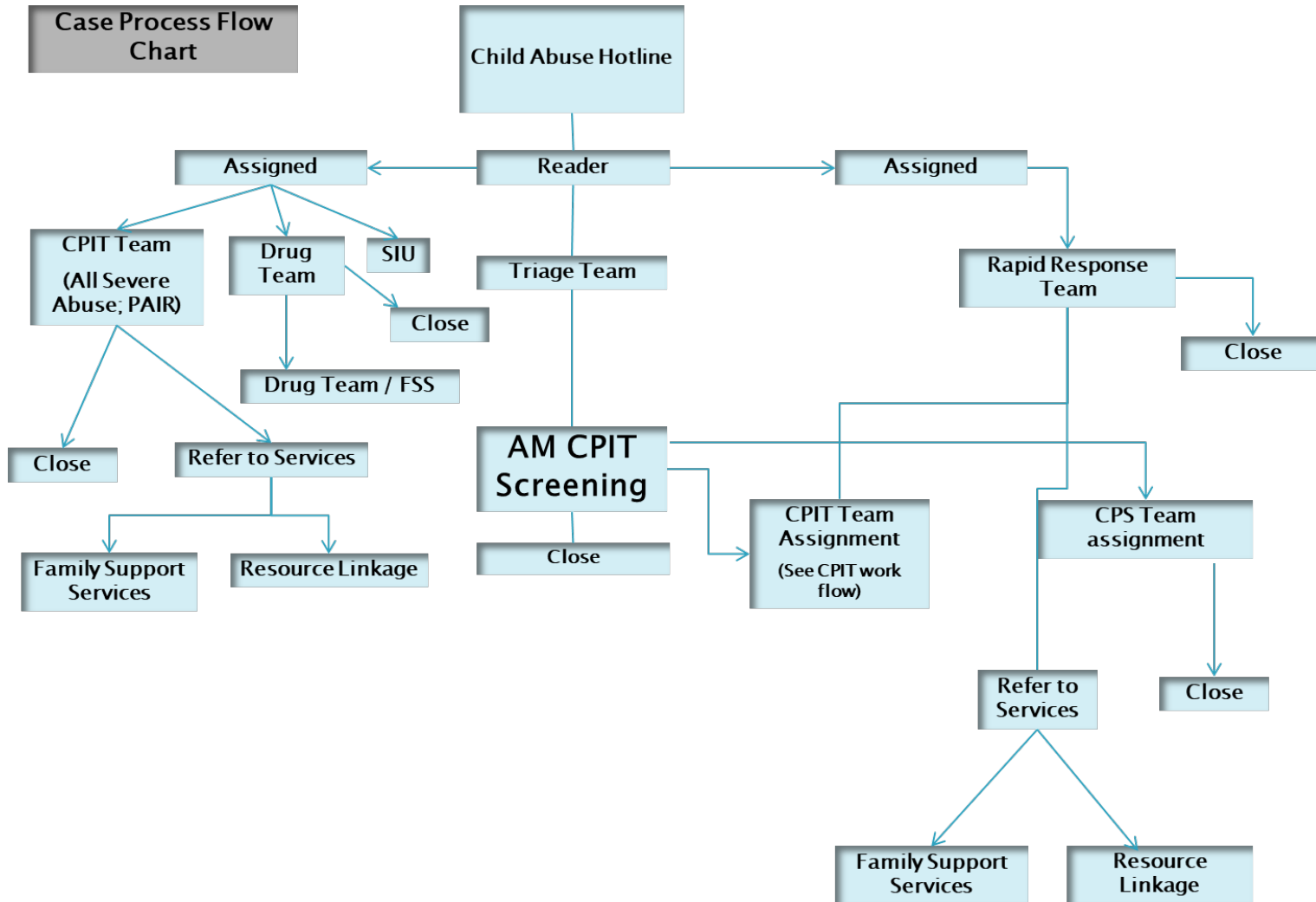
Communication Plan

- Regional Kick-Off
- Email established and monitored daily
- An FAQ page for the Intranet was developed and updated regularly
- FAQ sessions were held
- CPS Redesign Newsletter

Support Throughout The Pilot

- Reviews were held regularly to lower caseloads and ensure transitions to other programs occurred timely.
- Feedback from staff was ESSENTIAL!
- Senior leadership from the Office of Child Safety was present in Shelby County to work directly with staff to ensure a smooth transition and to make appropriate adjustments to the process.

Child Protection and Prevention Teams



Questions/Comments

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