



Department of

Children's Services

Upper Cumberland Kick Off CPS Redesign

February 26, 2020

Introductions

Jennifer Nichols- Commissioner

Dimple Dudley - Deputy Commissioner

Sandra Wilson - Deputy Commissioner

Objectives to Project 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 respond more urgently and give weighted consideration to professional reporters when there are concerns involving children at risk of further physical abuse.

Leadership and Team Composition

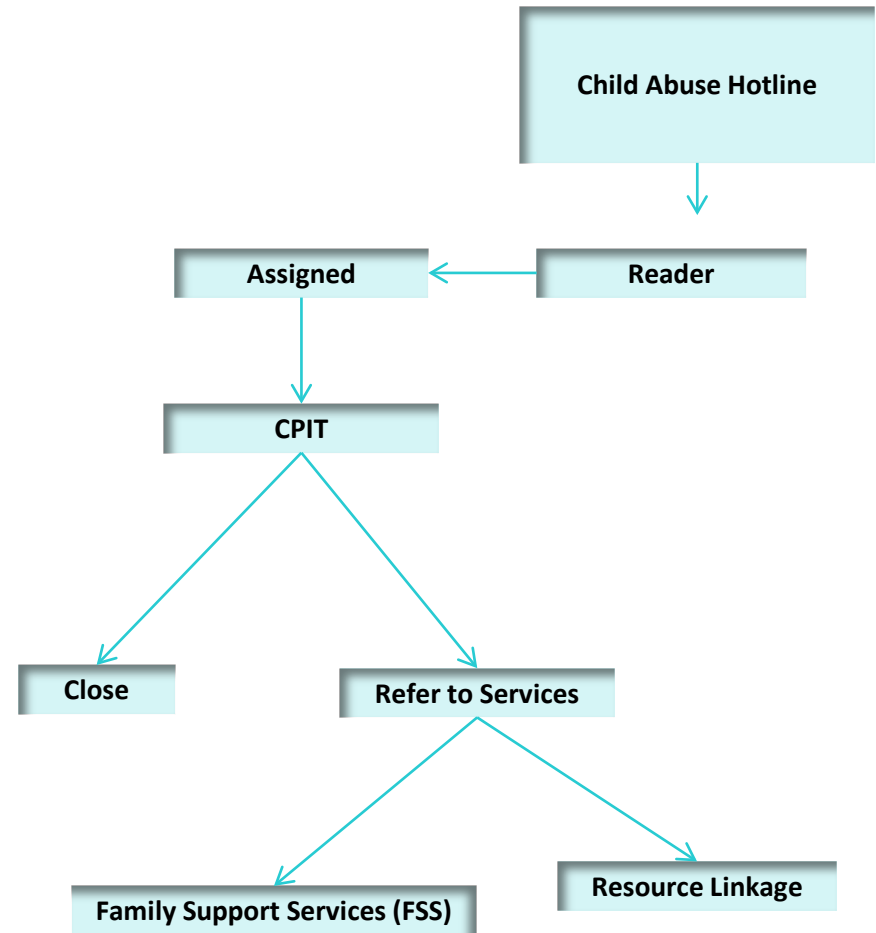
- Statewide Child Protective Services Director
- Team Coordinators
- Team Leaders (12)
- Case Managers (68)

Physical Abuse Immediate Response (PAIR)

CPS will 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.

All Severe Abuse,
Physical Abuse Immediate
Response (PAIR),
and Child Death Allegations



CPIT Roles & Job Responsibilities

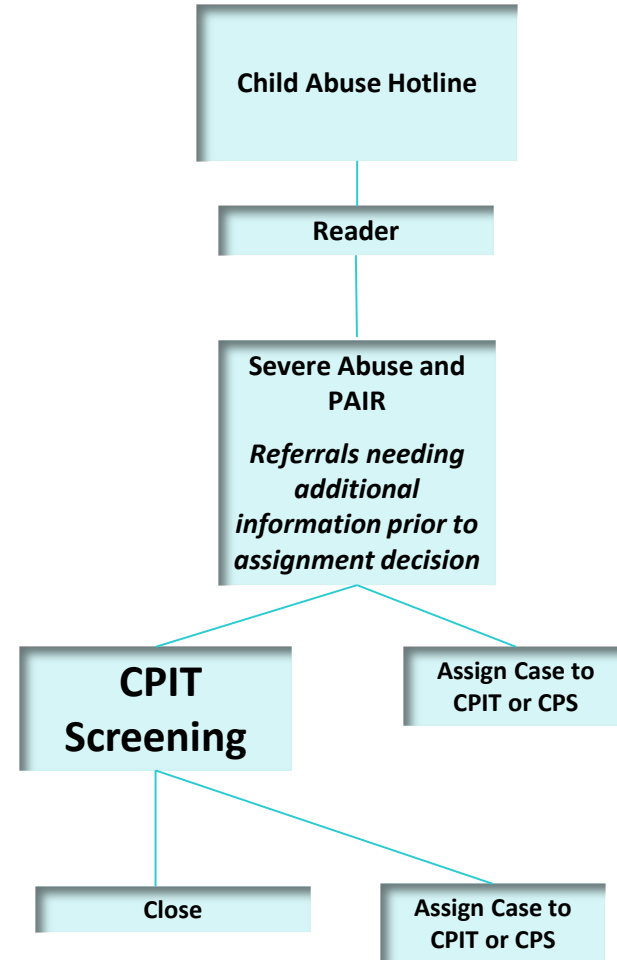
- CPIT
 - Severe Abuse Allegations
 - Child Death
 - Physical Abuse Immediate Response (PAIR)

PAIR: CPS immediately (within 4 hours) responds 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.

Triage Teams

Severe Abuse / PAIR

(Cases that were previously screened out)

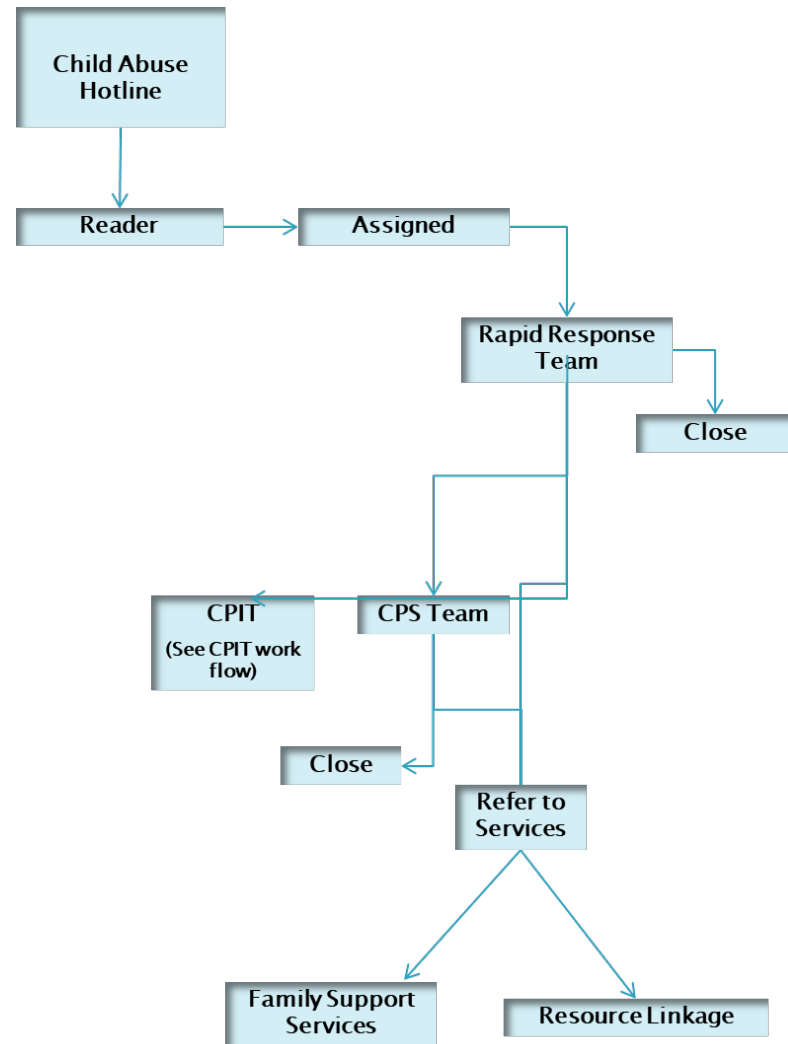


Triage Teams

- This team will gather additional information on reports from the Child Abuse Hotline that would have previously been screened out:
 - Severe Abuse (Sexual / Physical)
 - PAIR
- Following the initial face to face, cases will be discussed with CPIT partners to assist CPS in determining if a case needs further intervention.

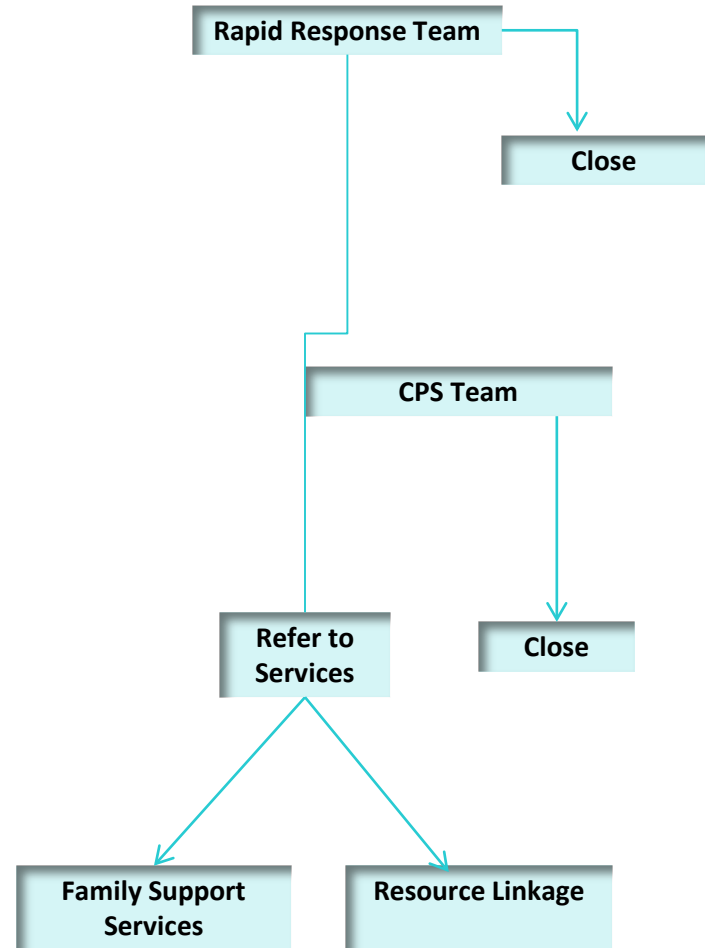
Rapid Response Teams

Non-Severe Allegations

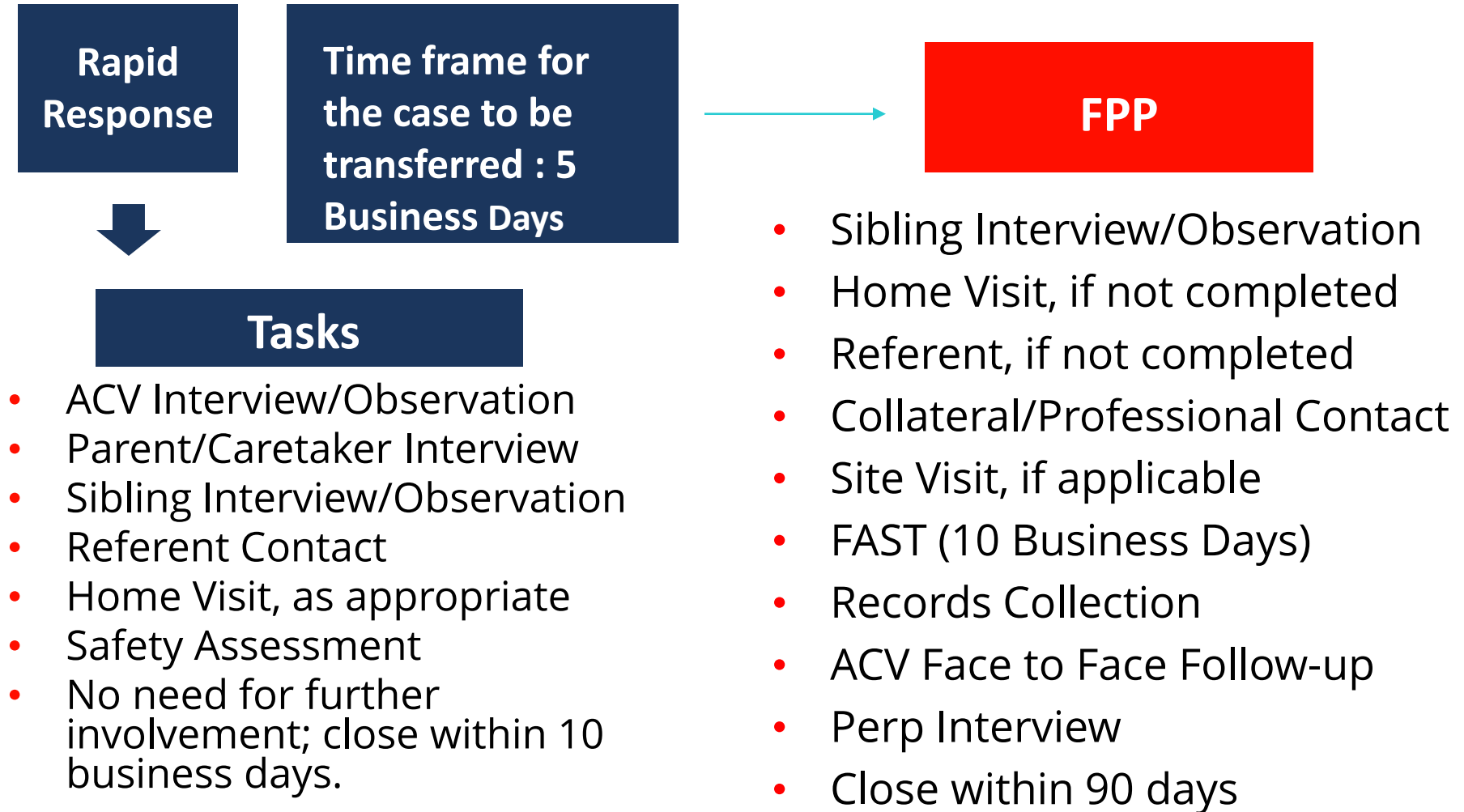


Family Protection and Preservation Teams (FPP)

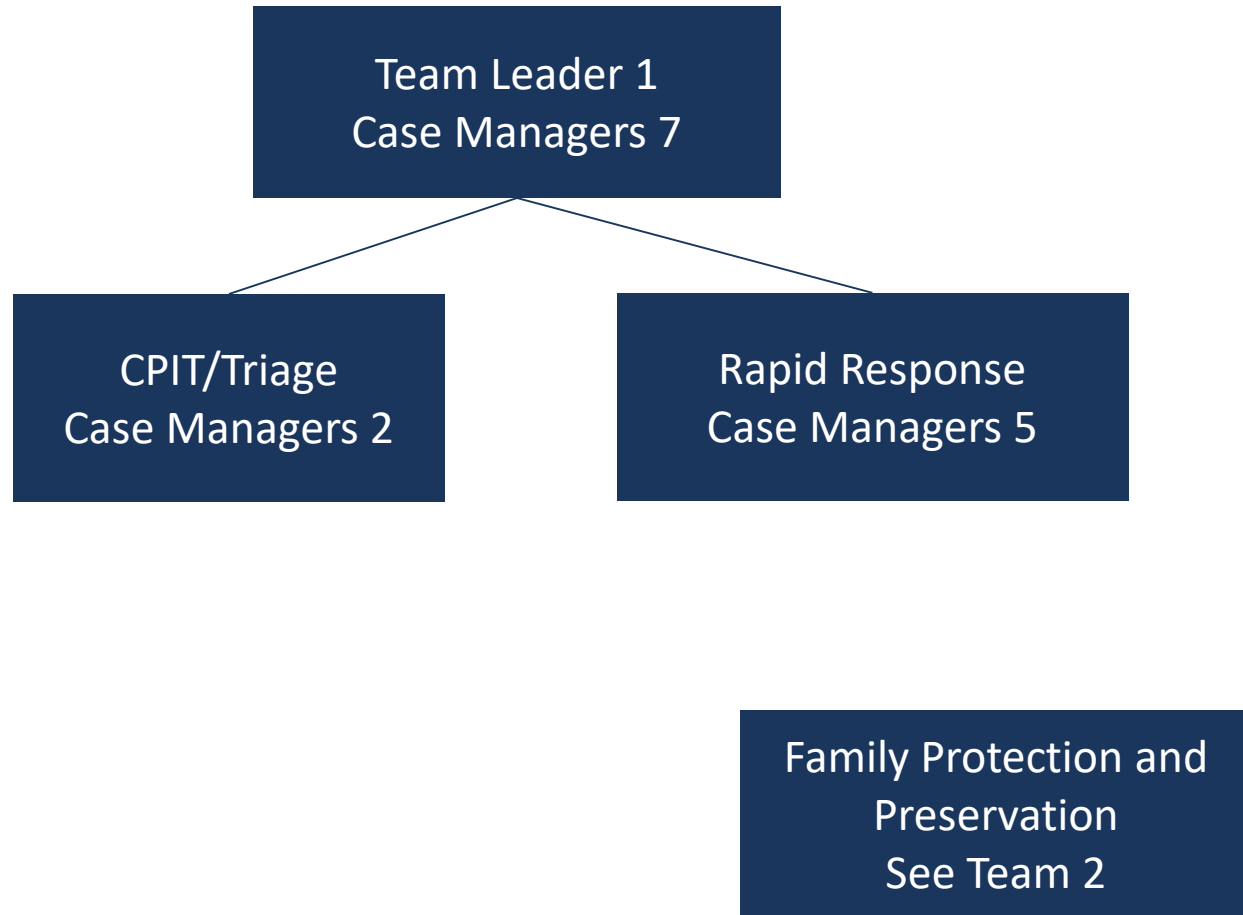
The CPS Teams will assume responsibility for tasks after the initial Rapid Response Team intervention.



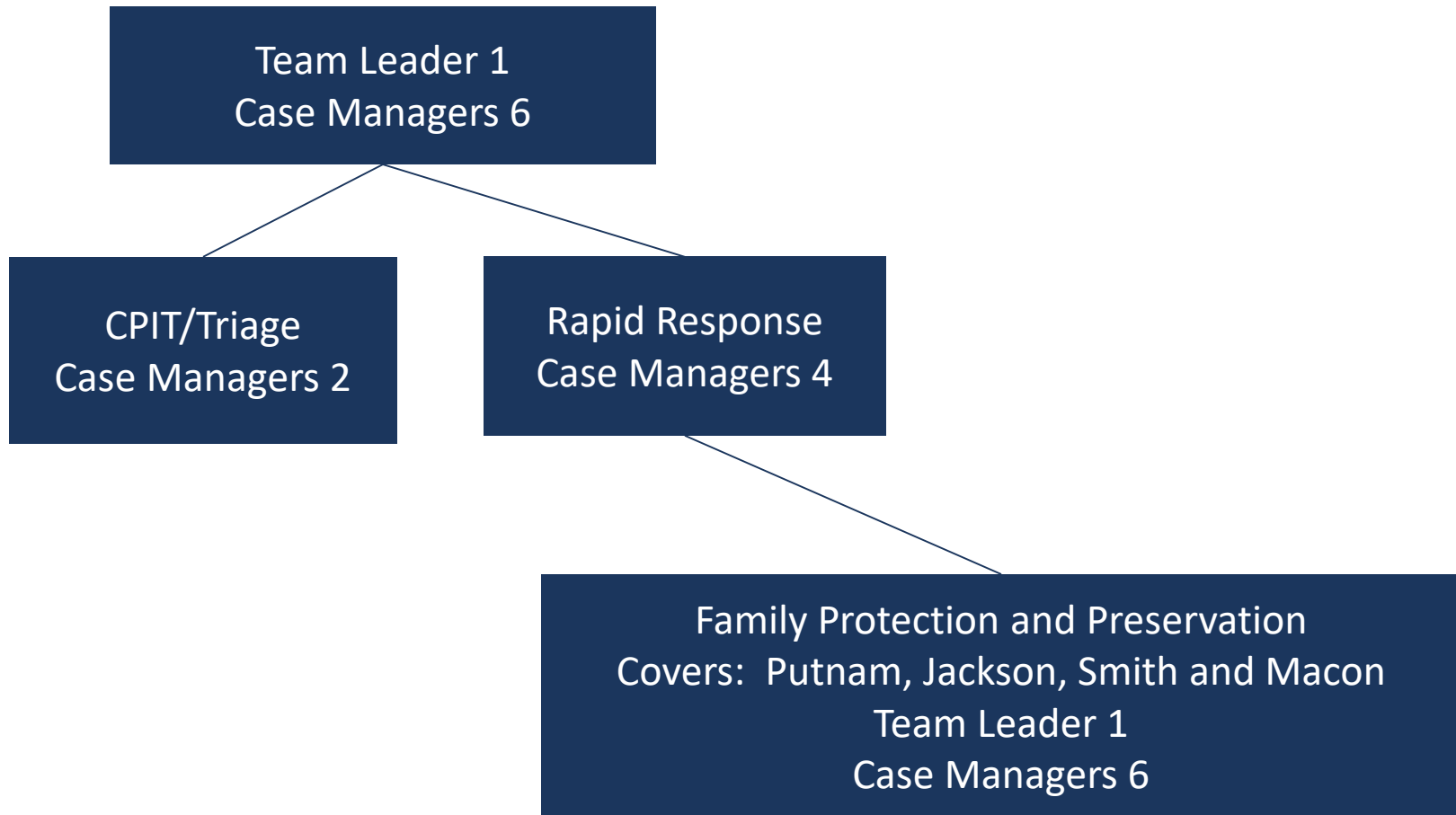
Rapid Response and FPP Workflow



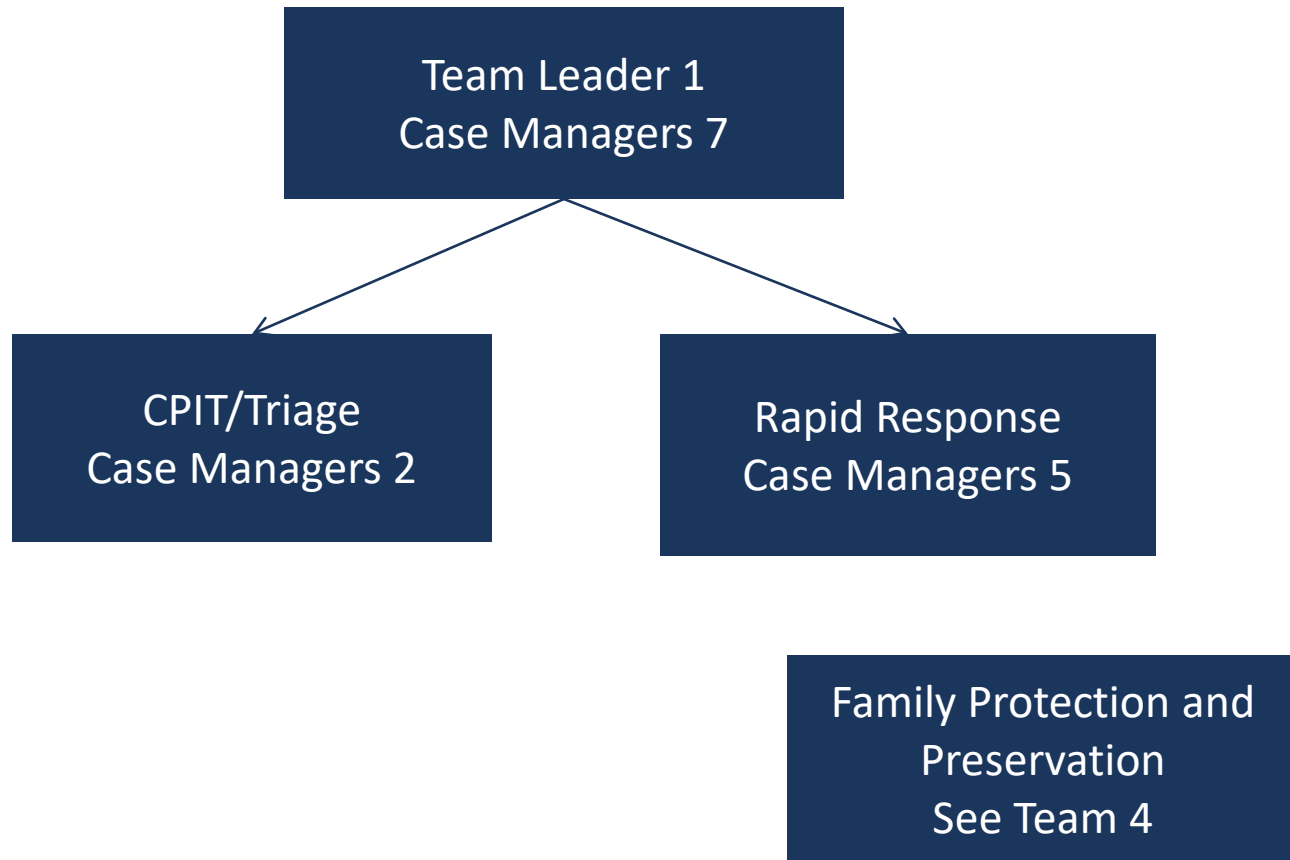
TEAM 1: Putnam County



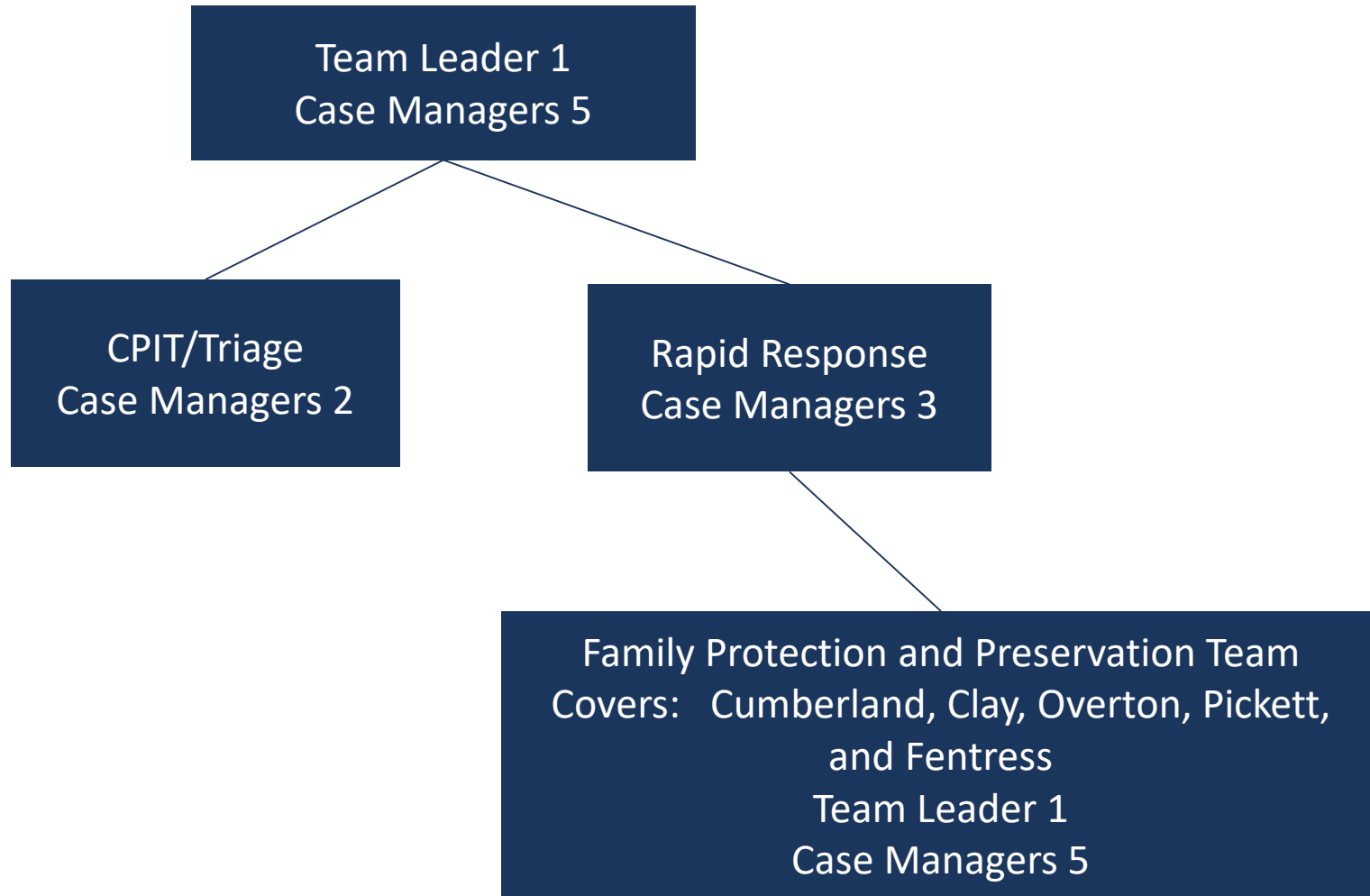
TEAM 2: Macon, Smith, and Jackson Counties



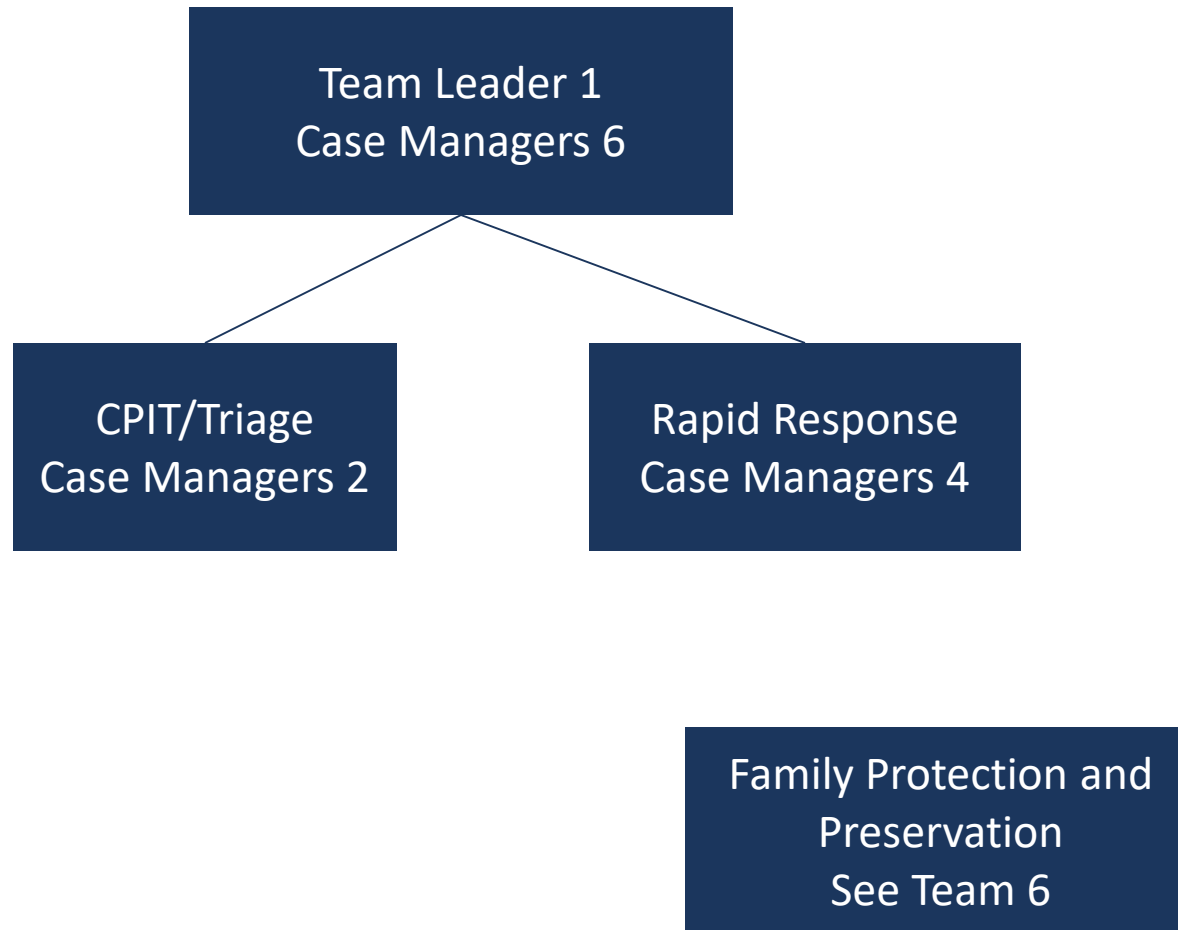
TEAM 3: Cumberland County



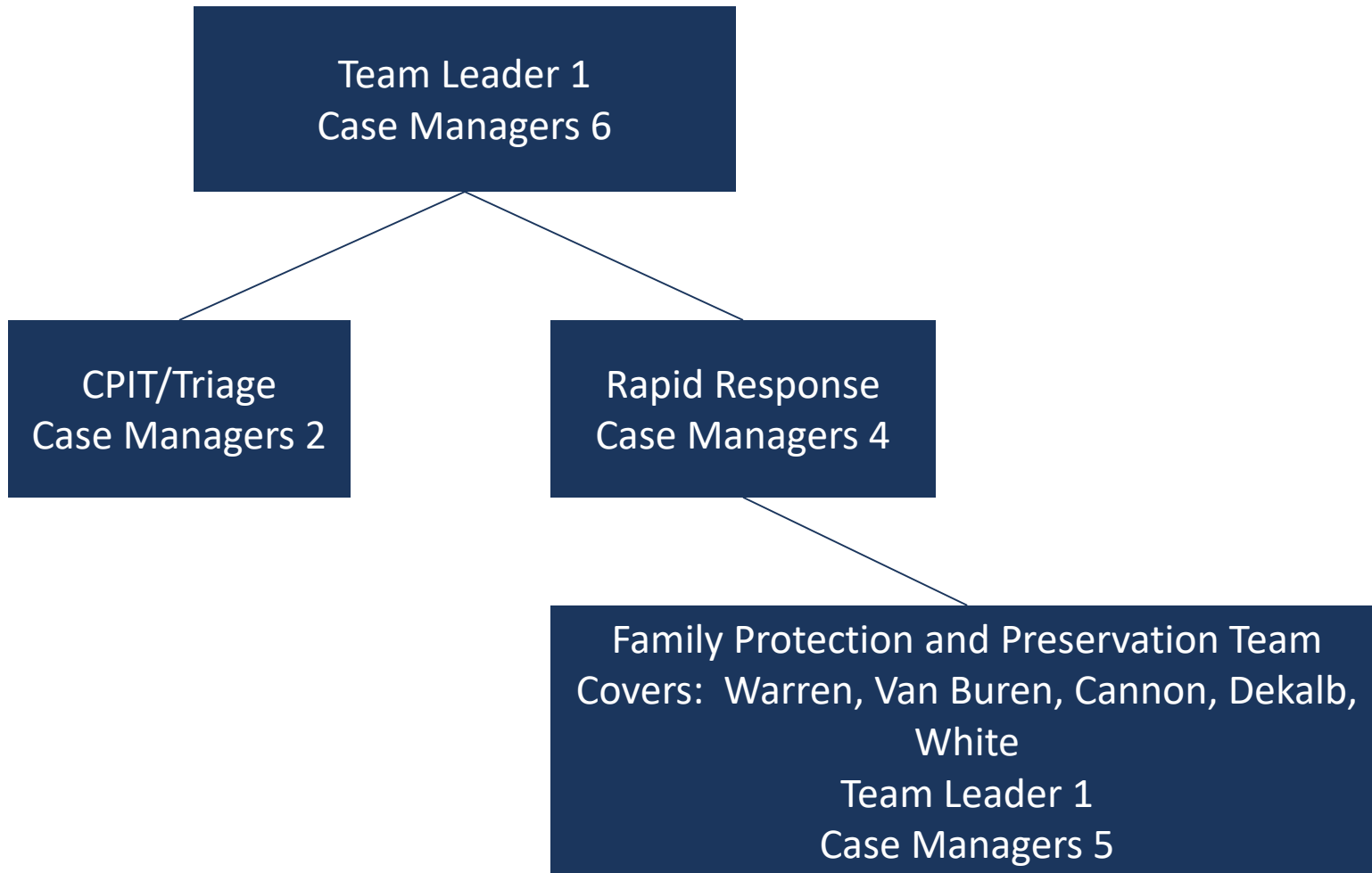
TEAM 4: Overton, Pickett, Clay and Fentress Counties



TEAM 5: White, Dekalb, & Cannon Counties

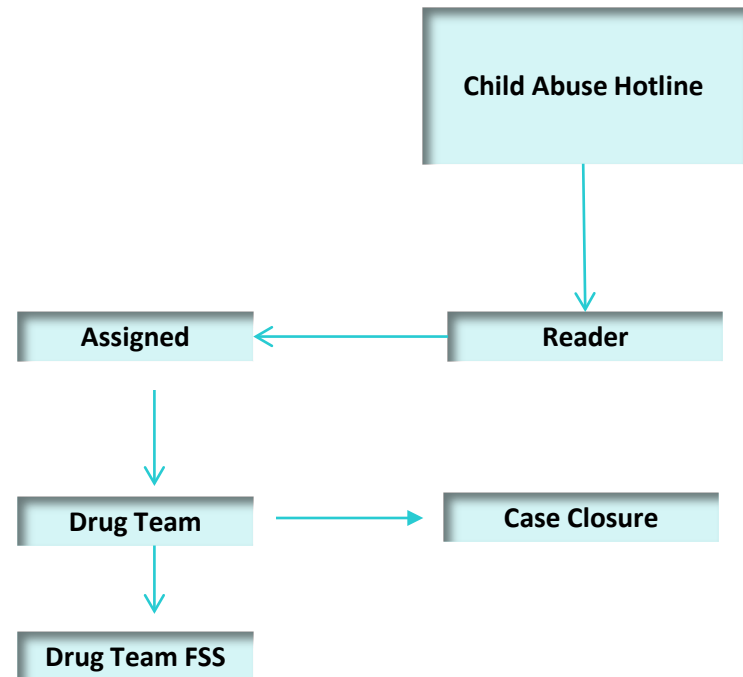


TEAM 6: Warren and Van Buren Counties



Drug Unit

- Drug Unit
 - Investigates drug exposed allegations on infants age 0 through 3 months old.
 - Specialized approach includes transitioning to FSS for long term case management, which is attached to this team.



Drug Exposed Child (DEC) Unit

Team 1

Counties Served:

Macon, Smith, Dekalb, Putnam, Jackson,
Clay, Overton, Pickett

DEC Team Leader 1

Case Managers 5

Team 2

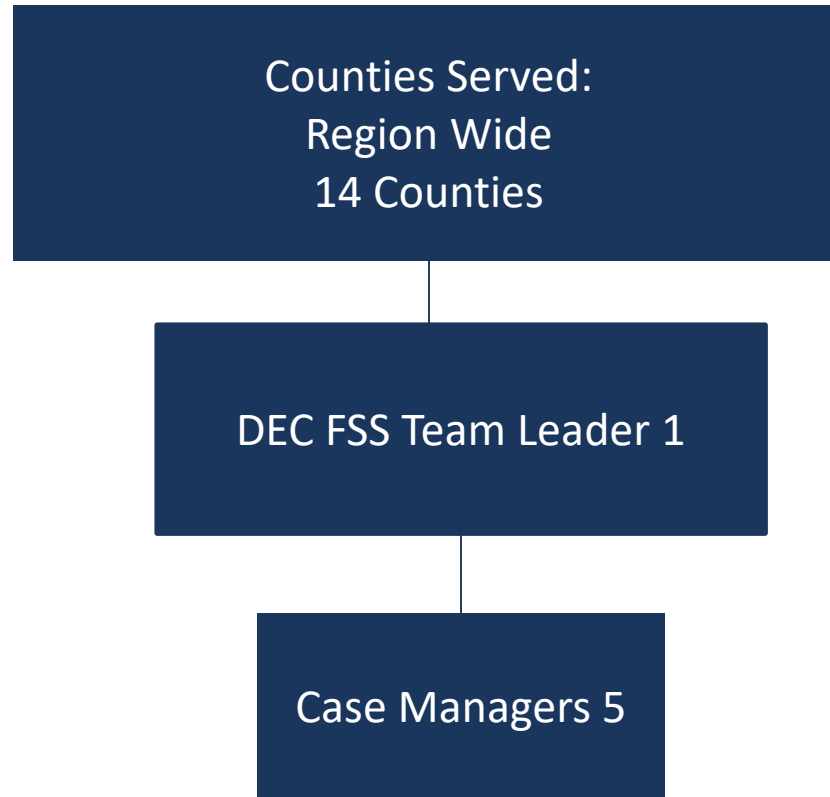
Counties Served:

Cannon, Warren, Van Buren, White,
Cumberland, Fentress

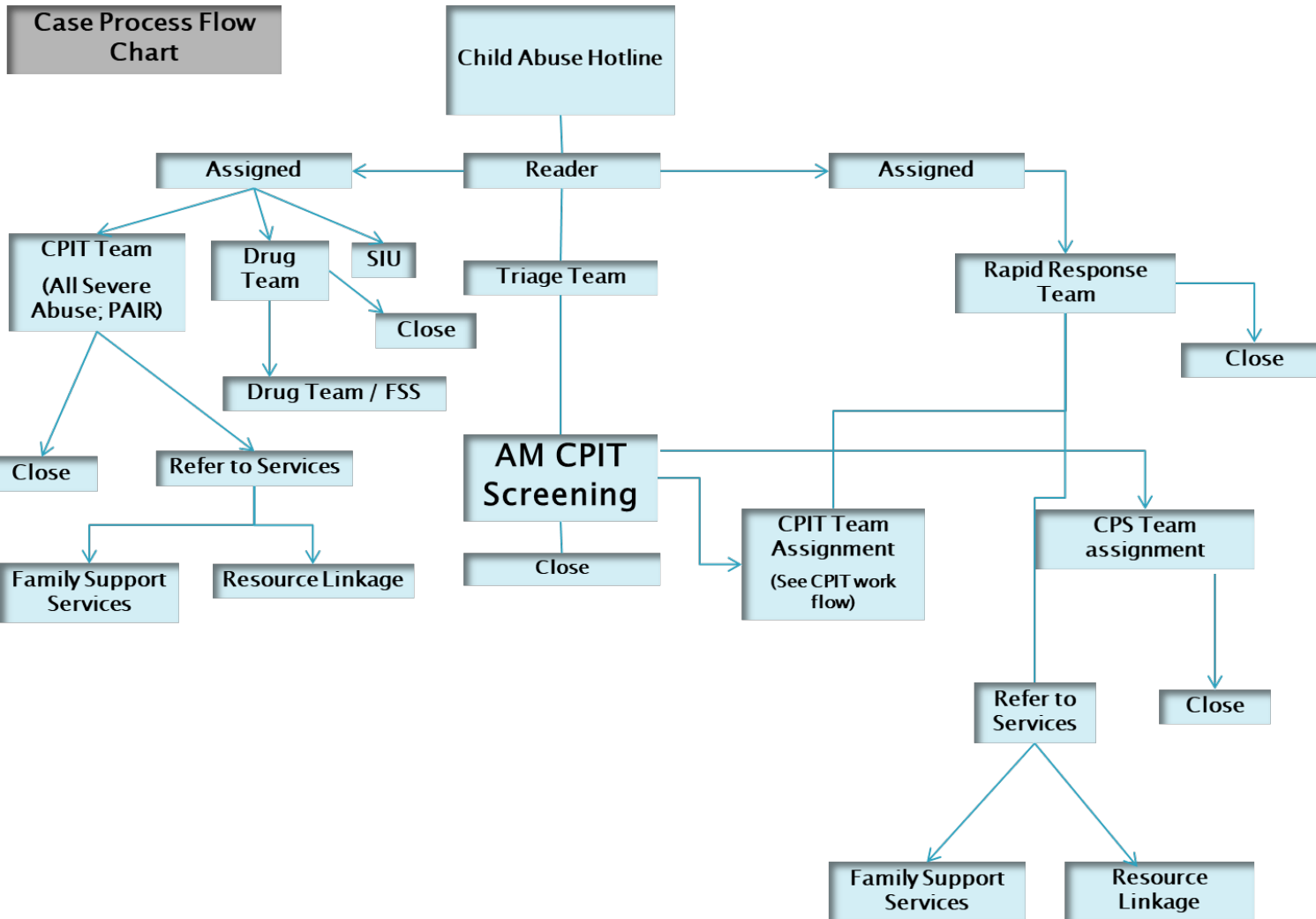
DEC Team Leader 1

Case Managers 5

Drug Exposed Child (DEC) Family Support Services Unit



Child Protection and Prevention Teams



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 transfer to the FSS Drug Team for on-going 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)
 - Will remain as is
 - Will respond to PAIR cases that meets SIU criteria

How Are Teams Determined?

NO ONE WILL LOSE THEIR JOB!

- Staff will be reorganized to maximize skills, expertise, and create opportunities for staff to be successful.
- Reorganizing teams are considered lateral transfers.
- Vacant positions and promotions will be posted and filled through the regular process.

Team Selection Process

- **Conversations** will be held with every CPS case manager/supervisor to discuss their interests and skillsets.
- There will be a **Job Assessment Survey**
 - This is a tool that will be provided to you, which outlines the different job responsibilities and will assist you in determining your interests.
- There will be **discussions** held on **April 1-2, 2020**
 - You will receive an email to schedule your discussion time.
 - Please provide your cover letter and resume to amanda.m.spann@tn.gov by the deadline.
- Teams will be **announced on April 8.**

Implementation Date is June 15, 2020!

- What needs to happen between now and then?
 - Training for all staff
 - Caseload clean-ups and reassignments
 - Minimizing disruption to families and community partners
 - Revise On-Call Schedule
 - Develop local protocols and procedures

Training Timeline

April 20-22: OCS Expectations Training Week 1

April 27-29: OCS Expectations Training Week 2

May 4-5: Specialty Team Training Week 1

May 11-12: Specialty Training Week 2

There will be multiple training sessions offered in multiple counties.

Get Your Questions Answered!

- Submit questions to the following email address:
 - EI-DCS CPSRedesign_County_Project
- An FAQ page for the Intranet is being developed specifically for Upper Cumberland and will be updated regularly.
- Questions will be answered at our follow-up FAQ Sessions:
 - March 9
 - March 16

Support Throughout The Pilot

- Data will be gathered regularly to review caseloads, case transitions, and case closures.
- Adjustments may be necessary for teams to accommodate assignments.
- Data will be shared with staff for transparency.
- Feedback from staff is ESSENTIAL!
- Senior leadership will be present in Upper Cumberland County to work directly with staff to ensure a smooth transition and to make appropriate adjustments to the process.
- Communication with Community Partners

Upper Cumberland Staffing Needs

Case Managers (68 Total)

- CPIT/Triage (12)
- Rapid Response (25)
- Drug Teams (10 CPS and 5 FSS)
- Family Protection and Preservation (16)

Team Leaders (12)

Questions and Comments

?

?

?

?

?

?

?

?