

CSF is a leader providing services to federal, state, and local government in a wide range of areas required to manage delivery systems of social service and child welfare programs. Our work spans the last 25 years. We have worked to analyze, make strategic recommendations, develop implementation plans, and provide technical assistance and guidance in execution of the reforms.

CSF has worked at the local, state, and federal levels to help improve service delivery to individuals and families and integrating new strategies and technologies into social services. **We have played key roles on some of the largest and most important social services and child and family services initiatives in the country.**

We provide technical assistance in a variety of settings related to children and families. Most of our work is focused on:

- ◆ Program and agency assessment
- ◆ Practice model development and implementation
- ◆ Development of strategies and initiatives for effective implementations
- ◆ Continuous Quality Improvement (CQI) development and implementation
- ◆ Legislative Policy and Gap Analysis
- ◆ Performance based contracting (PBC)
- ◆ Training and coaching for general skill development and improvement.

Representative recent, relevant projects below. A U.S. map portrays the number of states in which CSF is privileged to have worked.

Mississippi Practice Model Implementation. CSF helped Mississippi to develop a child welfare practice model that incorporates federal program mandates, plus requirements of a settlement agreement resulting from a class action lawsuit and accreditation standards the Department was pursuing. It provides a conceptual framework to guide caseworkers' interventions with children and families. CSF also analyzed rates paid to foster caretakers of special needs children and to congregate care providers, and recommended rates reflecting actual cost of care. CSF continues to assist the Mississippi Department of Child Protection Services in a seventh-year contract, to implement a comprehensive statewide child welfare practice model designed to guide caseworker interventions with children and families. CSF has also guided MDCPS in engaging stakeholders, strengthening the partnerships with their community resources. Finally, CSF staff is assisting in development of statewide policy governing the practice model.

New Hampshire Division of Children, Youth and Families. CSF conducted an independent quality assurance review of the Department of Children, Youth and Families (DCYF). CSF assessed DCYF's capacity and effectiveness in addressing safety and risk of harm for children who come to DCYF's attention, in light of some high-profile deaths of children in the State due to maltreatment. CSF designed and implemented and reported on DCYF's work in this area, which included a statistically representative case review of children assessed by DCYF for alleged maltreatment, multiple surveys to staff and stakeholders, a series of interviews and focus groups with staff and stakeholders, a review of relevant literature and DCYF documents, review of data reports, and a review of the State's policies and statutes. The final report was delivered in December 2016, making recommendations designed to substantially improve services to children and families in New Hampshire with regard to safety and risk of harm.

Michigan Department of Human Services. The Michigan Department of Human Services (MDHS) contracted with CSF to conduct an assessment of its capacity to implement the Michigan Settlement Agreement and to provide a statewide implementation plan, including the integration of continuous quality improvement development with an expanded and more comprehensive child welfare practice model. CSF began providing technical assistance to MDHS in implementing the practice model and CQI processes, and to apply an implementation team structure and an integrated implementation plan. We also helped integrate trauma-informed practice into the practice model. This included coaching and training of staff in early counties where the initiatives were being rolled out. CSF supported the state's development of a performance based child welfare system through implementation of the practice model and CQI activities.

Santa Clara County, California, Operational Review of Child Support Services. CSF completed a comprehensive assessment of Santa Clara County's Department of Child Support Services' operations to identify measures to create a transformed, sustainable business model aligned with agency funding that would better serve the County's children and families. CSF reviewed and documented agency policies, business processes, and workflow; evaluated effectiveness of current business operations; developed business process maps; performed a staffing analysis; reviewed industry best practices; and developed findings/recommendations to result in cost savings, improved operational efficiencies, more responsive, timely customer service, while meeting all regulatory, legal, and program compliance requirements.

For additional information on our work in North Carolina please contact:

Kathy Sokolik at ksokolik@csfmail.org or 707-373-2975

For additional information on CSF, see our website: www.csfsite.org

CSF Experience in Individual States

