



From Compliance to Common Sense

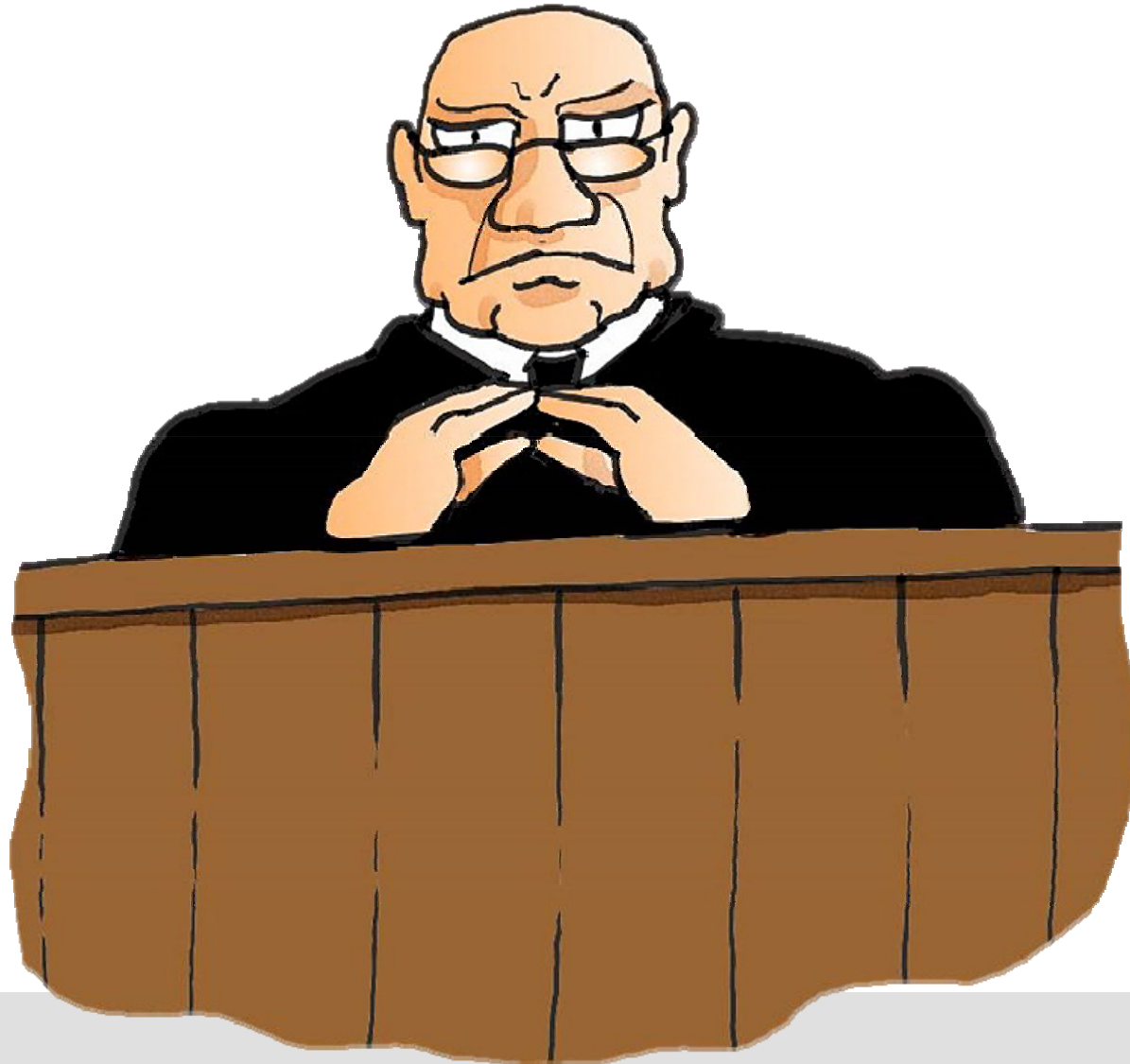
The evolution of evidence use in Tennessee's child welfare system



Compliance pressure



Consent decrees



Phases of completion

- M. A Discharge Planning CFTM shall be convened within thirty (30) days of a child returning home on trial home visit, exiting custody to a newly created permanent family, or aging out of the system. If exiting custody is determined to be inappropriate, DCS shall make the appropriate application to extend the child's placement in the custody of DCS before the expiration of the trial home visit. Participants in the Discharge Planning CFTM will identify all of the services necessary to address the issues that required removal, to assure the child's continued safety, and to support the child or youth and family and the trial home visit. During any trial home visit, the child's case manager shall visit the child in person at least 3 times in the first month, and twice per month for any remainder of the trial home visit period ordered by the court, and each visit shall occur outside the parent or other caretaker's presence. The case manager shall also contact service providers, and shall visit the school of all school age children at least once each month during the trial home visit period, shall interview the child's teacher, and ascertain the child's progress in school and whether the school placement is appropriate.

Navigating to exit

- The *Brian A.* lawsuit was filed in 2000 and settled in 2001.
- Modified Exit Plan entered in 2010.
- Net loss of provisions in compliance in 2013.
- Provision by provision attack
- EXIT



Living in a post-consent decree world



Living in a post-consent decree world

- **Enhanced CQI systems**
 - *Targeted* case reviews
 - Methods of measurement
 - Statistical significance
- **Application and skill development**
 - Accountability Center
 - IV-E Waiver
 - StART
 - EDGE: Evidence Driven Growth & Excellence

Accountability Center

- **Assessment organized in four sections**
 - Outcomes
 - Quality
 - Capacity
 - Process
- **Unique opportunity to leverage resources to learn about what processes, policies, practices make the most difference.**

IV-E Waiver

- **Benefit of staffing**
- **Objective standards for measuring progress toward strategic goals**
- **Regular opportunities to measure progress and adjust strategies with key leaders**

StART: Strategic Alignment Review Team



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EDGE: Evidence Driven Growth & Excellence

- Program vision and goals
- Ongoing adjustments
- Sustaining skill set

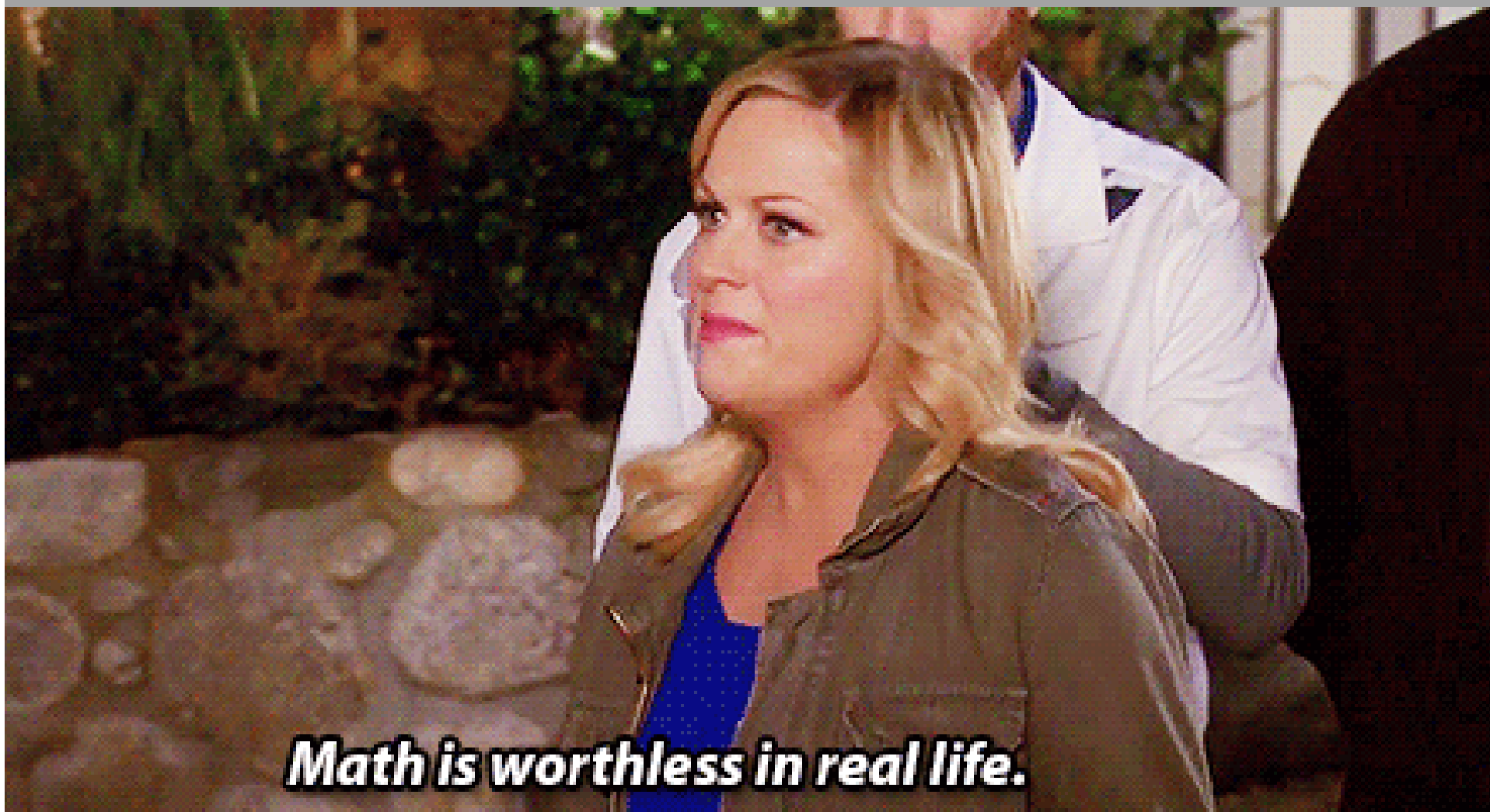
Creating a culture of evidence use

- Leadership buy-in
- Reinforcing evidence use in strategy setting and management
 - Strategic Outcome Management meetings
 - Survey results and staff input in evaluation planning
 - Seeing this trickle down into regional management: Time Use example
 - Balancing working knowledge and other annoying realities
 - Willingness to ask for help
 - All that, and it's still not simple
- Providing quality tools to measure performance on a regular basis

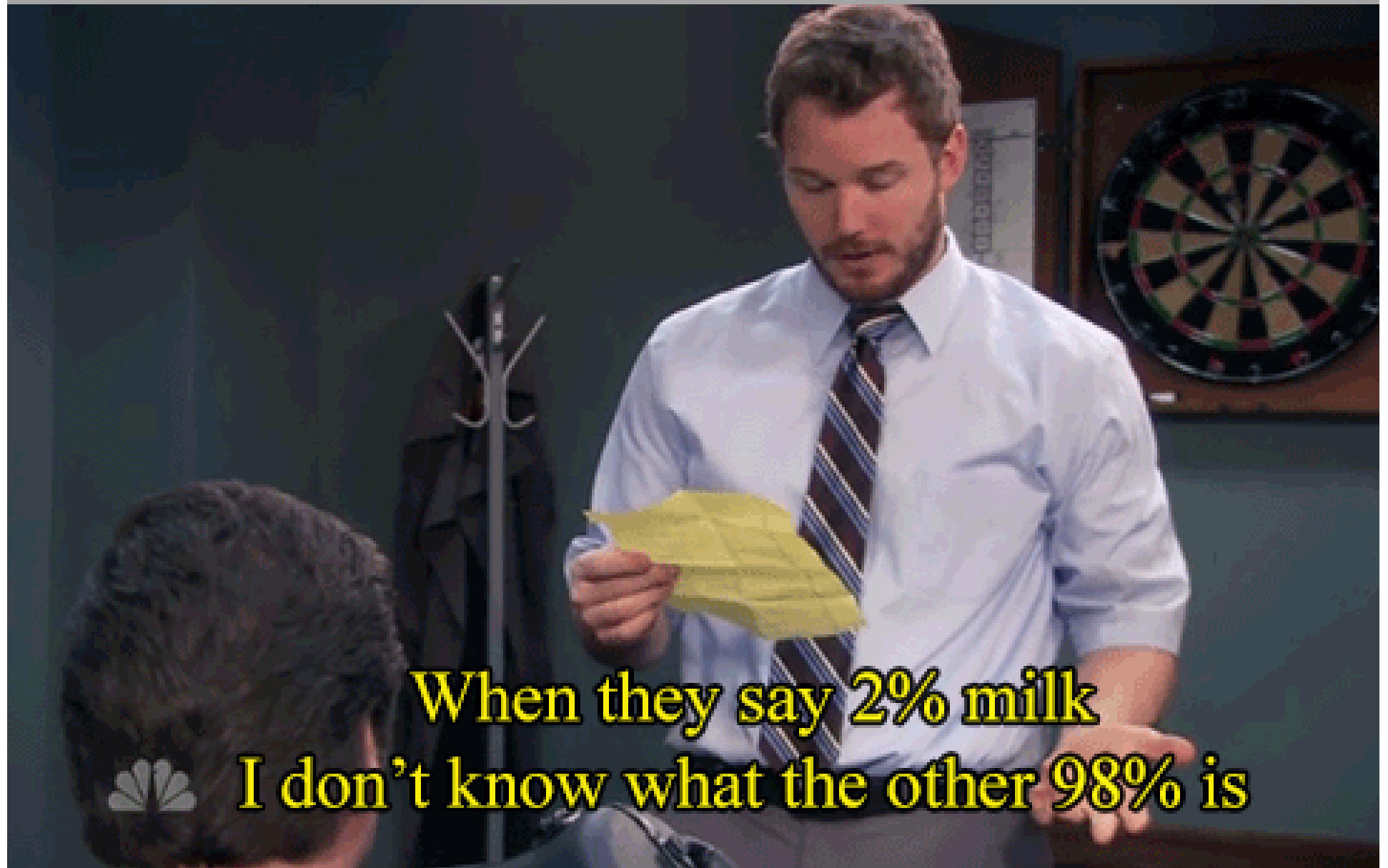
Ongoing challenges

- Evidence use requires culture change.

Ongoing challenges



Ongoing challenges



When they say 2% milk
I don't know what the other 98% is

Ongoing challenges

- Evidence use requires culture change.
- So much to do—so little time.
- Working knowledge and existing process and policy requirements.

Ongoing challenges



60% of the time, it works everytime

Ongoing challenges

- Evidence use requires culture change.
- So much to do—so little time.
- Working knowledge and existing process and policy requirements.

Moving forward

- Ongoing assessment and adjustment
- Listening to staff to understand barriers and benefits from their perspective
- Continuous education and skill development

The common sense part



The common sense part



The common sense part

- What are we trying to accomplish here?
- WHY?
 - Does this align with our vision, mission, strategy?
 - Did someone say we have to?
 - What happens if we don't?
- Is there a better way or a better use of resources?

Wrap up





Thank you for your consideration.



Thank you

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Thank you