

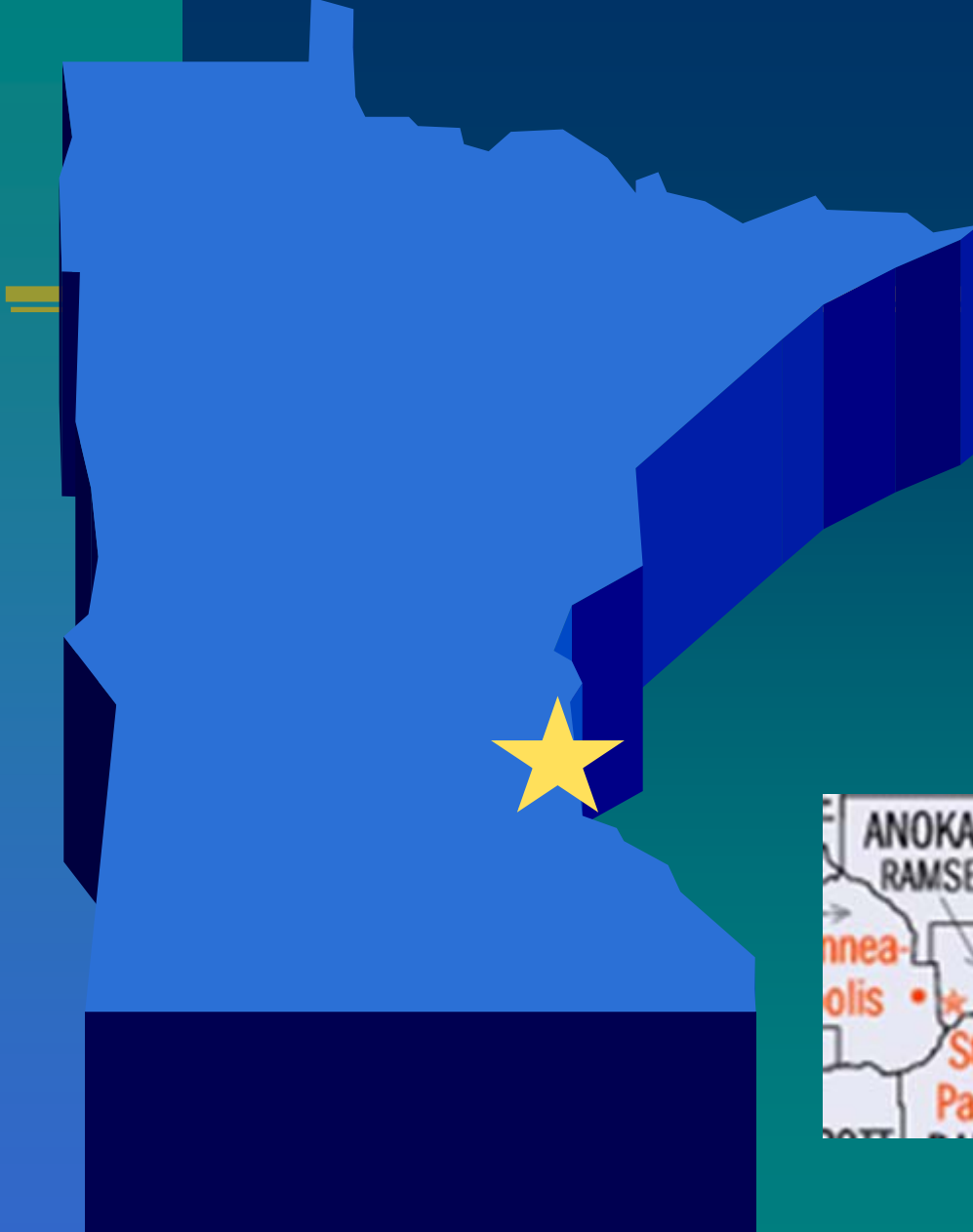
Common Goals - CFSR

Child and Family Service Review

The Washington County,
Minnesota Experience

*Citizen Review Panel Conference
May 21-23, 2008*

*Daniel J. Papin
Director, Washington County Community Services*



Where we are Located

Who We Are

- Population: 228,000
- Mostly white
- Relatively wealthy
- 65,000 children
- Low high school drop out rate



Our Response to the CFSR State Review in 2004

- Surprised at what the process revealed – while doing well, plenty of opportunity for improvement
- Board Reaction: “You mean we’re not the best in the State?”
- Process was impressive – thorough, focused, professional

Our Response to the CFSR State Review in 2004

- Took the outcome seriously and have taken deliberate steps to improve:
 - Performance Improvement Plan
 - Staffing Levels Increased (over time)

Federal CFSR

September 2007

- One of three counties selected
- Extensive planning and pre-review coordination
 - CRP chair – Dani Horan participated in the state assessment process
- Intense week – Reviewers worked from 8:00 a.m. to 10-11:00 p.m. on site

Federal CFSSR

September 2007

- 17 cases audited
- CR Panel (current & past members) interviewed
- Clients/Stakeholders/Partners Engaged

Local Findings - Strengths

- Staff and social work practice
- Communication and relationships with community
- CRP
- Q A process
- Concurrent planning



Local Findings-Opportunities

- Timelines
- Documentation
- Consistency - practice





Key Findings

- County actually can work with the State!
- Feds have high standards, but don't back it financially
- Some concern about objectivity of reviewers
- Surprised at the passion/emotion of the experience