

**PIP Workgroup Worksheet – Organizational Structure – February 2, 2004 DRAFT**

Issues	Related Item, Systemic Factor or Data Indicator	Possible Action Steps	Method of Measuring	Responsible Party
DCFS Lack of Communication and Support <u>within</u> the Organization		1. Develop a specific location on the DCFS website, and link to various stakeholders, that is updated monthly and that specifically indicates the needs of the Dept (i.e., more homes in Humboldt Park; better day care in Kankakee; <b>online data &amp; trends information; internal resource identification</b>		-Andrea will discuss with Service Array group (Mary Sue Morsch) prior to next meeting  -Data/ Research will attend 2/9 meeting and bring list of generated reports
		2. Improve communication between DCFS Field Operations and Child Protection through more frequent meetings among management staff in both divisions. <b>Especially re: integrated assessment, &amp; specialized foster care. Incorporate this into POS also (pg 2-issue 2A).</b>		
		3. Improve cross training between staff to limit disruptions caused by reassignments and terminations.		
		4. Weekly email to DCFS staff from DCFS executive team listing key developments or news and notes. <b>Example: State Budget. There would need to be limited access and passwords.</b>		
		5. Develop and share a plan for how the current administration sees the culture of the agency evolving over time. This would be both the vision, strategy and implementation plan. <b>**This is the actual expected outcome of this group.</b>		

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	Systemic Factor or Data Indicator			
		6. Internal weekly or twice monthly updates from the Director re: the State of DCFS on the D-Net		
		7. Develop communication strategies for the year to all staff levels. Determine most effective means of communication (measure by results). <b>**Overlap: step #4, #6 &amp; #7 seem similar and related. Could be broken down within one step.</b>		
		8. DCFS should establish internal groups similar to CWAC to filter ( <b>funnel?</b> ) communication to appropriate staff <b>Possibly DCFS (and POS) staff already involved with advocacy groups?</b>		
		9. Clarify vision/mission within the organization and review overall measures in achieving those outcomes ( <b>tied to step #5</b> )		
DCFS Lack of Communication and Support with <u>Service Providers (POS)</u>		1.A. Annual Mtg (possibly like summit) <ul style="list-style-type: none"> <li>• Could break out regionally</li> <li>• Could CWAC be revamped to meet this need?</li> <li>• Expectation that all attend</li> <li>• Possibly like Mac's meetings</li> <li>• Will they be programmatic? Mission/Vision?</li> <li>• Need fine tuned agenda</li> </ul> 1.B. Need quarterly written communication <ul style="list-style-type: none"> <li>• possibly a newsletter "here's what is coming" type of format (need to reduce element of surprise to POS)</li> </ul>		

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		<ul style="list-style-type: none"> <li>• Would need to provide specific person/people to contact if questions about the newsletter contents</li> </ul>		
		<p>2.A. Reconfirm CWAC as primary vehicle for collaboration with voluntary providers</p> <ul style="list-style-type: none"> <li>• Strengthen CWAC with a clear purpose, a sharing of information and input of all into process.</li> <li>• Designate meetings-perhaps CWAC would work to cover agenda items, updates, barriers, etc</li> <li>• Renew and regularly update CWAC membership to assure opportunities for service exist across agencies</li> <li>• Providers need to communicate with CWAC</li> <li>• Providers need to be educated on purpose and function of CWAC</li> <li>• . Review COA Governance/Advisory Structure of DCFS to determine how to strengthen</li> </ul>		
		<p>3.A. Inclusion of service providers in the development of strategic plans</p> <ul style="list-style-type: none"> <li>• Create a collaborative effort on all involved stakeholders</li> <li>• Private agency providers must be included in formulating CFSP due in June 2004</li> </ul>		
		<p>4.A.. Create a definition of a collaborative partnership with shared risk providers, based on the assumption that the Dept. sees this relationship continuing</p> <ul style="list-style-type: none"> <li>• Recognition of different levels of partnership with different providers - Agencies will be divided into categories of level of involvement (ex. Level 1= Risk sharing groups, level 2 =Boards, level 3 = Recipients of service, level 4 = Community agencies, level 5 = Low -risk sharing contractors)</li> <li>• Develop collaborative partnership with</li> </ul>		

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		<p>private agency providers</p> <ul style="list-style-type: none"> <li>• Identify all partner/collaborative groups/stakeholders/advocates/risk-sharing recipients and stratify for action and focus. With partnership comes shared accountability. Regular communication across systems</li> <li>• Agencies who share risk will be included in the development of the Child and Family Service Plan</li> <li>• DCFS and Agencies who share risk will have full involvement in discussion of, and participate in the growth of, the vision for Child Welfare system goals, the development of the action plan and the implementation of strategies to achieve goals</li> <li>• POS, along with DCFS will maintain memberships on all boards, commissions, panels, etc.</li> <li>• Principles of interaction will be congruent across all agencies and levels, e.g. respect, honest communication,</li> <li>• Agencies that share risk with the Department will accept a shared understanding of the acceptance of accountability</li> </ul>		
		<p>5.A. DCFS will “clean” database to eliminate duplication of mailings, etc.</p>		
<p>POS lack of communication and support within the organization</p>		<p>1.A. Each POS agency will do an internal review of how they process information from DCFS</p>		

