



**Embrace
Families**

Building Stronger Communities

CAREGIVER REDESIGN

CONCEPTUAL FRAMEWORK

Why are we here?

- Improve services to our kids (serve them better, resolve issues faster)
- Commitment to innovation and system improvement
- Commitment to customer service
- Improve Caregiver satisfaction, stability, retention
- Better balance workload and responsibilities

- Change is required – get used to it....



Findings of Marketing for Change Report

Improve the Practical and Emotional support to Caregivers

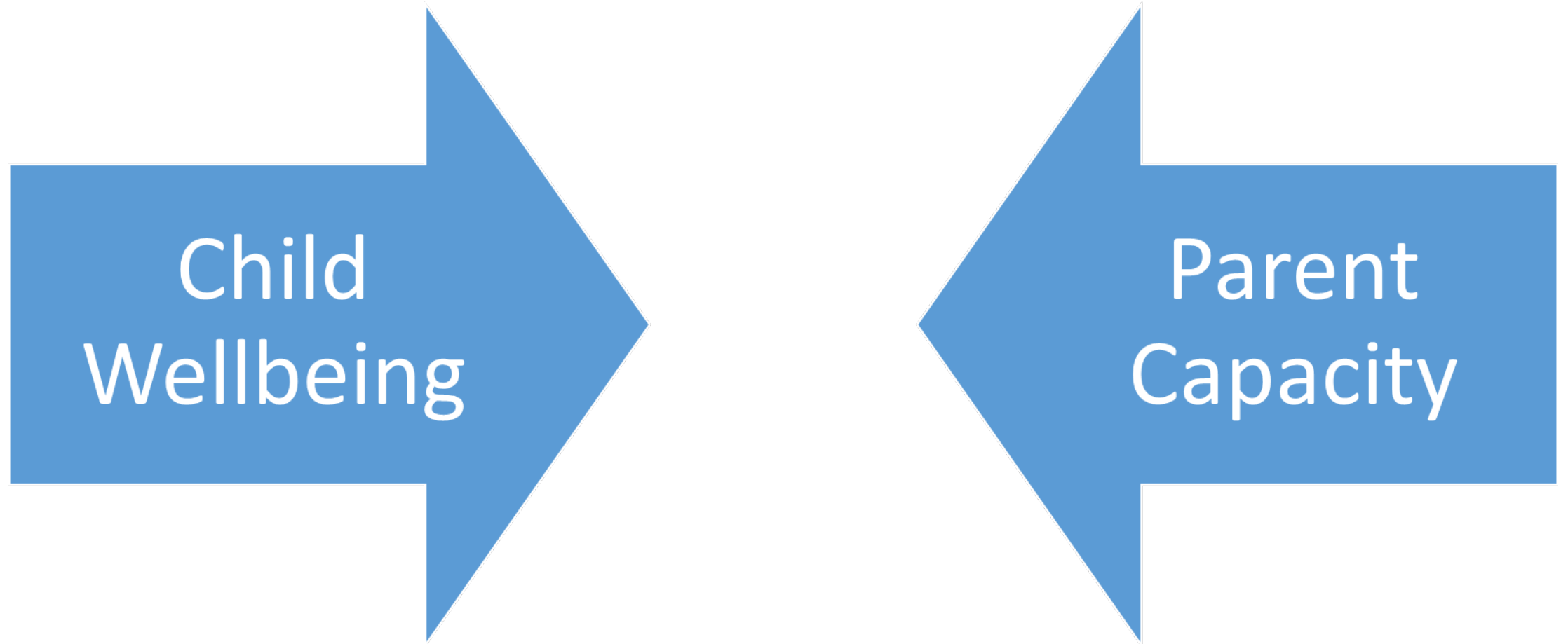
Improve Practical and Emotional support to Case Managers

Improve Communication

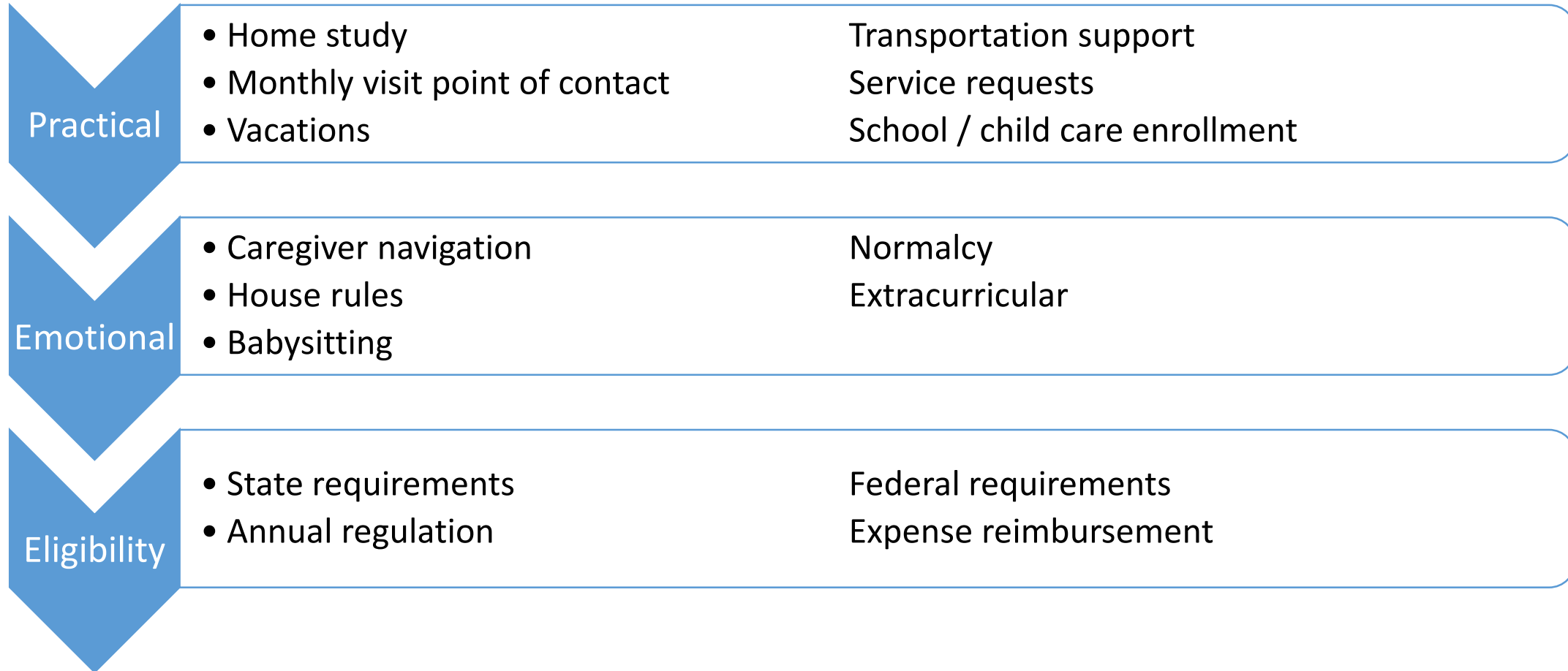
Increase use of Reasonable and Prudent Parent Standard



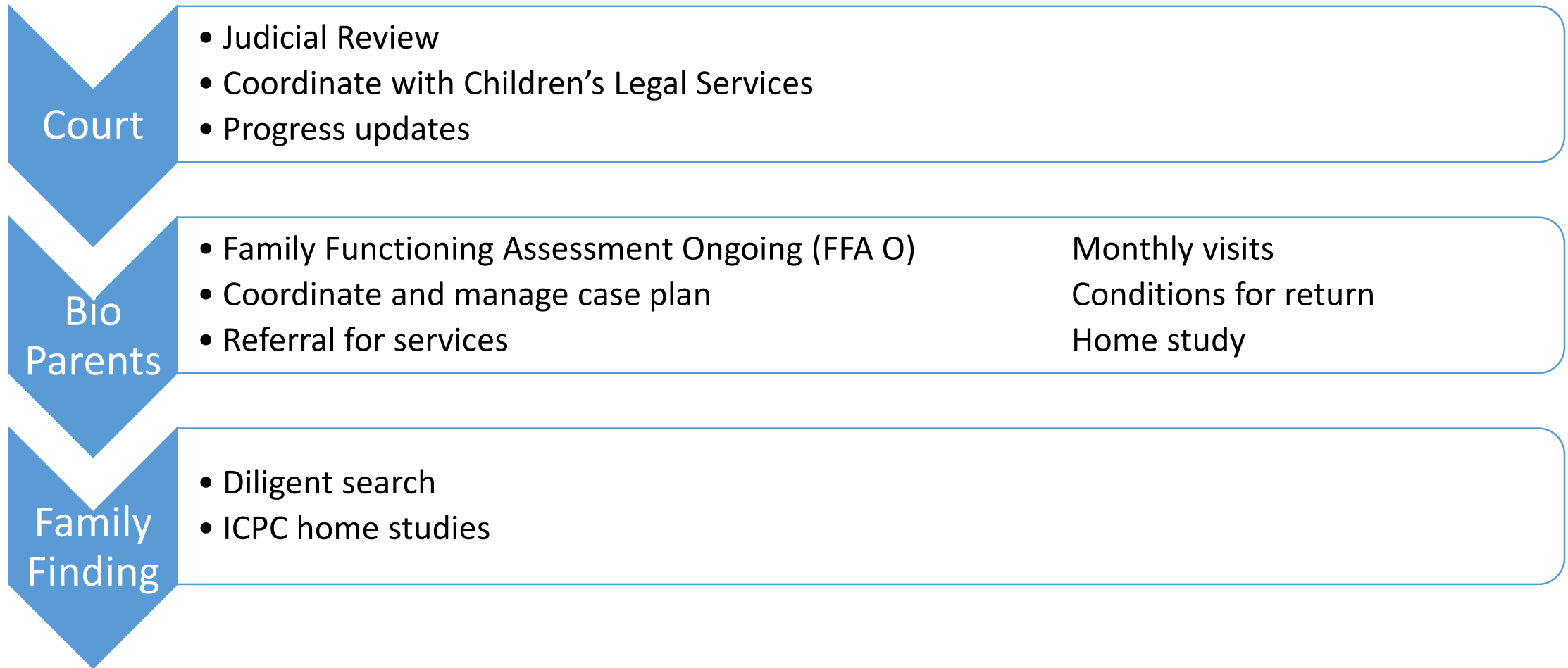
Child Welfare Work Fits in Two Categories



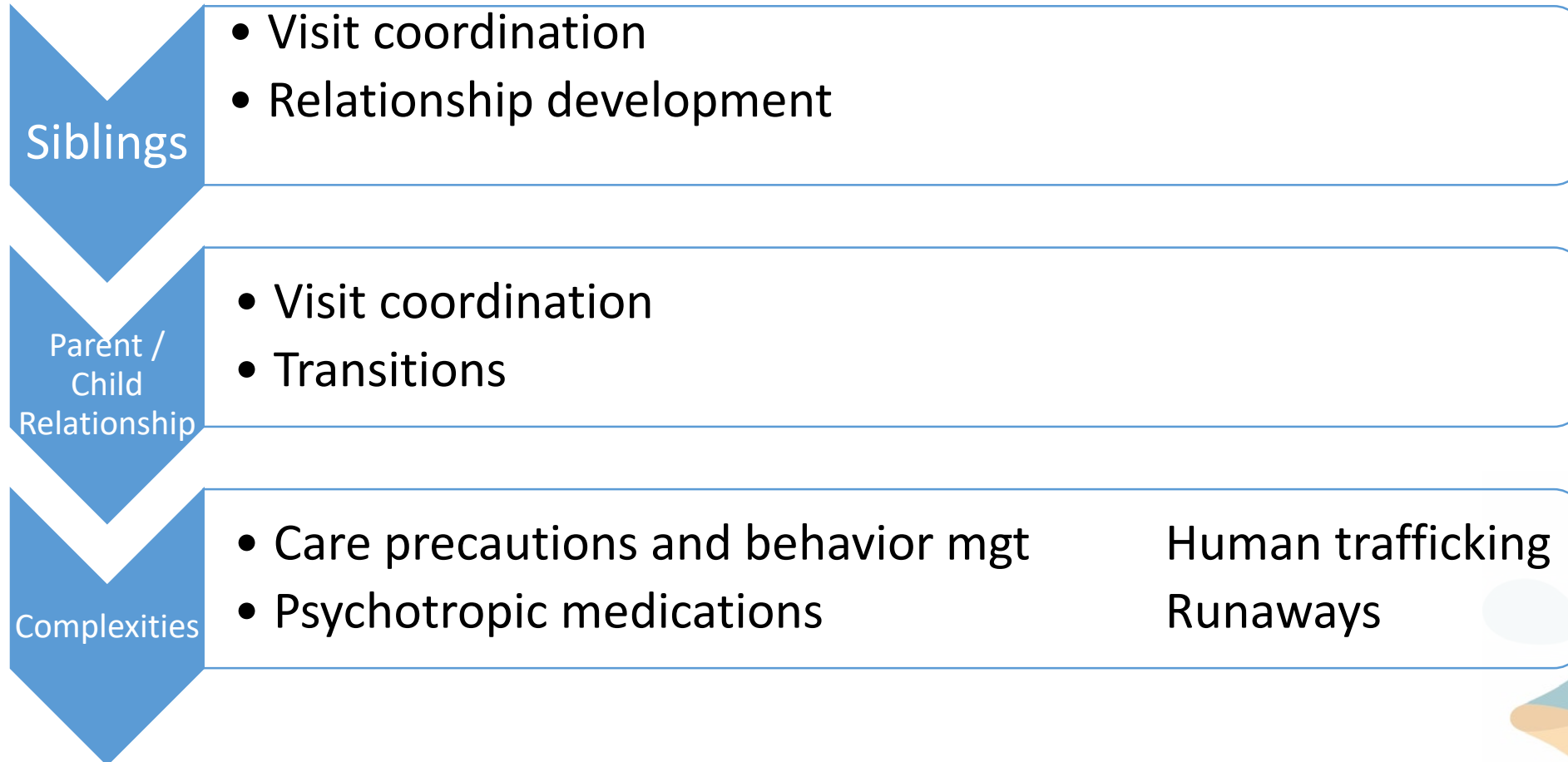
Child Wellbeing – Caregiver Family (THE HOME)



Parent Capacity – Pathway to Closure (THE CASE)



Shared Responsibilities – Variable by Case



Caregiver Family System Redesign



What Will We Do?

Remove wellbeing responsibilities from Case Management

Shift to CPA Caregiver Support



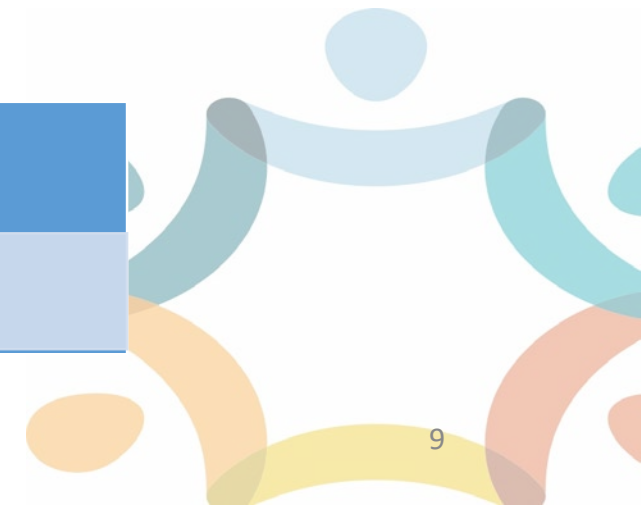
Remove regulatory responsibilities from CPA

Shift to Embrace Families CBC



Improve efficiency of regulatory function

Incorporate into main operations



What We Need

Approve plan concept (and allow us to participate in DCF review/approval)

Expedite Policy and Procedure Approval (they will be very different)

Allow Reasonable and Prudent Parent plan

Adjust Attestation design

