

**Allegheny County Department of Human Services
Office of Children, Youth and Families**

Program Monitoring

The Department of Human Services Office of Children, Youth and Families (CYF) is the County's public office mandated to protect children from abuse and neglect; to preserve families, whenever possible; and to assure a permanent, safe home for children either by assuring safety within the child's own family, or by finding an adoptive home or another permanent setting for those children who cannot be reunified with their family.

CYF Organization

Child Protection/Intake
 Central Regional
 East Regional
 Mon Valley Regional
 North Regional
 South Regional
Adoption

Standards

CYF program regulations and standards are defined by the Pa. Department of Human Services, Office of Children, Youth and Families.

Tools and Approach

The CYF Contract Monitors are responsible for utilizing standardized compliance tools in an effort to gather and review compliance information for contracted Providers.

The CYF Contract Monitoring Mission is to partner with contracted services to ensure that children are safe within their families or substitute caretaker. All aspects of contracted programs are reviewed in order to evaluate service delivery as specified in the county contracts.

CYF supports six Contract Monitors and one Manager located in the Human Services Building. All Contract Monitoring staff have extensive knowledge within the field of child welfare, which includes clinical treatment services and administrative operations. They are also experienced with the rules and regulations outlined in Pa. DHS and Allegheny County DHS contracts.

CYF Contract Monitors are responsible for monitoring 64 DHS-contracted agencies which provide 98 different programs. The average workload for each monitor is approximately 10 agencies and 16 programs.

Provider contacts are monthly; different aspects of these agencies are reviewed each month. Larger agencies (based on the number of clients served) receive a Team Review twice per year.

Important Aspects of Program Monitoring

Reviewing Current Programs

- Review of all client records, child records, family records, foster family records, and personnel records. Periodic reviews of Provider Advisory Board Minutes are done.
- Interviewing of Provider staff (direct service staff and administrators), CYF staff, clients, and foster parents.
- Inspections of all contracted sites and vehicles used to transport children and families.
- Attending Provider trainings, which include staff training.
- Participation in planning meetings such as ISP, FSPs, Permanency Planning and program development.
- Attendance at special activities that promote the contracted services (i.e. fundraising activities, award ceremonies, etc)
- Review, evaluate, and respond to all consumer non-compliance reports.
- Review, evaluate, and respond to consumer hotline (Director's Action Line) when applicable to contracted services.
- Act as the CYF liaison when provider encounters problems with a child's education needs.
- Monitor and maintain statistical and outcome data related to contracted services.
- Respond to special situations related to contracted providers (i.e. Incident reports, ChildLine reports, etc.)

Program Quality Improvement

Agency non-compliance issues and program deficiencies are address immediately as listed below.

- Areas of deficiencies were discussed with each program director at the end of each site visit.
- A letter is sent to an agency identifying specific deficit areas and a provider is given 10 days to correct any deficiencies.
- Should a provider fail to correct those deficiencies, a second letter is sent stating the agency is out of compliance with the contract and is required to send a correction plan to the agency.
- If the areas of non-compliance persist, then the contract monitoring department will make a formal recommendation for sanctions to the Deputy Director.
- Should an agency be placed on referral freeze or provisional status sanction, NO, new referrals are given this agency: intensive technical assistance is provided to bring into compliance.

CYF/Provider relations

- Provide feedback to providers regarding quality of service delivery and technical assistance to address areas of non-compliance.
- CYF Contract Monitors provides monthly statistical and narrative information regarding Contracted Services successes and compliance issues.