**Community Partnership Reporting / Evaluation Form**

Name of CPPC Site: Indianola DCAT Cluster County(ies): Madison, Marion & Warren

Reporting Period: July 1, 2019- June 30, 2020 Coordinator(s): Sarah Hohanshelt

Contact Information: shohanshelt@gmail.com or 515.468.8181

Check the Following: Proposed Plan [ ]  Year-End[x]

Community Partnership Reporting is based not only on the 4 strategies of Community Partnerships (Shared Decision Making, Neighborhood and Community Networking, Individualized Course of Action, and Policy and Practice Change) but also on the levels within each strategy. If you find yourself questioning how to complete this report, the CPPC Practice Guide should answer many of your questions both in planning and in capturing successes at year end.

CPPC funding runs on the state fiscal calendar July 1 - June 30. There will be two times reporting is due:

1. In the SPRING (May 15) where the yellow section will be completed to capture your proposed planning and projected goals for the upcoming fiscal year starting July 1. (Report with projected/future activities) The yellow section will be completed on a new report identifying your future goals.
2. In the SUMMER (August 15) where the green section will be completed to capture the goals achieved for the fiscal year that ended June 30. (Summary report with completed activities) The green section will be completed on a report that already has the yellow filled out and was submitted May 15 the prior year.

Starting on page 5, the blank columns entitled Ongoing, Proposed, Met need only be marked with an ‘x’, and the narrative should reflect any steps you are taking or have achieved. This is an active document utilized with your Shared Decision Making Team to give them investment/ownership in planning, allow them to share in the monitoring of progress, and recognize and celebrate successes. Whereas this report may appear long and prescriptive, it provides only a framework for growth and activity. This framework and reporting mechanism was developed with the input of many different coordinators from the start of CPPC in 2007. How you choose to grow and what activities you choose to promote growth have much flexibility.

The data from this report is captured in the Community Partnerships Brochures so communities may see how CPPC impacts the state in many ways. This data is also shared with the federal government and highlights the progressive nature of community initiatives in the state of Iowa. Thank you for your time and careful attention to this document.

Community Partnership Involvement Instructions & Definitions

Page 3 is to identify during planning and at year-end the composition and roles of individuals who are involved. Below are some helpful hints to assist you. Page 3 should be completed in planning and updated at year end.

* In the gray columns put the number of professional and the number of community members who are associated with the respective category.
* In the FTDM (ICA), Shared Decision-Making, Neighborhood Networking and Policy and Practice Change columns put a check mark if there are professionals and/or community members participating in these activities.
* Please do not duplicate numbers. Select one primary category for each person. The comment section may be useful to explain when more than one category applies to one person. If a person represents two or more categories, include the person in the number count of the primary role and check mark the gray column for the other categories and explain in the comment section.
* # of Community members involved – This number count is for those who are involved as volunteer community members and are associated with one of the categories listed. Examples: faith-based members can be volunteers if they are not being paid to attend, professional who volunteers but is not serving/participating as a representative in their official/professional capacity, substance abuse sponsor who is not being paid, volunteer advocate for domestic violence.
* # of Neighborhood/Community Members – these are individuals who are neighborhood/community residents or parents and are not associated with any of the other categories.
* FTDM (ICA) - those who are facilitators conducting FTDM defined by Iowa’s Standards.
* Shared Decision Making - those who are involved on the CPPC leadership committee(s).
* Practice Partners - includes social service agencies that do not fall under another category (i.e. in-home workers, early childhood programs, when applicable).
* Economic Supports - includes social service agencies that provide financial and basic-need supports (FaDSS's workers, Income Maintenance, Community Action Agency when applicable).
* Former Clients of DHS-anyone who has been involved in child protection services and is not a Parent Partner.
* Provide a total count and % for both the professional and community members involved.

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| **Community Partnership Involvement** |
| Partner (Categories) | **# of professionals involved\*** | FTDM (ICA)\*  | Shared Decision Making \*  | Neighborhood Networking \* | Policy and \* Practice Change\*✓ | **# of Comm. members involved\*** | FTDM (ICA) \* | Shared Decision-Making \*  | Neighborhood Networking \* | Policy and \* Practice Change  | Comments/Member Names |
| DHS | 5 |[ ] [x] [x] [x]   |[ ] [ ] [ ] [ ]   Terri Miller, Chad Hargin, Briahnna Wood, Tricia Worrall & Angela Crees |
| Decat | 1 |[x] [x] [x] [x]   |[ ] [ ] [ ] [ ]   Joe Burke |
| ECI | 1 |[ ] [x] [x] [ ]   |[ ] [ ] [ ] [ ]   Deb Schrader |
| Neighborhood/Comm. Members\* |  |[ ] [ ] [ ] [ ]   |[ ] [ ] [ ] [ ]    |
| Domestic Violence | 2 |[ ] [ ] [x] [ ]   |[ ] [ ] [ ] [ ]  Katie Johnson & Sam Keith (Crisis Intervention Services) |
| Substance Abuse | 1 |[ ] [x] [x] [x]   |[ ] [ ] [ ] [ ]  Joe McQuerry (EFR) |
| Mental Health | 9 |[ ] [x] [x] [x]   |[ ] [ ] [ ] [ ]  Pam Gumm (Mid Iowa Family Therapy Clinic), Pam Bettger (Crossroads of Pella), Kayla Halterman (Mid Iowa Family Therapy Clinic), Jordan Tarin (Mid Iowa Family Therapy Clinic), Betsy Stursma (CICS), Cheryl Garland (Integrative Counseling Solutions), Dee Dorsey (CICS), Jen Livingston (Wildwood) & Rose Dickinson (I-35 and MstM Schools) |
| Faith-based groups | 2 |[ ] [ ] [x] [ ]  1 |[ ] [ ] [ ] [ ]  Joel Nau (St. Paul Lutheran Church), Jeff Binns (Winterset Community Church) & Liz Hensley (Bring Love Ministry) |
| Health Care | 6 |[ ] [x] [x] [x]   |[ ] [ ] [ ] [ ]   Chris Nolte (Madison County Health Care Systems), Laura Leners (Madison County Health Care Systems), Megan Bernholtz (UHC), Chris Villalobos (UHC), Jodene DeVault (Warren County Health Services) & Rachel Garner (Marion County Public Health) |
| Education | 17 |[ ] [ ] [x] [ ]   |[ ] [ ] [ ] [ ]   Susie Meade (Superintendent-Winterset Schools), Kyla Bandstra (Indianola), Barb LaGrange (Winterset), Laura Brewer (Indianola), Jori Coghlan (Indianola), Crystal Hale (Earlham), Liz Epperly (Pella), Geoff Tessau (I-35), Leah Heidemann (Carlisle), Mary Ferden (Norwalk), Mary Schletzbaum (Heartland AEA), Patty Harrington (Southeast Warren), Fran Isley (Southeast Warren), Ron Lorenz (Indianola), Sue Phillips (Pleasantville), Tammy Herold (Melcher-Dallas), Kevin Oswald (Winterset) |
| Business |  |[ ] [ ] [ ] [ ]   |[ ] [ ] [ ] [ ]   |
| Legal System (Court) | 4 |[ ] [x] [x] [x]   |[ ] [ ] [ ] [ ]  Natalie Montross, Tonya King, Linda Colby & Kim Garrison (Juvenile Court) |
| Law Enforcement |  |[ ] [ ] [ ] [ ]   |[ ] [ ] [ ] [ ]   |
| Government (i.e. City, Co.)  | 3 |[ ] [x] [x] [x]  1 |[ ] [ ] [ ] [ ]  Doug Shull (Warren County Supervisor), Aaron Price (Madison County Supervisor), Steve McCombs (Marion County Supervisor) & Kristin Brekelmans (City of Indianola) |
| Practice Partners\* | 15 |[ ] [x] [x] [x]  1 |[ ] [ ] [ ] [ ]  Nikolle Ross (Parent Partner Coordinator), Bonnie Forsyth (Partners in Family Development), Jovanka Westbrook (Partners in Family Development), Darcy Woodland (PAT), Stacy Haas (1st Five), Veronica McVay (1st Five), Megan Larson (1st Five), Jodie Sevier (Mercy), Angela Carter (HIRTA), Sarah Runkel (HIRTA), Amber Wallingford (IMPACT), Carol Liechty (CRISP), Cortney Garrington (ISU Extension), Mary Krisco (ISU Extension), Nicole Navin (ISU Extension) & Amy Nolan (CRISP) |
| Economic Supports\* | 3 |[ ] [x] [x] [x]   |[ ] [ ] [ ] [ ]  Roger Netsch (WeLift Job Search Center), Heather Brooks (Connect 2 Careers-CFI) & Karie Foster (FaDSS) |
| Prevention Councils | 1 |[ ] [x] [x] [ ]   |[ ] [ ] [ ] [ ]  Val Cameron (Warren) |
| Youth |  |[ ] [ ] [ ] [ ]   |[ ] [ ] [ ] [ ]   |
| Former Clients of DHS\* |  |[ ] [ ] [ ] [ ]   |[ ] [ ] [ ] [ ]   |
| Parent Partners | 3 |[ ] [x] [x] [x]   |[ ] [ ] [ ] [ ]  Adam Andre, Dawn Love & Tyani Mrvoljak |
| Other |  |[ ] [x] [x] [ ]  1 |[ ] [ ] [ ] [ ]  Thad White (Indianola Fire Department) |
| Total | 73 |  | 4 |  |  |

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| **Total % of Professionals involved in the initiative** | 95 | Total % of Community members Involved in the initiative | 5 |

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| **Describe your community partnership shared decision-making leadership group and oversight role. Who coordinates? How is it structured? How is it linked to Decat? Are there task teams or subcommittees?** DCAT Governance BoardOur DCAT Governance Board provides oversite for our CPPC and our Shared Decision-Making Team. They have the final say in all funding, programming and contracting. Our board is made up of 3 county supervisors, 1 DHS liaison and 2 juvenile court officers; totaling 6 members. They meet about 6 times per year.Shared Decision-Making TeamOur shared decision-making (SDM) group is called the DCAT Steering Committee. The CPPC coordinator sends out agendas, records the minutes, and facilitates the meetings. The committee is designed to have four voting members per county, a total of 12 members. Currently, we have 3 members from Madison County, 2 members from Marion County, & 4 members from Warren County totaling 9 voting members. Guests are always encouraged to attend, but have no voting power. Each proposal that comes in for DCAT funds, first comes through the Steering Committee. The committee members give recommendations on how they would like to see the funding spent to the DCAT Governance Board. Subcommittees are formed from the SDM team when necessary. They meet 9 times per year. |
| **How often does this group meet?**Our DCAT Governance Board meets about 6 times per year. Our Shared Decision-Making Team meets once per month on the 1st Tuesday. We usually do not meet in January, July and August. |

The remainder of the report includes the 3 blank columns:

* **No color-labeled ‘Ongoing’** - for things you have accomplished in the past and continue to do
* **Yellow color-labeled ‘Proposed (NEW)’** - for new goals you are working towards
* **Green color-labeled ‘Met’** - the year-end information on success and/or barriers faced

The 4th column allows for narrative on the columns described.

Note: The **Ongoing category** is to be briefly detailed in narrative in the 4th column to explain routine and/or steps taken to meet this goal ongoing. The coordinator must be able to explain Ongoing steps to the SDM team and state/federal entities if audited, and may use the narrative in this report to track current processes, plans, accomplished goals and implementation.

| Shared Decision Making-Level 1 |
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| No. | Description | Ongoing | Proposed (NEW) | Met | Describe current goal in your proposed plan and progress. |
| 1-a | New CPPC Coordinator attends first available CPPC Immersion 101 and 201 within the 1st year |  |  | X | **Ongoing:****Proposed Plan:****Progress:** Attended CPPC Immersion 101 in 2011. Attended first available 201 (it didn’t exist when I started). |
| 1-b | Membership of Shared Decision Making Team must include Department of Human Services (DHS) Representative and Decategorization (Decat) Representative |  |  | X | **Ongoing:** P**roposed Plan:****Progress:** Our Shared Decision-Making Team includes two DHS Supervisors and one DCAT Representative (see page 3).  |
| 1-c | Membership of Shared Decision Making Team must include local community and professional members |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** Our SDMT currently has 10 voting members (full capacity is 12) as well as many other attendees with diverse backgrounds, both personally and professionally. Our SDMT represent DHS, DCAT, Juvenile Court, Parent Partners, mental health, domestic violence, early childhood, etc. (Refer to pages 3-4) |
| 1-d | Establish linkages and develop protocol for decision-making with Decat Boards |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** Refer to page 4 on structure. |
| 1-e | Implement the use of the Shared Decision-Making Survey |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** All attendees of the SDMT are given the opportunity to fill out the survey yearly. Our voting members are required to fill out the survey. |
| 1-f | Develop plan for Ongoing comprehensive understanding of the four strategies for individuals involved in Shared Decision Making process |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** CPPC Coordinator presents updates each month at the SDMT in a format that is broken down into the four strategies. This helps SDMT attendees understand how the work we are doing fits into the strategies. Additionally, all new members get new member orientation information detailing the four strategies and are encouraged to attend Immersion 101 and 201. |

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| 1-g | Establish and develop plan to meet membership recruitment goals for SDM, including diversity | X |  | X | Ongoing: CPPC Coordinator works with SDMT attendees to identify members to recruit (and what categories we have not filled). CPPC Coordinator also reaches out at local provider meetings to keep these goals in the forefront of community members’ and professionals’ thinking.Proposed Plan: CPPC Coordinator and SDMT will continue to reach out to potential voting members. We will focus specifically on the categories (page 3) that we are lacking and community members.Progress: CPPC Coordinator works with SDMT attendees to identify members to recruit (and what categories we have not filled). CPPC Coordinator also reaches out at local provider meetings to keep these goals in the forefront of community members’ and professionals’ thinking. CPPC Coordinator worked with SDMT to identify potential voting members, but due to turnover and COVID-19, we were unable to fill all 12 positions. |
| 1-h | Provide oversight for the planning and implementation of the four CPPC strategies  |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** CPPC Coordinator presents updates each month at the SDMT in a format that is broken down into the four strategies. This helps SDMT attendees understand how the work we are doing fits into the strategies. At SDMT meetings, attendees are encouraged to discuss new and different ideas for better implementing the four strategies. |
| 1-i | Develop orientation plan for new members |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** CPPC Coordinator meets with new members after their first meeting and provides them with an orientation packet. An orientation packet was developed by CPPC Coordinator and DCAT Coordinator in FY16. Packet was updated in FY19. |

| Shared Decision Making-Level 2 |
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| No. | Description | Ongoing | Proposed (NEW) | Met | Describe current goal in your proposed plan and progress. |
| 2-a | **Must meet all of the Level 1 items and also** add additional members and 1 of those members needs to be one of the following: domestic violence, substance abuse, or mental health partner |  |  | X | **Ongoing:** **Proposed Plan:** **Progress:** Indianola DCAT Cluster SDMT has representation from domestic violence, substance abuse and mental health. |
| 2-b | Implement plan for Ongoing comprehensive understanding of all four strategies |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** CPPC Coordinator presents updates each month at the SDMT in a format that is broken down into the four strategies. This helps SDMT attendees understand how the work we are doing fits into the strategies. |
| 2-c | Implement orientation plan for all new members |  |  | X | **Ongoing:** **Proposed Plan:****Progress:**  An orientation packet was developed by CPPC Coordinator and DCAT Coordinator in FY16. All new attendees receive a packet and review the information with the CPPC Coordinator. The packet information is also available to all who are interested at: <http://www.cppconline1.com/new-member-orientation-information.html>. Packet was updated in FY19. |
| 2-d | Conduct Parent Partner orientation for all Shared Decision Making Team members |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** Annually, Parent Partners from our service area are given the opportunity to present at our SDMT meeting on Parent Partners and the services they offer. |
| 2-e | Share information and progress of the local Parent Partner program regularly |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** If present, Parent Partner(s) share information and progress at monthly SDMT meetings. |
| 2-f | A Parent Partner is added to the membership of the SDM Team |  |  | X | **Ongoing:** **Proposed Plan:** **Progress:** A Parent Partner and Parent Partner Coordinator attend our SDMT meetings fairly regularly and provide valuable input. |
| 2-g | Membership recruitment plans that address diversity according to the demographics of your community | X |  |  | **Ongoing:** **Proposed Plan:****Progress:** SDMT is continuing to work together to recruit members that address the diversity in our counties. |
| 2-h | Review and report on diversity and disparity in the community and within the local Child Welfare system | X |  |  | **Ongoing:** **Proposed Plan:** Data on child welfare diversity and disparity will be gathered in FY20.**Progress:** CPPC Coordinator gathered consensus data in FY 19.CPPC Coordinator has recently connected with the cultural equity team with hopes of gaining moe information and data on diversity and disparity in our counties. |
| 2-i | Host a CPPC Immersion 101 event in CPPC area at least once every three years |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** Hosted an Immersion 101 training in FY16 and FY19. |
| 2-j | Identify and meet goal for adding additional community members (this number can be reviewed and re-established each year) | X |  |  | **Ongoing:** **Proposed Plan:** Add two new community members to CPPC initiative efforts.**Progress:** We have identified some community members to invite, but unfortunately, COVID-19 prevented many meetings from occurring and thus did not allow them to attend a SDMT meeting in FY20. |

| Shared Decision Making-Level 3 |
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| No. | Description | Ongoing | Proposed (NEW) | Met | Describe current goal in your proposed plan and progress. |
| 3-a | **Must meet all Level 1 and 2 items** and also have two of the following members: domestic violence, substance abuse and mental health partners | X |  |  | **Ongoing:** **Proposed Plan:** **Progress:** Have not met all of Level 1 and 2 items, but do have members representing each of the mentioned categories. |
| 3-b | Have a broad representative of at least five (5) of the following members: Faith-Based Groups, Health Care, Education, Business, Legal System (courts), Law Enforcement, Government (County or City), Economic Supports, Practice Partners and Prevention Councils (See CPPC reporting and evaluation form for definition) | X |  | X | **Ongoing:** **Proposed Plan:** Youth participation on our SDMT.**Progress:** We have involvement within our CPPC in all areas except business, law enforcement, youth and former DHS clients. Within our SDMT, we have members representing health care, education, legal system (courts), government, economic supports, practice partners and prevention councils.We were unable to get youth participation in our meetings this fiscal year due to restrictions related to COVID-19. |
| 3-c | SDM develop avenue for youth voice (youth in foster care or foster care alumni) | X |  |  | **Ongoing:** **Proposed Plan:** CPPC Coordinator will continue reaching out to local foster care support groups and schools to attempt to get a youth voice involved in our SDMT. CPPC Coordinator will also work with Parent Partners to identify foster care alumni**Progress:** Attempts to obtain a youth voice at our SDMT meetings were not successful. Other options will be discussed in FY21. |
| 3-d | Develop linkages and partnerships with other groups into SDM team | X |  |  | **Ongoing:** **Proposed Plan:****Progress:**  CPPC Coordinator continuously works with local provider groups to pull in new members/voices and partnerships to the SDMT. Several new members were added to the SDMT in FY20.  |
| 3-e | SDM membership diversity is representative of the local population | X |  |  | **Ongoing:** CPPC Coordinator works with local provider groups and SDMT on a regular basis to work towards our SDMT being representative of the local population. Our SDMT works to ensure all four voting positions are filled for each of the three counties (if a spot is vacant, it is held for representation from that county verses filling it with someone from another county). **Proposed Plan:****Progress:** As far as covering categories covered in the table at the top of this document, our SDMT is representative of most of those categories. We are still working to get a youth voice and are looking at census data to make sure we are in line with race, ethnic and gender population representation. |
| 3-f | Role of the SDM group expands to include identifying, and developing a plan to meet unmet needs within the community | X |  | X | **Ongoing:** Unmet needs in the community are discussed as needed at monthly SDMT meetings. Attendees are allowed a time for updates and open discussion during the meeting to discuss needs their clients are facing. The majority of the time, the SDMT is able to meet these needs. Additionally, we have developed a complex network of local providers, community members, etc. who, very frequently, email the CPPC Coordinator with needs within the community. The CPPC Coordinator then utilizes our mailing list to address the need. Virtually every time, the needs are able to be met by community members or professionals on that list.**Proposed Plan:****Progress:** All community needs brought to the attention of the CPPC Coordinator were met through the means listed above in FY20. |
| 3-g | Develop and implement a plan to host a Race: Power of an Illusion in CPPC area (and/or related training opportunity, such as Understanding Implicit Racial Bias training or utilization of the Courageous Conversations Toolkit) | X |  | X | **Ongoing:** Our CPPC will look to host another RPI or related training in FY21.**Proposed Plan:** **Progress:** Indianola DCAT, in partnership with Boone, Dallas, Story DCAT, hosted Race: The Power of an Illusion in FY18. Indianola DCAT also hosted the follow up discussion. |
| 3-h | Shared decision making survey scores used as a tool to guide quality improvement of strategy implementation | X |  | X | **Ongoing:** Survey is completed yearly and used to guide quality improvement for that year. Survey results are discussed at the SDMT. From there, a plan is developed to improve that area.**Proposed Plan:****Progress:** Survey was completed for FY20 (see page 17). |
| 3-i | SDM goals for community members are met (see CPPC Community Involvement and Instructions for definition, page 2)  |  | X |  | **Ongoing:** **Proposed Plan:** CPPC Coordinator will reach out to network to identify community members with an interest in child abuse prevention. The goal will be to add 2 additional community members.**Progress:** COVID-19 made it difficult to have consistency with SDMT meeting attendance. CPPC Coordinator will reach out to individuals again in FY21. |

| Shared Decision Making-Level 4 |
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| No. | Description | Ongoing | Proposed (NEW) | Met | Describe current goal in your proposed plan and progress. |
| 4-a | **Must meet all Level 1, 2 and 3 items and also** have all three of the following members: domestic violence, substance abuse and mental health partners | X |  |  | **Ongoing:** Have not met all level 3 items, but do have representation of all three of the outlined categories.**Proposed Plan:****Progress:** Still working towards meeting all level 1, 2, and 3 items (see above). |
| 4-b | Have ongoing implementation of new member orientation | X |  | X | **Ongoing:** New member orientation (orientation packet and orientation session with coordinator) is utilized as new members attend the SDMT.**Proposed Plan:****Progress:** New voting members receive an orientation packet and are encouraged to reach out to CPPC Coordinator with questions. |
| 4-c | SDM recruitment goal for Community Members must have been exceeded by 10% |  |  |  | **Ongoing:** **Proposed Plan:****Progress:** |
| 4-d | Have 100% of the representation identified in the list in Level 3 |  | X |  | **Ongoing:** **Proposed Plan:** CPPC Coordinator will reach out to networks as well as at community events to reach business, law enforcement and youth voices for representation through our SDMT. Information on CPPC, our website and the SDMT will be readily available at events, meetings, etc.**Progress:** See above explanations. |
| 4-e | Community representatives take a leadership SDM role as defined by the site |  |  |  | **Ongoing:** **Proposed Plan:****Progress:**  |
| 4-f | Role of SDM group expands to include advocacy for CPPC’s goals with funders and policy-makers (legislators, governor, boards of supervisors, city council members, mayor, etc.) |  |  |  | **Ongoing:** **Proposed Plan:****Progress:** |
| 4-g | SDM group implements plan and successfully addresses unmet needs within the community  | X |  | X | **Ongoing:** SDMT regularly discusses unmet needs in the community at monthly meetings. Plans are developed to address unmet needs as needed.**Proposed Plan:****Progress:** Unmet needs were discussed as they arose. Needs for material items for families were fulfilled through the CPPC mailing list. |
| 4-h | Coordinator and/or member of SDM contributes to state and/or regional events/activities. (I.e. serve on planning committees, assisting with logistics, presenting, etc.)  |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** Immersion 201 was not held due to COVID-19. CPPC Coordinator served on the planning committee for the statewide meetings in FY20. DCAT Coordinator served on the Executive Committee. CPPC Coordinator attended all regional and statewide meetings. |

**At the writing of this proposed report, select the level\* for Shared Decision Making that best fits your site: 2**

**Based on your completed activities, select the level\* for Shared Decision Making that best fits your site**: **3**

**\*For more detailed information on the levels, please see the CPPC Practice Guide**

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| Please have each committee member on the leadership/steering committee fill out the Shared Decision Making form, compile the average response for each question, and report the average response below. |
| ***\*Instructions:***Baseline= 1st year at the beginning of year on proposed plan(Yellow). Previous Year= Previous year on progress report(Green). Current Year:= Current year on progress report (Green) |
| **Shared Decision Making Survey 1=disagree, 2=mildly disagree, 3=neutral, 4=mildly agree, 5= agree** |

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| **Category** | **Description** | **Baseline Year\* 2011** | **Previous Year\*****2018** | **Current Year\*****2020** |
| 1. Common Vision: | Members have a shared common vision. | 4.38 | 4.44 | 4.5 |
| 2. Understanding and Agreement Goals: | Members understand and agree on goals and proposed outcomes/objectives. | 4.13 | 4.33 | 4.5 |
| 3. Clear Roles & Responsibilities: | Roles & responsibilities of members are clear. | 3.88 | 4.22 | 4.33 |
| 4. Shared Decision Making: | All members have a voice and are engaged in the decision making process. | 4.38 | 4.66 | 4.5 |
| 5. Conflict Management: | We are able to successfully manage conflict. | 4.25 | 4.44 | 4.66 |
| 6. Shared Leadership: | Leadership is effective and shared when appropriate. | 4.5 | 4.44 | 4.5 |
| 7. Well Developed Work Plans: | Work Plans are well developed and followed. | 4 | 4.11 | 4.17 |
| 8. Relationships/Trust: | Members trust each other. | 2.88 | 4.77 | 4.83 |
| 9. Internal Communication: | Members communicate well with each other. | 3.88 | 4.66 | 4.66 |
| 10. External Communication: | Our external communication is open and timely within the broader community and partners. | 4 | 4.55 | 4.66 |
| 11. Evaluation: | We have built evaluation performance into our activities. | 2.5 | 4.33 | 4 |
| 12. Understanding of CPPC: | Members have a clear understanding of the Community Partnerships Four Strategies. | 3.13 | 4.22 | 4.33 |
| **Average Response Score:**  | This is an average score for all of the responses, the number should be between 1-5 | **3.83** | **4.43** | **4.47** |

| Community/Neighborhood Networking-Level 1 |
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| No. | Description | Ongoing | Proposed (NEW) | Met | Describe current goal in your proposed plan and progress.  |
| 1-a | Develop Neighborhood/Community Networking plan that includes goals for engagement strategies and planned activities that identifies potential network members to whom strategies will be directed |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** Indianola Cluster CPPC worked to maintain NN plan through website maintenance, utilizing local provider groups, participating in community activities, pulling groups together to address community needs, etc. |
| 1-b | Engage the community and build awareness about Community Partnerships for the Protection of Children’s four strategies through community forums, events and activities |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** CPPC Coordinator built awareness of CPPC through attending local provider meetings and events, sending weekly emails to our mailing list, and formatting our meeting minutes to show a breakdown of activities in each of the four strategies.  |
| 1-c | Develop (select and educate) a cadre of spokespersons who are able to deliver CPPC information, such as the “CPPC 101” information |  |  | X | **Ongoing**: **Proposed Plan:****Progress:** SDMT voting members serve as our spokespersons. New voting members were educated by the CPPC and DCAT Coordinators and received an orientation packet. |
| 1-d | Establish performance and outcome measures and evaluate these to ensure the goals (from the planning stage) are obtained |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** New network members are constantly being identified. Outcome measures are identified by meeting each of the categories for representation outlined at the beginning of this form. Participants in local trainings and events provide feedback via evaluations.  |

| Community/Neighborhood Networking-Level 2 |
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| No. | Description | Ongoing | Proposed (NEW) | Met | Describe current goal in your proposed plan and progress.  |
| 2-a | Continue to promote community awareness/engagement listed in level 1 |  |  | X | **Ongoing:**  **Proposed Plan:****Progress:** CPPC Coordinator continuously promoted CPPC at all meetings, activities and events. CPPC Coordinator was unable to give normally scheduled spring presentations at meetings to raise awareness and engage new members due to COVID-19.  |
| 2-b | Develop Neighborhood/Community Networking Plan that includes goals for linkages, collaborations, strategies and planned activities |  |  | X | **Ongoing:**  **Proposed Plan:****Progress:** We have been able to build a strong network at our site. However, the CPPC Coordinator is always working to develop more and deeper linkages, collaborations, etc. in all areas of work through local meetings, events, family team meetings, etc. |
| 2-c | Develop/promote a plan to increase linkages between informal and professional supports and resources |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** SDMT and CPPC Coordinator have worked with professionals to create a mailing list that links informal and professional supports to meet community needs. This set up has been highly successful in meeting needs in our area. |
| 2-d | Develop a plan to increase collaboration among economic supports, domestic violence, mental health, substance abuse and other child welfare professional partners |  |  | X | **Ongoing:** **Proposed Plan:****Progress:**  By getting each of these categories around the table at SDMT meetings, networking has naturally taken place. From there, partners have been able to reach out to each other for various needs and resources. In addition, our website and email distribution list have provided opportunities for collaboration on trainings, events, resources, employment opportunities, etc. between professionals and community members. New resources, trainings, etc. are discussed at SDMT meetings and added to our website. |
| 2-e | Involve Parent Partners in collaborative programs in the community |  |  | X | **Ongoing:**  **Proposed Plan:** **Progress:** Parent Partners were made aware of local meetings, activities and events through the CPPC Coordinator and/or the SDMT. Parent Partners also attend our SDMT meetings. |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 2-f | Involve Foster Parents in collaborative programs in the community |  |  | X | Ongoing: Proposed Plan: CPPC Coordinator will work within CPPC network and with Parent Partners and DHS to identify foster parents. CPPC Coordinator will then reach out to identified parents with the goal of adding them to our mailing lists to be included in community events, programs and activities in Madison, Marion and Warren Counties.Progress: Three foster parents are now tied into CPPC in some way. Two are voting members on our SDMT and one is on our mailing lists and is a resource CPPC refers families to. |

| Community/Neighborhood Networking-Level 3 |
| --- |
| No. | Description | Ongoing | Proposed (NEW) | Met | Describe current goal in your proposed plan and progress.  |
| 3-a | Continue with Neighborhood/Community Networking levels 1 and 2 |  |  | X | **Ongoing:** **Proposed Plan:** **Progress:** Completed all areas in level 1 and 2.  |
| 3-b | At least one of the following is established (mark the X and detail narrative next to the appropriate category listed below) |  |  |  |  |
|  | * **Organize** groups/networks of community members and/or parents with prior CPS involvement and/or foster care youth - these groups focus on leadership and providing informal supports
 | X |  | X | **Ongoing:** **Proposed Plan:****Progress:** Our site has been able to build a network of community members that serve as a great network of informal supports and leadership in meeting family needs. The group, led by a local church, seeks out household items and stores them in a local storage unit until they are needed. Community members also volunteer time to deliver needed items to families. Our mailing list also connects informal supports with families for basic needs. |
|  | * **Implement** plan to increase collaboration among economic supports, domestic violence, mental health, substance abuse and other child welfare professional partners
 |  |  | X | **Ongoing:** **Proposed Plan:** Continue to build a relationship that encourages an open dialogue with child welfare professional partners. Connect them with professionals deeply connected with CPPC.**Progress:** Continued to build a relationship that encouraged an open dialogue with all the mentioned child welfare partners. Many were added to the mailing list which distributes local CPPC information and several attended SDMT meetings |
|  | * The development of **hubbing** resources and activities that enhance the accessibility of services and supports
 |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** CPPC Coordinator is able to “hub” resources, events, trainings and job postings through our website ([www.cppconline1.com](http://www.cppconline1.com)) and our mailing lists. The three county directories were also updated in FY20. CPPC Coordinator is working to upload updated resources to the website. |
|  | * Increase awareness and develop plans to address **diversity** and disparity locally
 |  |  |  | **Ongoing:** **Proposed Plan:****Progress:** |
| Community/Neighborhood Networking-Level 4 |
| No. | Description | Ongoing | Proposed (NEW) | Met | Describe current goal in your proposed plan and progress.  |
| 4-a | **Must meet all Levels 1, 2 and 3 items and also** the implementation of at least 2 or more level 3 type programs | X |  |  | **Ongoing:**  **Proposed Plan:** Add a foster parent voice to our local CPPC.**Progress:** All areas were met aside from addressing diversity and disparity. We will look into that in FY21. |
| 4-b | The use of informal supports is standard practice for families involved with DHS (including involvement with family team meetings) |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** Informal supports were utilized for CBFTMs in our area. Additionally, informal supports are a part of our email distribution list which help identify and meet needs. DHS staff are part of our mailing list and have utilized informal supports directly linked by the mailing list in FY20. |
| 4-c | Implementation of all programs and activities consistently address Diversity and Disparity issues |  |  |  | **Ongoing:** **Proposed Plan:****Progress:** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Level # | Network Activity | Descriptiongoal and what was invested | # of Participants | Outcome(s) |
| 1 | DCAT Networking meeting at Wildwood Hills Ranch | To share information on CPPC and DCAT with the staff at Wildwood as well as receive updates on the programming at the ranch that DCAT/CPPC supports.DCAT and CPPC Coordinators’ time to set up the meeting and prepare the information and data. DCAT Board and Wildwood staff’s time to attend the meeting. | 15 | DCAT and CPPC members networked with Wildwood staff to discuss successes and barriers of the past year as well as plans moving forward into the next fiscal year. |
| 1 | Distribution of marketing materials | To distribute pens, reusable grocery bags and business cards to individuals living in or serving Madison, Marion and/or Warren Counties.CPPC Coordinator’s time to distribute materials. | 100+ | Materials were distributed displaying the CPPC website and Coordinator’s contact information. |
| 2 | Parent Partner Involvement in CPPC SDMT | To have active participation from Parent Partners at our SDMT.Parent Partner’s time and commitment to attend and participate in meeting. CPPC Coordinator’s time to reach out to Parent Partner Coordinator to arrange for Parent Partners to attend.  | 4 | Tjiana Mrvoljak and Adam Andre all attended our SDMT in FY20.Parent Partner Coordinator and CPPC Coordinator collaborated to ensure Parent Partner participation in meetings. |
| 2 | Collaboration with Bring Love | To involve foster parents in CPPC.CPPC Coordinator’s time to collaborate with Bring Love. | 15+ | CPPC and Bring Love working together to serve foster parents by learning of and meeting needs. |
| 2 | Distributing Madison & Warren County Resource Directories | To distribute the Madison and Warren County Resource Directories. CPPC Coordinator networked with local businesses and agencies at provider meetings, local events, etc. to ensure each had enough resource directories throughout the year to meet their and their client’s needs. | 250+ | Directories were supplied to all those who indicated a need. |
| 3 | Parent Café Statewide Coordination | To produce an implementation guidebook, tie sites together through networking, and create a uniform process for implementing Parent Cafes in Iowa.CPPC and DCAT Coordinators’ time to create the guidebook and participate in meetings, phone calls and conference calls. | 50+ | A guidebook was produced for Iowa sites to utilize. Sites were given opportunities to network. Sites gained information on Parent Cafes through monthly communication with the mailing list. |
| 3 | CPPC Website | To distribute resources, job postings, events, etc. happening in the Indianola DCAT Cluster to local providers and families.CPPC Coordinator’s time to maintain and update the website and distribute information.  | 300+ get the weekly updateThe website averages 4,000 hits per week | All resources for each county were checked and updated. Weekly emails containing new information to the website and events happening that week were sent. Mailing lists for the website updates were updated weekly. Events, job postings, etc. happening in the three-county area were posted within 24 hours. |
| 3 | Al’s Pals | To provide the evidence-based Al’s Pals curriculum to all interested schools/daycare centers in Madison, Marion and Warren Counties. CPPC Coordinator made connections with area schools/centers to promote Al’s Pals and work with those who were interested in becoming or remaining a DCAT/CPPC sponsored Al’s Pals school/center. | 850+ |  All interested schools/centers in our three-county area were provided their supplies free of charge. |
| 3 | CPPC Regional Meetings | To learn about changes within CPPC and network with other coordinators, DHS staff, etc. to learn of events and programming happening across the state.CPPC and DCAT Coordinators’ time to attend meetings. | 20+ | DCAT and CPPC Coordinator networked with CPPC Coordinators, DCAT Coordinators, and DHS staff from across the state. |
| 3 | CPPC Statewide Learning Exchange | To learn about changes within CPPC and network with other coordinators, DHS staff, etc. to learn of events and programming happening across the state.CPPC and DCAT Coordinators’ time to attend meetings. | 150+ | DCAT and CPPC Coordinator networked with CPPC Coordinators, DCAT Coordinators, and DHS staff from across the state. |
| 3 | Meet with new employees | To educate new employees at various agencies about CPPC, the four strategies, the goals, etc. CPPC Coordinator’s time to prepare for meetings and meet with individuals. | 2 | CPPC Coordinator met with Jodie Sevier and new Mercy employee Chantelle Lorton. Each party learned information about what each agency does and worked to develop a plan to work together to serve Warren County families.  |
| 3 | Basic needs met for families | To meet the basic needs of families in our three-county area by networking with other local agencies and community members. CPPC Coordinator worked with local providers and community members to help families obtain needed supplies such as: dressers, beds, washing machines, etc. | 50+ | CPPC Coordinator worked with providers to send out needs lists to CPPC Coordinator’s mailing lists and coordinate donation and pick up of needed items. As a result, many families’ needs were met. |
| 3 | Madison County Cares | To attend Madison County Cares meeting to assist in planning community events and learn of community needs. CPPC Coordinator attended 3, one and a half hour monthly meetings. | 50+ | Successful spring community events were planned and implemented for families in Madison County.CPPC Coordinator learned of needs and reported back to Shared Decision-Making Team/Steering Committee.Providers had a better understanding of CPPC/DCAT. |
| 3 | Marion County Providers | To attend Marion County Provider meeting to learn of needs in the community.CPPC Coordinator attended 5, one and a half hour monthly meetings. | 20+ | CPPC Coordinator learned of needs and reported back to Shared Decision-Making Team/Steering Committee.Providers had a better understanding of CPPC/DCAT. |
| 3 | Warren County Family Care Team | To attend Warren County Provider/Family Care Team meeting to learn of needs in the community and help address needs within the schools in Warren County.CPPC Coordinator attended 7, one-hour monthly meetings. | 20+ | CPPC Coordinator learned of needs and reported back to Shared Decision-Making Team/Steering Committee.Providers had a better understanding of CPPC/DCAT. |
| 4 | Networking with providers for CBFTMs | To network with local providers in order to be able to pull (from those providers) those that will best meet the need of each individual family.CPPC Coordinator’s time to reach out to and meet with local providers. | 25+ | A list of providers continues to grow to be able to pull from to help families create a list of formal supports for their meeting when needed. |

# At the writing of this proposed report, select the level\* for Community/Neighborhood Networking that best fits your site: 3

**Based on your completed activities, select the level\* for Community/Neighborhood Networking that best fits your site**: **3**

**\*For more detailed information on the levels, please see the CPPC Practice Guide**

| Individualized Course of Action CBFTDM/CBYTDM-Level 1 |
| --- |
| No. | Description | Ongoing | Proposed (NEW) | Met | Describe current goal in your proposed plan and progress.  |
| 1-a | Educate SDM and community about strength-based engagement/assessment skills and the Family Team Decision Making (FTDM) and Youth Transition Decision Making (YTDM) processes within the child welfare system |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** CPPC Coordinator is continuously educating new SDMT members about FTDMs and YTDMs. FTDMs were discussed at monthly SDMT meetings and at local provider meetings. CPPC Coordinator promoted them and gives data on FTDMs in our counties. |
| 1-b | Promoting the understanding, the use, and the importance of informal supports in the FTDM and YTDM processes |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** Informal supports were often discussed in conjunction with FTDMs at our SDMT, local meetings, local trainings, etc. We constantly added to our list of informal supports and added many to our mailing lists. |
| 1-c | Promoting FTDM and YTDM trainings, and coaching and mentoring if needed |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** As trainings were available, CPPC Coordinator is promoting them at local meetings and events. |
| 1-d | Understand how FTDMs and YTDMs are available and accessed for families involved in the child welfare system |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** In our service area, subcontracted agencies provide these services for DHS involved families. This information has been shared with our SDMT, DCAT Board and local provider groups. |
| 1-e | Explore and understand FTDM and YTDM Iowa standards and how they are implemented |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** CPPC Coordinator was educated on the standards at FTDM training and again when FTDM became a statewide contract through DHS. CPPC Coordinator shared this information with SDMT members and our DCAT Board. |
| 1-f | Promote collaboration between FTDM and YTDM facilitators from different organizations and agencies |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** Other than those trained with the subcontracted agencies, we have two trained FTDM facilitators in our service area. Both have great working relationships with local agencies. |

| Individualized Course of Action CBFTDM/CBYTDM-Level 2 |
| --- |
| No. | Description | Ongoing | Proposed (NEW) | Met | Describe current goal in your proposed plan and progress.  |
| 2-a | **Must meet all Level 1 items** |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** All Level 1 items were met. |
| 2-b | Develop plan to implement Community Based Family Team Meetings (CBFTDM) and Community Based Youth Transition Decision Making (CBYTDM)Plans need to include:* **Assessing** the need for state-approved facilitators
* **Recruitment** of state-approved facilitators
* **Maintain** or have access to a list of state approved facilitators
* **Educating** Community about CBFTDM and CBYTDM
* **Marketing** Strategies
* **Building** relationships with potential referral resources
* **Funding** resources and sustainability
* **Tracking**, evaluation and Quality Assurance
 |  |  | X | **Ongoing:** **Proposed Plan:** SDMT will work to identify one person to become trained in FTDM facilitation in Warren County. Our site receives referrals from Warren County, but our CPPC Coordinator does not always have enough time to facilitate all meetings.**Progress:** CPPC Coordinator implemented CBFTMs in FY20 until COVID-19 forced us to stop holding them. We were unable to get anyone to commit to the three-day FTM training due to the timing of the trainings. This probably worked out to our advantage due to not being able to take referrals during the pandemic. It would have proved difficult to complete the shadowing and facilitating portion of certification. |

| Individualized Course of Action CBFTDM/CBYTDM-Level 3 |
| --- |
| No. | Description | Ongoing | Proposed (NEW) | Met | Describe current goal in your proposed plan and progress.  |
| 3-a | **Must meet all Level 1 and 2 items** |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** Level 1 and 2 items were met. |
| 3-b | Implement plan for CBFTDM-Community-Based Family Team Decision Making |  |  | X | **Ongoing:** **Proposed Plan:** Refer to 2-b.**Progress:** CBFTDMs are being implemented in Madison, Marion and Warren Counties by the CPPC Coordinator. |
|  | Number of CBFTDM held |  | 3 |  | **Ongoing:** **Proposed Plan:** CPPC Coordinator hopes to hold three (3) CBFTMs this year.**Progress:** CPPC Coordinator held three (3) CBFTMs this year. |

| Individualized Course of Action CBFTDM/CBYTDM-Level 4 |
| --- |
| No. | Description | Ongoing | Proposed (NEW) | Met | Describe current goal in your proposed plan and progress.  |
| 4-a | **Must meet all Level 1, 2, and 3 items** |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** All Level 1, 2 and 3 items were met. |
| 4-b | Implement plan for CBYTDM-Community-Based Youth Transition Decision Making |  |  |  | **Ongoing:** **Proposed Plan:** **Progress:** |
|  | Number of CBYTDM held |  |  |  | **Ongoing:** **Proposed Plan:****Progress:** |

# At the writing of this proposed report, select the level\* for Individualized Course of Action that best fits your site: 2

**Based on your completed activities, select the level\* for Individualized Course of Action that best fits your site**: **4**

**\*For more detailed information on the levels, please see the CPPC Practice Guide**

| Policy and Practice Change-Level 1 |
| --- |
| No. | Description | Ongoing | Proposed (NEW) | Met | Describe current goal in your proposed plan and progress.  |
| 1-a | **Identify need(s)** for policy and practice change:discussion about policy and practices with various agencies |  |  | X | **Ongoing:** **Proposed Plan:** To create a survey to identify what community members and agencies feel are needed to have ample housing and transportation.**Progress:** Our site consistently did this in FY20 as new agencies and individuals were added to our local network. CPPC Coordinator discussed policy and practices with each new agency/SDMT member. Additionally, at SDMT meetings we often discussed the services that are needed, but difficult to obtain for families. Low income housing and transportation tend to be reoccurring needs. Ways to meet the needs of housing and transportation are discussed at nearly every SDMT meeting. |
| 1-b | Identify youth and/or parents who have been involved in the child welfare system and ask for their input about what works and what does not, from their perspective | X |  |  | **Ongoing:** **Proposed Plan:** Work with Parent Partners to gather their input on the successes and needs of families. We are also working with a local Juvenile Court School Liaison to engage a foster care youth in our SDMT.**Progress:** Continuing to work with Parent Partners to identify families that may want to participate in our SDMT and share their input into FY21. Thus far, we have been unable to identify youth and/or parents previously involved with DHS who are willing/able to participate in our SDMT. |

| Policy and Practice Change-Level 2 |
| --- |
| No. | Description | Ongoing | Proposed (NEW) | Met | Describe current goal in your proposed plan and progress.  |
| 2-a | **Must meet all Level 1 items** | X |  |  | **Ongoing:** **Proposed Plan:** See 1-b.**Progress:** CPPC Coordinator is still working to get input from those formerly involved in the child welfare system. |
| 2-b | **Develop a plan** to address identified needs:* **Gather** data about policy and practice changes-needs/gaps in services
* **Document** information gathered (using sources such as APSR, surveys, focus groups) to prioritize practices and/or procedures needing to be changed or improved
* **Ensure** that frontline staff from child protection system and partner agencies are included in development and implementation of practice change planning
* Within the planning process **identify** cultural disproportionality and disparity issues related it policy and practice change
 |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** Networking and group discussions took place to identify and gather information on gaps in services in our service area. Plans were developed as needed to address those needs. |

| Policy and Practice Change-Level 3 |
| --- |
| No. | Description | Ongoing | Proposed (NEW) | Met | Describe current goal in your proposed plan and progress.  |
| 3-a | **Must meet all Level 1 and 2 items** | X |  |  | **Ongoing:** **Proposed Plan:****Progress:** Still working to get a youth/parent voice from the child welfare system. |
| 3-b | **Implement plan** for changes and re-evaluate using Plan Do Study Act (PDSA) or similar process* Develop communication strategies for implementing the change
* Develop and implement monitoring to ensure change is successful
* Develop specific methods for ensuring quality changes are maintained
 | X |  |  | **Ongoing:** **Proposed Plan:****Progress:** Plans were implemented as they are developed based on the needs and gaps in services. Our site follows this outline. |

| Policy and Practice Change-Level 4 |
| --- |
| No. | Description | Ongoing | Proposed (NEW) | Met | Describe current goal in your proposed plan and progress. |
| 4-a | **Must meet all Level 1, 2, and 3 items** and add the implementation of 2 or more policy and practice changes | X |  |  | **Ongoing:** **Proposed Plan:****Progress:** Have not met all items in Level 1.  |
| 4-b | Community agencies routinely involve SDM in developing and reviewing policies and practices |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** CPPC Coordinator was involved with community provider groups, which include several SDMT members. These groups often discussed agency policies and practices and ask for input from meeting attendees. |
| 4-c | Agencies involved in CPPC routinely survey consumers and partners about their programs and make changes in response to feedback including diversity and disparity issues |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** Agencies involved in CPPC have developed their own way to survey consumers/partners regarding their services (some with surveys required for grants they have received). Based on the results of the survey, they made changes and responding to feedback as needed. |
| 4-d | SDM group solicits ongoing feedback from families and community members and makes changes in response to feedback |  |  | X | **Ongoing:** **Proposed Plan:****Progress:** Agencies described in 4c such as ECI and county health departments, utilized various community needs assessments. Many of these agencies are involved in our SDMT and reported out to that group. SDMT then took that information and made changes on an as needed basis. |
| 4-e | Ensure that all neighborhood network members and DHS-contracted agencies require specific “best practice” standards for delivering human services |  |  |  | **Ongoing:** **Proposed Plan:****Progress:** |
| 4-f | Ensure that the SDM group, agency administrators and service recipients evaluate service delivery on a regular basis |  |  |  | **Ongoing:** **Proposed Plan:****Progress:** |
| 4-g | Implement recommendations of various state and federal reviews |  |  |  | **Ongoing:** **Proposed Plan:****Progress**: |

#  At the writing of this proposed report, select the level\* for Policy and Practice Change that best fits your site: 3

# Based on your completed activities, select the level\* for Policy and Practice Change that best fits your site: 1

# \*For more detailed information on the levels, please see the CPPC Practice Guide

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