Maine Office of Child and Family Services
Focus on Outcomes

In July 2019, Maine’s Office of Child and Family Services partnered with Casey Family Programs to map the major initiatives and strategies currently underway in Maine. This mapping was designed to help executive leadership and regional staff evaluate which strategies were working to produce outcomes and areas where duplication of effort or inefficiencies might exist. As a result of this work, the Office of Child and Family Services streamlined their approach and prioritized strategies as shown below in the strategic framework.

Mission
Child and Family Services joins with families and the community to promote long-term safety, well-being and permanent families for children.

Strategic Framework
In order to achieve their mission, Child and Family Services uses guiding principles as a foundation to employ strategies that lead to improved outcomes for children and families. The strategies listed below were prioritized by executive leadership and regional staff.

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<thead>
<tr>
<th>Guiding Principles</th>
<th>Strategies</th>
<th>Outcomes</th>
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<tbody>
<tr>
<td>1. Child Safety, First and Foremost</td>
<td>Safety&lt;br&gt;- Address Intake processes and improve staffing&lt;br&gt;- Re-assess the Alternative Response Program&lt;br&gt;- Enhance Assessment Processes</td>
<td>Safety for children through timely response and thoroughly assessing and addressing safety and risk issues</td>
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<td>2. Parents have the Right and Responsibility to Raise their Own Children</td>
<td>Permanency&lt;br&gt;- Develop a Permanency Review Process&lt;br&gt;- Monitor the Family Visit Coaching pilot to develop best practices</td>
<td>Improved timeliness to permanency</td>
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<td>3. Children Are Entitled to Live in a Safe and Nurturing Family</td>
<td>Well-being&lt;br&gt;- Develop family engagement tools and training&lt;br&gt;- Improve resource parent outreach and support</td>
<td>Enhanced well-being of children through identification of individual needs and engagement with formal and informal supports</td>
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<td>4. All Children Deserve a Permanent Family</td>
<td>Staff Training and Support&lt;br&gt;- Develop policy and training plan for new processes and tools&lt;br&gt;- Establish workforce wellness teams and education&lt;br&gt;- Update caseload size, standards, and ratios</td>
<td>Strengthened child welfare practice through improved engagement with families and children</td>
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<td>5. How We Do Our Work is as Important as the Work We Do</td>
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*Indicates effort underway*
IV. All Children Deserve a Permanent Family
25. A Family for ME
26. Heart Gallery
27. Statewide Adoption Pilot
28. Wendy’s Wonderful Kids
29. Adoption Preservation Services
30. Permanency Reviews
31. Residential Reviews

V. How We Do Our Work is as Important as the Work We Do
32. Quality Circles
33. Staff Practice and Policy Feedback Loops
34. QA Staff Practice and Policy Feedback Loops
35. Internal Data Dashboard
36. CQI Team Development
37. Supervisory Support Enhancements
38. Update Caseload Size, Standards, and Ratios
39. Workforce Wellness
40. Update Workload Analytic Tool
41. MACWIS Replacement*
42. Motivational Interviewing Training
43. Training Plan for New Processes and Tools
44. Case Management Activities Time Analysis
45. Case Closing Summary Model Development Workgroup
47. TDM Policy and Practice

* Indicates Mandated Initiative
** Includes Safe Sleep, Period of Purple Crying, and Cradle Me/PHN/Bridging