BYU Football Coach Kalani Sitake visited the Utah State Hospital during Employee Appreciation Month activities.
Maya Angelou said, “Do the best you can until you know better. Then when you know better, do better.” This concept is at the heart of our Operational Excellence Pillar. As something we all strive toward, Operational Excellence can sometimes mean continuous improvement to attain competitive advantage; however, at DHS we use it to help those we serve and improve lives.

There are a myriad of opportunities to implement this advice. As you and your colleagues discover improved methods for helping clients, your needs change. This provides opportunity for you, no matter your role, to develop better and more effective methods for meeting those needs.

One example of current operational excellence is the collaborative efforts between the Bureau of Contract Management (BCM) and the Office of Fiscal Operations’ contract staff throughout the contract cycle. BCM is focusing on growing the Department’s collective knowledge surrounding procurement within BCM, with the ultimate goal of adding all BCM contract analysts to the purchasing delegation. They are also increasing procurement training opportunities with Divisions and vendors; providing one collective review, consolidated from multiple analyst, supervisor and procurement reviews; and Division contract teams are collaborating on an ongoing basis to increase timely contracts with a more efficient RFP process.

Continued efforts in Operational Excellence will ensure the Department can efficiently use taxpayer dollars to provide necessary services, which allow our clients to live safe, healthy and successful lives.

Have a story idea or feedback on DHS Homefront?

Contact the editor, Allie Jurkatis ajurkatis@utah.gov
How “Shared Parenting” Can Improve Foster Care

Utah’s foster care system keeps many children and youth safe from harmful or dangerous circumstances in which there is no other option. In these situations, building important relationships between biological parents and foster parents is one way the Division of Child and Family Services (DCFS) and Foster Families of Utah partner in keeping families together and maintaining important family relationships.

This vision was shared with foster parents, foster care professionals and national child care experts at the First Annual Utah Foster Family Conference where 200+ attendees discussed the ongoing effort to support the foster care community in building key relationships between biological or birth parents, foster parents, community advocates and DCFS.

Keynote speaker, national foster care expert and foster parent Donna Foster called this approach “shared parenting,” defined as the promotion of ongoing, positive interactions between a child’s biological parents and foster parents.

“If foster parents can build that relationship with the birth parents while demonstrating healthy parenting skills, the birth parents will be able to build the healthy parenting skills that will eventually help bring their child home,” Foster said.

Attendees also gained understanding and support around challenging foster care topics including court proceedings, policy, licensing and managing the unexpected as a foster parent.
Participate in the Utah State Employees’ Charitable Fund through Nov. 10, 2016

LEND A HELPING HAND

Local non-profits and charitable organizations fill a vital role in our community providing important services in a variety of areas. The Utah State Employees’ Charitable Fund (USECF) is a way for you as a state employee to give back to a cause that matters to you. By participating in the Fund, you select which charity you’d like to support and determine how much you’d like to donate through payroll deduction or a one-time online payment.

You can donate online at www.usecf.state.ut.us for a fast, easy, confidential and tax-deductible transaction.
A More Robust Type of Quality Control

Quality control at DHS is unique from other organizations because of the structure, intensity and discipline that comes from the rigorous scrutiny that maintain and improve upon our best practices. With diverse perspectives, but also with clear guidelines and standards, The Office of Services Review (OSR) helps manage DHS’ quality control and validates our high standard of services in two main ways: the Qualitative Case Review (QCR) and the Case Process Review (CPR), which are conducted in each region annually.

While the QCR is a qualitative assessment of DCFS and JJS services and measures outcomes for clients, the CPR measures compliance to guidelines, state statute and federal law. Together,
We're Listening:
Feedback given by you and your peers in DHS focus groups revealed a common desire to know more about the services and programs offered by other DHS Divisions and Offices. This increased understanding of DHS as a whole can help all within our department work together to provide more efficient and integrated care.

<table>
<thead>
<tr>
<th>Qualitative Case Review</th>
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<tbody>
<tr>
<td><strong>90%</strong> safety overall for sampled cases</td>
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<tr>
<td><strong>85%</strong> or better overall child status and system performance</td>
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<tr>
<td><strong>70%</strong> prospects for permanence</td>
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<table>
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<tr>
<th>Case Process Review</th>
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<tr>
<td><strong>96%</strong> Overall foster care scores above standard (87%)</td>
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<tr>
<td><strong>5-year high</strong> of caseworkers visited the home outside of work hours in unable to locate cases</td>
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<tr>
<td><strong>5-year high</strong> Involving parents in the child and family plan for foster care cases</td>
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*Source OSR Annual Report*
An in-depth analysis of the Division of Juvenile Justice Services (DJJS) by the Council of State Governments found that $6.6 million was spent per year on out-of-home residential Observation & Assessment (O&A), averaging $11,395 per youth.

With this in mind, DJJS developed a plan to expand less expensive and better outcome-driven, in-home O&A programs statewide. The offering of these new programs will allow youth to receive services in their homes and with their families, rather than in a residential treatment facility. So far, the following progress has already been made:

### Behavorial Health Advocates Gather in Utah

The Utah Fall Substance Abuse Conference is an annual event where professionals who work in prevention, substance use treatment, corrections, justice, health and education, among other industries, gather to seek collaboration and review new scientific research and trends to help individuals and families recover and live healthy, successful lives. It’s a yearlong effort in the making for staff in the Division of Substance Abuse and Mental Health (DSAMH) who host and produce the event, now in its 38th year.

With solid roots, the conference attracted 1,200 professionals from across the state and individuals from 23 different states to learn from the quality content provided here.

### Efficiencies Keeping JJS Youths in Home

FY16 enrollment in O&A in-home care created $275,000 fixed cost decrease

16-bed Residential O&A in Farmington closed, resulted in nearly $815,000

In-home O&A already expanded to four Juvenile Court Districts
Around DHS

The Utah Developmental Disability Council was honored by the University of Utah Kem C. Gardner Policy Institute, the Daniels Fund and the Utah Community Foundation for excellence in ethical leadership.

BYU Football Coach Kalani Sitake challenged employees at the Utah State Hospital to recognize “there will always be those who cheer against you; the true test is to not be one of those who cheers against others” during Employee Appreciation Month activities.

Clinicians, educators, parents, mental health professionals, direct care staff, nurses and physicians gathered together at the Utah State Developmental Center (USDC) Fall Conference to continue building understanding and partnerships that will benefit the individuals served at USDC and their families.

In the News

- Report: Half of Utah students who report using alcohol are also vaping
- Foster parents, agency heads urge Senate to act on Family First Prevention Services Act
- Utah kids living in intergenerational poverty could fill 1,611 school buses
Health Counts

It's October, and Halloween is coming up! Protect your teeth from excess sugar by serving fun and healthy snacks at parties or festive gatherings. Get creative with some of these simple, spooky treats:

- Banana ghosts
- Clementine and celery pumpkins
- String cheese broomsticks
- Celery mummies

November Calendar

National Adoption Month
National Home Care & Hospice Month
Nov. 6 — Daylight Saving Time Ends
Nov. 8 — Election Day
Nov. 11 — Veterans Day
Nov. 19 — International Men’s Day, National Adoption Day
Nov. 24 — Thanksgiving Day
Nov. 29 — National Day of Giving #GivingTuesday