

**Date-** May 2021

**Manual** – Child and Family Services Manual, Chapter A, Practice Foundations

**Transmittal #** - 298

The purpose of this transmittal is to provide new and revised guidance for Chapter A, Practice Foundations, of the Virginia Department of Social Services (VDSS) Child and Family Services Manual. Unless otherwise stated, the provisions included in this transmittal are effective upon release.

A new section has been added to the chapter titled **Section 3. Shared Accountability**. The chapter has been reorganized, moving **Section 3. Guidance Development** down to **Section 4**. This will provide a more comprehensive framework for practice foundations.

The content of Section 3. Shared Accountability has been developed in response to legislation the Virginia General Assembly enacted in 2019 related to system reform and improvement. This legislation, [Senate Bill 1339](#), requires VDSS to develop a plan for improving foster care service delivery and outcomes at the local level through enhanced oversight, support and collaboration. Section 3. Shared Accountability, provides policy and procedural guidance for performance measures, meeting this requirement.

This transmittal and manual are available on FUSION at <https://fusion.dss.virginia.gov/dfs/DFS-Home/Family-Engagement/Practice-Foundations-Guidance>.

Significant changes to the manual are as follows:

<b>Section</b>	<b>Significant Changes</b>
3.1 Introduction	Adds a brief overview of the relationship between VDSS, the Division of Family Services, and Local Department of Social Services (LDSS).
3.2 Legal Framework	Adds a new subsection to provide information regarding legislation enacted during the 2019 General Assembly session regarding <a href="#">Senate Bill 1339</a> , Foster Care Omnibus Bill. Identifies the authorities of the Commissioner as established during the 2019 General Assembly session.
3.3 Definitions	Adds a new subsection to providing a list of common terminology used within Section 3 of the chapter.
3.4 Continuous Quality Improvement	Adds a new subsection describing the continuous quality improvement process used to assess administration of VDSS child welfare programs.
3.4.1 Data Analysis	Adds a new subsection outlining the data analytics used by VDSS to evaluate program policies and practices.
3.4.1.1 Data Review	Adds a new subsection describing the data review process across all levels within the child welfare system.

3.4.1.2 Regional Data Review	Adds a new subsection that provides information pertaining to reviewing data on a regional level and understanding trends to develop strategies across the region.
3.4.1.3 LDSS Specific Data Review	Adds a new subsection that provides information pertaining to reviewing data on a local level to identify agency specific opportunities for improvement.
3.4.2 Performance Expectations	Adds a new subsection providing information outlining the goals identified in the Child and Family Services Plan (CFSP) which are used to define program performance expectations.
3.5 VDSS Responsibilities	Adds a new subsection giving an overview of administrative tasks VDSS is responsible to provide as it relates to provisions of service delivery.
3.6 LDSS Responsibilities	Adds a new subsection establishing performance requirements as it relates to administrative tasks for LDSS.
3.6.1 Data Security and Reporting	Adds a new subsection discussing requirements of confidentiality and data security and duty to report security breaches.
3.7 Stages of Managing Performance	Provides an overview of the stages of performance management,
3.7.1 Performance Management Stage	Adds a new subsection outlining the first stage in performance management, addressing performance issues that are non-emergency yet significant to the service provision, including implementation of a Performance Improvement Plan (PMP).
3.7.2 Corrective Action Stage	Adds a new subsection outlining the stage implemented when the LDSS does not successfully achieve the goals identified in the Performance Management stage, including implementing a Corrective Action Plan (CAP)
3.7.2.1 Non-Emergency Corrective Action	Adds a new subsection outlining the process VDSS will take when it has been determined the LDSS is unable to fulfill the goals identified in the PMP.
3.7.2.2 Emergency Corrective Action	Adds a new subsection outlining the process VDSS will take when the situation or event affects the safety of children and requires immediate intervention through a CAP or temporary Commissioner intervention.
3.7.2.3 Fiscal Accountability	Adds a new subsection providing a brief overview of title IV-E and state accountability for fiscal errors.
3.8 Corrective Action Plan	Adds a new subsection providing the authority for enforcing a CAP and describing when it will be enforced.
3.8.1 CAP Timeline, Contents and Process	Adds a new subsection describing the process must take when initiating and implementing a CAP.
3.8.2 Updating the CAP	Adds a new subsection identifying timeframes for when the CAP must be updated.

Commissioner Guidance Document Transmittal

3.9 Commissioner Intervention	Adds a new subsection describing the Commissioner's intervention when the LDSS does not meet the requirements set forth in the Performance Expectations or does not comply with an approved CAP.
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S. Duke Storen  
Commissioner