

ARCCC Work Plan	Strategy	Action Steps	Responsible Person or Team
A. Program Administration and Management			
		1. Hire Program Manager, Diligent Recruitment Lead, and Community Engagement Specialists; Explore additional position for a Data Analyst	Planning/Foster Care Manager, ARCCC Manager, DRG Lead,CQI Manager
		2. Establish a Central Inquiry unit to manage all inquiries of resource family homes and volunteers	Foster Care Manager and Community Services Program Administrator
		3. Implement the centralized background check processing for resource family homes	Foster Care Manager and Community Services Program Administrator
		4. Explore the option of 24/7 (Area Directors) staff to conduct safety checks for the consideration of placement with relatives	DCFS Director and Assistant Director
		5. Develop roles and responsibilities of new staff (Centralized Inquiry and ARCCC)	ARCCC Manager, Foster Care/Planning Manager, Adoption Manager, Assistant Director
		6. Develop training curricula instructing staff on new policies and procedures and toolkits	Policy and Professional Development Administrator Planning Manager,ARCCC Manager and ARCCC Lead
		7. Adapt toolkit available from the Family to Family model to ARCCC	ARCCC Team
		8. Develop surveys for resource families to collect information about the process for resource home development and their experiences as an open and approved resource home	CQI Manager, ARCCC Manager, Executive Team ARCCC Evaluators
		Develop a feedback loop of how the results of the survey impacted system changes	CQI Manager, ARCCC Manager, Executive Team, ARCCC Evaluator

	Explore professional services and supports for foster parents experiencing different aspects of the child welfare system (grief and loss of reunified children and victims of child abuse, e.g.	Executive Team
	Explore a warm line for trauma informed response due to a potential disruption	Executive Team
B. Community Outreach and Development		
<i>Develop Resource Directory</i>		
	1. Develop a schedule of community outreach meetings for each service area (includes frequency, agenda, coordination of staff involvement, etc.)	CES,ARCCC Manager and DRG Lead
	2. Develop template for CES to complete	ARCCC Manager and ARCCC Lead
	3. Gather information from direct service work staff about existing resources	ARCCC Team
	3. Gather information from external stakeholders	ARCCC Team
	4. Engage and collect information from foster parents in regards to services and supports	ARCCC Team and ARCCC Evaluators
	5. Visit and gather information from foster parents	ARCCC Team and ARCCC Evaluators
<i>Understand the Roles and Responsibilities of all staff</i>		
	1. Attend and participate in New Worker Training (CES)	CES, DRG Lead
	2. Collaborate with Resource Supervisor and Resouce Workers to strengthen the team approach to recruitment and retention (RIEB)	ARCCC Team and Executive Team
	3. Meet with Licensing Specialists in each area to better understand their role	ARCCC Team
	4. Collaborate with County Supervisors to strengthen the team approach to recruitment and retention (RIEB)	ARCCC Team and Executive Team
	5. Shadow other DCFS staff to better understand their roles to identify strategies that staff can include recruitment into their daily work	ARCCC Team
<i>Gain knowledge about current activities around recruitment and retention</i>		

	Collaborate and partner with the CALL on all ARCCC activities	Director, ARCCC Manager, DRGrant Lead, Community Recruiter Liasion
	Partner with the CALL coordinators in each service area	CES
	3. Attend CALL Inquiry meetings	ARCCC Team, Adoption Staff and Community Recruiter Liasion
	4. Attend DCFS Inquiry meetings	ARCCC Team,DCFS Resource Staff, Adoption Staff and Community Recruiter Liasion
	5. Attend Foster Parent Association/Support meeting	ARCCC Team, Resource Staff, Foster Care Manager, Adoption Staff and Community Recruiter Liasion
	6. Attend and participate in PRIDE Orientation (TOT)	ARCCC Team, Foster Care Manager, Adoption Manager and Community Recruiter Liasion
	7. Attend CALL support group meeting	ARCCC Team and Community Recruiter Liasion
	8. Complete PRIDE training with MidSOUTH	ARCCC Team
	9. Complete PRIDE training with The CALL	ARCCC Team and Community Recruiter Liasion
	10. Complete SAFE Training	ARCCC Team and Community Recruiter Liasion
	11. Shadow resource staff in various activities	ARCCC Team
	12. Shadow Adoption Workers	ARCCC Team
	13. Attend CALL Launch meeting	ARCCC Team and Community Recruiter Liasion
	14. Meet with Private and Contract providers in each area (TFC, DDS, private providers)	ARCCC Team, Foster Care Manager, and Adoption Manager

	15. Meet with Area Director(s) to gather area specific information and feedback	ARCCC Team, DRG Lead, ARCCC Evaluators
	16. Collaborate with County Supervisor to obtain county specific information and feedback	ARCCC Team and ARCCC Evaluators
	17. Collaborate with Youth Advisory Board (YAB) and gather feedback (YAB meets every 3rd Saturday)	ARCCC Team, ARCCC Evaluators, and Executive Team
<i>Develop Communication Platform</i>		
	1. Review and Enhance the www.fosterarkansas.org website to reflect ARCCC principles and comprehensive information about the need for resource families and volunteers	CHRIS Team, ARCCC Team, Foster Care Manager, Adoption Manager, DCFS Community Services
	2. Increase awareness and education of DCFS and DHS staff concerning foster care needs	DCFS Staff and Recruitment Partners
	3. Meet with DHS Communication staff to develop appropriate messaging for the individual counties needs	ARCCC Manager ARCCC Lead, and DHS Communications
	4. Develop a "script" that can be used routinely in ads, news, etc.	ARCCC Program Manager, DRGrant Lead, and DHS Communications Director
	5. Develop talking points for various audiences as a tool	ARCCC Team, Area Directors and Executive Team
	5. Meet with Area Directors and gather feedback about expectations	ARCCC Manager
	6. Coordinate and develop Technical Assistance for ARCCC regarding messaging and skill development	DRGrant Lead, Executive Team and Foster Parent
	7. Develop state level tools and messaging	ARCCC Manager and DRGrant Lead
	8. Develop branding of ARCCC	Executive Team, ARCCC Team and DHS Communications
	9. Develop and submit information, updates, success for "Connections" News	DCFS Staff

	10. Work with local staff and stakeholders to determine best location for recruitment efforts (venues, forums, and audiences to target for best results)	ARCCC Team and GIS Contractor, Community Recruitment Committees
	11. Promote monthly agenda topic of recruitment and retention of resource family homes including how staff can actively recruit and support families	ARCCC Team, Assistant Director and Area Director
	12. Assure collaboration among Adoptions, Foster Care, ARCCC, Specialized Placement Unit, and other DCFS Program Units.	ARCCC Manager
<i>Develop a Local Recruitment Committee</i>		
	1. Attend and participate in community and neighborhood meetings to know and understand the needs in the area	CES, DCFS Field Staff, and Recruitment Partners
	2. Collaborate with Community Stakeholders from various roles to serve on local recruitment committees (i.e. birth parent, foster parent, civic organization leader/member, community members, etc.)	CES, DCFS Field Staff, and Recruitment Partners
	4. Establish and Sustain a local recruitment committees within each of the local service areas	CES and Recruitment Partners
	5. Develop a charter that defines roles, rules, and responsibilities of recruitment committee members	CES and Recruitment Partners
	6. Develop a local recruitment plan for each committee	CES and Recruitment Partners
<i>Conduct Recruitment Activities</i>		
	1. Develop and maintain calendar of events	ARCCC Team, DCFS Staff, and Recruitment Partners
	2. Engage foster parents, youth in foster care, and other providers in recruitment and retention activities	ARCCC Team
	3. Engage closed applicants prior to resource family home approval in efforts to re-recruit applicants that have self selected out in the last 90 days	CES

	4. Engage closed resource family homes in efforts to re-recruit applicants that have self selected out in the last 6 CES months	
	5. Tailor marketing resources around identifying organizations and community providers in each county to develop services and supports for retention of resource families.	ARCCC Team
	6. Continue the agreement with Cumulus Radio for recruitment of Resource Families	Adoption Unit and ARCCC Team
	7. Continue partnership with AdoptUSKids and Adoptions.com	Adoption Unit/ARCCC Team
	8. Maintain and develop new recruitment partners specific to achieve permanency for children awaiting adoption (i.e. Project Zero, Bekis Kids)	Adoption Unit and ARCCC Team
<i>Build skills sets in recruitment</i>		
	1. Attend Targeted and Child Specific Recruitment training to develop the skill sets of the recruitment partners and DCFS Staff	ARCCC Team and DCFS Staff
	2. Attend and participate in the quarterly Adoption/Resource Meeting	ARCCC Team, Foster and Adoptive Resource Staff, and Recruitment Partners
	3. Attend and participate in other trainings as needed to develop skills related to targeted recruitment and customer service for retention	ARCCC Team and DCFS Staff
	4. Attend Systemic Data Training (i.e. CHRIS reports and QPSR reports) to know and understand data and what audience to share specific data	ARCCC Team and DCFS Staff
<i>Integrate ARCCC Principles in DCFS policy, procedures, and practice model framework</i>		
	1. Establish a Implementation Team and other teams necessary for systemic change	ARCCC Manager
	2. Participate in policy review workgroup	Executive Team and DRGrant Lead

	3. Revise and/or develop policy and procedures as necessary	ARCCC Manager and Policy and Professional Development Administrator
	3. Review and revise the www.fosterarkansas.org website	ARCCC Manager, ARCCC Lead, CHRIS Team, Foster Care Manager and NG Manager
	4. Participate in CHRIS meetings to enhance the SACWIS system to better capture data around recruitment and retention of resource families	ARCCC Manager, ARCCC Lead and Foster Care Manager
	5. Implement the Resource Review Committee to assess the viability of resource family background check hits excluding child maltreatment	ARCCC Manager, Community Services Administrator, Foster Care Manager, Adoption Manager, Area Director, Resource Worker, and Specialized Placement Manager
	6. Revision of DCFS Publications that will reflect the integration of ARCCC Principles into established documents	ARCCC Manager
<i>Develop marketing materials for general, targeted, and child-specific recruitment (brochures, pamphlets, PSA's)</i>		
	1. Develop and maintain the ARCCC toolkit to include how to best utilize each item in the toolkit, this will include: general, target and child specific recruitment	ARCCC Team
	2. Establish a protocol for the dissemination of the ARCCC toolkit	ARCCC Manager
	3. Establish a protocol for the review and revision of the ARCCC toolkit as well as establishing measures to assess the effectiveness of tools	ARCCC Manager
C. Recruitment for Targeted Population		
<i>Review of current recruitment for teenagers</i>		
	1. Review current DCFS policies on recruitment of teenagers, identifying gaps or barriers to recruitment efforts	ARCCC Manager, DRGrant Lead, CES

	2. Participate in available resources to learn about other states successes of recruitment for teenaters i.e. Listservs, AdoptUS Kids NRCDR website,	ARCCC Team and DCFS Staff
	3. Develop training curriculum for field staff on recruitment for older youth	ARCCC Program Manager & Community Engagement Specialist
	4. Develop training curriculum for field staff on incorporating recruitment into everyday work	ARCCC Manager, DRGrant Lead, Policy and Professional Development Manager
	5. Assemble toolkits for foster and adoptive families based on Resource Development and Support	ARCCC Team and Recruitment Partners
	6. Assemble toolkits for volunteers	ARCCC Team and Recruitment Partners
	7. Continue to support Adoption recruitment events such as the Annual Disney Extravaganza, The Conway Rotary Picnic, and the Annual Picnic in North Arkansas in Sebastian County area sponsored by Ft. Smith rotary and the River Valley Adoption Coalition which only invite approved adoptive families to participate	ARCCC Team, Executive Team, Resource Workers, Area Directors
	8. Continue agreement with Cumulus Radio for the recruitment of African American community	Adoption Manager and ARCCC Manager
	9. Establish local Youth Advisory Boards in each service area	Director, ARCCC Team, Transition Specialist, Transitional Youth Service Worker, DCFS Supervisor, Assistant Director
<i>Review of current child-specific recruitment</i>		
	1. Review of current DCFS policies on relative and fictive kin recruitment to determine if changes are needed	Executive Team
	2. Develop training to accompany relative and fictive kin toolkits	ARCCC Manager
	3. Utilize "A Place to Call Home" to promote foster and adoption recruitment	ARCCC Manager and Adoption Manager
<i>Retention and Support of Resource Families</i>		

1. Develop a customer service model for staff to use with resource families	ARCCC Manager
2. Incorporate customer service model into DCFS policy	ARCCC Manager, DRGrant Lead and Policy and Professional Development Manager
3. Request changes to worker trainings to incorporate customer service models	ARCCC Manager and Policy and Professional Development Administrator
4. Analyze barriers to concurrent planning	Executive Team
5. Develop concurrent training curriculum for staff based on barriers	ARCCC Manager and Policy and Professional Development Administrator
6. Explore expanding the statewide foster parent liason to include one area foster parent liasion that serves as a foster parent advisory group	ARCCC Manager and Foster Care Manager
7. Develop trauma-informed training curricula for resoruce families	Executive Team
8. Assure each area and/or county has a foster parent association and/ or support group meetings to provide on going support to foster and adoptive families	ARCCC Team,CES, Area Director, and Resource Workers
9.Develop in partnership the roles a support group/ associations will play in obtaining continuing education hours and supporting grief and loss counseling to families who have loss a child to reunification	ARCCC Team,CES, Area Director, and Resource Workers
10. Develop strategies in ensuring foster parents voices are heard in court, case planning, transition planning, and other forums within the child welfare system	ARCCC Team,CES, Area Director, and Resource Workers
11. Implement "welcome packets" for all newly approved resource families	Foster Care Unit
12. Coordinate and/ or support local foster parent conference	ARCCC Team, Area Director, and Resource Workers

	13. Promote a statewide foster parent conference	ARCCC Team, Area Director, and Resource Workers
	14. Develop a resource family recognition program	ARCCC Team, Area Director, and Resource Workers
D. Data Collection Tool Development		
	1. Develop a resource family home tracker report that will include tracking the length of time from inquiry to approval (Inquiry, In home consultation, training, home study, and final approval)	CHRIS Team, ARCCC Team, Foster Care Manager, Adoption Manager, QA Unit and ARCCC Evaluator
	2. Develop the research questions and surveys for process evaluations of ARCCC	QA Unit and ARCCC Evaluator
	3. Develop the data indicators for each of the target populations for each service area	ARCCC Evaluator
	4. Analyze DCFS infrastructure and readiness to implement ARCCC	ARCCC Evaluator
	5. Finalize data collection tools	ARCCC Evaluator
E. Other Activities		
	1. Define specific communities and neighborhoods for recruitment, utilizing the CHRIS and GIS systems (including HZA and special reports)	ARCCC Manager and GIS Contractor
	2. Develop a comprehensive description of the characteristics of the children in each community/neighborhood/county	ARCCC Manager and GIS Contractor
	3. Based on the above, select the sites most in need of targeted recruitment efforts	ARCCC Team
	4. Identify the types of resource families that may be needed in those areas	ARCCC Team
	5. Strengthen existing and solicit for new community partnerships in the defined target areas	ARCCC Team
	6. Develop community support for resource families in the defined targeted areas	ARCCC Team
F. Capacity Building		
	1. Assess the capacity of contracts for increased referrals of SAFE home studies	ARCCC Manager

	2. Explore other options outside of the SAFE home studies	Foster Care Manager
	3. Assess the capacity of the Resource Staff to manage the increase of the work load	Foster Care Manager, CQI Manager, ARCCC Manager, Assistant Director
	4. Explore the options in regards to a resource parent training	Foster Care Manager
	5. Explore foster and adoptive parents to become trained as DCFS trainers	Foster Care Manager, ARCCC Manager, Adoption Manager
	6. Assess the capacity to meet the increase need for training resource families	Foster Care Manager, CQI Manager, ARCCC Manager
	7. Develop a standard MOU for volunteers that are recruited to assist with training of resource families and volunteers	Foster Care Manager, ARCCC Manager, Policy and Professional Development Manager
	8. Develop and implement a relative /kinship foster parent curriculum consistent approval process for relatives/ fictive kin	ARCCC Manager, Foster Care Manager
	10. Establish a statewide recruitment and retention of resource family home stakeholder workgroup	ARCCC Manager
	11. Explore and Identify training curriculum for resource families that include trauma informed care and relevant topics for the characteristics of children entering foster care	ARCCC Manager and Policy and Professional Development Administrator
	12. Continue to assess the capacity to manage the centralized inquiry unit	Foster Care Manager
	13. Continue to enhance the CHRIS system to capture the volunteers (add as a service to the provider)	Executive Team
	14. Partner with the Central Registry and Notification Manager to ensure timely receipt of background check results	Executive Team
	15. Enhance the "family finding" practices of relatives and fictive kin for children entering foster care	Foster Care Manager and ARCCC Manager

	16. Explore further supports to enhance relative and fictive kin families once the child is placed (provisional or approved relative families)	ARCCC Team and Executive Team
	Increase the capacity to recruit for targeted and child specific populations by developing agreements with recruitment partners to include foster parents, adoptive parents, youth, and faith based partners	Executive Team
	Establish partnerships with local community groups and non profit organizations that can assist with recruiting for resource families and volunteers	DCFS Staff