

Nancy K. Keeling
Authorized Signature

Number: CW_IM_09_012
Issue Date: 06/15/2009

Topic: Adoptions

Subject: Bundled Adoption Forms and Tracking System

Applies to (check all that apply):

- | | | | |
|-------------------------------------|-------------------------------|--------------------------|--------------------------------------|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County Mental Health Directors |
| <input type="checkbox"/> | Area Agencies on Aging | <input type="checkbox"/> | Health Services |
| <input checked="" type="checkbox"/> | Children, Adults and Families | <input type="checkbox"/> | Seniors and People with Disabilities |
| <input type="checkbox"/> | County DD Program Managers | <input type="checkbox"/> | Other (please specify): |

Message: Several months ago, a memo titled "Adoption Bundle Reports" was distributed to District Managers and Child Welfare Program Managers. It conveyed information about a change in the timing for submitting the various forms that create an adoption referral. Historically, forms are partially "bundled" (submitted together); however, sometimes forms arrive late or are incomplete and must be returned to the branch, thus creating a delay to achievement of permanency.

As a result of one of several Rapid Process Improvement activities in Adoptions, the LEAN team and program staff recognized that there were efficiencies to be gained and the real opportunity to process adoption cases more quickly if more forms needed arrived in the Program Office at one time. Additionally, bundling all forms at one time will allow the program office to work with branches and identify forms that are problematic to complete, as well as identify any needed changes in the forms or process.

Nearly all of the efficiencies and time to be gained will happen by moving "back to front." The RPI process revealed that efforts to move cases more quickly indeed only moved them through the first steps quickly. Cases were not moving out the back end to promote finalization any faster.

Additional benefits of this RPI should be fewer chances for missing documents and a reduction in the time necessary to review files and correspondence related to forms in the requested bundle.

We have also requested some adjustments to ARMS that allow us to track date

received, pending, approved for the 421, 246 and medical records. By adding this information to the same information that is available for all of the other “bundled” forms, the program office should be able to provide a Status Report to the District Managers, Child Welfare Program Managers, and supervisors regarding the cycling time that is needed to process documents. We are hopeful that “bundling” will achieve a reduction in the amount of time needed for the adoption cycle. The Status Report will also be used by Legal Assistance Specialists to help track documents and flow.

We will start tracking “bundles” on July 1, 2009. Attached to this IM (see below link) is the list of forms for adoption and the recommendation for how they should be bundled. And, the three subsets of bundles that we’ll track centrally are on the second list:

http://www.dhs.state.or.us/policy/childwelfare/im/2009/cw_im_09_012att1.pdf

If you have any questions about this information, contact:

Contact(s):	Beth Englander, Adoption Program Manager, or Gail Schelle, Assitant Adoption Program Manager		
Phone:	503 947-5358 or 503 945-5997	Fax:	503-945-6633
E-mail:	beth.englisher@state.or.us ; gail.schelle@state.or.us		