

4.12 Communication Plan

Referrals and Transitions

4.12 System Improvement Communication – Communication strategies to keep internal and external partners informed of this system improvement and related information and resources.

Communication	Format	Frequency	Responsible	Contact	Distribution
Providers (CPA, EPS, Receiving Care, BRS)	Existing Provider Meeting	Quarterly	RTPC and RTPM	Intensive Resources PM, Placement Stability PM,	n/a
Providers – QRTP	Existing CFTM Meetings	As needed	RTPC	Intensive Resource Program Consultant	n/a
Caregiver Connection	Newsletter	Quarterly	RTPC	Caregiver Retention and Support Manager	Email
Caregiver	Information Sheets	Quarterly	RTPC	CAREs, 1624 representatives,	Email
CWLT Updates	Meetings and Written Updates	Quarterly	PCU Administrator	Executive Assistant to CW Secretary	CW leadership – Director - DRA
Child Welfare Case Workers and Supervisors	Virtual Office Hours	Weekly (starting in Phase 4)	RTPC	n/a	Email Invitation – Regional Distribution Lists

Communication	Format	Frequency	Responsible	Contact	Distribution
Child Welfare Case Workers, Supervisors and AAs.	Existing Regional All-Staff Meetings	Yearly	RTPC and RTPM	Regional RA and DRA	n/a
Child Welfare Case Workers, Supervisors and AAs.	Existing Office All-Staff Meetings	Yearly	RTPC and RTPM	Office AA	n/a
Child Welfare Case Workers and Supervisors	Existing Unit Meetings	As requested by CW Supervisors	RTPC	Unit Supervisor	n/a
Meeting with After-hours Teams	Meeting	Yearly	RTPC	After-hours Unit Supervisor	n/a
Statewide Meeting Facilitators	Existing Monthly Meetings	On-going	RTPC	n/a	n/a
Regional Complex Youth Program Managers	Meeting	Quarterly or as needed	RTPC	Regional Complex Youth Program Managers	n/a
All Child Welfare Staff	Newsletter	Last quarter of 2024 & once a year ongoing	RTPM	Executive Assistant to PPS Assistant Secretary	Email
All Child Welfare Staff	SharePoint	Ongoing	RTPC and RTPM	n/a	Link included in internal communication

Communication	Format	Frequency	Responsible	Contact	Distribution
All Internal and External Partners (Includes parents and youth)	Webpage	Updated Quarterly	RTPM and PCU Administrator	????? – We need to develop this page.	Link included in internal and external communication
Parents	Information Sheets	As needed	RTMP, Meeting Facilitators, Assigned SSS	n/a	Email or Link
Parents	Shared planning meetings and CFTMs	As scheduled	RTMP, Meeting Facilitators, Assigned SSS	Meeting Facilitators	n/a
Youth	Information Sheets	As Needed	RTMP, Meeting Facilitators, Assigned SSS	n/a	Email or Link
Youth	Shared planning meetings, CFTMs,	As Scheduled	RTMP, Meeting Facilitators, Assigned SSS	Meeting Facilitators	n/a
Youth	Individual in-person or virtual meetings	As requested	RTMP, Meeting Facilitators, Assigned SSS	n/a	n/a