

External Frequently Asked Questions

Why localize the Marion County office?

The Department of Child Services works to ensure the continuous improvement of quality services for the safety, permanency and wellbeing of children. Localization of the Marion County Office has been determined to be the most effective manner to address these critical issues by improving

- a) access and quality of interactions with Marion County families;
- b) outcomes for children and families resulting from a more stable FCM workforce;
- c) work culture and climate and increased opportunities for supervisory and management interaction at all levels.

What does research indicate about localization?

Localization allows families to have better access to on site prevention resources, child and family team meetings and service providers. Much like community policing, localized offices improve relationships within local neighborhoods and will allow our staff to better serve the clients closer to their homes. Additional research also finds the location, physical layout, supportive supervision and climate of the work environment contribute to employee satisfaction and performance; critical considerations in staff retention.

Does localizing the office help the Marion County office attain and maintain the 12/17 regional caseload compliance?

Localizing the Marion county office is a critical part of a broader strategic approach to improving staffing and outcomes for children and families in Marion County. Therefore, we don't expect to realize immediate benefits to the statutory 12/17 caseload standard. Moreover, 12/17 compliance applies statewide, so our efforts in Marion County will only impact one of our 19 regions. It is our expectation the smaller and more localized offices will encourage increased communication between case managers and families, as well as case managers and supervisors, which can promote a safe and effective decrease in the length of time children are in care.

How are the offices being selected?

Each new Marion County office is being selected based on geographic need, to better serve children and families.

Where will the offices be located?

The first office will be located on the west side of Indianapolis. It's located on US 136 & I 465. The other offices will be strategically positioned on the northeast and east side of Marion County.

Will families have to get a new FCM?

No. This move will not change their FCM, nor disrupt any services currently being received by families in Marion County

How will families be notified if their FCM moves to a different location?

Families who will experience a change as a result of this localization plan will receive a letter within 30 days outlining the details of the change. Additionally, all of our FCMs are equipped with iPhones, which allows for 24/7 availability with the families we serve. FCMs will take their existing assessments and cases with them to their new office location.

How much will the localization cost?

Projections of localizing Marion County offices suggests the net cost will be at least cost neutral. Long term, we project a cost savings due to closer proximity to clients (less travel time and expense) and increased staff retention.

When will the offices be open?

The first office is targeted to be functional and serving families during the first quarter of calendar year 2017, the timeline for the other offices has not been finalized

Will the new offices be accessible by public transportation?

Yes, the team is working with the city of Indianapolis to ensure the offices are along present and future bus routes.

Will updates on the progress of the initiative be provided?

Yes. Updates will be posted to the DCS website.