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**WHERE WE HAVE BEEN, WHERE WE ARE & WHERE WE ARE GOING: ROUND 3 CFSR**

Overview: Setting and sustaining a national standard of child protection and measuring outcomes through Child and Family Service Reviews (CFSR)

Round # 3: California steps up (2015)

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**BACKGROUND OF THE CFSR AND CASE REVIEWS**

Mandate from the Congress: The duty of the Children's Bureau (ACF) US Department of Health and Human Services

1. Ensure conformity with federal child welfare requirements;
2. Determine what is actually happening to children and families as they are engaged in child welfare services; and
3. Assist states in enhancing their capacity to help children and families achieve positive outcomes.

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## BACKGROUND: CFSR CASE REVIEWS IN CALIFORNIA

2008 Round One: case reviews conducted in 3 counties, by a combination of federal and state reviewers

2010: Round Two CFSR: same  
No state was found to be in full compliance  
Program Improvement Plans were written, implemented, and monitored



### Round Three: 2016

- Shifts the function of case reviews to the state in CA
- Every county will conduct case reviews

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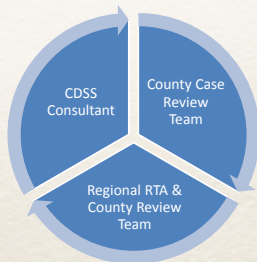
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## PARTNERS IN CASE REVIEWS



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“I’M NOT A SOCIAL WORKER OR ADMINISTRATOR, WHY SHOULD I BE INTERESTED???”

- As a Judge
  - As an attorney for children or parents
  - As a provider of services to children, youth and families
  - CASA volunteer
  - As a probation officer or manager
- AND... how might I be involved?

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## WHAT EXACTLY ARE CASE REVIEWS?



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## WHAT DOES A CASE REVIEW LOOK LIKE?

Component parts:

- Cases from Probation & CWS pulled by CDSS according to specific criteria
- Reviewers hired/selected in each County
- Reviewers trained and certified
- Cases assigned quarterly by CDSS according to caseload in each County
- Each review consists of a record review + individual interviews of key case participants
- CFSR form completed (OSRI) & entered

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## CASE REVIEW SYSTEM PROCESS

CDSS identifies cases to be reviewed

County conducts case review

Results entered into federal data system

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## NEXT STEPS

Data reviewed by CDSS, counties and Administration for Children and Families

CQI on case review process by CDSS

CQI on case review process by counties

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## AS ADDITIONAL SUPPORT FOR THE CASE REVIEW PROCESS, STATES ARE REQUIRED TO ESTABLISH A SYSTEM OF CONTINUOUS QUALITY IMPROVEMENT (CQI)

Since mid 2014, California has been working to establish a CQI system

- **To ensure consistency** across counties with the goal of sustainability
- **To link counties** with CDSS consultants and Children's Bureau consultants.

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## THE CASE REVIEW TOOL (OSRI) FOCUSES ON THE CORE CHILD PROTECTION OUTCOMES

Safety (2)

3 OSRI Items

Data Indicators

Permanency (2)

8 OSRI Items

Data Indicators

Well-Being (3)

7 OSRI Items

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## APPLICATION OF THE CASE REVIEW TOOL (OSRI) BY CASE TYPE

	In-Home	Foster Care
Safety	All Children	All Children
Permanency	N/A	Target Child
Well-Being	All Children	Target Child

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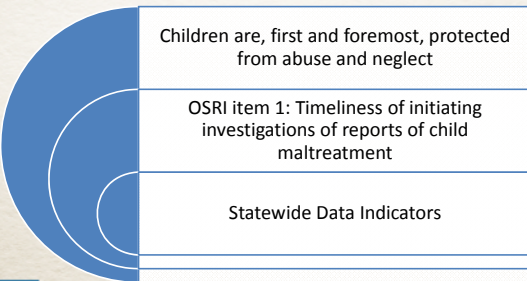
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## SAFETY OUTCOME 1



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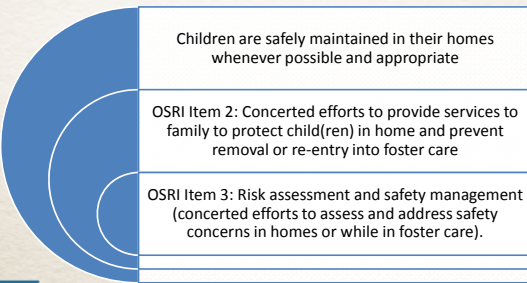
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## SAFETY OUTCOME 2



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## PERMANENCY OUTCOME 1



Children have permanency and stability in their living situations.
OSRI Item 4: Stability of foster care placement (were changes in best interest of child)
OSRI Item 5: Permanency goal for child (appropriateness)
OSRI Item 6: Concerted efforts: Achieving reunification, guardianship, adoption or other planned permanent living arrangement
Statewide data indicators

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## PERMANENCY OUTCOME 2



**The continuity of family relationships and connections is preserved for children. Concerted efforts for all.**

- OSRI Item 7: Placement with siblings OSRI Item 8: Visiting with parents and siblings in foster care
- OSRI Item 9: Preserving connections
- OSRI Item 10: Relative placement
- OSRI Item 11: Relationship of child in care with parents

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## WELL-BEING OUTCOME 1



Families have enhanced capacity to provide for their children's needs.
OSRI Item 12: Did the agency make concerted efforts to assess the needs and provide services of child, parents, or foster parents
OSRI Item 13: Child and family involvement in case planning on ongoing bases
OSRI Item 14: Consistency and quality of caseworker visits with child – are they sufficient to ensure the child's safety, permanency and well-being
OSRI Item 15: Caseworker visits with parent(s): sufficient to ensure the safety, permanency and well-being and meet the case plan goals.

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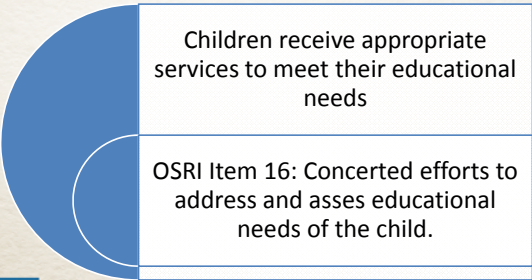
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## WELL-BEING OUTCOME 2



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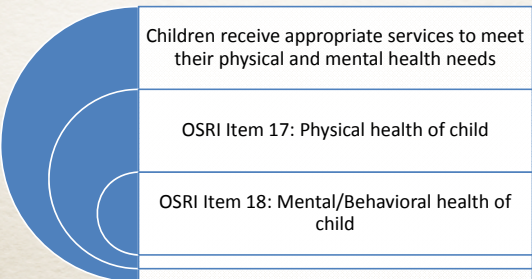
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## WELL-BEING OUTCOME 3



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### ROUND 3 HAS ESTABLISHED A NEW METRIC: **CONCERTED EFFORTS**

The standard assumes linkage between assessment intervention, service, & accountability

Examples:

- Reconsidering relatives for placement
- Evidence of follow-up on services/referrals
- Ongoing assessments
- Case plans that evolve, reflecting direct interaction with youth and parents

Out of state home studies

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## THE RESPONSIBILITY...



- Pursue information until accurate information is secured
- Weigh the interview information equally with the case records equally in making the final determination

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## INTERVIEWS ARE A CRITICAL COMPONENT OF RATING EACH ITEM & ARE REQUIRED

Interviews are used for:

- Collecting all the information needed to complete the OSRI – *filling in the dots*
- Assessing the experience of children and families receiving services
- Confirming case record documentation
- Collecting information missing from the record
- AND, resolving conflicting information

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## EACH COUNTY HAS BEEN FUNDED TO HIRE CASE REVIEWERS

**Reviewers are required to be trained, tested, and certified.**

**The Training curriculum was created and presented by Northern Training Academy (UC Davis Extension)**

**Day One:** Overview and Safety Outcomes

**Day Two:** Permanency and Well-Being Outcomes

**Day Three:** Mock case (national case)

**Day Four:** Mock case debrief and scoring; training on interviewing and preparing for test cases

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## CERTIFICATION REQUIREMENTS

- 1) Complete the four day training
- 2) Successfully complete the two mock case reviews with an acceptable score
  - 1) The first case is part of the part of the training on Day 3
  - 2) The second case review is given two months after the training
- 3) Complete 3 coaching sessions following the training (Each county received practice cases during the training.)

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## REVIEWS VARY IN DURATION AND COMPLEXITY

- Reviews are taking a minimum of 3-4 days, even the easiest of cases, including time spent scheduling and conducting interviews.
- Complicated reviews can take 1-2 weeks total; some reviews require travel and obtaining third party records
- Interviews of key case participants are mandatory

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## CASE REVIEWS HELP COUNTIES & STAKEHOLDERS UNDERSTAND THE STORY BEHIND NUMBERS

### What you should expect:

- The case review process will be used to connect social work and probation to the principles of working with children and families within **a case practice model**.
- It will be used to provide **meaningful feedback** to agency leadership about the quality of practice within CWS and probation in working with children, youth and families
- It will identify **gaps in training and supervision**
- It will **integrate the voice of stakeholders**, e.g., lawyers, therapists, CASA, in measuring practice for both agencies
- Case review **gives children and parents to have a strong voice** in reporting how practice impacted them in real life

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## OK... WHAT IS MY ROLE AND WHAT DO I NEED TO KNOW?

**For attorneys** – your clients (present and former) have an important voice and will be asked for their opinions/experience

**For CASA** – you may be interviewed about the view of the child, services, collaboration

**For providers/caregivers**– you should be prepared to be interviewed about your work with the children and/or the family

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## FOR JUVENILE COURT JUDGES

The CFSR is a systematic information gathering function **and** can contribute to the public education role of the Juvenile Court Judge, consistent with the unique mandate of the Juvenile Court.

- This is a permanent process and you should expect some practice changes.
- The findings may identify gaps in your county service delivery system for children and families.
- The process may raise questions that inform judicial oversight in your courtroom.

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## HOW CAN EVERYONE HELP?

**Participate if contacted**

**Encourage others** to participate and be candid

Keep your eyes open for **practice changes**

**Ask agency leaders about progress** of the case review process

Look at your **CSA and SIP reports**

**Expect to see reports** as reviews are completed, entered and collated by CDSS and the Children's Bureau (DHSS)

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