



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



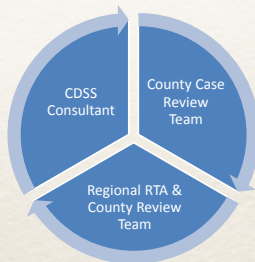
Round Three: 2016

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

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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)

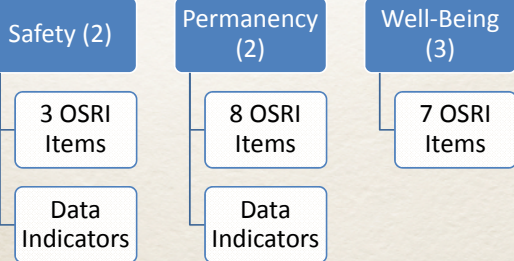
Since mid 2014, California has been working to establish a CQI system

- **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



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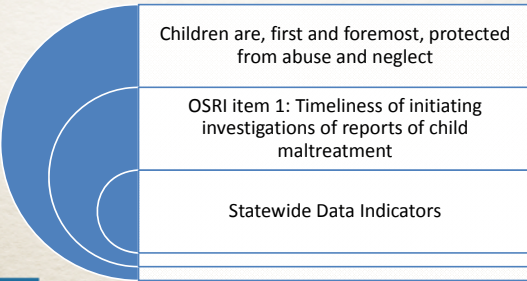
APPLICATION OF THE CASE REVIEW TOOL (OSRI) BY CASE TYPE

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

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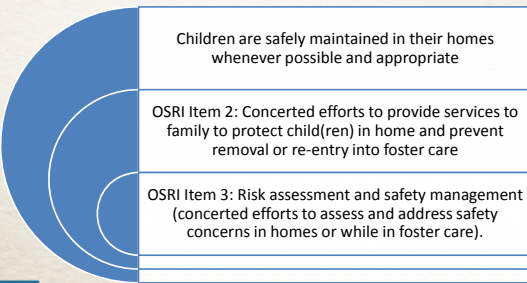
SAFETY OUTCOME 1



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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

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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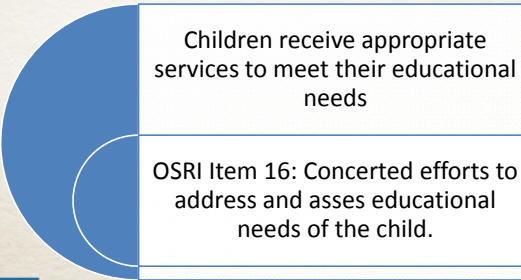
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WELL-BEING OUTCOME 1



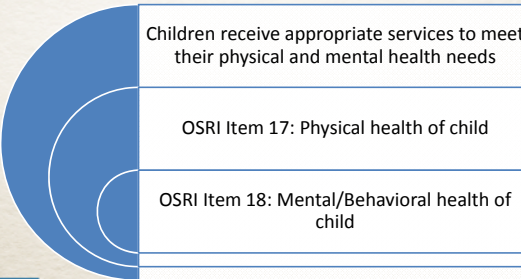
Families have enhanced capacity to provide for their children's needs.
OSRI Item 12: Did the agency make concerted efforts to assess the needs and provide services of child, parents, or foster parents
OSRI Item 13: Child and family involvement in case planning on ongoing bases
OSRI Item 14: Consistency 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.

WELL-BEING OUTCOME 2



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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

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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