

# Accreditation: 60-Day Report

## April 27, 2022 – June 25, 2022

This 60-day report by the RI Department of Children, Youth and Families (DCYF) is submitted to the General Assembly in accordance with Article 1 as amended of Public Law 2021-162. The report describes progress made in implementing the accreditation plan filed in accordance with RIGL 42-72-5.3 and any includes any projected changes needed to effectuate that plan.

### PRELIMINARY SELF STUDY RESULTS

During the last reporting period, the agency's primary focus regarding the Council on Accreditation (COA) was the completion of all components of the Preliminary Self Study, which was concluded on April 26.

The Department received a review memo on May 13 (see attachment to this report). The memo showed that DCYF met all elements of key standards for strategic planning, performance and quality improvement planning, and restrictive behavior policies. It should be noted that this review does not evaluate level of implementation; the Department will not be evaluated until the COA's site review team conducts their on-site visit, which is anticipated to occur in February 2024.

A fourth component of the Preliminary Self Study was the risk prevention and management plan. DCYF submitted a plan to adopt new procedures in calendar year 2023 for conducting risk prevention activities as recommended by the accreditation body.

### ADDITIONAL KEY ACTIVITIES

1. Throughout the reporting period, the Department held planning meetings with the 13 divisions and units that will lead the implementation of COA standards. This included the Community Services & Behavioral Health, Contracts, Director's Office, Facilities, Family Service Units (FSU), Human Resources, Legal, Management & Budget, Management Information Systems, Performance Improvement, Resource Families, and Workforce Development. The Child Protective Services division will hold their planning meeting in July. Each division/unit is now building its project plan to implement all COA standards through policy and practice changes. These project plans are expected to be finalized by the end of July.
2. The Department will no longer be evaluated on Child and Family Services Standard 19: Treatment Foster Care. COA determined that since all therapeutic foster care programs are contracted, it will instead evaluate the Department on its contract management and licensing practices as it relates to these programs and their foster families.

## STAFFING PROGRESS

On May 8, the Department began an academy of frontline workers that included both COA new positions and other frontline hires. In total, the academy included 24 social caseworkers and six (6) child protective investigators.

As of the end of the reporting period, all but two positions that were appropriated in the FY 22 budget had begun working for the Department. The status of those remaining two positions are as follows:

- One (1) social caseworker was hired this spring, to begin in May; however, due to a medical condition, the individual asked to begin in the Department's September frontline training academy.
- One (1) child protective investigator was hired to start on June 19 but backed out; the position will be filled again, and this individual will be hired to begin in the September academy.

The diversity data for the 91 new positions for which the Department hired is as follows: 57 individuals identify as White, 15 as Black/African American, 11 as Hispanic/Latino, 4 as Asian/Asian American, 1 as Two or More Races. Three (3) individuals chose not to disclose.

Now that the Department has concluded the Phase One and Phase Two hiring plans, the Department continues to fill all vacancies as quickly as possible, with priority given to frontline vacancies. The Department is currently in the process of recruiting nine (9) Child Protective Investigators and 20 Social Caseworker IIs that will be brought on board for the academy to begin September 12, 2022.

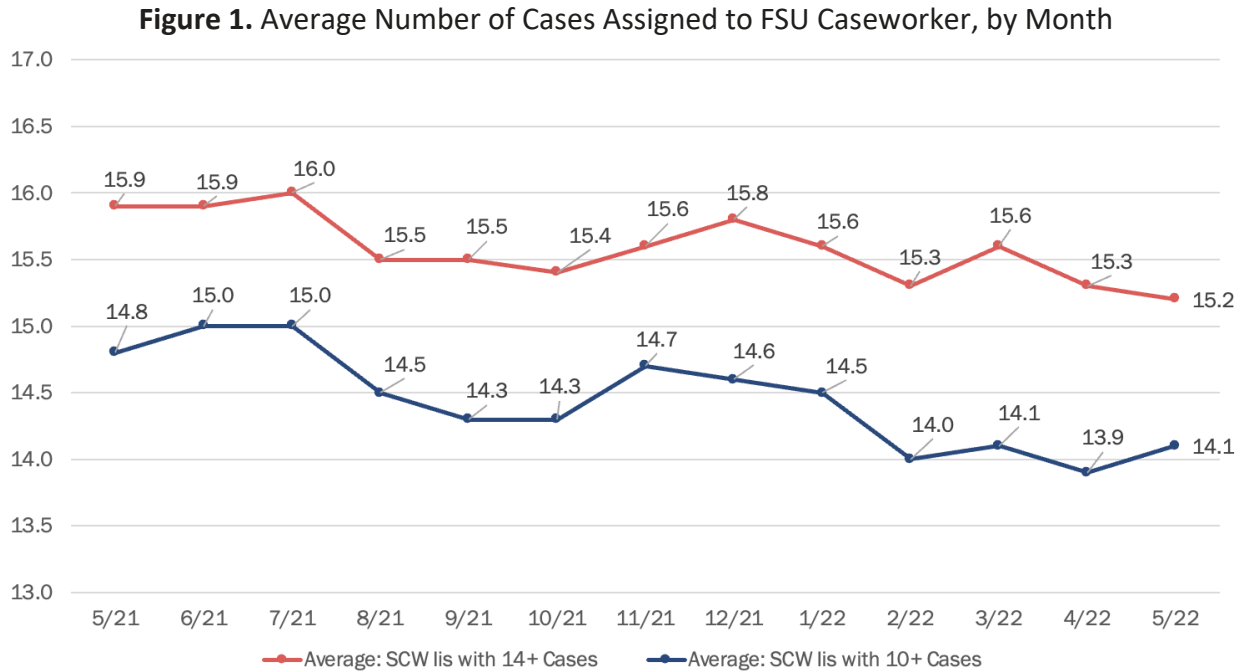
The Department also continues to look at attrition; see Table 1 below. Fewer staff left DCYF in 2021 than in any of the previous three years, and the Department has only had 26 staff leave the Department through the first half of the calendar year.

**Table 1.** Attrition of All DCYF Staff, by Calendar Year and Reason for Leaving

Reason for Leaving	Calendar Year				
	2018	2019	2020	2021	2022 (YTD)
Bumped	0	0	3	0	0
Deceased	2	1	2	0	1
Failure to Pass Probation	7	1	1	0	0
Leave Return	0	1	0	4	0
Resignation	25	31	26	27	12
Retirement	16	18	20	24	2
Termination	4	5	7	5	2
Transfer In State	28	36	21	19	9
Transfer Out of State	2	0	0	0	0
<b>Total</b>	<b>84</b>	<b>93</b>	<b>80</b>	<b>79</b>	<b>26</b>

**CASELOAD INFORMATION**

Figure 1 below shows the average number of families (cases) assigned to FSU caseworkers on a statewide level, by month. In the top (red) line, only caseworkers carrying 14 or more cases are included in the calculation so as to exclude new workers still in training/probation or otherwise not carrying a full caseload. The bottom (blue) line depicts caseworkers carrying 10 or more cases to include those nearing the end of their probation.

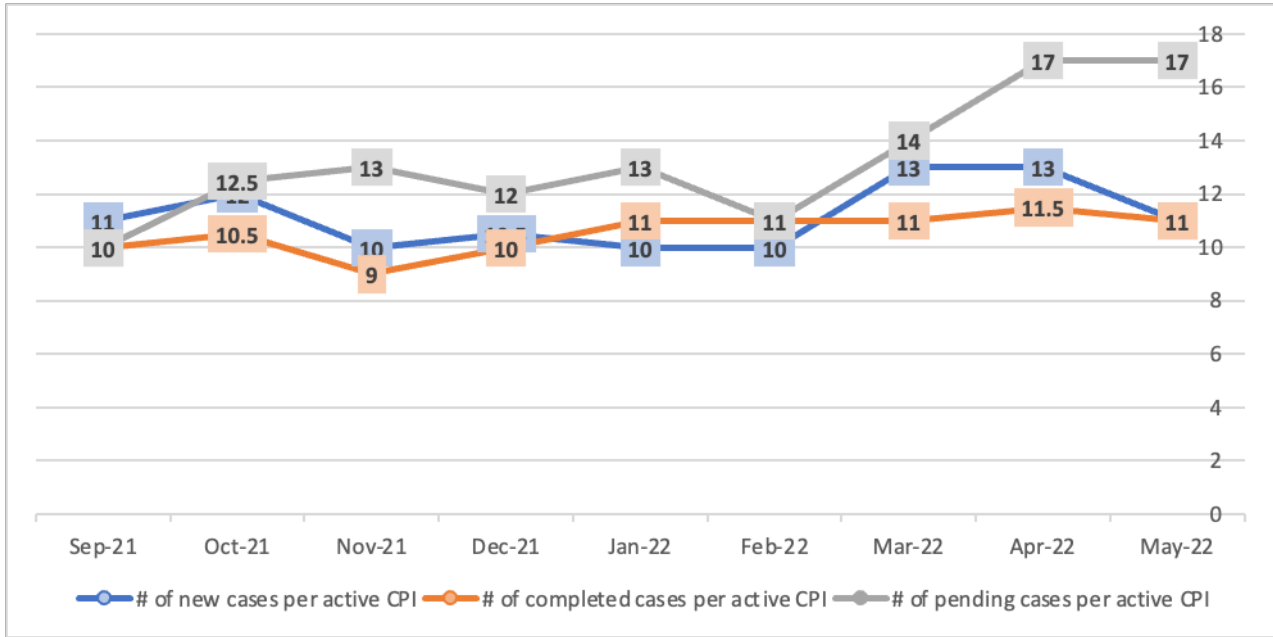


FSU caseload sizes have decreased over the past two months for our more experienced workers (the red line) from an average of 15.6 to 15.2 cases per social caseworker.

The Department has a current academy of social caseworkers that started in May. We anticipate that this group, once they are taking cases, will help reduce these caseload sizes further. Another academy is slated to start September 12, 2022, so we anticipate further caseload reductions for social caseworkers by the end of the calendar year.

Figure 2 below shows that the Child Protective Services investigators are receiving around 11 new investigations per month, which is a decrease from 13 as reported in the previous 60-day report. The number of pending cases per child protective investigator (CPI) has increased from 14 to 17 over the past two months, attributable to an increase in hotline call volume experienced this spring.

**Figure 2.** Median caseloads (new, completed, and pending investigations per active CPI\*), by month, August 2021 to April 2022, RI DCYF.



Data notes: Source-RPT 259, 500

\*Active investigator: investigator who had 8 or more investigations in a month.

DCYF continues to monitor all caseload data for ongoing impact on staffing needs.

**EXPENDITURES TO DATE**

Table 2 below displays actual expenditures by statutory program through 6/29/22.

**Table 2.** Accreditation Expenditures by DCYF Statutory Program

COA Program Name	FY 22 Enacted Budget	Actuals through 6/29/22
Central Management	1,640,000	614,732
Child Welfare	6,460,000	8,781,760
Children’s Behavioral Health Services	1,250,000	192,632
<b>Grand Total</b>	<b>9,350,000</b>	<b>9,589,124</b>

*\*Prior to the closeout of FY 22, additional expenses for payroll will be incurred*

**NEXT STEPS**

Key next steps expected in the next 60 days include:

1. Backfilling of vacant positions, including recruitment and hiring activities for the September frontline academy
2. Completion of all division and unit project plans.
3. Discussions with COA about additional standards that may not be applicable to DCYF operations.

## Rhode Island Department of Children, Youth and Families (#7170)

### Overview

The Council on Accreditation (COA) conducts an administrative Preliminary Self-Study (PSS)/Self-Study (SS) review to spot check some pre-determined documents in the Self-Study prior to the Site Visit. This process ensures that certain required evidence has been addressed/included and that it has been formatted in accordance with COA's guidelines. The results of our review are contained below.

### Important Note

The PSS/SS review DOES NOT evaluate your level of implementation or compliance with the standards. It is only intended to provide you with feedback on the presence of required evidence which will be provided to the Site Visit Review Team. The evaluation of your level of implementation or compliance at the time of the Site Visit is conducted by the Site Visit Review Team through a review of the Self-Study documentation, and through observation, interviews and documentation reviewed during your Site Visit.

Standard Name	Evidence Description	Outcome	Feedback
PA-AM 3	County/Municipality Administered Agency, State Administered Agency (Central Office), or other Public Entity Manual or procedures detailing communication protocols and reporting information Summary of task forces/committees, including responsibilities Long-term and annual planning procedures Long-term plan (Child and Family Services Plan for state-administered child and family serving systems) Annual Plan(s) Procedures for policy	Reviewed	The evidence submitted meets all elements of the standard PA-AM 3.02.

Standard Name	Evidence Description	Outcome	Feedback
	<p>development, implementation and evaluation Agency leadership:  Job description(s) Resumes or curricula vitae  Succession planning procedures Succession plan  State Administered Agency (Regional Office)</p> <p>If applicable, summary of regional task forces/committees, including responsibilities  Documentation of policy implementation (memos, training content, etc.)  Regional director:  Job description Resumé or curriculum vitae</p>		
PA-BSM 1	<p>County/Municipality Administered Agency, State Administered Agency (Central Office), or other Public Entity  BSM policy (see also PA-ASE 2) BSM procedures, including incident review procedures  State Administered Agency (Regional Office)</p> <p>No Self-Study Evidence</p>	Reviewed	The evidence submitted meets all elements of the standard PA-BSM 1.02.
PA-PQI 1	<p>County/Municipality Administered Agency, State Administered Agency (Central Office), or other Public Entity  PQI Plan PQI operational procedures PQI meeting/activity schedule for the next 12 months  Document or chart detailing the agency's PQI structure including committees and work groups with member lists, as appropriate  State Administered Agency (Regional Office)</p>	Reviewed	The evidence submitted meets all elements of the standards PQI 1.01, PQI 1.02 and PQI 1.03.

Standard Name	Evidence Description	Outcome	Feedback
	Regional PQI plan Regional PQI operational procedures Regional PQI meeting/activity schedule for the next 12 months Document or chart detailing the region's PQI structure including committees and work groups with member lists, as appropriate		