



# Accreditation: 60-Day Report

June 16, 2024 – August 15, 2024

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 2024-117. The report describes progress made in implementing the accreditation plan filed in accordance with RIGL 42-72-5.3 and includes any projected changes needed to effectuate that plan.

## KEY ACTIVITIES

The Department continues to finalize its “Self Study” phase of work, which will be submitted on or before September 23, 2024. As a reminder, the Self Study is the largest and longest component of the COA process wherein DCYF will implement its plans for policy, practice, programmatic, and operations changes to achieve all COA standards.

The Department continues its extensive review of its operating procedures, and the creation of new procedures where needed. In the end, the Department will have written or amended nearly 60 policies.

The Department’s internal COA Unit has begun the process to organize completed work and upload it to an electronic portal for COA’s review. The Department is responsible for 84 major standards. As of Wednesday, August 21, the status of the evidence submission is as follows:

- 38 (45%) are completely submitted
- 8 (10%) have been determined with COA to be not applicable to DCYF operations
- 38 (45%) are partially uploaded

During the reporting period, the Department had an introductory meeting with the Site Review leader, who reviewed the general logistics of the visit with the Department.

Overall, the Department remains on track to complete the Self Study submission on time.

## STAFFING PROGRESS

The Department continues its focus on backfilling existing vacancies, with an emphasis on filling vacant frontline positions. As of August 22, the Department has 661 FTEs filled, as compared to 585 FTEs in October 2021, for a net gain of 76 employees.

On July 28, the Department began a new frontline worker academy that included 21 new hires: nine social caseworkers and 12 child protective investigators. The Department currently has two vacancies for social caseworkers in our Family Services Unit and five vacancies for child protective investigators.

The Department also continues to look at attrition; see table below. A total of 36 employees left the Department in calendar year 2024.

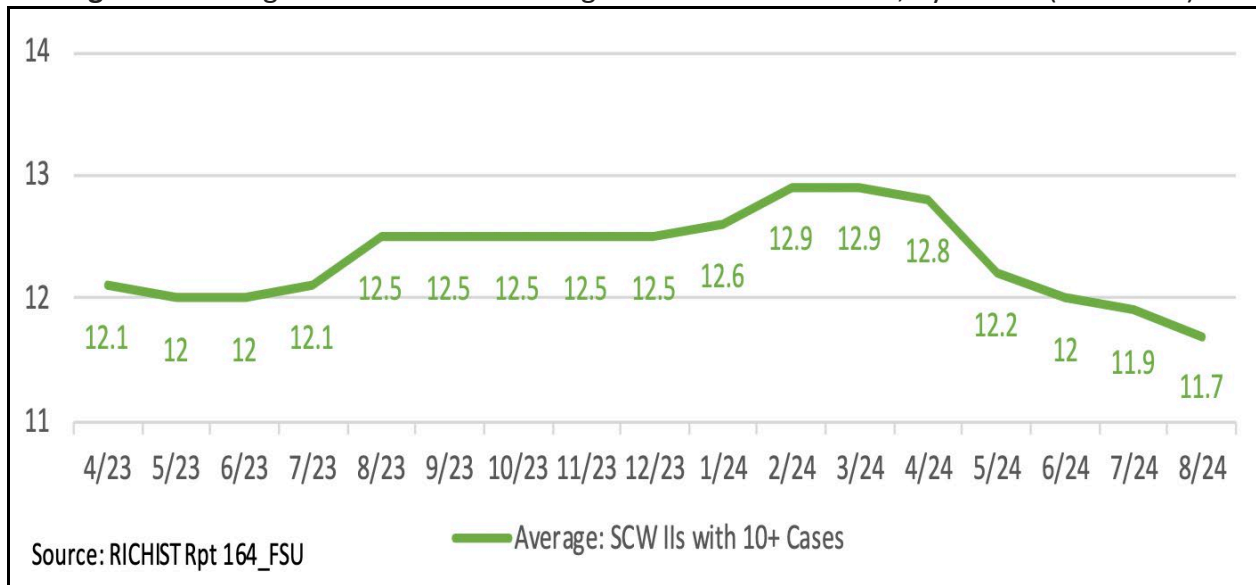
**Table.** Attrition of All DCYF Staff, by Calendar Year and Reason for Leaving

Reason for Leaving	Calendar Year						
	2018	2019	2020	2021	2022	2023	2024
Bumped	0	0	3	0	1	1	0
Deceased	2	1	2	0	2	2	0
Failure to Pass Probation	7	1	1	0	0	1	0
Leave Return	0	1	0	4	1	1	0
Resignation	25	31	26	27	62	32	17
Retirement	16	18	20	24	5	12	7
Termination	4	5	7	5	10	7	1
Transfer In State	28	36	21	19	29	27	11
Transfer Out of State	2	0	0	0	0	0	0
<b>Total</b>	<b>84</b>	<b>93</b>	<b>80</b>	<b>79</b>	<b>110</b>	<b>83</b>	<b>36</b>

**CASELOAD INFORMATION**

Figure 1 below shows the average number of families (cases) assigned to a Family Services Unit (FSU) caseworker, by month. This figure depicts caseworkers carrying 10 or more cases to include only experienced workers and new caseworkers who are nearing the end of their probationary period.

**Figure 1.** Average Number of Cases Assigned to FSU Caseworker, by Month (10+ Cases)

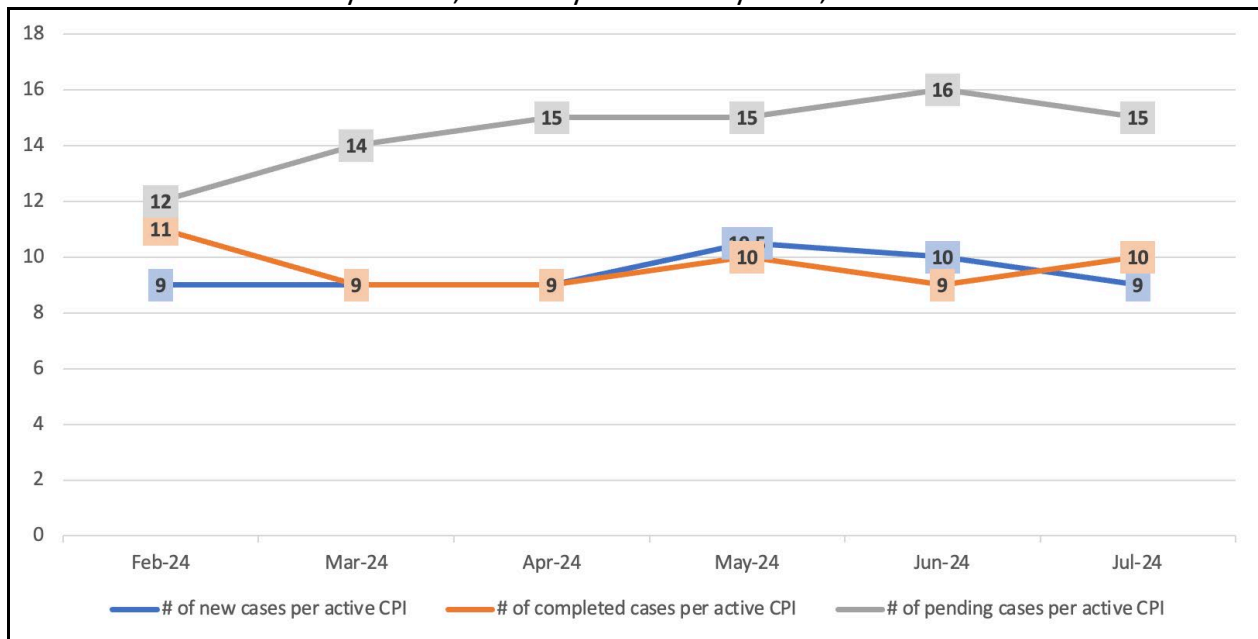


As a comparison: on March 1, 2020, just prior to the COVID-19 pandemic, the Department had an average of 15.4 cases per caseworker; as of the beginning of August 2024, the Department was at 11.7 cases per caseworker. During the last reporting period, caseload sizes decreased significantly. Further decreases in caseload sizes are expected as the Department continues to minimize its frontline vacancies and train new staff.

COA’s personnel standard suggests that an FSU worker’s caseload “should have no more than 15 total families with no more than 10 children in out-of-home care.” The Department has adequate FTE resources available to meet the COA standard.

Figure 2 below shows that the Child Protective Services (CPS) investigators are receiving a median of 9 new investigations per month (blue line), which is a decrease from the 10.5 cases as reported in the previous 60-day report. The median number of pending cases per child protective investigator (CPI) is 15 (grey line), which is the same as reported in the previous 60-day report.

**Figure 2.** Median caseloads (new, completed, and pending investigations per active CPI\*), by month, February 2024 to July 2024, RI DCYF



Data notes: Source-RPT 259, 500

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

As DCYF continues to minimize its vacancies and train new staff, the Department anticipates further caseload reductions for CPIs. The accreditation standard suggests that CPI caseloads “generally do not exceed 12 active investigations at a time, including no more than 8 new investigations per month.” The Department has adequate FTE resources available to meet the COA standard.

### NEXT STEPS

During the next reporting period, the Department will complete most of the remaining tasks leading up to attestation for accreditation.

Twelve operating procedures remain to be finalized, most of which are Child Protective Services procedures being updated to reflect our modernized practice model. The Department also

continues its work with the Office of Regulatory Reform to complete the promulgation of updated Foster Care and Adoption Regulations for Licensure.

The Department will also finalize two key plans in the next reporting period:

- a Risk Prevention and Management Plan, and related annual assessments.
- an interim Resource Development Plan, as the Department prepares to engage with an external partner to begin work on a comprehensive needs assessment related to its service array.

As all projects are completed, the internal COA team will finish its monthslong process to organize and upload the hundreds of artifacts that COA will review over the course of the fall. An initial series of documents will be submitted on or before September 23, 2024, with supplementary pieces of evidence submitted by November 4, 2024.

During and after the preparation of these evidence submissions, divisional directors will continue to focus on staff education on and implementation of new policies and procedures.

The Department will also fully plan out the Site Review with COA over the next reporting period. This includes finalizing logistics and assisting the COA Site Reviewers with scheduling interviews with staff, families served, and other community partners. The Site Visit will take place over four days, beginning on November 17, 2024. A decision about the Department's readiness for accreditation will be made in the weeks following the Site Visit.