



# Accreditation: 60-Day Report

## December 14, 2024 – February 12, 2025

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.

### ACHIEVEMENT OF ACCREDITATION

On February 14, 2025, the Department received e-mail notification that it has achieved accreditation. Jody Levison-Johnson, President and CEO of Social Current, wrote:

*“Congratulations! I am delighted to inform you that Rhode Island Department of Children, Youth and Families has achieved accreditation through COA Accreditation, a service of Social Current. This is a tremendous achievement that demonstrates that your organization has successfully implemented high-performance standards and, as such, is delivering high-quality services.”*

### KEY ACTIVITIES

During the reporting period, the Department addressed the three recommendations about how the Department can demonstrate more effective standards implementation. As a reminder, the recommendations concerned:

1. Performance reviews: The peer review team recommended that the State establish a performance review process for our union frontline workers. This has been completed with the help of the Department of Administration (DOA).
2. Personnel records: The peer review team recommended submitting additional evidence to demonstrate how complete and routinely updated staff personnel records will be maintained between DOA and DCYF. Discussions were held during the reporting period to address COA’s recommendations for personnel records.
3. Vehicle Safety: The peer review team recommended finalization of DCYF’s policy for staff transportation of children. The peer review team also wanted the Department to make progress toward collecting driver documentation (driver’s licenses, driving record abstracts, private vehicle insurance and private vehicle registration) from our staff. A policy was finalized in January, and collection of documents is underway.

Also, during the reporting period, the Department continued the process to update the State’s Foster Care and Adoption Regulations for Licensure. The proposed changes reflect national best practices in resource family licensure and incorporate suggestions received from staff, resource families, providers, and other community partners. The Department incorporated feedback

received and has begun the process to put the draft regulations out for public comment before finalizing. The proposed rule is available at the RI Code of Regulations website, <https://rules.sos.ri.gov/Organizations>.

**STAFFING PROGRESS**

The Department continues its focus on expediently backfilling vacancies, with an emphasis on filling vacant frontline positions. As of February 16, the Department has 656 FTEs filled, as compared to 585 FTEs in October 2021, for a net gain of 71 employees.

On January 26, the Department had a new frontline worker academy begin with eight social caseworkers and two child protective investigators.

The Department also continues to look at attrition; see table below. A total of 73 employees left the Department in calendar year 2024. Four employees have left the Department thus far in calendar year 2025.

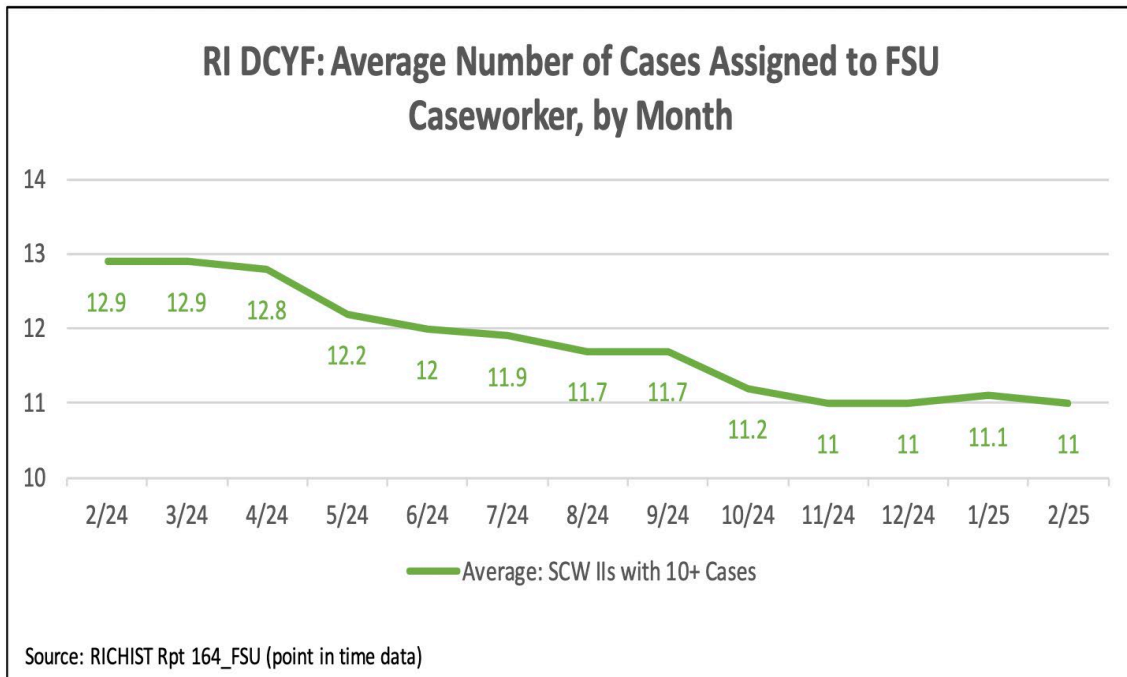
**Table.** Attrition of All DCYF Staff, by Calendar Year and Reason for Leaving

Reason for Leaving	Calendar Year						
	2019	2020	2021	2022	2023	2024	2025
Bumped	0	3	0	1	1	0	0
Deceased	1	2	0	2	2	0	0
Failure to Pass Probation	1	1	0	0	1	0	0
Leave Return	1	0	4	1	1	1	1
Resignation	31	26	27	62	32	32	2
Retirement	18	20	24	5	12	12	1
Termination	5	7	5	10	7	5	0
Transfer In State	36	21	19	29	27	23	1
Transfer Out of State	0	0	0	0	0	0	0
<b>Total</b>	<b>93</b>	<b>80</b>	<b>79</b>	<b>110</b>	<b>83</b>	<b>73</b>	<b>4</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)

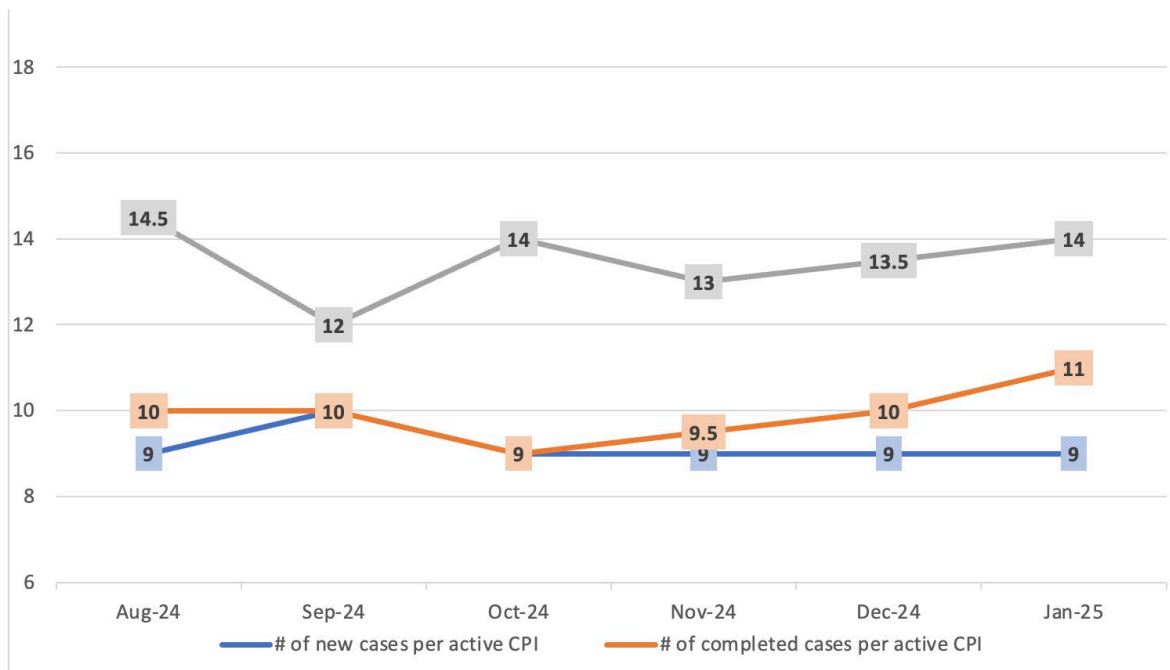


As a comparison: on March 1, 2020, just prior to the COVID-19 pandemic, the Department had an average of 15.4 cases per caseworker; as of the beginning of February 2025, the Department was at 11.0 cases per caseworker. This is the same as reported in the previous 60-day report. The Department will maintain these caseload sizes by focusing on training of new staff and increasing support and retention efforts for all 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 achieved accreditation and has adequate FTE resources available to maintain the COA standard.

Figure 2 below shows that the Child Protective Services investigators are receiving a median of 9 new investigations per month (blue line), which the same as reported in the previous 60-day report. The median number of pending cases per child protective investigator (CPI) is 14 (grey line), which is an increase from 13 as reported in the previous 60-day report.

**Figure 2.** Median caseloads (new, completed, and pending investigations per active CPI\*), by month, December 2023 to November 2024, RI DCYF



Data notes: Source-RPT 259, 500

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

The Department is actively seeking to recruit for 10 CPI vacancies with a start day in May 2025. As DCYF continues to minimize its vacancies and train new staff, the Department anticipates further caseload reductions for CPIs.

The 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 achieved accreditation and has adequate FTE resources available to maintain the COA standard.

### NEXT STEPS

The Department will soon receive its Final Accreditation Report, which will contain all the scores given by the review team. Based on COA’s feedback, the Department can decide if there are certain areas where it would like to make improvements over time. The Final Accreditation Report will be made public.

DCYF is also developing a maintenance calendar and periodic monitoring procedures that will help each division to stay on track for maintaining key standards and related activities.

The Department will need to submit quarterly and annual reports to COA over the next four years, at which time DCYF will need to be re-accredited. The re-accreditation process will begin in FY28, and the Department will include in its budget request funding for re-accreditation.

Also, the State will continue steps toward promulgation of the proposed rule for Foster Care and Adoption Regulations for Licensure.