



# Accreditation: 90-Day Report

## June 17, 2025 – September 15, 2025

This 90-day report by the RI Department of Children, Youth and Families (DCYF) is submitted to the Speaker of the House of Representatives and President of the Senate in accordance with Article 1 as amended of Public Law 2025-278. The report describes the process to maintain accreditation in accordance with RIGL 42-72-5.3, and it also identifies the staff positions that were filled based on the October 1, 2020, accreditation plan recommendations.

### METHODOLOGY

This report provides information about staffing as it relates to accreditation needs. For context, the October 1, 2020, accreditation plan used data based on pre-pandemic volume of child abuse and neglect reports and the number of children actively involved with the Department. That 2020 report estimated 90 positions that would be necessary to achieve key accreditation standards as identified by the Council on Accreditation (see Appendix A). When the fiscal year 2022 budget was passed, the Department received 91 new positions, and the Department made a hiring plan to fill those positions based on 2021 case volumes. See Appendix B for the 91 positions that were hired pursuant to the COA hiring plan.

Since 2021, the number of children involved with the Department has decreased significantly. Some of the 91 positions hired for COA have been reappropriated to meet other needs of the Department. The current status of the 91 positions is also described in Appendix B.

It is important to note that the Department was evaluated on its hiring plans and caseload sizes by COA when it conducted its site visit in November 2024. The Department received a “2,” meaning “substantial implementation,” as it relates to human resources planning. The Department received a “1,” meaning “full implementation,” as it relates to caseload sizes for frontline work.

The next sections of this report describe:

- Key activities the Department is engaged with to maintain accreditation.
- Activities the Department is engaged with to strengthen adherence to COA standards.
- Updates on caseload sizes in both the Family Services Unit and Child Protective Services.

### KEY ACTIVITIES

#### Council on Accreditation (COA) Continuous Quality Improvement Update

Since receiving accreditation in February 2025 from the Council on Accreditation (COA), the Department has been reviewing results and planning continuous quality improvement (CQI) activities across all divisions. We are undertaking activities to maintain accreditation status.

To demonstrate continued compliance with COA best practice standards, the Department will submit evidence to COA in February 2026. Planned documentation includes:

**Satisfaction and Retention**

- Summary results of the most recent staff satisfaction survey
- Summary results of most recent staff retention analysis
- Documentation of actions taken to address personnel satisfaction and retention concerns

**Financial Risk Assessment**

- Financial risk prevention and management assessment
- Related financial risk reporting from the agency risk plan

**Risk Prevention**

- Administrative data reports for incidents, accidents, and grievances for the previous year and any planned improvement actions

**Gathering Data and Communicating Information**

- Aggregate data reports and additional summary documents (e.g., performance dashboards, reports of gains made against goals, annual scorecards, etc.)

**Contract Monitoring and Quality Improvement**

- Documentation of stakeholder review and discussion of PQI results, including meeting minutes and agendas for the previous 3 meetings
- Documentation of reporting to:
  - staff, oversight entities, and stakeholders at least annually
  - the public

**Child Fatality/Near Fatality**

- Reports from the Child Fatality/Near Fatality Review Team
- Administrative reviews following child fatalities/near fatalities

These ongoing efforts reflect the Department's commitment to maintaining compliance with COA accreditation standards.

**STAFFING PROGRESS**

The Department continues its focus on expediently backfilling vacancies, with an emphasis on filling vacant frontline positions. As of September 15, 2025, the Department has 641 FTEs filled, as compared to 585 FTEs in October 2021, for a net gain of 56 employees.

On September 22, 2025, 13 individuals started work at the Department in two frontline positions: 5 are Child Protective Investigators (CPI), and 8 are Social Caseworker II (SCWII) in the Family Services Unit. There are 13 remaining vacancies in these two positions: 11 CPIs and 2 SCWII. The next hiring class is early January 2026, and the Department expects to fill all 13 positions at that time.

The Department also continues to look at attrition; see table below. A total of 44 employees left the Department in calendar year 2025 (as of 9/15/2025).

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

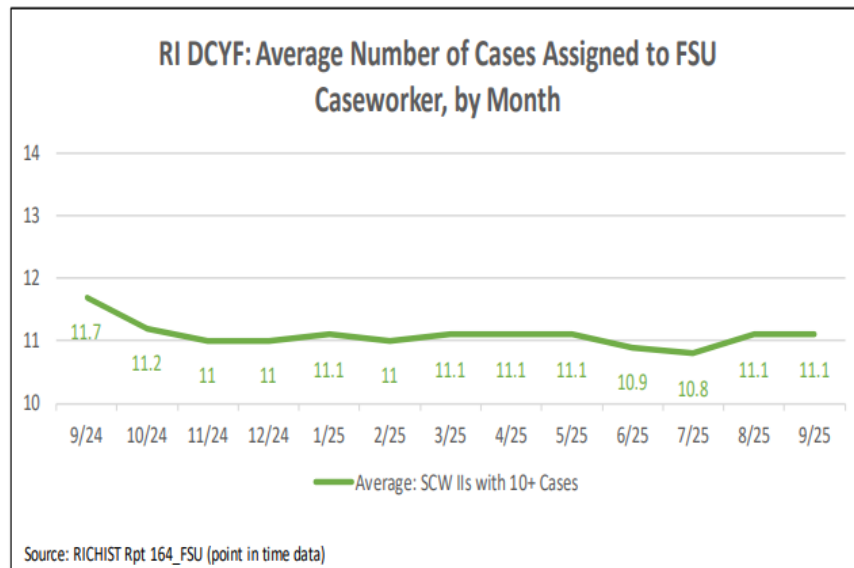
Reason for Leaving	Calendar Year						
	2019	2020	2021	2022	2023	2024	2025
Bumped	0	3	0	1	1	0	--
Deceased	1	2	0	2	2	0	--
Failure to Pass Probation	1	1	0	0	1	0	--
Leave Return	1	0	4	1	1	1	1
Resignation	31	26	27	62	32	32	22
Retirement	18	20	24	5	12	12	8
Termination	5	7	5	10	7	5	4
Transfer In State	36	21	19	29	27	23	9
Transfer Out of State	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>44</b>

\*2025 data as of 9/15/2025

### **CASELOAD INFORMATION – Social Caseworker II (SCWII)**

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

**Figure 1.** Average number of cases assigned to FSU SCWII, 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 SCWII; as of this reporting period, the Department was at 11.1 cases per SCWII. The Department will maintain these caseload sizes by focusing on training of new staff and increasing support and retention efforts for all staff.

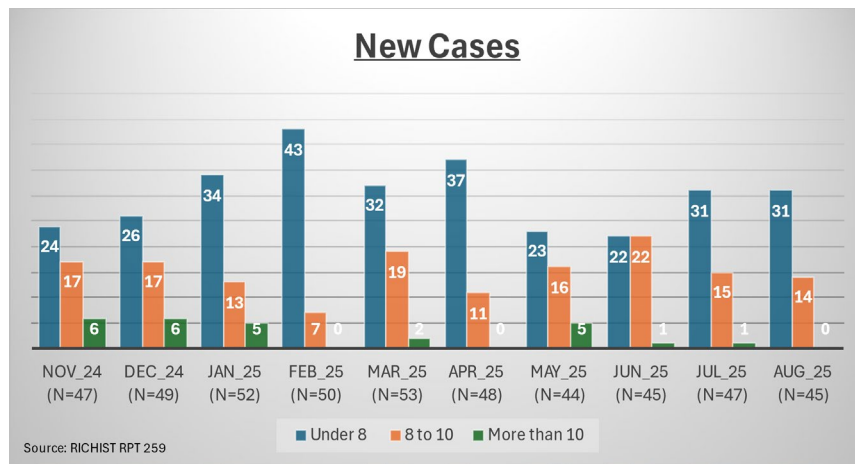
COA's personnel standard suggests that a SCWII's caseload "should have no more than 15 total families with no more than 10 children in out-of-home care." While caseloads and family size do fluctuate, the Department generally has adequate FTE resources available to meet the COA standard. Occasionally, the Department experiences an influx of large families who have more than 3 children each. This requires caseloads to be balanced differently, and that work remains constant.

### CASELOAD INFORMATION – Child Protective Investigator (CPI)

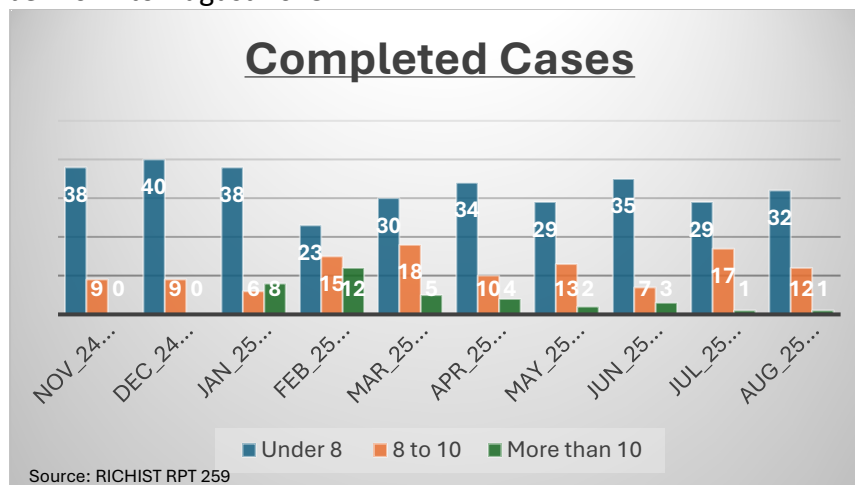
Figure 2 below shows that most CPIs receive fewer than 8 new cases each month (blue bar). Below that, Figure 3 shows that most CPIs complete fewer than 8 cases each month.<sup>1</sup>

**Figure 2.** CPIs categorized by number of new cases received each month, from November 2024 to August 2025

<sup>1</sup> Case count calculation methodology was updated in November 2024.



**Figure 3.** CPIs categorized by number of cases completed each month, from November 2024 to August 2025



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

# Appendix A:

## Positions Identified in October 2020 Accreditation Plan

In October 2020, the Department published an accreditation plan based on pre-pandemic data for the volume of child abuse and neglect reports and the number of children actively involved with the Department. That report then estimated that 90 positions would be necessary to achieve key accreditation standards as identified by the Council on Accreditation (COA). These positions are itemized below.

### **Child Protective Services**

- Thirty-four (34) child protective investigators
- Seven (7) CPS supervisors

### **Family Service Units**

- Twenty-four (24) social caseworker II positions
- Five (5) additional FSU supervisors
- Three (3) Implementation Aides

### **Community Services and Behavioral Health**

- Eight (8) licensed clinical social workers
- Two (2) assistant administrators

### **Performance Improvement, Research and Analytics (DPI)**

- One (1) assistant chief of planning
- Two (2) programming services officers
- One (1) senior epidemiologist

### **Miscellaneous**

- *Policy Unit:* One (1) principal human services policy and systems specialist
- *Workforce Development:* Two (2) clinical training specialists

# Appendix B:

## 91 Positions Hired During Three Phases in FY22 and FY23

The Department received 91 new positions in the State fiscal year 2022 budget. The positions were filled in phases, which is reflected in the “Date Initially Filled” column. Since these hires were made, the number of children involved with the Department has decreased significantly. Some of the 91 positions hired for COA have been reappropriated to meet other needs of the Department. The table below itemizes the 91 positions as originally hired and the position’s current status.

#	Division	Job Title	Date Initially Filled	Current Status	Date Position Converted	Notes
1	Child Protective Services	Child Protective Investigator	3/27/2022	Filled	N/A	
2	Child Protective Services	Child Protective Investigator	3/27/2022	Filled	N/A	
3	Child Protective Services	Child Protective Investigator	3/27/2022	Filled	N/A	
4	Child Protective Services	Child Protective Investigator	3/27/2022	Filled	N/A	
5	Child Protective Services	Child Protective Investigator	3/27/2022	Filled	N/A	
6	Child Protective Services	Child Protective Investigator	2/27/2022	Filled	N/A	
7	Child Protective Services	Child Protective Investigator	2/27/2022	Filled	N/A	
8	Child Protective Services	Child Protective Investigator	2/13/2022	Filled	N/A	
9	Child Protective Services	Child Protective Investigator	1/30/2022	Filled	N/A	
10	Child Protective Services	Child Protective Investigator	1/30/2022	Filled	N/A	

11	Child Protective Services	Child Protective Investigator	11/21/2021	Filled	N/A	
12	Child Protective Services	Child Protective Investigator	11/21/2021	Filled	N/A	
13	Child Protective Services	Child Protective Investigator	11/21/2021	Filled	N/A	
14	Child Protective Services	Child Protective Investigator	9/12/2021	Filled	N/A	
15	Child Protective Services	Child Protective Investigator	9/12/2021	Filled	N/A	
16	Child Protective Services	Child Protective Investigator	8/29/2021	Filled	N/A	
17	Child Protective Services	Child Protective Investigator	8/29/2021	Filled	N/A	
18	Child Protective Services	Child Protective Investigator	8/29/2021	Filled	N/A	
19	Child Protective Services	Child Protective Investigator	8/29/2021	Filled	N/A	
20	Child Protective Services	Child Protective Investigator	8/29/2021	Filled	N/A	
21	Child Protective Services	Supervisor, Child Protective Services	3/27/2022	Filled	N/A	
22	Child Protective Services	Supervisor, Child Protective Services	3/27/2022	Filled	N/A	
23	Child Protective Services	Supervisor, Child Protective Services	11/7/2021	Filled	N/A	
24	Child Protective Services	Supervisor, Child Protective Services	11/7/2021	Filled	N/A	
25	Child Protective Services	Supervisor, Child Protective Services	11/7/2021	Filled	N/A	



26	Division of Family Services	Social Caseworker II	9/12/2022	Filled	N/A	
27	Division of Family Services	Social Caseworker II	5/9/2022	Filled	N/A	
28	Division of Family Services	Social Caseworker II	5/8/2022	Filled	N/A	
29	Division of Family Services	Social Caseworker II	5/8/2022	Filled	N/A	
30	Division of Family Services	Social Caseworker II	5/8/2022	Filled	N/A	
31	Division of Family Services	Social Caseworker II	5/8/2022	Filled	N/A	
32	Division of Family Services	Social Caseworker II	5/8/2022	Filled	N/A	
33	Division of Family Services	Social Caseworker II	2/14/2022	Filled	N/A	
34	Division of Family Services	Social Caseworker II	2/14/2022	Filled	N/A	
35	Division of Family Services	Social Caseworker II	2/14/2022	Filled	N/A	
36	Division of Family Services	Casework Supervisor II	3/14/2022	Filled	N/A	
37	Division of Family Services	Casework Supervisor II	2/14/2022	Converted/ Filled	11/3/2024	Converted to Critical Event Reviewer
38	Division of Family Services	Casework Supervisor II	10/24/2021	Filled	N/A	
39	Division of Family Services	Casework Supervisor II	10/24/2021	Filled	N/A	
40	Division of Family Services	Casework Supervisor II	10/24/2021	Filled	N/A	

41	Division of Family Services	Casework Supervisor II	10/24/2021	Filled	N/A	
42	Division of Family Services	Child Support Technician	1/30/2022	Filled	N/A	
43	Division of Family Services	Child Support Technician	1/17/2022	Filled	N/A	
44	Division of Family Services	Child Support Technician	1/17/2022	Filled	N/A	
45	Division of Family Services	Child Support Technician	1/2/2022	Filled	N/A	
46	Child Protective Services	Clerk Secretary	10/9/2022	Desk audit/ Filled	12/31/2024	Desk audit to Human Services Policy & Systems Specialist
47	Division of Family Services	Social Caseworker II	5/9/2022	Filled	N/A	
48	Division of Family Services	Social Caseworker II	2/14/2022	Filled	N/A	
49	Division of Family Services	Social Caseworker II	11/21/2021	Converted/ Vacant	1/30/2025	Converted to Social Service Analyst; vacant as of 1/30/2025
50	Division of Family Services	Social Caseworker II	11/21/2021	Filled	N/A	
51	Division of Family Services	Social Caseworker II	11/21/2021	Filled	N/A	
52	Division of Family Services	Social Caseworker II	11/8/2021	Filled	N/A	
53	Division of Family Services	Social Caseworker II	11/8/2021	Filled	N/A	
54	Division of Family Services	Social Caseworker II	11/7/2021	Converted/ Filled	9/22/2025	Converted to Child Protective Investigator
55	Division of Family Services	Social Caseworker II	11/7/2021	Filled	N/A	

56	Division of Family Services	Social Caseworker II	11/7/2021	Filled	N/A	
57	Division of Family Services	Social Caseworker II	11/7/2021	Filled	N/A	
58	Division of Family Services	Social Caseworker II	11/7/2021	Filled	N/A	
59	Division of Family Services	Social Caseworker II	9/26/2021	Filled	N/A	
60	Division of Family Services	Social Caseworker II	9/26/2021	Filled	N/A	
61	Division of Family Services	Social Caseworker II	9/26/2021	Filled	N/A	
62	Division of Family Services	Social Caseworker II	8/29/2021	Filled	N/A	
63	Division of Family Services	Social Caseworker II	8/29/2021	Filled	N/A	
64	Division of Family Services	Social Caseworker II	8/29/2021	Filled	N/A	
65	Division of Family Services	Social Caseworker II	8/29/2021	Filled	N/A	
66	Division of Family Services	Social Caseworker II	8/29/2021	Filled	N/A	
67	Division of Family Services	Social Caseworker II	8/29/2021	Filled	N/A	
68	Division of Family Services	Social Caseworker II	8/29/2021	Filled	N/A	
69	Division of Family Services	Social Caseworker II	8/29/2021	Filled	N/A	
70	Division of Family Services	Social Caseworker II	8/29/2021	Filled	N/A	

71	Division of Family Services	Social Caseworker II	8/29/2021	Filled	N/A	
72	Division of Family Services	Casework Supervisor II	3/13/2022	Filled	N/A	
73	Division of Family Services	Social Caseworker II	6/5/2022	Filled	N/A	
74	Division of Family Services	Social Caseworker II	3/13/2022	Filled	N/A	
75	Division of Family Services	Social Caseworker II	3/13/2022	Filled	N/A	
76	VEC	Casework Supervisor II	11/8/2021	Filled	N/A	
77	Children's Behavioral Health	Social Caseworker II	5/8/2022	Filled	N/A	
78	Children's Behavioral Health	Social Caseworker II	11/21/2021	Filled	N/A	
79	HR/ Operations Support	Implementation Aide	9/26/2021	Filled	N/A	
80	Legal	Chief Implementation Aide	3/21/2022	Filled	N/A	
81	Legal	Paralegal Aide	10/24/2021	Desk audit/ Filled	7/5/2024	Desk audit to Executive Assistant
82	M&B	Economic & Policy Analyst	1/2/2022	Filled	N/A	
83	Performance & Evaluation	Asst. Chief of Planning	4/10/2022	Vacant	N/A	Vacant as of 8/22/2025
84	Performance & Evaluation	Chief Program Development	5/8/2022	Filled	N/A	
85	Performance & Evaluation	Programming Services Officer	5/22/2022	Filled	N/A	
86	Performance & Evaluation	Sr. Public Health Epidemiologist	3/27/2022	Filled	N/A	
87	Policy	Sr Human Services Policy & Systems Specialist	11/21/2021	Filled	N/A	
88	Staff Development	Casework Supervisor II	9/24/2023	Filled	N/A	
89	Training	Clinical Training Specialist	11/8/2021	Filled	N/A	

90	Training	Clinical Training Specialist	11/8/2021	Filled	N/A	
91	Management & Budget	Contracts & Compliance Officer	8/27/2023	Filled	N/A	