

RI CFSR Internal Case Reviews Report Brief 2021

INTRODUCTION

The U.S. Department of Health and Human Services is required to review and monitor states' public child welfare programs for compliance with titles IV-B and IV-E of the Social Security Act. The division of DHHS charged with this task is The Children's Bureau of the Administration on Children and Families (ACF).

The ACF requires states to develop and implement a Child and Family Service Plan (CFSP) in order to continue to receive federal Title IV-B funding. The CFSP is a five-year strategic plan that outlines the state's quality assurance system and identifies the state's goals to improve its child welfare system.

The Child and Family Service Review (CFSR) is a federal-state collaborative effort to help ensure that quality services are being provided to all children and families through the state's public child welfare system. The CFSR requires the DHHS to review state child and family services programs to ensure substantial conformity with the requirements of Titles IV-B and IV-E of the Social Security Act.

The Primary goal of The Rhode Island Department of Children, Youth & Families is to ensure the safety, permanency and overall well-being of the children and families served by the agency. The CFSR in June of 2018 found that while the Department had some components of a continuous quality improvement system, the Department needed to develop a fully functional case review process capable of regularly gathering timely and accurate data on outcomes for children and families. The Department has fully implemented an internal case review process that is conducted twice each year. Cases that are inclusive of this review include Family Services, Juvenile Probation, and Family Care Community Partnership Cases (FCCP). Rhode Island DCYF is using the Administration for Children and Families' (ACF) Onsite Review Instrument (OSRI) for review of all cases.

This report is a summary of the Department's internal case review results and encompasses reviews that occurred during Reporting Period 1, which consists of reviews that took place during November 2019 and June-August 2020 and Reporting Period 2, which consists of reviews that took place during June-August 2020 and November 2020. A more extensive report that includes detailed information regarding item performance is also available for viewing.

Results Overview

The Children's Bureau CFSR identified 10 CFSR items as Area Needing Improvement (ANI). The Department has achieved the measurement goal for the following eight (8) items:

Item 1: Investigation Timeliness achieving an 81% strength rating with 21 applicable cases. This exceeds the 80% Improvement Goal.

Item 2: Safety Related Services to Prevent Entry/Re-Entry into Care achieving a strength rating of 88% with 25 applicable cases. This exceeds the Improvement Goal of 70%.

Item 3: Safety Assessment and Management achieving a 71% strength rating with 70 applicable cases. This exceeds the 64% Improvement Goal

Item 6: Achievement of Permanency achieving a strength rating of 25% with 44 applicable cases. This matches the 25% Improvement Goal.

Item 12: Assessment of Needs and Provision of Services to Children, Parents, and Foster Parents achieving a 40% strength rating with 70 applicable cases. This exceeds the Improvement Goal of 37%.

Item 13: Case Planning with Children and Parents achieving a 53% strength rating with 68 applicable cases. This exceeds the Improvement Goal of 33%.

Item 14: Caseworker Visits with Child achieving a 69% strength rating with 70 applicable cases. This exceeds the Improvement Goal of 48%

Item 15: Caseworker Visits with Parents achieving a 43% strength rating with 65 applicable cases. This exceeds the Improvement Goal of 28%.

There are two (2) remaining improvement goals to achieve. Those goals are:

Item 4: Placement Stability achieving a 75% strength rating with 44 applicable cases. The improvement goal is 90%.

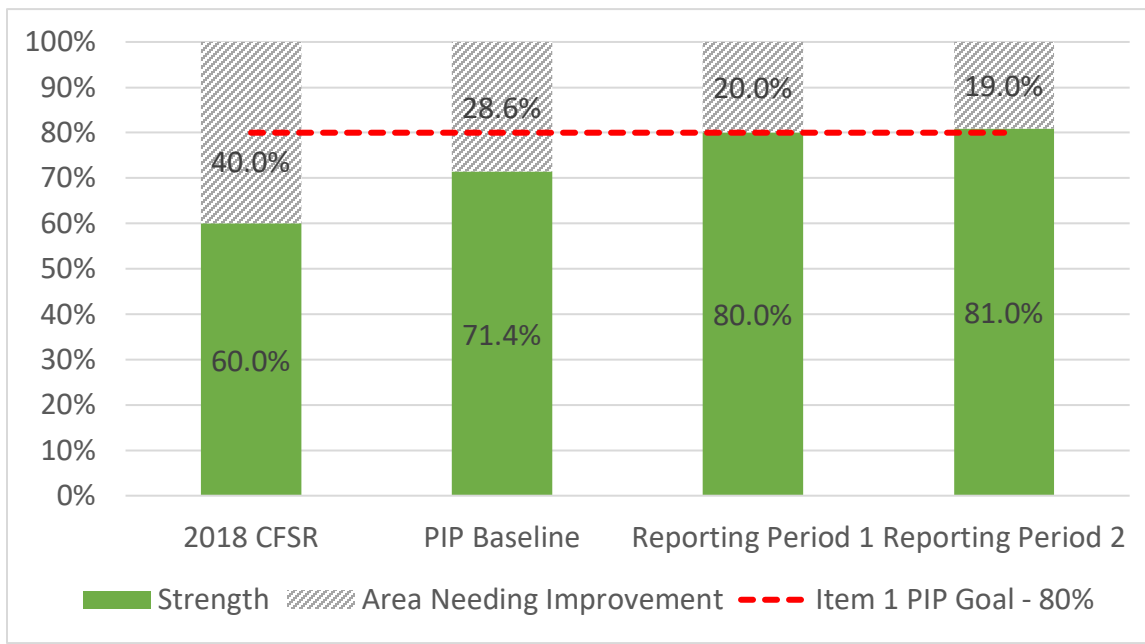
Item 5: Establishment of Permanency Goals Achieving a 41% strength rating with 44 applicable cases. The improvement goal is 47%.

The PIP measurement cycle ends on September 30, 2022. The Department has many project initiatives that have been implemented or are in the process of being implemented across the agency to impact practice in a positive way. This is an abbreviated version of the annual report produced by the Division of Performance Improvement. The formal annual report provides more extensive details and information from a quantitative and qualitative perspective regarding the agency's performance during Reporting Periods 1 and 2 of the Program Improvement Plan measurement cycle.

Safety Outcome 1: Children are, first and foremost, protected from abuse and neglect.

Item 1: Were the agency's responses to all accepted child maltreatment reports initiated, and face-to-face contact with the child(ren) made, within time frames established by agency policies or state statutes?

Overall Agency Performance for Item 1 since 2018 CFSR



Since the 2018 Federal Child and Family Service Review (CFSR), The Department has seen an overall increase in meeting investigation response times per departmental policy. The Department was found to not be in compliance with investigation response times in the Federal CFSR that occurred in June 2018, with 60% of cases being rated as a strength. The Department's Program Improvement Plan baseline was established utilizing the June 2019 and November 2019 case reviews. The baseline for PIP Measurement was determined to be 71.4%. A Program Improvement Goal for the Department to achieve was established at 80%.

Since the 2018 Federal CFSR, the Department has seen a steady increase in meeting investigation response times. During the internal case reviews that took place during Reporting Period 1 (November 2019 & June-August 2020), the overall performance for Item 1 increased to 80%, a 20% increase from the prior year. During the internal case reviews that took place during Reporting Period 2 (June-August 2020 and November 2020), the overall performance for Item 1 increased to 81%, a 1% increase from Reporting Period 1 and exceeding the PIP goal of 80%.

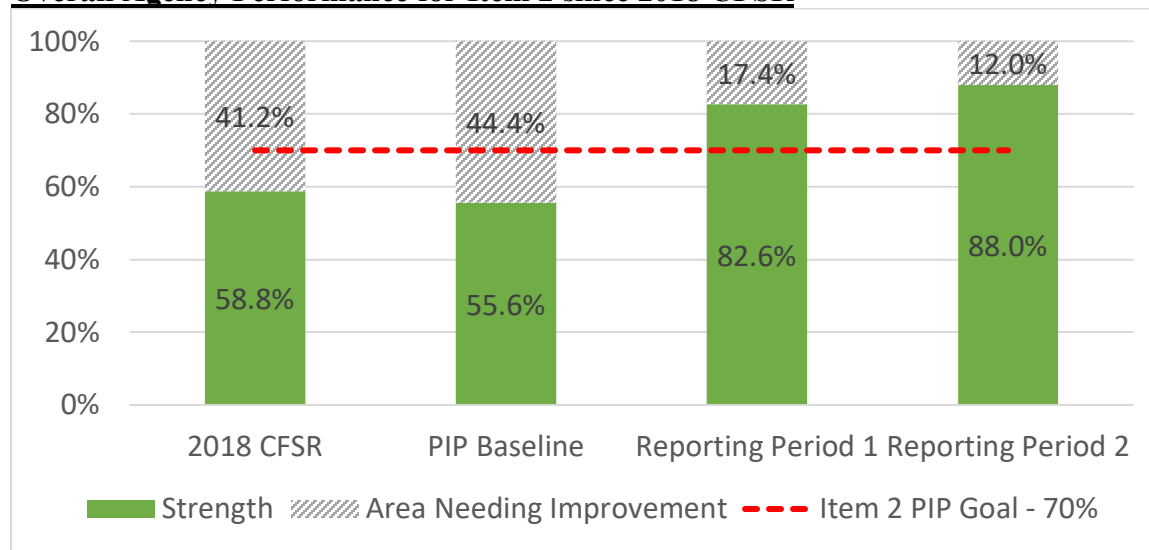
Key Takeaways for Item 1

Overall, the Department has shown improved performance with Item 1 and has met its PIP Performance Goal of 80%. The agency is working to improve its documentation of face to face to contacts with children, including attempted contacts when the initial contact was unsuccessful. Continued focus on proper documentation of face to face contacts and attempted face to face contacts on Priority 3 and Family Assessment Response Cases may support further improvement on this item.

Safety Outcome 2: Children are safely maintained in their homes whenever possible and appropriate.

Item 2: Did the agency make concerted efforts to provide services to the family to prevent children’s entry into foster care or re-entry after reunification?

Overall Agency Performance for Item 2 since 2018 CFSR



Since the 2018 Federal Child and Family Service Review, The Department has seen a substantial increase in making concerted efforts to provide or arrange for appropriate services for families to protect children and prevent their entry or reentry into care. During the Federal CFSR that occurred in June 2018, 59% of cases reviewed were rated as a strength. A Program Improvement Goal for the Department to achieve was established at 70%.

Since the June 2018 CFSR, the Department has seen a substantial increase in meeting Item 2. During Reporting Period 1, the overall performance for Item 2 increased to 82.6%, an almost 23% increase from the 2018 CFSR review. **During Reporting Period 2, performance for Item 2 continues to increase and performance is now measured at 88%, an almost 5% increase from Reporting Period 1 and exceeding the PIP goal of 70%.**

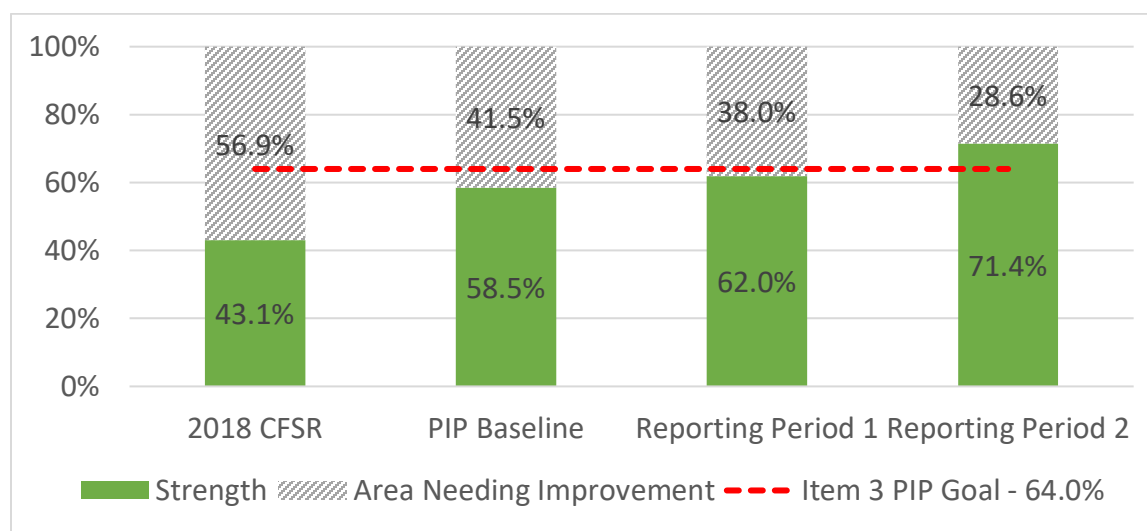
Key Takeaways for Item 2

Overall, the Department has shown strong performance for Item 2 and has exceeded its PIP Performance Goal of 70% by achieving 88% strength rating during the 2020 case reviews. To maintain strong performance on this item, a continued focus is needed on implementing safety-related services whenever possible to ensure the safety of the children in the home, especially after reunification. Further performance improvement may be supported by ensuring communication with the FCCP's regarding safety planning for families referred to the FCCP.

Safety Outcome 2: Children are safely maintained in their homes whenever possible and appropriate.

Item 3: Did the agency make concerted efforts to assess and address the risk and safety concerns relating to the child(ren) in their own homes or while in foster care?

Overall Agency Performance for Item 3 since 2018 CFSR



Since the 2018 Federal Child and Family Service Review, The Department has made substantial progress in meeting the established PIP goal for Safety Assessment and Management. The Department was found to not be in compliance with Safety Assessment and Management in the Federal CFSR that occurred in June 2018, with 43% of cases being rated as a strength. A Program Improvement Goal for the Department to achieve was established at 64%.

Since the June 2018 CFSR, the Department has seen a steady increase in improving safety assessments and managing safety plans. During Reporting Period 1, the overall performance for Item 3 increased to 62%, a 19% increase from the 2018 CFSR. **During Reporting Period 2,**

performance for Item 3 increased to 71.43%, a 9% increase from 2019 and exceeding the PIP goal of 64%.

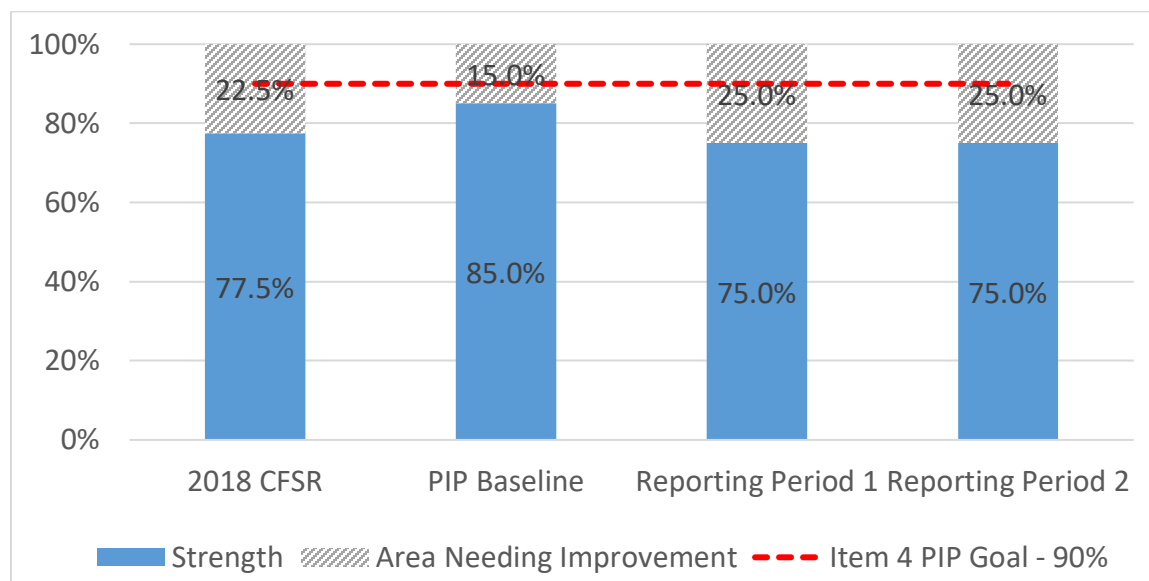
Key Takeaways for Item 3

Overall, the Department has shown strong performance for Item 3 and has exceeded its PIP Performance Goal of 64% by achieving 71.4% strength rating during Reporting Period 2. Since the 2018 CFSR, the Department has implemented its Family Functional Assessment and Ongoing Family Functional Assessment which seems to be having a positive impact on assessing risk and safety. Also, a departmental focus on conducting quality visits with children by seeing them in their homes/placements and speaking with children individually has led to improvements in assessing risk and safety.

Permanency Outcome 1: Children have permanency and stability in their living situations.

Item 4: Is the child in foster care in a stable placement and were any changes in the child's placement in the best interests of the child and consistent with achieving the child's permanency goal(s)?

Overall Agency Performance for Item 4 since 2018 CFSR



Since the 2018 Federal Child and Family Service Review, The Department has been seen a small decline in meeting the established PIP goal for Placement Stability. The Department was found to not be in compliance with Item 4: Placement Stability in the Federal CFSR that occurred in June 2018, with 77.5% of cases being rated as a strength. A Program Improvement Goal for the Department to achieve was established at 90%.

Since the June 2018 CFSR, the Department initially saw an increase in performance for placement stability when establishing its baseline at 85%. has seen a small decline in improving placement stability for children. During Reporting Period 1, the overall performance for Item 4 decreased to 75%, a 2.5% decrease from the 2018 CFSR. During Reporting Period 2, performance for Item 4 remained at 75%, which is consistent with the previous year’s performance.

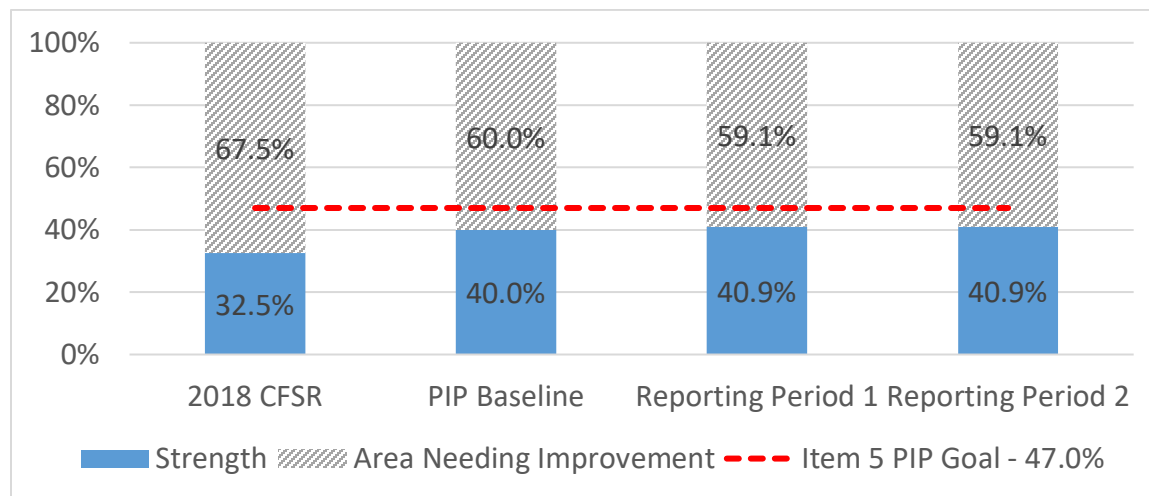
Key Takeaways for Item 4

Overall, the Department has shown maintained steady performance for Item 4. The PIP Performance Goal is 90%. The Department currently holds a strength rating of 75% during Reporting Period 2. From a quantitative perspective, the Department has seen an increase in its Placement Stability for AFCARS in recent years. Due to the CFSR being a qualitative review and because we are assessing performance on a much smaller number of cases, we are confident that the results seen in our AFCARS will translate to our performance in the coming internal reviews. The Department is confident that they will achieve this measure prior to the end of the PIP measurement cycle in October 2022.

Permanency Outcome 1: Children have permanency and stability in their living situations.

Item 5: Did the agency establish appropriate permanency goals for the child in a timely manner?

Overall Agency Performance for Item 5 since 2018 CFSR



Since the 2018 Federal Child and Family Service Review, The Department has made progress in meeting the established PIP goal for Permanency Goal for Child. The Department was found to not be in compliance with Item 5: Permanency Goal for Child in the Federal CFSR that occurred in June 2018, with 32.5% of cases being rated as a strength. A Program Improvement Goal for the Department to achieve was established at 47%. Since the June 2018 CFSR, the Department

has seen a steady increase in establishing appropriate permanency goals for children in a timely manner. During Reporting Period 1, the overall performance for Item 5 increased to 40.9%, a 7% increase from the 2018 CFSR. During Reporting Period 2, performance remained virtually the same at 40.9% compared to the previous year.

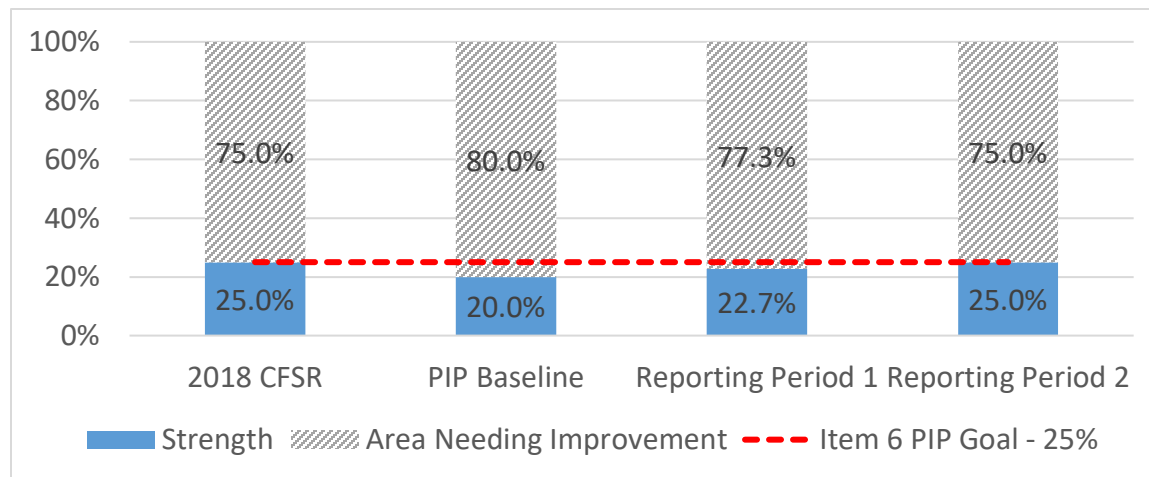
Key Takeaways for Item 5

Overall, the Department has maintained performance for Item 5 at 40.9%. The Department would need to achieve 47% to meet its PIP Performance Goal. A focus on Permanency Goal Establishment at the onset of a case or within the first 60 days of case opening could help with improving the performance on this item. Also it would be helpful if the re-evaluation of those goals occurred on a consistent basis so as to ensure that the most appropriate goals are in place to meet the child’s needs for permanency. In those cases where the target child has been in care for at least 15/22 months, it is crucial that that if the agency does not file or join a termination of parental rights, that an exception be documented in the case record. The Department is confident that they will achieve this measure prior to the end of the PIP measurement cycle in September 2022.

Permanency Outcome 1: Children have permanency and stability in their living situations.

Item 6: Did the agency make concerted efforts to achieve reunification, guardianship, adoption, or other planned permanent living arrangement for the child?

Overall Agency Performance for Item 6 since 2018 CFSR



Since the 2018 Federal Child and Family Service Review, The Department has met the established PIP goal for Achieving Reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement. The Department was found to not be in compliance with Item 6 in the Federal CFSR that occurred in June 2018, with 25% of cases being rated as a strength. A Program Improvement Goal for the Department to achieve was established at 25%.

Since the June 2018 CFSR, the Department has maintained performance at 25%. During the reviews that took place during Reporting Period 1 (November 2019 and June-August 2020), the overall performance for Item 6 decreased to 22.7%. During Reporting Period 2, (case reviews that took place during June-August 2020 and November 2020) performance for Item 6 increased to 25%, a 2.3% increase compared to the previous Reporting Period.

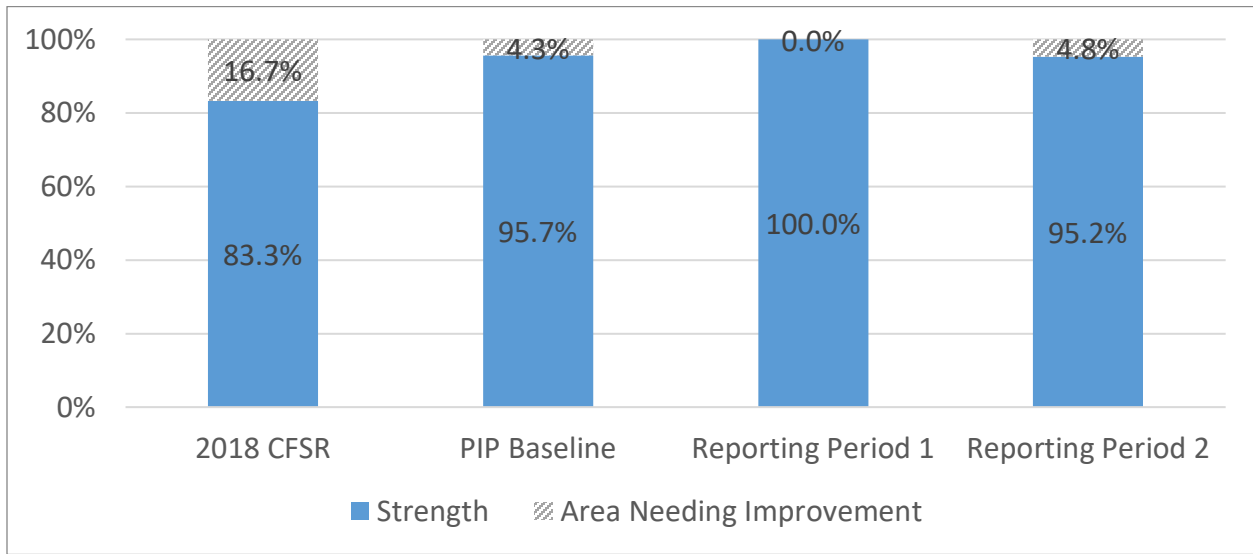
Key Takeaways for Item 6

Overall, the Department has shown improved performance for Item 6 and has achieved its PIP Performance Goal of 25% by achieving a 25% strength rating during the 2020 case reviews. In order to show continued improvement in achieving timely permanency for children, The Department has focused efforts on implementing its Pilot Court Mediation Project and developing a TPR Guide so as to shorten the time to permanency for children.

Permanency Outcome 2: The continuity of family relationships and connections is preserved for children.

Item 7: Did the agency make concerted efforts to ensure that siblings in foster care are placed together unless separation was necessary to meet the needs of one of the siblings?

Overall Agency Performance for Item 7 since 2018 CFSR



Since the 2018 Federal Child and Family Service Review, The Department has made progress with efforts in ensuring siblings in foster care are placed together when appropriate. During the Federal CFSR that occurred in June 2018, 83.3% of cases were rated as a strength. The Department’s Program Improvement Baseline was established utilizing the June 2019 and November 2019 case reviews. The baseline for item 7 was established at 95.7%.

Since the June 2018 CFSR, the Department has shown improved performance in the efforts to ensure siblings are placed together when appropriate. During Reporting Period 1, the overall performance for Item 7 increased to 100%, a 16.7% increase from the 2018 CFSR. **During Reporting Period 2, performance for Item 7 decreased slightly to 95.2%, a 4.8% decrease from Reporting Period 1.**

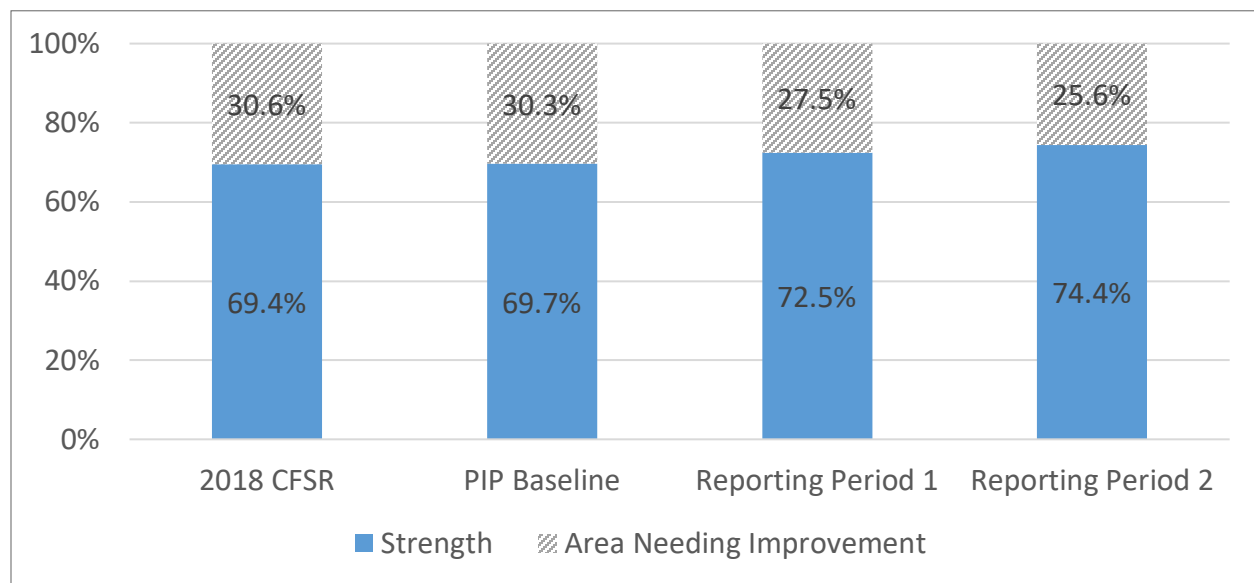
Key Takeaways for Item 7

Overall, the performance for Item 7 is the Department’s strongest performing item. It has shown performance improvements since the 2018 federal CFSR by achieving 100% strength rating during Reporting Period 1. There was a slight decrease in Reporting Period 2 due to one sibling group not being placed together. Otherwise, the Department is above the Federal benchmark of Item 7’s practice performance.

Permanency Outcome 2: The continuity of family relationships and connections is preserved for children.

Item 8: Did the agency make concerted efforts to ensure that visitation between a child in foster care and his or her mother, father and siblings was of sufficient frequency and quality to promote continuity in the child’s relationship with those close family members?

Overall Agency Performance for Item 8 since 2018 CFSR



Since the 2018 Federal Child and Family Service Review, The Department has made progress with efforts in ensuring visitation with children in foster care with parents and siblings. During the Federal CFSR that occurred in June 2018, 69.4% of cases were rated as a strength. The Department’s Program Improvement Baseline was established utilizing the June 2019 and November 2019 case reviews. The baseline for item 8 was established at 69.7%.

Since the June 2018 CFSSR, the Department has continued to show improved performance in the efforts to ensure visitation with children in foster care with parents and siblings. During Reporting Period 1, the overall performance for Item 8 increased to 72.5%, a 3.1% increase from the 2018 CFSSR. **During Reporting Period 2, performance for Item 8 increased to 74.4%, a 1.9% increase from Reporting Period 1.**

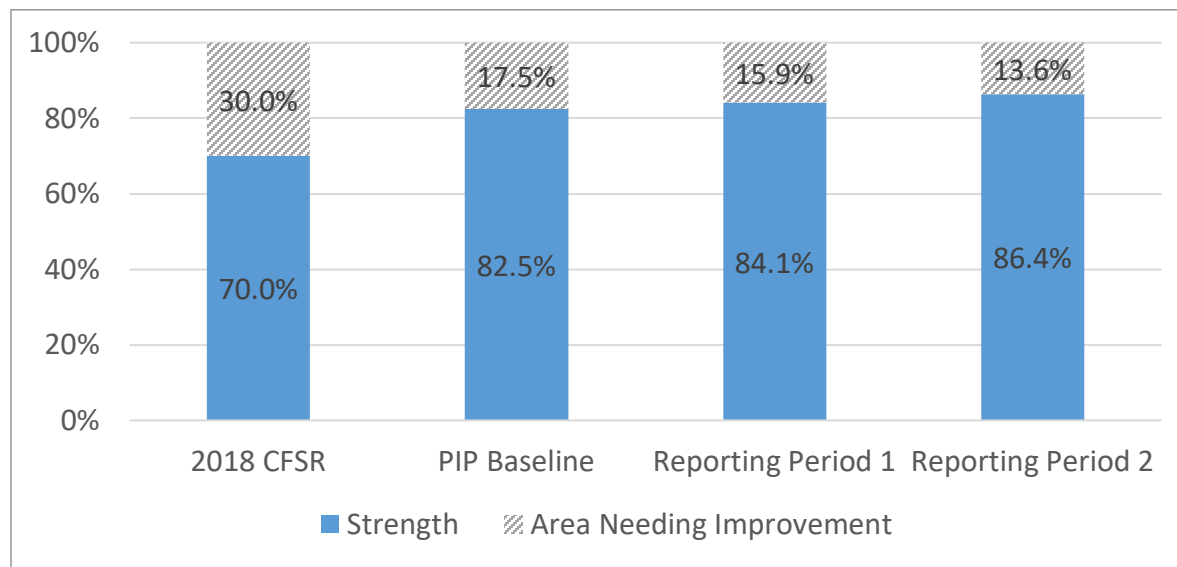
Key Takeaways for Item 8

Overall, the Department has shown steady performance improvements for Item 8 from 2018 to 2020 by achieving 74.4% strength rating during Reporting Period 2. The Department has been making concerted efforts to ensure that families have consistent visitation schedules whenever possible and supporting visitation with staffing whenever available. Focus on Quality visitation will continue to be encouraged whenever possible.

Permanency Outcome 2: The continuity of family relationships and connections is preserved for children.

Item 9: Did the agency make concerted efforts to preserve the child’s connections to his or her neighborhood, community, faith, extended family, Tribe, school and friends?

Overall Agency Performance for Item 9 since 2018 CFSSR



Since the 2018 Federal Child and Family Service Review, The Department has made progress with efforts to preserve connections for children. During the Federal CFSSR that occurred in June 2018, 70% of cases were rated as a strength. The Department’s Program Improvement Baseline was established utilizing the June 2019 and November 2019 case reviews. The baseline for item 9 was established at 82.5%.

Since the June 2018 CFSSR, the Department has continued to show improved performance in the efforts to preserve connections for children. During Reporting Period 1, the overall performance

for Item 9 increased to 84.1%, a 14.1% increase from the 2018 CFSR. **During Reporting Period 2, performance for Item 9 increased to 86.4%, a 2.3% increase from Reporting Period 1.**

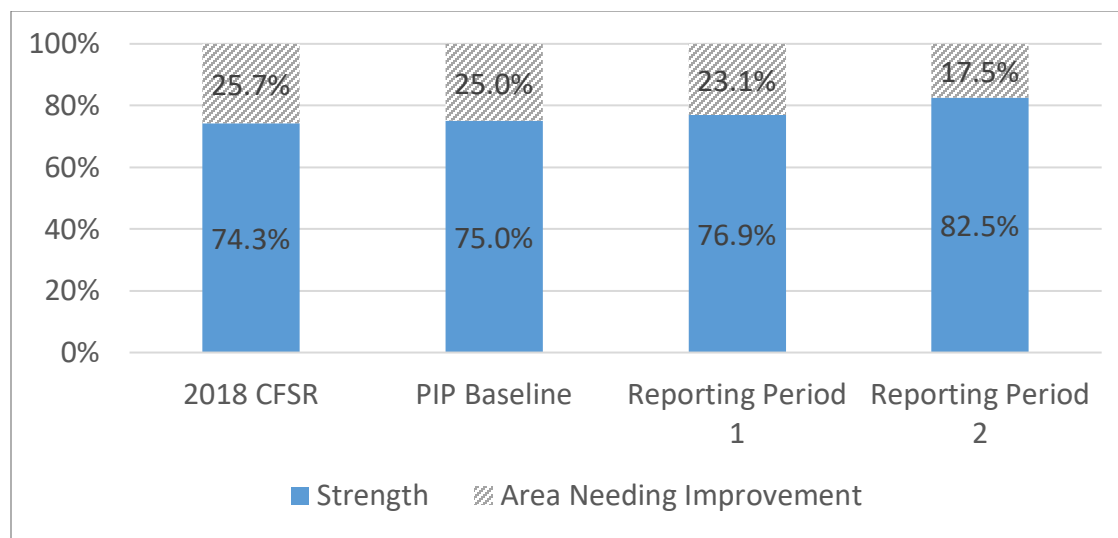
Key Takeaways for Item 9

Overall, the Department has shown performance improvements for Item 9 and has improved significantly from 2018 to 2020 by achieving 86.4% strength rating during Reporting Period 2. Since the 2018 CFSR, the Department has increased the use of TLO searches over the past two years and have increased efforts to keep children connected to important people and events in their lives prior to their entry into foster care.

Permanency Outcome 2: The continuity of family relationships and connections is preserved for children.

Item 10: Did the agency make concerted efforts to place the child with relatives when appropriate?

Overall Agency Performance for Item 10 since 2018 CFSR



Since the 2018 Federal Child and Family Service Review, The Department has made progress with efforts to place children with relatives when appropriate. During the Federal CFSR that occurred in June 2018, 74.3% of cases were rated as a strength. The Department’s Program Improvement Baseline was established utilizing the June 2019 and November 2019 case reviews. The baseline for item 10 was established at 75.0%.

Since the June 2018 CFSR, the Department has continued to show improved performance in the efforts to place children with relatives when appropriate. During Reporting Period 1, the overall performance for Item 10 increased to 76.9%, a 2.6% increase from the 2018 CFSR. **During**

Reporting Period 2, performance for Item 10 increased to 82.5%, a 5.6% increase from Reporting Period 1.

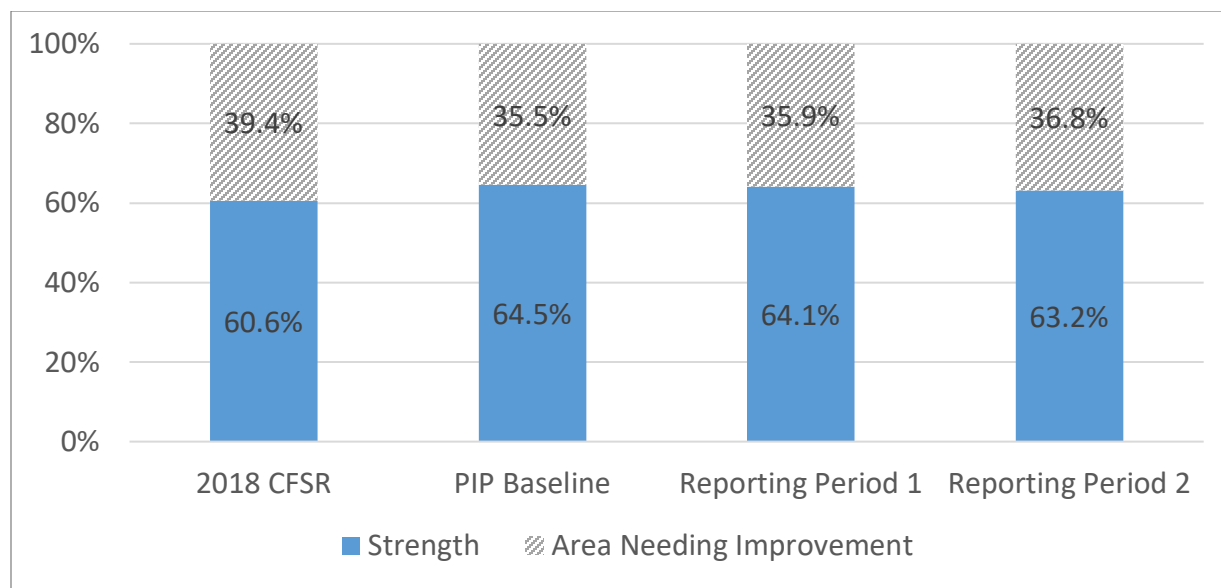
Key Takeaways for Item 10

Overall, the Department has shown performance improvements for Item 10 and has improved from 2018 to 2020 by achieving 82.5% strength rating during Reporting Period 2. Since the 2018 CFSR, the Department has increased placement for children with relatives whenever possible and appropriate. The Department has increased the use of TLO searches over the past two years, which appears to be having a positive effect on the performance of this item.

Permanency Outcome 2: The continuity of family relationships and connections is preserved for children.

Item 11: Did the agency make concerted efforts to promote, support and/or maintain positive relationships between the child in foster care and his or her mother and father or other primary caregivers from whom the child had been removed through activities other than just arranging for visitation?

Overall Agency Performance for Item 11 since 2018 CFSR



Since the 2018 Federal Child and Family Service Review, The Department has made slight progress with efforts to promote, support and or maintain positive relationships for children in foster care. During the Federal CFSR that occurred in June 2018, 60.6% of cases were rated as a strength. The Department’s Program Improvement Baseline was established utilizing the June 2019 and November 2019 case reviews. The baseline for item 11 was established at 64.5%.

Since the June 2018 CFSR, the Department had an increase in Reporting Period 1 and slight decrease in Reporting Period 2 in the efforts to promote, support or maintain positive

relationships for children in foster care. During Reporting Period 1, the overall performance for Item 11 increased to 64.1%, a 3.5% increase from the 2018 CFSR.

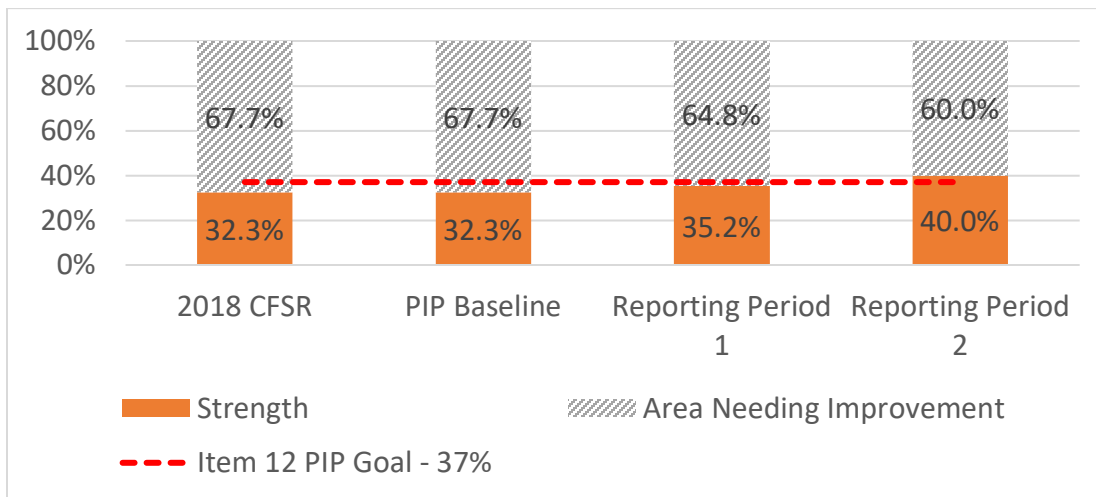
Key Takeaways for Item 11

Overall, the Department has shown slight performance improvements for Item 11 and has improved from 2018 to 2020 by achieving 63.2% strength rating during Reporting Period 2. Since the 2018 CFSR, the Department has increased family engagement by implementing its Family Functional Assessment and Ongoing Family Functional Assessment which will help to improve to promote, support and maintain positive family relationships between children in foster care and parents.

Well-Being Outcome 1: Families have enhanced capacity to provide for their children’s needs.

Item 12: Did the agency make concerted efforts to assess the needs of and provide services to children, parents and foster parents to identify the services necessary to achieve case goals and adequately address the issues relevant to the agency’s involvement with the family?

Overall Agency Performance for Item 12 since 2018 CFSR



Since the 2018 Federal Child and Family Service Review, The Department has met the established PIP goal for Item 12: Needs and Services of Child, Parents, and Foster Parents. The Department was found to not be in compliance with Item 12 in the Federal CFSR that occurred in June 2018, with 32.3% of cases being rated as a strength. A Program Improvement Goal for the Department to achieve was established at 37%.

Since the June 2018 CFSR, the Department has seen improved performance at 40%. During the reviews that took place during Reporting Period 1 (November 2019 and June-August 2020), the overall performance for Item 12 increased to 35.2%. During Reporting Period 2, (case reviews

that took place during June-August 2020 and November 2020) performance for Item 12 increased to 40%, a 4.8% increase compared to the previous Reporting Period. The Department exceeded its PIP Performance Goal during Reporting Period 2.

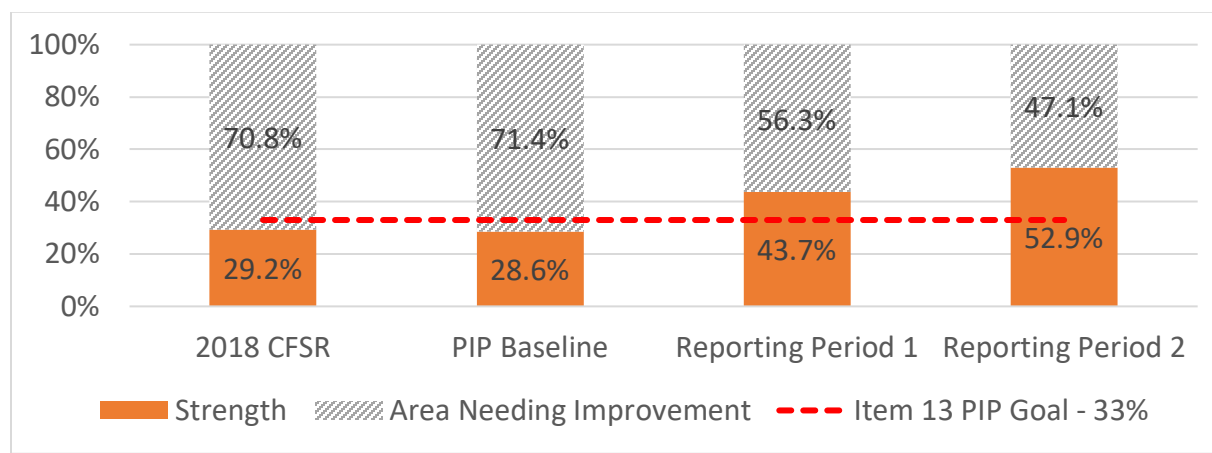
Key Takeaways for Item 12

Overall, the Department has shown improved performance for Item 12 and has achieved its PIP Performance Goal of 37 % by achieving a 40% strength rating during Reporting Period 2. In order to show continued improvement in assessing and addressing the needs of children, parents, and foster parents. The Department has focused its efforts on continuing to utilize the Ongoing Family Functional Assessment in assessing families and ensuring that informal assessments, particularly with children, occur in their homes or placements. It is essential that fathers are consistently engaged and that concerted efforts be made to engage both mothers and fathers. Continued focus on efforts to assess and address the needs of foster parents, particularly those who have placement of children who exhibit behavioral issues could impact the performance of this item positively. Having the proper supports in place for foster parents can also assist them to ensure that foster children remain in stable placements, which leads to less placement disruption

Well-being Outcome 1: Families have enhanced capacity to provide for their children’s needs.

Item 13: Did the agency make concerted efforts to involve the parents and children (if developmentally appropriate) in the case planning process on an ongoing basis?

Overall Agency Performance for Item 13 since 2018 CFSR



Since the 2018 Federal Child and Family Service Review, The Department has made substantial progress with efforts to involve parents and children in the case planning process on an ongoing basis. During the Federal CFSR that occurred in June 2018, 29.2% of cases were rated as a strength. A Program Improvement Goal and the Department’s Program Improvement Plan Baseline was established utilizing the June 2019 and November 2019 case reviews. The baseline

for item 13 was established at 28.6%. The Program Improvement Goal for the Department to achieve was established at 33%.

Since the June 2018 CFSR, the Department has seen a substantial increase in meeting Item 13. During Reporting Period 1, the overall performance for Item 13 increased to 43.7%, a 14.5% increase from the 2018 CFSR. **During Reporting Period 2, performance for Item 13 continues to increase and performance is now measured at 52.9%, a 9.2% increase from Reporting Period 1 and exceeds the PIP goal of 33%.**

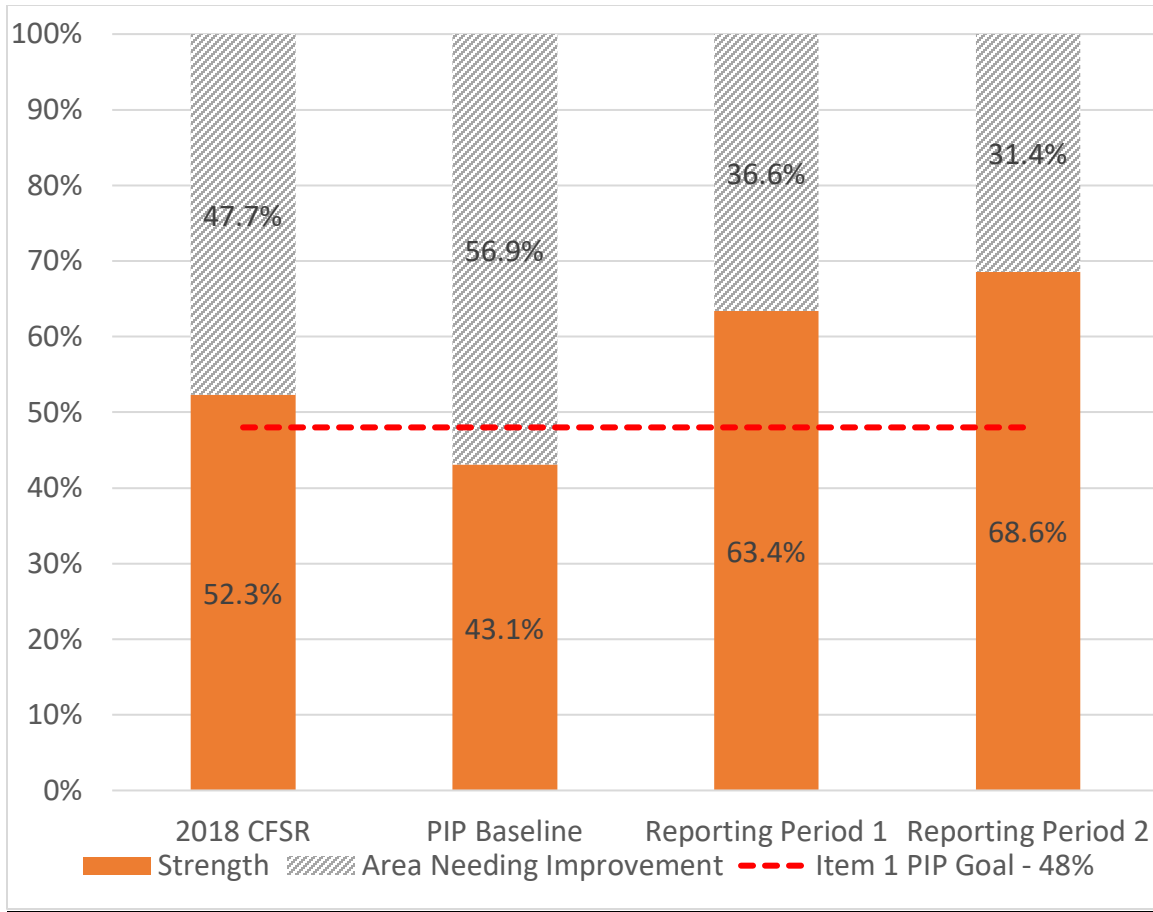
Key Takeaways for Item 13

Overall, the Department has shown steady performance improvements for Item 13 from 2018 to 2020 by achieving 52.9% strength rating which exceeds the PIP goal of 33% during Reporting Period 2. The Department continues to focus its efforts on the utilization of the Ongoing Family Functional Assessment as the primary case planning tool used for service planning. It is essential that fathers are consistently engaged and that concerted efforts be made to engage both mothers and fathers. Since the 2018 CFSR, the Department has increased efforts with fathers in engaging them in the case planning process. We need continue to work to engage all children in the case planning process.

Well-Being Outcome 1: Families have enhanced capacity to provide for their children's needs.

Item 14: Were the frequency and quality of visits between caseworkers and children sufficient to ensure the safety, permanency and wellbeing of the children and promote achievement of case goals?

Overall Agency Performance for Item 14 since 2018 CFSR



Since the 2018 Federal Child and Family Service Review, The Department has seen a substantial increase in the frequency and quality of visits between caseworkers and child(ren). During the Federal CFSSR that occurred in June 2018, 52.3% of cases reviewed were rated as a strength. A Program Improvement Goal for the Department to achieve was established at 48%.

Since the June 2018 CFSSR, the Department has seen a substantial increase in meeting Item 14. During Reporting Period 1, the overall performance for Item 14 increased to 63.4%, which is a 15% increase from the 2018 CFSSR review. **During Reporting Period 2, performance for Item 14 continues to increase and performance is now measured at 68.6%, a 5% increase from Reporting Period 1 and exceeding the PIP goal of 48%.**

Key Takeaways for Item 14

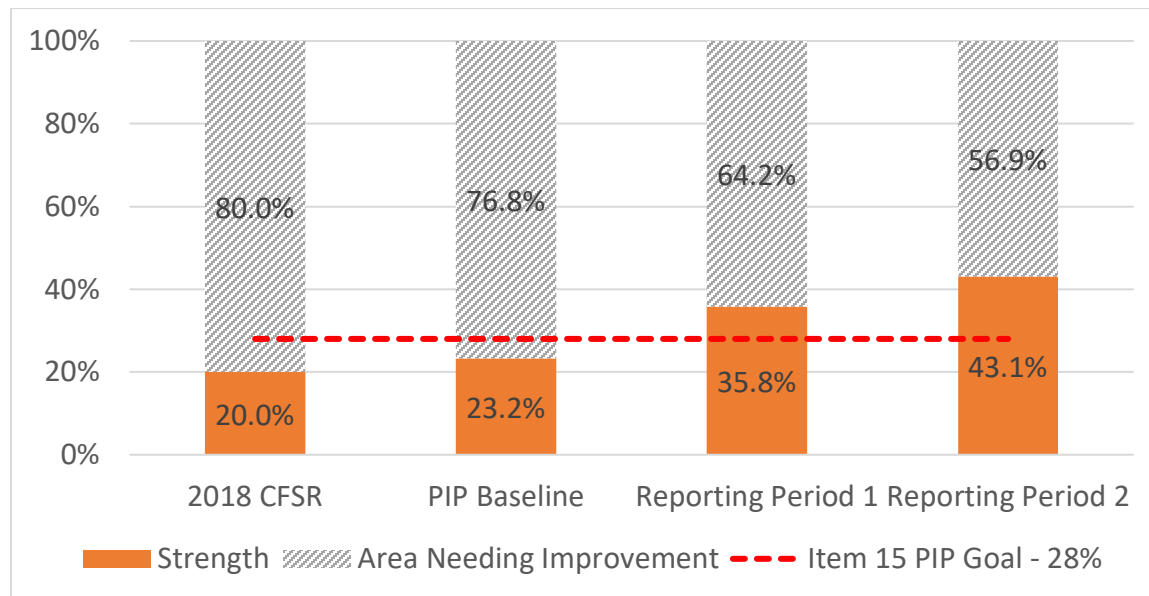
Overall, the Department has shown improved performance for Item 14 from 2018 to 2020 by achieving 68.6% strength rating which exceeds the PIP goal of 48% during Reporting Period 2. Since the 2018 CFSSR, the Department placed more of an emphasis on caseworker visit frequency and quality as this is a not just a performance measure for the CFSSR but is also a measure of the Children’s Rights Initiative. The Department conducted trainings in 2020 and will again conduct training on enhancing caseworker visits with children on their caseloads and improving the documentation of such visits.

The Department has implemented its Family Functional Assessment and Ongoing Family Functional Assessment which seems to be having a positive impact on improving caseworker visit quality by focusing on conducting quality visits with children by seeing them in their homes/placements and speaking with children individually. These factors have led to improved performance for item 14.

Well-Being Outcome 1: Families have enhanced capacity to provide for their children’s needs.

Item 15: Were the frequency and quality of visits between caseworkers and the mothers and fathers of the children sufficient to ensure the safety, permanency and wellbeing of the children and promote achievement of case goals?

Overall Agency Performance for Item 15 since 2018 CFSR



Since the 2018 Federal Child and Family Service Review, The Department has seen an increase in performance as to the frequency and quality of visits between caseworkers and mothers and fathers. During the Federal CFSR that occurred in June 2018, 20% of cases reviewed were rated as a strength. A Program Improvement Goal for the Department to achieve was established at 28%.

Since the June 2018 CFSR, the Department has seen a substantial increase in meeting Item 15. During Reporting Period 1, the overall performance for Item 15 increased to 35.8%, which is a 7% increase from the 2018 CFSR review. **During Reporting Period 2, performance for Item 15 continues to increase and performance is now measured at 43.1%, a 7% increase from Reporting Period 1 and exceeding the PIP goal of 28%.**

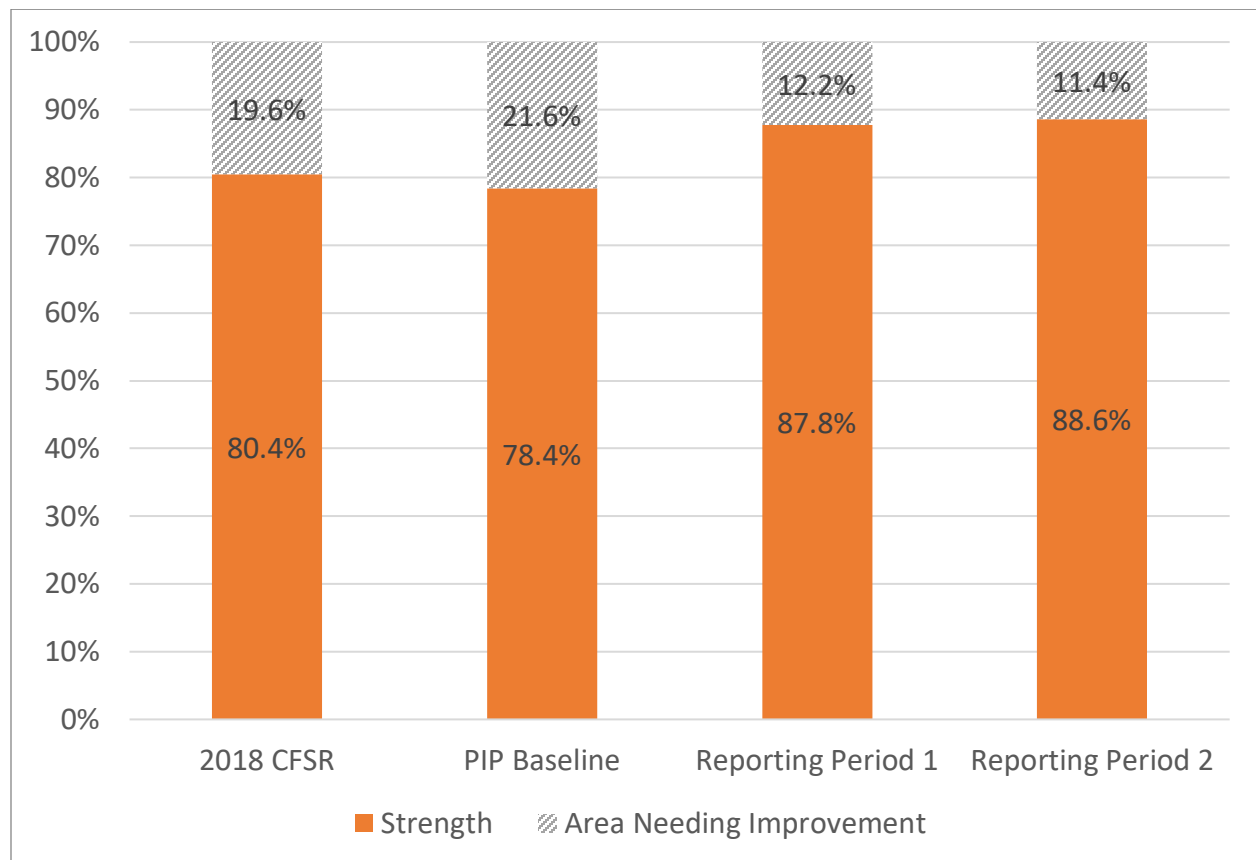
Key Takeaways for Item 15

Overall, the Department has shown increased performance for Item 15 and has exceeded its PIP Performance Goal of 28% by achieving 43.1% strength rating during Reporting Period 2. The agency has been focusing on prioritizing monthly visits with parents, especially with fathers through its Active Divisional Management process. Visits with parents are encouraged to occur on an at least monthly basis, whether in-person or virtually and in environments conducive to open and honest conversation.

Well-Being Outcome 2: Children receive appropriate services to meet their educational needs.

Item 16: Did the agency make concerted efforts to assess children’s educational needs, and appropriately address identified needs in case planning and case management activities?

Overall Agency Performance for Item 16 since 2018 CFSR



Since the 2018 Federal Child and Family Service Review, The Department has made steady progress in meeting the educational needs of children. During the Federal CFSR that occurred in

June 2018, 80.4% of cases were rated as a strength. The Department’s Program Improvement Baseline was established utilizing the June 2019 and November 2019 case reviews. The baseline for item 16 was established at 78.4%.

Since the June 2018 CFSR, the Department has continued to show improved performance in the assessment and meeting the educational needs children. During Reporting Period 1, the overall performance for Item 16 increased to 87.8%, a 7% increase from the 2018 CFSR. **During Reporting Period 2, performance for Item 16 increased to 88.6%, almost 1% increase from Reporting Period 1.**

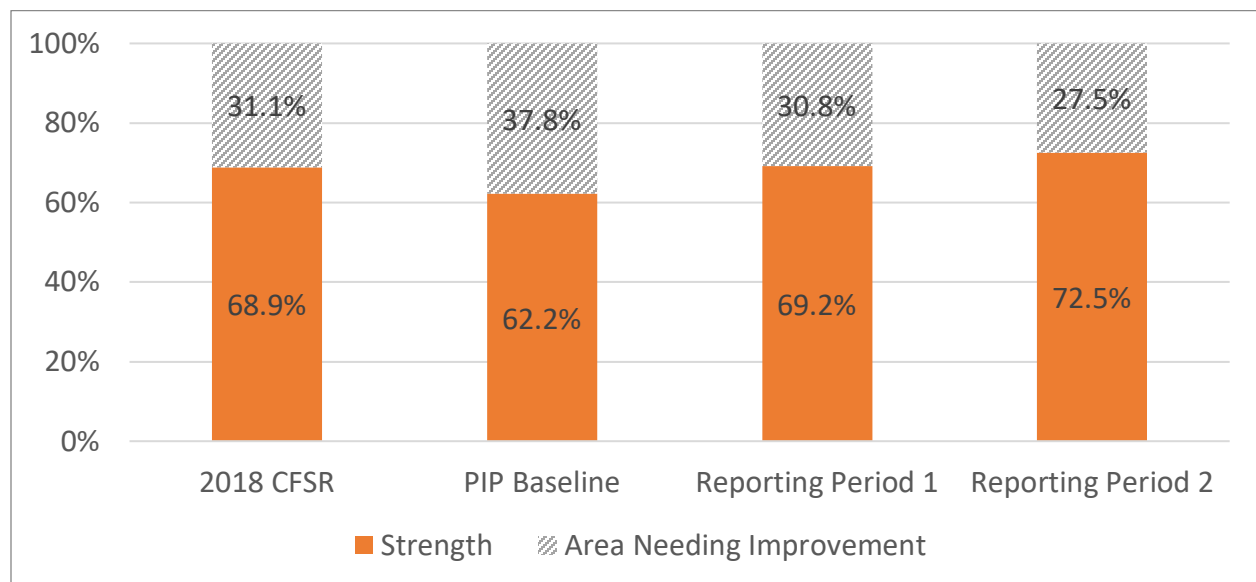
Key Takeaways for Item 16

Overall, the Department has shown strong performance for Item 16 and has consistently improved from 2018 to 2020 by achieving 88.6% strength rating during Reporting Period 2. Since the 2018 CFSR, the Department has increased family engagement by implementing its Family Functional Assessment and Ongoing Family Functional Assessment which seems to be having a positive impact on assessing the educational needs of children.

Well-Being Outcome 3: Children receive adequate services to meet their physical and mental health needs.

Item 17: Did the agency address the physical health needs of children, including dental health needs?

Overall Agency Performance for Item 17 since 2018 CFSR



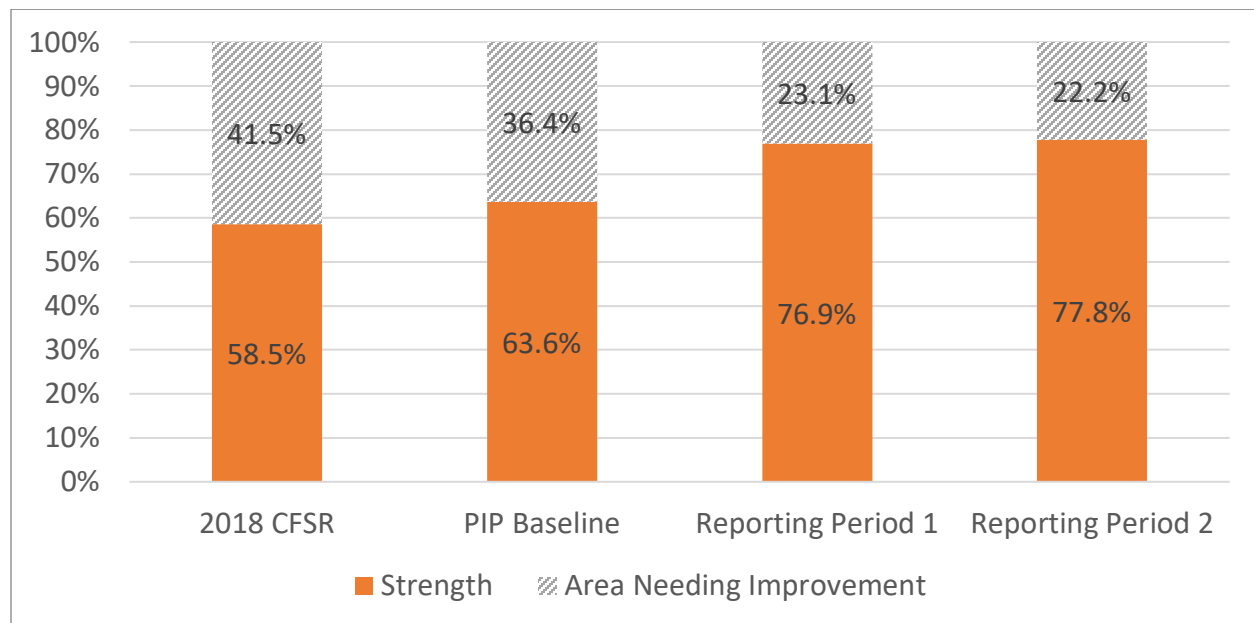
Since the 2018 Federal Child and Family Service Review, The Department has made progress in meeting the physical and dental health needs of children. During the Federal CFSR that occurred in June 2018, 68.9% of cases were rated as a strength. The Department’s Program Improvement Baseline was established utilizing the June 2019 and November 2019 case reviews. The baseline for item 17 was established at 62.6%.

Since the June 2018 CFSR, the Department has continued to show improved performance in the assessment and treatment of children’s physical and dental health. During Reporting Period 1, the overall performance for Item 17 increased slightly to 69.2%, from the 2018 CFSR. **During Reporting Period 2, performance for Item 17 increased to 72.5%, a 3% increase from Reporting Period 1.**

Wellbeing Outcome 3: Children received adequate services to meet their physical and mental health needs.

Item 18: Did the agency address the mental/behavioral health needs of children?

Overall Agency Performance for Item 18 since 2018 CFSR



Since the 2018 Federal Child and Family Service Review, the Department has made substantial progress in meeting the mental/behavioral health needs of children. During the Federal CFSR that occurred in June 2018, 58.5% of cases were rated as a strength. The Department’s Program Improvement Baseline was established utilizing the June 2019 and November 2019 case reviews. The baseline for item 18 was established at 63.6%.

Since the June 2018 CFSR, the Department has seen a steady increase in improving the assessment and treatment of children’s mental and behavioral health. During Reporting Period 1, the overall performance for Item 18 increased to 76.9%, a 18.4% increase from the 2018 CFSR. **During Reporting Period 2, performance for Item 18 increased to 77.78%, almost a 1% increase from Reporting Period 1.**

Key Takeaways for Item 17

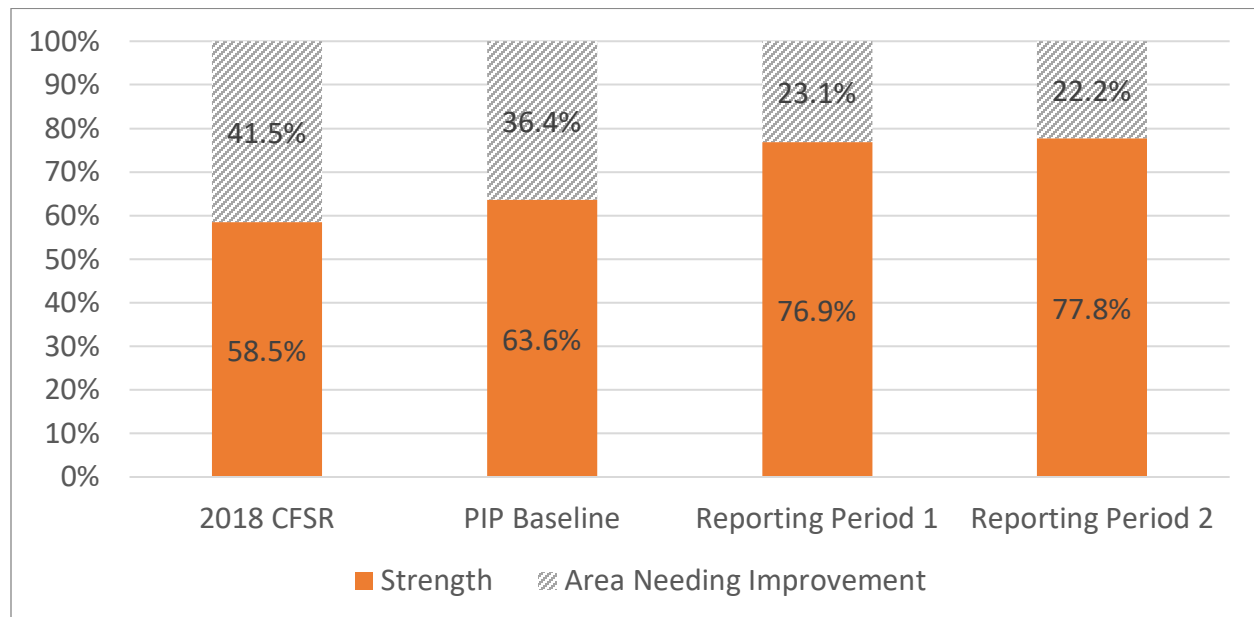
Since the 2018 CFSR, the Department has implemented its Family Functional Assessment and Ongoing Family Functional Assessment which seems to be having a positive impact on assessing the mental/behavioral health needs of children.

Overall, the Department has shown increased performance for Item 17 from 2018 to 2020 by achieving 72.5% strength rating during Reporting Period 2. The agency has improved with medication monitoring and oversight. Medical and dental needs of children continue to be assessed and appropriate referrals are being made.

Wellbeing Outcome 3: Children received adequate services to meet their physical and mental health needs.

Item 18: Did the agency address the mental/behavioral health needs of children?

Overall Agency Performance for Item 18 since 2018 CFSR



Since the 2018 Federal Child and Family Service Review, the Department has made substantial progress in meeting the mental/behavioral health needs of children. During the Federal CFSR that occurred in June 2018, 58.5% of cases were rated as a strength. The Department’s Program

Improvement Baseline was established utilizing the June 2019 and November 2019 case reviews. The baseline for item 18 was established at 63.6%.

Since the June 2018 CFSR, the Department has seen a steady increase in improving the assessment and treatment of children's mental and behavioral health. During Reporting Period 1, the overall performance for Item 18 increased to 76.9%, a 18.4% increase from the 2018 CFSR. **During Reporting Period 2, performance for Item 18 increased to 77.78%, almost a 1% increase from Reporting Period 1.**

Key Takeaways for Item 18

Overall, the Department has shown strong performance for Item 18 and has consistently improved from 2018 to 2020 by achieving 77.8% strength rating during Reporting Period 2. Since the 2018 CFSR, the Department has implemented its Family Functional Assessment and Ongoing Family Functional Assessment which seems to be having a positive impact on assessing the mental/behavioral health needs of children.