

Fact Sheet

for PARENTS AND CAREGIVERS

WHAT ARE THE DCYF *Internal Case Reviews?*

The DCYF internal case reviews is a process by which the Department of Children, Youth and Families (DCYF) looks at agency activity to:

- Ensure conformity with federal child welfare requirements;
- Determine what is actually happening to children and families as they are engaged in child welfare services; and
- Assist states in enhancing their capacity to help children and families achieve positive outcomes.

The reviews are structured to help states identify strengths and areas needing improvement within their agencies and programs.

Ultimately, the goal of the reviews is to help the Department improve child welfare services and achieve the following **seven outcomes** for families and children who receive services:

Safety

- Children are, first and foremost, protected from abuse and neglect.
- Children are safely maintained in their homes whenever possible and appropriate.

Permanency

- Children have permanency and stability in their living situations.
- The continuity of family relationships and connections are preserved for families.

Family and Child Well-Being

- Families have enhanced capacity to provide for their children's needs.
- Children receive appropriate services to meet their educational needs.
- Children receive adequate services to meet their physical and mental health needs.



The Internal REVIEWS PROCESS

The on-site review process is a comprehensive review taking place at the Providence Department of Children, Youth and Families (DCYF) office and includes the following:

- A review of documents in the record to include: medical, education, legal, correspondence, caseworker notes, provider notes, service plans, and other pertinent documents in the case record and electronic record; and
- Interviews with children, parents, the caseworker, and other people involved in the case to provide information which may not be included in the case record.

After reviewing all the data and information received, DCYF determines how the state's performance meeting federal requirements in safety, permanency and well-being, and whether the children and families are having positive outcomes. The state determines where strengths exist in the system, and where there may be areas needing improvement, the latter to be addressed with performance improvement plans.

OPPORTUNITIES *for* *Parent and Caregiver Involvement*

The DCYF internal case reviews bring people together who can make a difference in state child welfare systems. Hearing from parents and caregivers about their first-hand experiences is important. Information that parents and caregivers give about their experiences can help child welfare agencies make changes to strengthen their work with families.

As a parent or caregiver, you can be involved in the internal case review process by taking part in case related interviews, which gives you a chance to share how well the agency provided services to you and your family.

The information you provide is confidential and will not be shared with your caseworker. Your information will not have any impact on your case. Your feedback will help improve child welfare services for all children and families involved with the Department.

For case-related interviews, you may be asked questions such as:

- ⇒ Were services provided to you in your home to help you safely care for your child? What were those services?
- ⇒ If your child was placed in foster care, did you have the chance to provide the names of relatives with whom your child could be placed? Was your child placed with a relative?
- ⇒ If your child was in foster care, how often did you visit your child? Was there anything that would have made visits better for you and your child?
- ⇒ Were you involved in your child's medical appointments while your child was in foster care?
- ⇒ How often did you talk with your caseworker? Where did visits with your caseworker happen?
Did the caseworker ask you about your needs?



Your Voice Matters

The voice of families is critical to the internal case review process. Making positive changes to help children and families begins with understanding what families working with the child welfare system are experiencing. We hope you will speak out and tell us about your experience.

For More Information

Additional information on the federal Family Services Reviews is available on the Children's Bureau's website:

<http://www.acf.hhs.gov/programs/cb/monitoring/child-family-services-reviews>

Additional information on DCYF's performance on the federal Child and Family Services Reviews is available on the DCYF website:

<http://www.dcyf.ri.gov/data-evaluation/services-review.php>