

Fact Sheet

for COMMUNITY AGENCY PROVIDER STAFF

HISTORY *of the* CFSR *in Rhode Island*

The Department of Children, Youth & Families (DCYF) was most recently involved with the Child and Families Services Review (CFSR) when it completed its third round in 2018. DCYF completed its second round in 2010 and its first round in 2004. Rhode Island also participated in a practice CFSR during 2003.

As part of the Department’s Program Improvement Plan (PIP) resulting from the first round of the CFSR, DCYF also completed CFSR-like reviews of each of its regions from 2007-2008. The Department utilized a model which mirrored the federal review. Review teams were comprised of DCYF and provider agency personnel.

In the third round of the CFSR, DCYF opted to conduct a traditional federal-lead review. But, in accordance with the 2018 PIP, developed a process to review cases internally utilizing the federal CFSR on-site review instrument.

By conducting internal case reviews between federal rounds of the CFSR, the Department can continually assess and improve best practices. This will enable better performance in the next round of the federal review. But, most importantly, it will produce better outcomes for the children and families we serve in the state of Rhode Island.

The first internal case review was held in June 2019. The next review is scheduled for November 2019 – and every six months thereafter. During each review, 65 cases are identified and comprised of 40 out-of-home cases and 25 in-home cases.



OPPORTUNITY *for Your* INVOLVEMENT

Rhode Island works with a variety of systems to ensure positive outcomes for children. DCYF internal case reviews bring together people in our state who can make a difference in the child welfare system. As a service provider, your first-hand knowledge of a case being reviewed is important. You can supply vital information to help make systemic improvements.

You may become involved in this process by taking part in case-related interviews focused on a child or family who required services from your agency during the period under review. The reviews assess DCYF efforts to address the needs of parents and children through exploration questions, such as:

- Did the agency assess the parent(s)/s/child(ren)’s needs initially and on an ongoing basis?
- Did the agency provide appropriate services to address the needs of the parent(s) and/or child(ren)?
- Did the agency maintain contact with you on a regular basis to determine progress?
- How well did the agency work with you and your agency to ensure progress in the case was being achieved?

The information you share is confidential and will not be shared with the caseworker assigned to the case. While the information will not impact the child’s case, your feedback provides information on how children and families are served.

WHY DOES DCYF PERFORM *Internal Case Reviews?*

DCYF internal case reviews is a process by which the Department examines agency activity to:

- Ensure conformity with federal and state child welfare requirements;
- Determine the experiences children and families have as they are engaged in child welfare services; and
- Assist the agency in enhancing its capacity to help children and families achieve positive outcomes.

The reviews are structured to help the agency identify strengths and areas needing improvement within their divisions and programs.

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

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.

Findings from **Internal Case Reviews**

After reviewing all information and data received, DCYF and the Children's Bureau determine how well the Department is performing. Performance improvement actions are planned accordingly.

YOUR VOICE *Matters*

The voices of service providers are critical to the DCYF internal case reviews process. Making changes to help children and families begins with understanding the strengths and areas needing improvement in our system.

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