

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.



OPPORTUNITIES *for Your* INVOLVEMENT

The Department of Children, Youth and Families (DCYF) internal case reviews bring together people in the Department who can make a difference in the child welfare system. Your participation in this process will help make systemic improvements and improve outcomes for children and their families.

You may be involved in the DCYF Internal Case Reviews in *several* ways:

If a case from your caseload is randomly selected for review:

As the social caseworker or probation worker, you are likely the most knowledgeable person in the Department regarding the case. Social caseworkers and probation workers will be involved in case related interviews to communicate information of activities which may have occurred and may not have been documented; or to expound upon information already in the case record. For the period being reviewed, workers on the randomly selected cases will ensure all case activity notes have been entered, all filing has been completed, and the record is up to date prior to the review.

In the best-case scenario, social caseworkers, probation workers, and their supervisors will have six weeks prior notice to ensure the records are ready for the review. In the event cases must be eliminated and cases on the alternate list are employed, lead time could be less.

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WHY DOES DCYF PERFORM *Internal Case Reviews?*

The 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 what is actually happening to children and families 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 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.

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OPPORTUNITIES *for your Involvement*

Site Coordinator

As a Site Coordinator for a region, juvenile probation, or FCCP, organization and skillful communication are critical to ensure case records are prepared for the review and case participants are scheduled and confirmed for case related interviews. *Training will be provided.*

Case Reviewer

As a Case Reviewer, your knowledge of our case practice, policies and procedures is needed. Your ability to navigate RICHIST, case files, and answer specific questions, is invaluable. *Training will be provided.*

Quality Assurance Reviewer

As a Quality Assurance Reviewer, knowledge of the review instrument, your ability to translate case activities to case strengths and areas needing improvement in the case, and your ability to ensure accurate interpretation and consistency in case ratings is paramount to the success of the review. *Training will be provided.*

For more information contact :

Fernanda.Watson@dcyf.ri.gov

