

Updates to Systems Change Review Process

2025



Wisconsin Department of Children and Families

Learning Opportunities

**What the
Family
Needed**



**What action did
or did not take
place to address
the need**



Learning Opportunity

The family needed support in managing domestic violence happening between the mother and her significant other. The significant other was unable to be located for CPS to gain a better understanding of his perspective. The mother was provided resources but did not connect with services at the time of offer.

The mother needed practical guidance and support about the father's role in the household and the agency expectations around that. When present, the father was engaging with the CPS professionals, but when the father left the state, the agency did not focus on safety planning related to the father's role due to his absence.



Learning Opportunity

The family needed tangible resources for the infant. The county repeatedly met the baby's needs with items such as formula, diapers, pack and plays and transportation.

The family needed and received supportive services for managing mother's substance use recovery. The agency had a strong, responsive partnership with the mother and was able to offer services that allowed for her needs to be met promptly and to support the safety and wellbeing of the family.



Aggregate Mapping

Completing a Systems Map around a learning opportunity that is informed by multiple incidents.

Individual Case Mapping

Aggregate Mapping

Professionals and leaders from across the state



Focus on individual family, and decisions of one professional/agency



Addresses a common theme across multiple cases



Results in specific recommendations for system improvements



Recommendations

Mapping team creates considerations for future work based on what is discussed in the mapping session.

Address common
barriers

Lobby for statutory
changes or funding

Update outdated practice
guidance/training

Partnership with other
systems

Workforce support
opportunities

Clarify expectations
around unclear policies

Create shared learning
opportunities

Explore alternative ways
of working



**Critical Incident
Qualifies for
Practice Review**



**Case Record
Review:**
Assigned
Reviewers
review case
documentation
for 1 year prior
to incident



**Human Factors
Debriefing:**
Reviewers meet with CPS
professionals and
leaders assigned to work
with the family during
period under review



SSIT Scoring:
Reviewers utilize
standardized scoring
tool to rate the presence
of various systemic
factors that contributed
to the key observation



**Systems Change Review
Mapping, as applicable:**
Reviewers lead a team of
trained mapping team
members through a process
to understand systemic
factors that contributed to
the key observation



**Learning
Opportunities:**
Reviewers and
SCR Lead identify
“learning
opportunities”
about case
practice



**Data from ALL practice reviews used in aggregate to
identify overall systems learning for further use**



Aggregate Mapping

What we know now that we've done it

Final Thoughts

We see great practice everywhere!