



## **Ongoing Onsite Case Reviews - Guidance for Case worker and Supervisors**

The Wisconsin Department of Children and Families conducts reviews of Ongoing cases using the Child and Family Services Review (CFSR) instrument. Your case randomly was selected for an onsite review which will occur next month. Your assistance is needed to help ensure a successful review.

### **DEFINITIONS**

Child and Family Service Review – The CFSR is a review process set up through the federal government and administered by the Children’s Bureau to assess state child welfare outcomes. States are going through the third round of the CFSR between 2015 and 2018. Wisconsin was reviewed in 2003 and 2010. The third review is scheduled for spring 2018. The Ongoing review uses the federal CFSR instrument, known as the Onsite Review Instrument (OSRI).

Onsite Review-- An onsite review is when interviews occur with *key case participants*. Interviews with professionals (i.e. caseworkers, supervisors, foster parents) will be conducted via telephone; interviews with parents will be provided through the parent’s preferred option (i.e. telephone or face-to-face); interviews with children (i.e. target child, all children on in-home case), when applicable, will be conducted face-to-face.

Explanation of In-Home v. Out-of-Home - An out-of-home case or foster care case is one where any child in the family was in out-of-home care for more than 24 hours during the period under review. An in-home case is a case that was opened for services for more than 45 days in the period under review and no child in the family was in out-of-home care for more than 24 hours.

Period under Review—The period under review, or PUR, is a predefined time period that will start eleven months before the first day of the month that the case scheduled for review. For example, if the case is scheduled to be reviewed during the month of June 2017, the PUR will be July 1, 2016 to the date of the last interview in June 2017.

Assignment month—The month in which the case manager receives the notification that a case will be reviewed. The assignment month is the month prior to the review month.

Review month—The month following the assignment month. The review month is when the interviews for the case will occur and the review will be completed.

Key Case Participants—These are the individuals that will be scheduled for interviews. Key case participants include the case manager, the mother, the father, the out-of-home care provider or providers, and the target child in an out-of-home case or all children in the home for an in-home case.

## **ONSITE REVIEW TIMELINE:**

- By the 7<sup>th</sup> of the assignment month, view the webinar and access additional resources linked to the webinar. The primary worker must complete the questionnaire.
- By the 14<sup>th</sup> of the assignment month, the primary worker must email a completed case contact sheet to the DCF reviewer and DCF mailbox.
- By the 21<sup>st</sup> of the assignment month, the DCF reviewer will contact the primary worker to discuss the completed questionnaire, case contact sheet and any other pertinent case details. A formal interview will be scheduled to occur after this initial call.
- By the 1<sup>st</sup> of the review month, inform all key case participants of the interview process. Review and print out the applicable CFSR Fact Sheets, the Frequently Asked Questions, and additional resources to help prepare for these conversations.
- By the 1<sup>st</sup> of the review month, update eWiSACWIS with relevant case documentation, including but not limited to, educational, medical, dental, and mental health information.
- By the 10<sup>th</sup> of the review month, complete the formal interview with DCF reviewer.

## **CASE CONTACT SHEETS**

- The case contact sheet must be completed and emailed by the 14<sup>th</sup> of the assignment month. If there are any questions about how to fill out the case contact sheet, please contact your assigned DCF reviewer for assistance.

## **CONTACTING FAMILIES AND OUT-OF-HOME CARE PROVIDERS**

- The case manager should contact the mother, father, out-of-home care provider and child or children. The case manager should let them know their case was selected and explain to them about the review and interview processes.
- The case manager should tell the parents and out-of-home provider that the reviewer will be contacting them to set up an interview time.
- If the case manager has any questions about which persons are identified as case participants and how to approach the case participants, talk to the DCF reviewer for a discussion.
- When meeting with the family, the case manager should explain that it is an expectation that the state assess child welfare services. The purpose of the review is to understand how the child is doing, how the family is doing, and how the child welfare agency may have helped the family to meet its goals in an effort to ensure safety, permanency and well-being
- In cases where a child is currently or has been in out-of-home care during the period under review, a “target child” will be selected from the family and that child will be interviewed. For cases that are solely in-home cases, no target child will be selected and all children will be interviewed.
- Provide case participants with the applicable CFSR Fact Sheets and discuss accordingly.

## CASE RECORDS

- The primary worker must alert the reviewer to any documentation systems that are separate from eWiSACWIS.
- It is recommended that the primary worker should scan into eWiSACWIS any case documentation that is necessary, such as court orders, documents from service providers, protective plans, educational information and medical records.

## SCHEDULING INTERVIEWS

- The DCF reviewer will contact all key case participants to be interviewed and develop an interview plan, making the decision about whether the interview will be face-to-face or over the phone. Interviews may be conducted in the field by review partners who are regionally based DCF staff. Interviews will be arranged at a time and place convenient for the persons being interviewed.

## RELATED MATERIALS—MATERIALS CAN BE ACCESSED AT THE DCF INTERNET

- Case Contact Sheet
- Guidance for CPS Ongoing Case Managers
- Frequently Asked Questions
- Optional Script
- CFSR Quick Reference Items List
- CFSR General Fact Sheet
- CFSR Parent/Caregiver Fact Sheet
- CFSR Youth Fact Sheet
- CFSR Foster/Adoptive Parent Fact Sheet
- Onsite Review Instatement (OSRI)