

## **Frequently Asked Questions by Parents and Out-of-Home Care Providers**

### **Why was my case selected? Why was this child selected and not another child in my family?**

- Case selection is done randomly across the state. The selection of the target child is also done randomly.

### **Will my child (or children) need to be interviewed? What questions are asked?**

- Reviewers are social workers who are trained in working with children and are trauma-informed. The review process is designed with the goal of making children and other case participants comfortable during the interview process. When working with children, the reviewer will first discuss any concerns with the caseworker, parents, and caregivers before an interview and then will take a lead on how the child presents and on how to engage the child best in a discussion. The interviewer will avoid any difficult areas, if there is a concern that the child will be upset. Some children love being the center of attention with adults and others clam up. The reviewers are trained to handle any situation.

### **Do I have to be interviewed? Can I say no? I would rather not participate.**

- Your participation is voluntary. Your voice is helpful in understanding how services are provided to families to achieve their goals. The reviewer will contact you to provide you with more information to help you make that decision. Talk to the reviewer first before coming to a decision.

### **What kind of questions will the reviewer ask me?**

- The reviewer will be interested in “safety, permanency, and well-being” of the children in your family. The reviewer will want to know how your children are being kept safe, how you as a parent are involved in setting goals and in planning the future of your children. The reviewer will ask about how your relationship with your child is progressing if the child is in out-of-home care. The reviewer will also ask about any services that you or your family is involved in to meet your family goals. There are no right or wrong answers in the review.

### **What happens to the information I give?**

- The information that about your family case is kept confidential and is not shared with the agency or caseworker. It is used to evaluate Wisconsin’s child welfare system as a whole. The information is used to inform improvements to Wisconsin’s child welfare system.

### **Why are cases reviewed?**

- Wisconsin is committed to Wisconsin’s child welfare model for practice, which includes accountability and working towards improving outcomes for children and families. The federal government, the Administration for Children and Families, requires that every state has a quality review system in place to review child welfare cases. This case review is part of that requirement and part of Wisconsin’s review plan.

### **What if I don’t have time to be interviewed?**

- The reviewers are very flexible and can work with you to set up a time, either on the phone or in person. The meeting does not have to take long. Please talk to the reviewer before making that decision.

### **Is talking to someone going to change how my case goes?**

- No, the information will not change your case in any way.

**What if talking to someone gets people into trouble?**

- Information does not go directly back to the county and is confidential. It will not have any effect on your worker.

**Frequently Asked Questions from Case Managers and Supervisors****What is the role and expectation of the supervisor?**

- The agency supervisor's role is to be aware of the review and to support the case worker in the tasks assigned. The supervisor does not have an interview unless requested. For example, if the worker is new at the agency and does not have history with the case, or if the worker has left the agency.

**What happens if the reviewers discover a safety concern during the review?**

- All reviewers are mandated reporters and give a warning to that effect when they are interviewing. It is rare that a reviewer has to make an Access report during a review, but it has occurred on occasion. There is an established procedure when safety concerns occur.

**Why is there no individual feedback given about cases?**

- This review process is not geared for individual feedback. Case participants are given the expectation of confidentiality and all the results from case reviews are aggregated as a group into a statewide report. The review tool does not lend itself easily to changing individual case practice and the statewide sampling does not give enough cases by county to give county feedback.

**What if I have a parent who is uninvolved in the case?**

- The parent may still be applicable for the purposes of the review. A further discussion will need to be held with the reviewer regarding the surrounding circumstances. The reviewer will make the decision whether to include the parent in the review. Contact information for that parent should still be documented on the case contact sheet.

**What if a case participant is unwilling to participate?**

- Contact information for the participant should still be documented on the case contact sheet. A further discussion will need to be held with the reviewer regarding the individual's participation. The reviewer will still attempt to contact the participant to pass along additional information regarding the review and encourage participation.

**Will service providers be interviewed?**

- Service providers will not be interviewed for the review. Any reports from providers can be scanned into eWiSACWIS and conversations with providers should be documented in case notes. Those who will be interviewed will be the parents, out-of-home care providers, the target child in an out-of-home case or all children in an in-home case, and the ongoing case manager.