



Access Case Record Review (2015-2018) Comprehensive Analysis Results

A Quick Reference Guide for Local CPS Agency Leaders

Prepared February 2020

A comprehensive analysis of Access case record review results indicate that the current information required in the Child Protective Services Access and Initial Assessment Standards supports quality decision making related to the child protective service (CPS) Access function. The information gathered and documented at Access validates decisions related to screening, identifying present danger, identifying possible/likely impending danger and if screened-in, assigning a response time.

- The Child Welfare Continuous Quality Improvement (CQI) Advisory Committee advised DCF regarding a deeper analysis of these review results to better understand what information gathering variables add the most value to outcome decisions.
- As part of this analysis, individual information gathering items were tested (see Appendix 1); overall there were **no single information gathering items that consistently over time support outcome decisions** (*i.e. there's no silver bullet that helps make decisions at Access; the combination of different pieces of information is what matters most to quality decision making in Access*).
- Analysis demonstrated that indexes (the grouping of information gathering items) helped support decisions consistent with Access practice standards.
- Most items add value in helping determine a Screening Decision while some of the items helped determine present danger and possible/likely impending danger assessments and response times.

Based on its review of and discussion regarding the case review results and the analysis described above, the Child Welfare CQI Advisory Committee provided the following recommendations:

- The Child Welfare CQI Advisory Committee recommended that continued evaluation of those areas of information gathering that were not specifically addressed as part of the case record review process, for example the requirement to review CPS history, completing criminal background checks, etc., continue to be assessed to understand their specific relevance to the Access decision making functions and impact on CPS professionals' workload. The Child Welfare CQI Advisory Committee recognizes that this information is necessary for other reasons, such as helping to assess worker safety.
- The Child Welfare CQI Advisory Committee recommends further analysis to better understand the downstream impact of information collection and documentation at Access. This will help inform stakeholders about why questions are asked at Access (e.g. incorporate lessons learned into mandated reporter training).

With the above information as context, it is very important to note that the state as a whole is performing at a high level at Access making good Screening Decisions related to CPS report and responsibly identifying present and possible/likely impending Danger threats and establishing accurate response times for those CPS reports that are screened in.

- Screening Decision [results](#)
 - Overall, the state's screening practices were highly consistent with Standards for CPS Reports screened-in (94.4%) and screened-out (86.6%)
 - The three-year average for screening decisions is (91.9%)
 - Practice has remained stable in this area over the time period (2015-2018)
- Identification of Present Danger and possible/likely Impending Danger [results](#)
 - Agencies' practices were generally consistent with Standards in identifying and documenting Present Danger threats at Access
 - Rates during this review period ranged from a low of 84.4% (2018) to a high of 92.9% (2017)
 - The identification of possible/likely Impending Danger threats consistent with Standards ranged from 81% (2015) to 85% (2017-18)
- Response Time [results](#)
 - Appropriate agency assignment of response times ranged between 72% (2018) and 84% in 2017
 - Response times assigned as same day were more consistent with Standards than response times of 24-48 hours and within five business days
 - Response time performance has remained stable over the time period

[Interactive dashboards](#) that provide the case record review results described above were published to the DCF website in Fall 2019. While the data presented in these dashboards is not statistically representative of individual local CPS agency performance, they provide a way in which case record review results can be analyzed further (i.e. filter by reporter type, etc.) and include the following:

- An introduction to the Child Welfare Continuous Quality Improvement process
- A description of the case review methodology
- Results on consistency of Wisconsin's Access and Initial Assessment Standards related to screening decisions, identification of present danger and possible/likely impending danger, and response time

If there are questions about Wisconsin's Child Welfare Continuous Quality Improvement case review process and analyses of the case review results, please contact DCFDLBPMCQIProcess@wisconsin.gov.

Appendix 1

The Access Case Record Review instrument operationalizes the Child Protective Services Access and Initial Assessment Standards. A total of 26 questions (i.e. variables) related to information gathering were tested as part of the analysis:

Allegations/Maltreatment Information

1. Current maltreatment allegations?
2. Past maltreatment allegations?
3. Surrounding circumstances?
4. Frequency of alleged maltreatment?
5. Does the report contain a description of the alleged victim's injury or condition as a result of the alleged maltreatment?

Child(ren) Functioning information

6. Current location?
7. School/daycare?
8. Child Functioning?
9. Special Needs?
10. Vulnerability?

Alleged maltreater(s) information

11. Summary of prior reports of alleged maltreatment and any previous Initial Assessments for any person named as an alleged maltreater?
12. CCAP records for any person named by the reporter as an alleged maltreater?
13. Records obtained from the Sex Offender Registry (SOR) for any person named by the reporter as an alleged maltreater?
14. Whereabouts of the alleged maltreater?
15. Access to child(ren) within the next five days?
16. Access to child(ren) at the time of the report?

Adult Functioning and Parenting Practices information:

17. Does the report contain information about the presence or absence of domestic violence within the home environment?
18. Parenting practices?
19. Parental protective capacities?
20. Caregiver current location?
21. Adult functioning?
22. Does the report contain information about the changes in circumstances that may make fulfilling CPS responsibilities difficult?
23. Caregiver views of child(ren)

Family Functioning information

24. Family Strengths?
25. Family Stressors?
26. Family Functioning?