

Ongoing Onsite Case Reviews – Optional Script for Preparing Key Case Participants for Interview

Note: Each family situation is different. The following script can be customized depending on case circumstances and to fit each key case participant. The script gives caseworkers ideas about what to say to start the conversation with a mother and a father, as well as with out-of-home care providers. The CFSR Fact Sheets are helpful to give to case participants, but they are best given as part of a discussion.

(Participant's name), I wanted to let you know that our state child welfare oversight group has selected your family's case to be reviewed to see how our agency is working with you and your family. When a family's case is selected, a social worker from the state Department of Children and Families will be reviewing the work that all of us have done together in the last year to meet the goals that we have for you and your family.

It is very important for the reviewers to hear from not only the caseworkers, but also from mothers, fathers, children and out-of-home care providers. A social worker will be calling you to set up an appointment to meet with you to discuss our agency's work with your family in the last year. That meeting may either be by telephone or in person. The social worker will talk with you about how your children have been kept safe, how you and the agency plan for your children's future, and how you and the agency work to keep them healthy and to meet their educational and mental health needs. They will also want to ask about your own goals for your family and yourself and how you work with the agency and the court to achieve them as well as services that you and your family have been working with. The interviews are confidential and will not have an impact on your case.

I can provide you with a Fact Sheet that describes why these reviews are required. These reviews of child welfare cases are called "Child and Family Services Reviews" or CFSR for short. These reviews are done in a similar way in every state and are required by the federal government. This helps the federal government and Wisconsin understand how we are providing services to children and families and where we might be able to make improvements.

You can expect a phone call from the social worker in the next couple of weeks. I have given the worker your cell phone number, your home address, and your email address (customize here).