

# Key Elements of the Systems Change Review Process

## Step 1: Complete and submit the Serious Incident Notification and 90 Day Summary form to the Department of Children and Families

Local child welfare agency professionals remain responsible for submitting the Serious Incident Notification to DCF whenever the local child welfare agency decides a death or near death due to suspected maltreatment may qualify under 48.981 (7) (cr). Once a Serious Incident Notification is reviewed by DCF and qualified, the local child welfare agency completes the 90 Day Summary and submits it to DCF.

#### Step 2: Human Factors Debriefing with local child welfare agency professionals

The Human Factors Debriefing includes participation from local child welfare agency professionals who have direct knowledge of the case and the key observation being studied, which frequently includes the direct service professional and supervisor. Other professionals may be invited to participate on a case-by-case basis when their expertise is needed on a specific case or key observation (e.g., medical professional). The Human Factors Debriefing includes an individual, one-on-one meeting between the local child welfare professional and a state contracted facilitator, referred to as a Wisconsin Reviewer. A typical session can last between 60-90 minutes. Participation in the Human Factors Debriefing is voluntary and child welfare professionals can decline for any reason. The Wisconsin Reviewer assigned to facilitate the Human Factors Debriefing is responsible for facilitating a supportive conversation to understand the systemic constrains and influences on case work and decisions. The focus is to learn more about the conditions and dynamics that may have influenced the trajectory of care. The information gathered during the Human Factors Debriefing will assist the Wisconsin Reviewer in the development of a case summary, preparation for the mapping session and completed of the Second Story.

#### Step 3: Mapping Session

A mapping session occurs after the Human Factors Debriefing of child welfare direct service professionals and supervisors and is facilitated by a Wisconsin Reviewer. In order to engage in the analysis of various influences on the key observations, the mapping session includes participation from professionals who represent different roles within the field of child welfare in Wisconsin, including administration, management, front-line, and community stakeholders. These professionals have been nominated by their peers to participate on the regional mapping team. Ad hoc members may be identified to join depending on case factors. If one of the mapping team members had a direct role (e.g., supervisor or front-line child welfare professional) in the identified case he or she will not participate in the mapping for that particular case. The mapping session will end with a visual representation of the systems and their influences, and results in the construction of the "Second Story."

### Step 4: 6 Month Summary published

DCF will continue to publish a 6-Month Summary in reference to each case. The publication is intended to follow up with the public regarding the incident; however, it is brief and succinct.

#### **Step 5: Communication regarding end results**

The particular findings of each case will be situated in a broader context of all cases reviewed and subsequent considerations will be made based on aggregate patterns and trends instead of based on each unique case. These considerations for statewide actions will be identified by the Child Welfare Continuous Quality Improvement (CQI) Advisory Committee. Summaries that include an overview of the systemic issues identified through the Systems Change Review process will be posted to the DCF website.