Key Elements of the Systems Change Review Process Defined

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

County staff remain responsible for submitting the Serious Incident Notification to the 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 the DCF and qualified, the county staff person completes the 90 Day Summary and submits it to the DCF (see Appendix E for a writing guide for the 90 Day Summary).

**Step 2: Debriefing agency staff**

The debriefing includes participation from agency staff members who have direct knowledge of the case, which frequently includes the worker and supervisor. Other staff may be invited to participate on a case-by-case basis when their expertise is needed on a specific case (e.g., medical professional). The debriefing session includes an individual one-on-one session between county staff, and a state contracted staff person employed by PDS, referred to as a Wisconsin Reviewer. A typical session lasts 60 minutes. Participation in the debriefing is voluntary and staff can decline for any reason.

The Wisconsin Reviewer assigned to facilitate the debriefing is responsible for facilitating a supportive conversation to understand the systemic constrains and influences on case work. The focus is to learn more about the conditions and dynamics that may have influenced the trajectory of care.

The information gathered during the debriefing will assist the Wisconsin Reviewer in the development of a case summary and preparation for the mapping session.

**Step 3: Mapping session**

In order to engage in the analysis of various influences on the key observations, the mapping session includes participation from individuals who represent different roles within the field of child welfare in Wisconsin. Examples of roles represented on the mapping team include: administration, management, front-line, and community stakeholders. These individuals have been nominated by their peers to participate on the regional mapping team for your specific area. It is possible that no one from your county will be on the mapping team that reviews this specific case. The mapping session is facilitated by the WI Reviewer and may have representation from the DCF. If one of the mapping team members had a direct role (e.g., supervisor or front-line staff) in the identified case he or she will not participate in the mapping of that particular case.
Step 4: 6 Month Summary published

The 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 result

The particular findings of each case will be situated in a broader context of all cases reviewed and subsequent recommendations will be made based on patterns and trends instead of one unique case.

There will be an annual summary posted on the DCF website that will include an overview of the systemic issues identified through the Systems Change Review process.

Recommended statewide actions will be identified by the CQI Advisory committee that reviews the critical incident findings. Additionally, the narrative that explores systemic influences on that case, created by the WI Reviewer, will be shared with the local agency.

Systems Change Review Informative Webinars

DCF has produced seven short, informative webinars on the Systems Change Review process. They can be found under Case Practice here: https://dcf.wisconsin.gov/cwportal/webinars