

To: DCF/DMCPS Administrator
DCF Area Administrators
Child Placing Agency Directors
Child Welfare Agency Directors
County Departments of Community Programs Directors
County Departments of Human Services Directors
County Departments of Social Services Directors
Group Home Providers
Tribal Social Service/Indian Child Welfare Directors
Private Child Placing Agencies
Residential Care Center Providers
Shelter Care Providers
Tribal Chairpersons

From: Fredi-Ellen Bove 
Administrator

Re: **2015-16 Ongoing Case Record Review Report** and Child Welfare Continuous Quality Improvement System Update

PURPOSE

The purpose of this memo is to introduce the **2015-16 Ongoing Case Record Review Report**. This report describes the Ongoing Services case record review process and provides results related to the case record review findings. This report is the third in a series of case record review reports on Wisconsin's child welfare casework practice based on record reviews of cases served in Access, Initial Assessment, and Ongoing Services. These reviews will serve as a significant source of information in understanding our state's child welfare practice and system improvements that can be made to support better outcomes for children and families served in our state's child welfare system. The **2015 Access Case Record Review Report** was released in November, 2015. The **2015 Initial Assessment Case Record Review Report** was released in May, 2016.

BACKGROUND

Wisconsin's Child Welfare Continuous Quality Improvement (CQI) System is evolving to include multiple sources of data and information to understand system performance and to begin to develop and implement strategies for system improvement. This data and information helps state and local agencies drive decision-making and, ultimately, better outcomes for children and families. One source of data for our child welfare CQI system is case record reviews. The CQI case record review process uses formal evaluation tools to assess case practice in Access, Initial Assessment, and Ongoing Services.

In 2016, the Department of Children and Families (DCF) completed the first review of Ongoing Services practice based on cases selected because they were open during the period under review, which was July 1, 2014 to December 31, 2015 and met other established criteria. The cases reviewed included a statewide representative sample of 271 randomly selected cases, including 172 out-of-home cases and 99 in-home cases. Analysis of case practice associated with this sample helps us begin to understand Ongoing Services performance statewide and to identify opportunities to enhance practice and improve future CQI efforts.

INFORMATION SUMMARY

The immediate goals of this review were to: (1) test a new case record review process for Ongoing Services in order to become familiar with the federal Review Instrument used in the federal Child and Family Services Review (CFSR); (2) obtain a statewide baseline for Ongoing practice measured by the federal review instrument;(3) prepare for the Round 3 CFRS which will take place in Wisconsin during the week of April 16, 2018; and (4) use the review findings to improve outcomes for children and families related to safety, permanency, and well-being, which are the focus of Ongoing Services.

The key findings related to statewide Ongoing Services practice are discussed further in the report, which can be found at <https://dcf.wisconsin.gov/cqireports> . Further analyses related to Ongoing Services practice and outcomes will rely on additional sources of data and information.

Critical next steps related to the Ongoing Services case review process and to advancing the development of our state's Child Welfare CQI System include:

- Preparation for the CFRS Onsite Reviews that will take place during the week of April 16, 2018.
- Working with local agencies, stakeholders, and the Child Welfare CQI Advisory Committee to identify and implement Improvement Projects based on what we have learned in our CQI system.
- Completion of similar case record reviews and related reports.

Thank you for your consideration of the results of this case review process as we improve our state's child welfare system and explore how we can use this information to better serve children and their families in our system. More information about the child welfare CQI process can be found at <https://dcf.wisconsin.gov/cqi>.

CENTRAL OFFICE CONTACT: Program and Policy Analyst-Advanced
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MEMO WEB SITE: <https://dcf.wisconsin.gov/cwportal/policy>

Attachments:

2015-16 Ongoing Case Record Review Report
<https://dcf.wisconsin.gov/cqireports>

Wisconsin Child Welfare Continuous Quality Improvement (CQI) System
<https://dcf.wisconsin.gov/cqi>