


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: Wisconsin's Upcoming Child and Family Services Review and Ongoing Services Case Reviews

PURPOSE

As part of Wisconsin's Child Welfare Continuous Quality Improvement (CQI) System, the Department of Children and Families (DCF) conducts case reviews related to CPS Access and Initial Assessment practice, as well as ongoing child welfare cases. As part of the ongoing child welfare case review process, DCF will be conducting an onsite site case review component as required as part of the federal Child and Family Services Review (CFSR). Applying this onsite review approach in the review of a statistically significant sample of statewide cases will enable DCF to fulfill the following federally-mandated requirements:

- Establish baseline data that represents state practice in a reliable and statistically valid manner that also serves to meet federal Child and Family Services Review (CFSR) expectations, and;
- Provides data that can be used to measure the state's progress in meeting required improvement goals that will be established within the CFSR Program Improvement Plan (PIP) that will follow the state's CFSR review scheduled to take place April 16-20, 2018.

BACKGROUND

As a condition of federal funding for services provided through Titles IV-E and IV-B funding, states must conduct a comprehensive review of their child welfare system every 5-10 years. This review is called the Child and Family Services Review. This memo provides information regarding a key component of the CFSR, the onsite reviews used to establish a state's baseline performance and to measure improvements in a state's child welfare system performance over the course of the CFSR PIP period.

POLICY AND PROCEDURE REQUIREMENTS

An onsite review involves interviews conducted by state CQI reviewers with all key case participants including professionals, such as caseworkers, supervisors and foster parents, as well as interviews with parents and children. DSP will be coordinating with the local agency and identified participants to achieve the face-to-face interview requirement. More information about the specifics of this process can be found at <https://youtu.be/60Ggo8IW6n4> and at <https://dcf.wisconsin.gov/cqi/onsite-additionalresources>

As part of the onsite review process, local agency staff and supervisors will be required to participate in the onsite review process for any case sampled to receive an onsite review component and to assist DCF to identify, if needed, and support the engagement and involvement of the other key interview participants identified above.

ACTION SUMMARY

Ongoing services cases, including cases where children and youth, and their families, are served in the family home or are placed in out-of-home care, will be selected for onsite reviews beginning in the first quarter of 2018. When a case is randomly selected for an onsite review as part of DCF's Child Welfare CQI process both the agency staff and supervisor will be notified via email from DCF which outlines resources and next steps. More information about the specifics of this process can be found at <https://youtu.be/60Ggo8IW6n4> and at <https://dcf.wisconsin.gov/cqi/onsite-additionalresources>.

The Division of Safety and Permanence very much appreciates the opportunity to continue to work with local child welfare agency staff, supervisors and managers to better understand our state's child welfare system and to work with local agencies and our key system partners to improve the quality and effectiveness of our services to Wisconsin's children and their families.

REGIONAL OFFICE CONTACT: DCF Area Administrator

CENTRAL OFFICE CONTACT: DCFChildWelfareCQI@wisconsin.gov
Quality Review & Performance Analysis Section
Bureau of Performance Management (BPM)
Division of Management Services (DMS)

MEMO WEB SITE: <https://dcf.wisconsin.gov/cwportal/policy>

Attachments: Additional Resources
<https://dcf.wisconsin.gov/cqi/onsite-additionalresources>

Ongoing Services Onsite Case Reviews Webinar
<https://youtu.be/60Ggo8IW6n4>