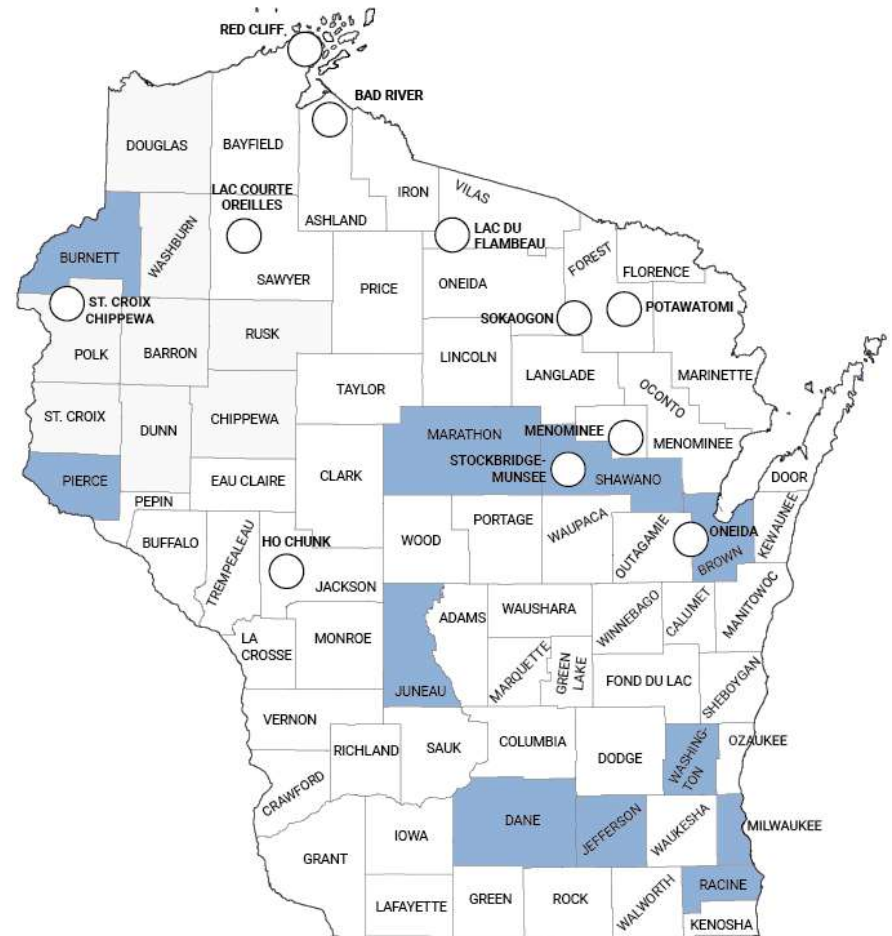


# Access Response Time Pilot

## Qualitative Data

September 2025



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# Cohort 1

# Qualitative Data Overview



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Makes it easier to determine if an urgent response is truly needed

Allows more flexibility, supports critical thinking, and reduces unnecessary urgency

## **What do you like most and/or what have been the benefits of the pilot method?**

More info gathered while taking Access reports, not just focused on safety threats

More streamlined, concise consultation between workers + supervisors; more guided discussions about what to look for and consider



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It's more factual and concrete, leaving less room for interpretation about when quick response is needed

Makes decision-making simpler, clearer, and less stressful

**What has been your experience testing a method that identifies fewer situations for a faster response?**

Increased the understanding, recognition, and thought process around what really requires an immediate response from CPS



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## Cohort 1's Experience with the Pilot Method

### **What has been difficult?**

- Many CWPs indicated they did not find it difficult to adjust
- Can be tough to get out of PDT and likely IDT mindset
- Considering how to adapt case assignments / rotation



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Has helped become less incident-focused; more focused on strengths and protective capacities of the family

Increased engagement with parents, increased collaboration with families from the beginning; less drastic interventions, less 'pre-planning' of what the safety intervention is going to be

**IA Professionals: how has not having threats identified at Access impacted your preparation and mindset going into meetings with families?**

Allows both staff and supervisors to be more open-minded and less biased

It has led to more thorough assessments due to less focus on threats identified at Access



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## Cohort 1's Experience with the Pilot Method

### **Impact on CW Professional Well-Being**

- Staff can plan and prioritize their schedules better; increased flexibility – able to respond the following morning when appropriate
- Reduces worker anxiety, decrease in feeling overwhelmed
- When reports received on-call can wait until the morning, helpful to have IA professionals respond; positive for families and better to not send staff out in the middle of the night



## Cohort 1's Experience with the Pilot Method

### **Impact on CW Professional Well-Being**

- Increase in work/life balance
- Overall, less stress because they have more time to plan
- Haven't been out as much past business hours
- If already out meeting with a family, can finish the contact vs. having to leave to respond immediately to an incoming report
- Not rushed, able to be more calm and mentally prepared; conducive to better engagement with families



## Cohort 1's Survey Responses

**Which method for response time decision-making do you prefer  
– current state or pilot method?**

The **pilot method** is overwhelmingly preferred to current state



# Cohort 2

# Qualitative Data Overview

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## First 2.5 Months



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## Cohort 2's Experience with the Pilot Method

Appreciate the “pause” that has allowed staff to be more intentional with their contact with families and support better engagement

Has allowed IA to begin with a plan that invites conversation surrounding threats, instead of an immediate rush to respond; invites critical thinking at the forefront

Supports the focus that CPS does not take protective action at the point of Access and we must assess for comprehensive danger at the point of initial contacts, prior to making a decision on protective action

Increased our discussions about screening decisions



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## Cohort 2's Experience with the Pilot Method

Has really given us direction for response time; we've been able to work together to look at the information received and if it fits the criteria

Supports intentionality around decision-making

With mitigating factors, it has decreased rushing out; increased ability to gather information and collaborate with partners and families

Has allowed staff to critically think more about the danger threats during the initial contact prior to any pre-conceived beliefs or direction



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