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Governor Scott Walker
Secretary Eloise Anderson

Division of Safety and Permanence

April 23, 2015

Pastor Larry Creamer, Chairperson
Outagamie County Citizen Review Panel
Outagamie County Department of Health and Human Services
401 South Walnut Street
Appleton, WI 54911

Dear Pastor Creamer:

Thank you for your timely submission of the 2014 Outagamie County Citizen Review Panel report. This letter responds to the citizen review panel annual report requirement in the Federal Child Abuse Prevention and Treatment Act (CAPTA).

The citizen review panel submitted two recommendations to improve child protection services at the state level. A brief summarized statement of each recommendation and the Department of Children and Families Division of Safety and Permanence (DSP) response follows:

- 1) *Integrate the Ongoing Services Standards and the Safety Intervention Standards so they do not conflict.*

The CPS Safety Intervention and Ongoing Services Standards were fully incorporated into one document, "Ongoing Services Standards," effective January 2013. These Standards address different types (e.g., in-home services and out-of-home care placements) of cases, and within each case type there are practice requirements, as well as practice guidance. We are not aware of any conflicting practice directives or guidance contained in the Standards or the appendices, but encourage the panel to provide specific examples of concern about conflicting practice, so that we may review and consider these items.

- 2) *eWiSACWIS documents should also be in line with the Standards and released prior to laws taking effect.*

The DSP agrees that eWiSACWIS system needs to align with Standards and that information system changes should precede implementation of new laws. DSP is committed to these objectives as well as to improving efficiencies across our system. The Department is currently using the Lean Government Initiative process improvement model to evaluate several areas of practice and related eWiSACWIS functionality. Additionally, the Department is working with an external consultant to evaluate the eWiSACWIS design, development, testing and production process and to explore ways in which the information system changes and timelines can better align with the program and policy implementation process.

Thank you for your recommendations, dedication, and efforts on behalf of Wisconsin children and families. I hope you find this information helpful in response to your panel's recommendations.

Sincerely,

A handwritten signature in blue ink that reads "Fredi-Ellen Bove".

Fredi-Ellen Bove
Division Administrator

Cc: Rosemary Davis, Director, OCDHHS
Melissa Blom, Program Manager, OCDHHS