CHILDREN AND FAMILIES SERVICES REVIEW (CFSR)

A PART OF RIVERSIDE COUNTY’S CONTINUOUS QUALITY IMPROVEMENT PROGRAM (CQI)
The Children and Families Services Review is a federally mandated ongoing qualitative case review process in which every state and county must participate.

The California Department of Social Services (CDSS) serves as the county’s oversight agency and monitors our compliance with federal regulations.

The reviews are part of the Riverside County DPSS Continuous Quality Improvement (CQI) process.
WHAT CASES ARE INCLUDED?

- Child Welfare and Probation cases.
- Family Maintenance (FM), Family Reunification (FR) and Permanency (PP and Adoption) cases.
- Both open and closed cases.
- Even though cases focus on FM, FR and Permanency, referrals received within a six month period before or during the review are also evaluated.
**Outcome S1:** Children are, first and foremost, protected from abuse and neglect.

**Item 1:** Timeliness of initiating assessments

**Item 2:** Services to prevent removal or re-entry into foster care

**Outcome S2:** Children are safely maintained in their homes whenever possible and appropriate.

**Item 3:** Concerted efforts to assess and address risk and safety

**Outcome P1:** Children have permanency and stability in their living situations.

**Item 4:** Stability of foster care placement

**Item 5:** Permanency goal for child

**Item 6:** Timely achievement of Reunification, Guardianship, Adoption or other Planned Permanent Living Arrangement

**Outcome P2:** The continuity of family relationships and connections is preserved for children.

**Item 7:** Placement with siblings

**Item 8:** Visits with parents and siblings in foster care

**Item 9:** Preservation of connections

**Item 10:** Relative placement

**Item 11:** Relationship of child in care with parents

**Outcome WB1:** Families have enhanced capacity to provide for their children’s needs.

**Item 12:** Needs and services of child, parents and foster parents

**Item 13:** Child and family involvement in case planning

**Item 14:** Worker visits with child

**Item 15:** Worker visits with parent(s)

**Outcome WB2:** Children receive appropriate services to meet their educational needs.

**Item 16:** Educational needs of the child

**Outcome WB3:** Children receive adequate services to meet their physical and mental health needs.

**Item 17:** Physical health of the child

**Item 18:** Mental/behavioral health of the child
The review focuses on “concerted efforts”. In other words, the review does not focus on whether the case was successful in preventing further abuse or neglect, rather it is focused on whether the agency/system made every effort to ensure the successful outcome for the family.
Concerted efforts are not done in isolation.

Concerted efforts involve a lot of people or organizations working together in a determined way.

The term is collaborative in nature and in CWS involves the active involvement of the families, the service providers, and the caseworkers.
Reviews are **qualitative** in nature

Not quantitative
Riverside County strives to be a learning organization, continually working to improve our services and the outcomes of the children we serve.

Strengths for every individual case will be recognized in addition to areas where improvements (both practice and systemic) could be made.
Cases are randomly selected by the California Department of Social Services on a quarterly basis through the AFCARS data base.

Riverside County will be responsible for 100 cases per year (25 per quarter).
The Period under Review (PUR) is the time period for which a case is reviewed.

The PUR is determined by the state and is approximately 1 year to 18 months prior to review date, up to the moment of review.
REVIEWS INCLUDE

- An extensive review of the case on CWS/CMS (Probation’s JAMS system)
- A hard copy review
- A review of notes or other documentation that the caseworker may have
- Interviews with (at a minimum) the caseworkers, the parents, the child (age appropriate), and foster parents (as applicable)
- Additional individuals may be interviewed as part of the review if they play a significant role in the case
• Reviews can only be conducted by federally certified trainers.
• The certification process is a 12 week process to ensure inter-rater reliability as much as possible.
• Every review is conducted by two QA staff and must be QA'd by a third individual. The QA Unit is located in the Central Intake Region.
PROCESS

- Case is identified for review.
- Case is reviewed in CWS/CMS.
- Those who will be interviewed are identified.
- Letters requesting interviews are sent to the Regional Manager and caseworker with a ‘cc to the supervisor.
- Supervisors (upon request) may meet with reviewers prior to interviews for an overview of the process.
- Letters are sent to the parents, foster parents and child (age appropriate).
The hard file is requested and reviewed.
Interviews are conducted.
Thank you letters are sent to those interviewed.
The case is QA’d by a third party
On-line review tool is completed and submitted.
The CDSS conducts a second level QA review on selected cases.
ONCE THE REVIEWS ARE SUBMITTED:

QA staff will identify strengths in each case.

Reports will be available for trends and outcomes.

Information will be utilized by the managers and executive team for action planning, staffing and training.
We have finished conducting “practice reviews”

We will officially begin our Federal reviews on September 30, 2015.
Questions??