

CHILDREN AND FAMILIES SERVICES REVIEW (CFSR)



**A PART OF RIVERSIDE COUNTY'S
CONTINUOUS QUALITY
IMPROVEMENT PROGRAM (CQI)**

CFSR



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.**

Safety

Outcome S1: Children are, first and foremost, protected from abuse and neglect.

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

Item 1: Timeliness of initiating assessments
Item 2: Services to prevent removal or re-entry into foster care

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

Permanency

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

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

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

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

Well-Being

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

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

Outcome WB3: Children receive adequate services to meet their physical and mental health 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)

Item 16: Educational needs of the child

Item 17: Physical health of the child
Item 18: Mental/behavioral health of the child

IMPORTANT TO KNOW



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



- **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

CONTINUOUS QUALITY IMPROVEMENT



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.

SELECTION AND TIMELINES



- **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).**

PERIOD OF REVIEW



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**

REVIEWERS



- **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).

PROCESS CONTINUED:



- ✓ 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.

WHEN DO WE START?



**We have finished conducting
“practice reviews”**

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



Questions??