



Child and Family Services Review in North Carolina

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What is a Child & Family Services Review (CFSR)?

History

In 2000, the federal government established a formal process to monitor state child and family services programs through period reviews.

Round 1: All 50 states completed by 2004

Round 2: All 50 states completed by 2010

Round 3: All 50 states completed by 2018

Purpose

"The Child and Family Services Reviews enable the Children's Bureau to: (1) ensure conformity with federal child welfare requirements; (2) determine what is actually happening to children and families as they are engaged in child welfare services; and (3) assist states in enhancing their capacity to help children and families achieve positive outcomes."

Children's Bureau

Protocol

- CFSRs **assess child and family services programs** along seven outcomes and seven systemic factors
- Programs must be in **substantial conformity** with federal requirements for each of the outcomes and systemic factors
- States develop **Program Improvement Plans** after each review to improve in the areas not found in substantial conformity

CFSR Outcome Measures

CFSR OUTCOME MEASURES

1. Children are protected from abuse and neglect
2. Children are safely maintained in their homes when possible and appropriate
3. Children have permanency and stability in their living situations
4. The continuity of family relationships and connections is preserved for children
5. Families have enhanced capacity to provide for their children's needs
6. Children receive appropriate services to meet their educational needs
7. Children receive adequate services to meet their physical and mental health needs

- In 2015, 105 cases reviewed from 10 counties sampled out of 10,000 across the state
- States must substantially achieve each outcome in 95 percent of the cases reviewed on-site to be considered in substantial conformity
- For each outcome, reviewers look at specific metrics ("items") which they benchmark against a national standard

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CFSR Systemic Factors

CFSR SYSTEMIC FACTORS

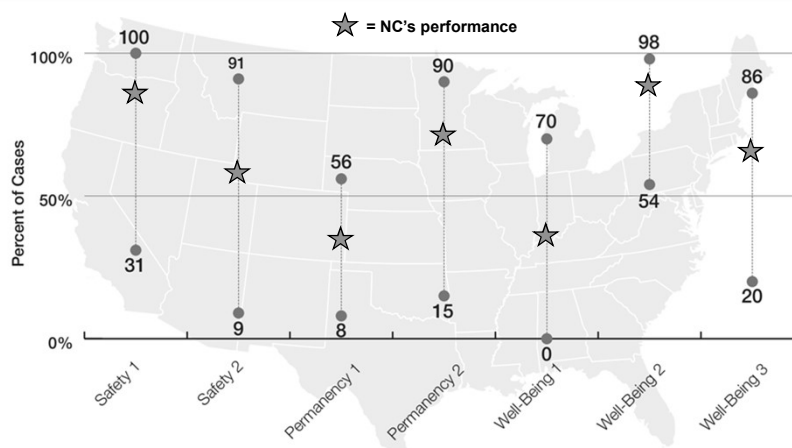
1. Statewide Information System
2. Case Review System
3. Quality Assurance System
4. Staff and Provider Training
5. Service Array and Resource Development
6. Agency Responsiveness to the Community
7. Foster and Adoptive Parent Licensing, Recruitment and Retention

- Systemic factors were reviewed by using:
 - Case reviews
 - Interviews with partners
 - Focus groups with stakeholders
 - Statewide assessment
- States must be in substantial conformity with federal requirements for each systemic factor

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Percent of Cases Substantially Achieving Outcomes: Range Across States



*Note: assessments conducted in 2015 and 2016, so includes 24 states

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Changes to NC's Child Welfare System Since Round 3 CFSR

- January 2017, Program Improvement Plan (PIP): Improve safety, permanency, well-being in the child welfare system. Deadline for completion extended from original deadline of December 2018 until June 2019 due to delays caused by hurricanes.
- June 2017, Rylan's Law: Systemwide changes in how DHHS supervises child welfare and social services.
- February 2018, Family First Prevention Services Act: Allows federal child welfare funds to be used for prevention services.

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Goal 1: Improve Outcomes for Child Safety, Permanency and Well-Being

- Redesigned Child Welfare Policy Manual and incorporated policies into training
 - CPS Intake, CPS Assessment, CPS In-Home Services, Permanency Planning
- New courses designed for child welfare supervisors
 - *Nuts and Bolts of Child Welfare Supervision*
 - *Using Data to Improve Practice and Performance*
 - 92 Graduates from 2017-2018
 - Course Available Statewide 2019
- Develop evidence-based technical assistance approach
- Established Family Advisory Council – State DSS
 - Provided consultation on numerous child welfare policies, programs, materials
- Established Local Family Engagement Committees
 - Durham
 - Forsyth
 - Richmond

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Goal 2: Improve the Outcomes through Statewide Quality Assurance System

- Established process with federal Children's Bureau for state level review of county cases using Onsite Review Instrument (OSRI)
- Ten pilot counties trained to use the OSRI to review cases at county level for continuous quality improvement (n=113)
- State team using the OSRI on a random selection of cases from the other 90 counties (n=100)
- Interactive on-demand course developed regarding OSRI and case review process

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County Considerations & CFSR Outcomes

Policy Development

- **Strong Enhancement and Benefit of Revised Manuals:**
 - Policy - Interpretation - Best Practice = Uniformity

Family Engagement

- **Foster Ethical Practices, Advocacy & Peer Support**

Statewide Quality Assurance

- **Uniformed QA is Valued & Needed**
- **Local DSS Staffing Capacity & Growth Opportunities**
 - Challenges with implementing into the traditional Child Welfare Staffing Structure

Goal 3: Improve the Permanency Outcomes through Collaboration with the Judicial System

Court Convenings between all parties in Abuse, Neglect, Dependency Court for all court jurisdictions

- Expectation to continue meeting locally
- Conducted and implemented in full partnership with the Administrative Office of Courts
- Developed permanency report card, “Permanency Performance Profile” for each court jurisdiction to measure timeliness to permanency

Guardianship Assistance Program March 2017

- Developed education and promotion toolkit in collaboration with UNC Chapel Hill School of Social Work

County Considerations & CFSR Outcomes

Minimal Prevention Funds

- CPS Prevention Workers
- Access to Mental Health & Parent Education Services
- Equity Across the State

Local DSS & District Court Partnerships

- Education & Uniformed Values for Permanency
- AOC & Indigent Defense Services (IDS) Resources to Expand Court Operations
 - Fee for Service Schedule & Quality of Professional
 - Caseload Size for GAL Attorney
 - Monitoring & Accountability

County Considerations & CFSR Outcomes

Guardianship Assistance Program

- Sibling Association is Valued
- Licensing of Relatives/Kin is a Potential Barrier
 - Non-traditional Forms of Training
 - Deciding Together
 - Relative Care License Option

Goal 4: Strengthen Cross-System Service Provision

Establish agreements between county DSS & LME/MCOs

- Identified needs, opportunities, and solutions to ensure child-welfare involved children/youth receive appropriate and timely services
- Secured joint accountability for accessible, quality, and timely behavioral health services for child welfare involved children, youth and families
- County MOUs and LME/MCO contracts

Strengthen recruitment of foster & adoptive parents

- Developed recruitment and retention plan template
- County plans submitted to DSS annually
- DSS provides technical assistance, education and resources specific to plans

Strengthen stakeholder understanding of federal plans

- Develop training for stakeholders regarding the Child and Family Services Plan (CFSP) and Annual Progress and Services Report (APSR)
- Conducted six Child Welfare Public Input Sessions across NC

County Considerations & CFSR Outcomes

Enhanced Well-being Services (Physical & Mental Health)

Fostering Health NC

- Physician Engagement
 - Facetime
 - Data Entry
 - Provider Network & Capacity Building

Medicaid Transformation

- Foster Youth & Theory Around Point of Entry into Tailored Plan
 - Prevention or Reactionary Based Care Coordination

County Considerations & CFSR Outcomes

Enhanced Well-being Services (Physical & Mental Health)

MCO/LME & Local DSS Partnerships

- Opioid Tx and Access to Care
 - Treatment Options
 - Cost
- Therapeutic Foster Care & Outcomes
 - Professional or Parent Model
 - Training Needs & Capacity of Skill Integration
 - Void of Wrap Around Support Services to Support Normalcy
 - Fee Schedule & Lack of Positive Behavior Change Incentives
 - Placement Instability
 - Over labeling
 - Provider Continuity

County Considerations & CFSR Outcomes

Implementation & Evaluation of the Every Student Succeeds Act (ESSA)

Department of Public Instruction - DSS Partnership

- Action Planning for Emergent & Long-term Transportation
- Cost Sharing Agreements (50/50)
- Consistent Implementation Across the State

Goal 5: Enhance the Statewide Data Quality, Collection and Dissemination of Information

Strengthen statewide information system – NC FAST Child Welfare System

- Refining system to ensure it provides a framework for policy compliance and expected practice
- Continually updating the system to include policy revisions and better align with practice
- Working to ensure data quality, build reports, and ultimately create data dashboard

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What is our progress to date?

- Substantial progress has been made in Outcomes 1, 4, 5, 6 and 7
- More improvement is needed in Outcomes 2 and 3

Next Steps

Monitor Progress

- Ongoing case reviews as part of Quality Assurance programming
- Achievement of performance goals established by the Children's Bureau

Strengthening programming and using data to measure the CFSR Systemic Factors

Align work with activities from Rylan's Law & Family First Prevention Services Act

Continuation & expansion of activities into the Child & Family Services Plan (CFSP)