

# **Child and Family Services Reviews State Planning Package CFSR Logistical Support Fact Sheet Updated June 2016**

JBS International, Inc.'s Child Welfare Reviews Project (CWRP) provides support to the Children's Bureau in administering the Child and Family Services Reviews (CFSRs). Specific logistical support provided to the review process is summarized below.

## **CFSR Conference Calls**

CWRP assists the state and Children's Bureau by:

- Initial and ongoing scheduling of CFSR planning calls
- Hosting calls and sending dial-in information and reminders to all call participants
- Adding staff to the call participant lists, as requested
- Providing summary of decision points, as requested

## **CFSR Information Portal**

CWRP developed and maintains the CFSR Information Portal ([cfsrportal.org](http://cfsrportal.org)), a website used by participants in the CFSRs to access general and state-specific review information. It contains both password-protected information for approved participants and information available to all interested parties.

The password-protected section of the portal provides a single point of access for state-specific review information on conference calls, training, travel, and various review-related documents and reports. CWRP assists the state with this site by:

- Providing State Review Team members with portal access
- Posting and updating state-specific content related to the reviews

In addition to the password-protected section, CWRP updates and maintains the Resources section of the portal, which provides information and tools for planning, conducting, and participating in the CFSR and Program Improvement Plan processes. The E-Training Platform (ETP) is designed to provide Federal and State Review Team members with the information and skills needed to participate in the CFSRs.

You may email [cw@jbsinternational.com](mailto:cw@jbsinternational.com) with names and email addresses of those people you wish to have access to the CFSR Information Portal. Once you have identified those persons who will directly participate in your state's CFSR, please use the enclosed State Contact Information Submission Form to provide the names and contact information of review participants.

## **CFSR Training for State Review Team Members**

The ETP provides information regarding the CFSR process and online training. "Module 1: The OSRI" provides an overview of the OSRI and the QA process. In Module 2, state team members can review a mock foster care case, complete the OSRI, and check their

answers against an answer key. Module 3 provides a mock in-home services case for review as well as additional information on case-related interviews.

The ETP includes a two-tiered certification system, which allows logged-in users to receive a Certificate of Completion for each module they finish. These certificates can then be provided to state coordinators as proof of training attendance. Users who complete all three modules and pass a final quiz can also earn a Continuing Education Certificate sanctioned by the National Association of Social Workers and worth 14.5 contact hours.

In addition, JBS gives states that are conducting their own review and are in the year of their review the option of an in-person OMS training provided by JBS trainers at a location of the state's choosing. The training is customizable from seven core modules that together constitute a 1-day training. States may also request an OMS training outside of their review year that JBS will deliver via WebEx.

## **CFSR Online Monitoring System**

CWRP developed and maintains the CFSR Online Monitoring System (OMS), which is used to capture CFSR Round 3 data. The OMS includes a new Web-based application developed for users to enter both case-level review data through the Onsite Review Instrument and Instructions (OSRI) and stakeholder interview data through the Stakeholder Interview Guide (SIG). For both Traditional Reviews and State Conducted Case Reviews, the application manages case/interview-level data collection, monitors data quality via a defined quality assurance (QA) process, tracks work flow and data changes, and provides a reporting dashboard and current case status information. The application is accessible to the Children's Bureau and other approved, defined users (QA Specialists, Note-Taking Specialists, CFSR Reviewers, and state CFSR staff). Designated users will receive information about access to the OMS. More information is available at <https://training.cfsrportal.org/sample-page/3061>.

CWRP provides technical support on the OMS for both types of reviews from 8 a.m. to 8 p.m. eastern time, Monday through Friday.

## **State Review Planning Packages**

### **Distributing Review Planning Documents**

In preparation for the onsite review period, CWRP provides the following documents to the state CFSR Coordinator and state Child Welfare Administrator:

- *CFSR Procedures Manual* (Vol. 1)
- Statewide Assessment Instrument
- OSRI
- SIG
- Equipment Fact Sheet
- Case Elimination Worksheet (refer to CFSR Procedures Manual for guidelines)
- CWRP Logistical Support Fact Sheet
- State Contact Information Submission Form
- Local Site Coordinator Toolkit

## **Traditional Reviews**

For those states engaged in Traditional Reviews, CWRP provides the following support:

### **Collecting and Compiling Review Planning Information**

CWRP works with the state and the Children's Bureau to collect the following:

- Statewide Assessment Instrument
- State Data Profile
- State Review Team members' contact information
- Site Coordinators' contact information
- Composition of review teams
- Directions to review sites
- Review week schedules
- Federal onsite visit schedules for states conducting their own case reviews

### **Supplementing the Federal Review Team**

CWRP assists the Children's Bureau by:

- Recruiting, managing, and training a pool of CFSR Reviewers, QA Specialists, and Note-Taking Specialists to supplement the Federal Review Team
- Working with the Children's Bureau to identify CFSR Reviewers, QA Specialists, and Note-Taking Specialists for each review
- Requesting information from the state about any conflicts of interest for CFSR Reviewers, QA Specialists, and Note-Taking Specialists selected to participate in the review

### **State Team Training**

For those states undergoing a Traditional Review, CWRP trains up to 45 state team staff and 5 alternates (50 state staff total) approximately 3 weeks before the onsite review. The trainings required for all state CFSRs provide guidance on the instruments, the automated system, roles, responsibilities, review week processes and activities, and other CFSR-related information needed to conduct an onsite review. Additionally, participants have the opportunity to practice working with the automated OSRI and SIG. States may choose a 1 ½-day or 2-day training. You will be provided with information about each in advance.

CWRP works with the state approximately 3 months before the State Team Training to identify and schedule the location of the training and provide the State Team Leader with information about his or her role in the training. There is no cost to the state for meeting rooms and training supplies; however, the state is responsible for travel and related costs for State Review Team members.

### **Review Logistics**

Once review sites are confirmed, CWRP works with the state and the Children's Bureau Regional Office staff approximately 3 months before the onsite review to research and choose hotels near the review sites.

CWRP coordinates with federal staff and states to ensure that, when possible, CFSR Reviewers, QA Specialists, Note-Taking Specialists, JBS staff, State Review Teams, and Federal Review Teams stay in the same hotel at each site. CWRP assists the teams by:

- Determining the number of hotel sleeping rooms needed for Federal and State Review Teams during the review week
- Securing rooms for CFSR Reviewers, QA Specialists, Note-Taking Specialists, and JBS staff at a hotel that has sufficient room for the Federal and State Review Teams and charges the federal government rate
- Providing the State and Federal Review Teams with hotel contact information and a deadline for reserving rooms. The State and Federal Review Teams are responsible for working directly with the hotel to reserve rooms and guarantee payment
- Providing hotels with the names of state and federal contacts

### **Distributing Review Information to Review Teams**

Approximately 2 weeks before the onsite review, CWRP sends electronically a review information package to all review team members that includes:

- The completed Statewide Assessment Instrument
- Information regarding the local site, if provided by the state
- Information about the review teams' composition, assignments, and contact information
- A preliminary schedule of review week activities developed by the state, if provided

### **Coordinating Review Week Travel**

CWRP assists states by:

- Arranging for rental cars, as needed, for CFSR Reviewers, QA Specialists, and Note-Taking Specialists. CWRP works with the state CFSR coordinator approximately 2 weeks before the onsite review to determine the number of cars required at each review site to transport CFSR Reviewers, QA Specialists, and Note-Taking Specialists between the hotel, the review sites, and case-related interviews. Rental cars typically supplement transportation the state may have available to transport review teams to and from review-related interviews
- Obtaining directions to review sites from the state and providing the Federal Review Team with travel information, ground transportation instructions and, when available, directions to review sites

## **Sending Review Materials and Laptops to Onsite Reviews**

The OMS is used to collect review data and can be used on any PC or laptop with Internet access. Review teams can use their own equipment or use laptops provided by CWRP. CWRP assists states by:

- Providing laptops and all related equipment (e.g., power cords, extension cords) as needed
- Providing onsite technical assistance for the laptops, related equipment, OMS, and automated instruments and reports at each site throughout the review week (see Equipment Fact Sheet for details)
- Before the review, coordinating with the state IT contact to test the automation with the Internet access options available at each site
- Providing at least two paper copies of standard review materials for reference at each site

## **State Conducted Case Reviews**

For those states engaged in State Conducted Case Reviews, CWRP can provide the following support as needed:

### **Collecting and Compiling Review Planning Information**

CWRP works with the state and the Children's Bureau to collect the following:

- Statewide Assessment Instrument
- State Data Profile
- State Review Team members' contact information
- Federal onsite visit schedules for states

### **Supplementing the Federal Review Team**

CWRP provides QA Specialists and Note-Taking Specialists who may supplement the Federal Review Team for the onsite portion of the review. CWRP supports the Children's Bureau by:

- Recruiting, managing, and training a pool of QA Specialists and Note-Taking Specialists to supplement the Federal Review Team
- Working with the Children's Bureau to identify QA Specialists and Note-Taking Specialists for each review
- Requesting from the state information about any conflicts of interest for QA Specialists and Note-Taking Specialists identified to participate in the review

### **Distributing Review Information to Review Teams**

Approximately 2 weeks before the federal onsite visit, CWRP sends a review information package to all review team members. The package may include:

- Information regarding the location of activities, if provided by the state
- Information about the review teams' composition, assignments, and contact information, if provided by the state

- A preliminary schedule of federal onsite activities developed by the state, if provided

### **Coordinating Federal Onsite Visit Travel**

CWRP supports the Children's Bureau by:

- Arranging if requested—approximately 2 weeks before the federal onsite visit—for the appropriate number of rental cars to transport CWRP QA Specialists and/or Note-Taking Specialists between the hotel and onsite activities, including stakeholder interviews
- Obtaining directions to onsite activities from the state and providing to the Federal Review Team travel information, ground transportation instructions and, when available, directions to review sites.

### **Sending Review Materials and Laptops for Federal Onsite Visits**

CWRP assists with review materials as needed by:

- Providing laptops and all related equipment and peripherals (e.g., power cords, extension cords) for federal staff
- Providing either onsite or remote technical assistance for the laptops, related equipment, and automated instruments and reports at each site throughout the review week (see Equipment Fact Sheet for details)
- Before the federal onsite visit, coordinating with the state IT contact to test the automation with the Internet access options available at each site

### **More Information**

For more information regarding review logistics, please contact the Child Welfare Reviews Project at (301) 565-3260 or [cw@jbsinternational.com](mailto:cw@jbsinternational.com), or contact your Children's Bureau Regional Office.