

Child and Family Services Reviews Update

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Year 3 CFSR News: Traditional and State Conducted Reviews

States undergoing Traditional Reviews in fiscal year (FY) 2017 include Alaska, Nebraska, New Jersey, Missouri, Montana, and Colorado. Hawaii, Ohio, Pennsylvania, Tennessee, Virginia, West Virginia, and Maine have been approved to conduct their own CFSR case reviews in 2017. One state is pending approval for a State Conducted Case Review. States participating in a State Conducted Case Review conduct their own case reviews using the federal CFSR Onsite Review Instrument and Instructions and submit the results to the Children’s Bureau. States may review cases April 1, 2017, through September 30, 2017. Federal oversight by the Children’s Bureau ensures that the state conforms to the federal case review criteria and produces reliable results for the CFSR.

CFSR Information Portal – User Interface Upgrade

A new Frequently Asked Questions (FAQ) “tab” allows users to directly access the FAQ page no matter where they are on the portal. The FAQ tab appears between the E-Training Platform and Contact tabs near the top of each page.

Previously, the FAQs were listed as questions with hyperlinks connected to answers. FAQs are now listed as expandable fields. Clicking on the “plus” icon beside any question will display its answer and the date the FAQ was added to the site. Clicking on another question’s “plus” icon will collapse the first question’s answer and expand the new one.

CFSR Information Portal E-Training Platform – New Mock Case Module

In December 2016, a third mock case was added to the CFSR E-Training Platform’s Online Training for States. The mock case, David Clement, is the foster care case that was used in State Team Trainings during the first year of Round 3. As with the existing mock case modules on the site, the David Clement module will allow site users to download the full mock case and listen to audio files that simulate case-related interviews. One of the case-related interviews is posted as an interactive video that will enable users, at key points during the interview, to select from a variety of options the best question to ask next and receive immediate feedback on the appropriateness of their choice.

The David Clement mock case is posted as Module 4 of the Online Training for States. Portal account users can log in, and request and receive a Certificate of Completion after completing all required components of the module. Users seeking to obtain continuing education contact hours for social work licensure recertification purposes can complete a quiz and, with an 80 percent or better pass rate, complete an online evaluation and receive a Continuing Education Certificate authorizing four contact hours certified by the National Association of Social Workers.

Online Monitoring System: Updates and Enhancements

The following upgrades and enhancements have been made to the CFSR Online Monitoring System (OMS) to improve user experience and enhance the system's ability to assist users with case reviews.

The OMS State Data Excel Export report has been added to Admin Tools. The report is available to OMS State Administrators and Children's Bureau staff. It displays the item and outcome ratings for all approved and final cases, filterable by Site, PUR Start Date, Case Type, and PIP Monitored. To allow users to generate a more refined set of results, filters for Site, Case Type, and PUR Start Date have been added to the Practice Performance report.

OMS users can now reconfigure the OMS Home page so it automatically scales to best fit each user's screen size. For users involved in multiple state reviews, this reduces the need to scroll down when selecting a review.

A "Show All Cases" checkbox has been added to the Review QA Notes page to allow all roles (except Reviewers) the option to see QA Notes for all cases in a review. This feature allows QA and other staff to quickly see QA notes across the review.

Additional Modifications to the Use of CFSR Statewide Data Indicators

As reported in the last CFSR Update, the Children's Bureau suspended the use of the state's performance on national standards for the seven statewide data indicators in conformity decisions. Now the Children's Bureau refers to the national standards as "national performance" and will capture important contextual information about each state's performance on the seven data indicators in Appendix A of the state's CFSR Final Report. For states reviewed in FY 2015, the Children's Bureau will revise and reissue Final Reports to reflect this change.