

# **Child and Family Services Reviews**

## **Revisions to the Onsite Review Instrument and Instructions**

### **January 2016**

The following describes changes made in the hard copy Onsite Review Instrument and Instructions (OSRI) to match it with the corresponding changes in the Online Monitoring System (OMS).

#### **Face Sheet**

##### **Hard Copy**

The Face Sheet was revised to collect the names of individuals conducting Initial QA, Second Level QA, and Secondary Oversight. Two additional instructions were added for completing Table G1. The first provides an option for selecting “Unknown or Unable to Determine” for ethnicity. The second provides direction for recording the target child’s date of birth if the child was abandoned and the date of birth is unknown. The question M instructions were revised to provide information on potential sources of information to consider when reviewers select the reason(s) for case opening and to ask reviewers to ensure that if “other” is checked as a reason the case was opened for services, the circumstances and reason are clearly documented in the narrative.

##### **OMS**

The Table G1 Instructions were revised to reflect that “Unknown or Unable to Determine” is an existing dropdown value for ethnicity. The information in the G1 Table Tip was moved into the instructions for the G1 Table and the tip was eliminated. The question M instructions were revised to provide information on potential sources of information to consider when Reviewers select the reason(s) for case opening. The instructions now ask Reviewers to ensure that if “other” is checked as a reason the case was opened for services, the circumstances and reason are clearly documented in the narrative. The question M Tip was deleted.

#### **Item 1**

##### **Hard Copy**

The last bullet in the Applicable Cases section was revised to match what is in the OMS OSRI. A narrative field was added to provide an option for reviewers to document the information/rationale for determining applicability. The column heading in the A1 Reports Table was modified to ask for the name of the child rather than just the first name. The Table A1 Instructions were modified to provide additional direction on how to complete the table and now recognize the option of selecting “did not occur” for the investigation initiation and face-to-face contact. Additional information was added to question 1A and 1B Instructions clarifying that reviewers should not count each allegation or child as a separate report. The ability to override the rating, including a narrative field for documenting the rationale, was added to the item.

##### **OMS**

No revisions were made to the OSRI in the OMS for this item.

#### **Rating Safety Outcome 1**

##### **Hard Copy and OMS**

No revisions were made to the hard copy or OSRI in the OMS for this outcome.

## Item 2

### Hard Copy

A narrative field was added to provide an option for reviewers to document the information/rationale for determining case applicability. Question A was revised to instruct reviewers to explain case circumstances in the narrative field rather than concerns when No is selected. The option to override the rating was added to the hard copy for this item, including a narrative field for documenting the rationale.

### OMS

Question A was revised to instruct reviewers to explain case circumstances in the narrative field rather than concerns when No is selected.

## Item 3

### Hard Copy

In the hard copy of the OSRI, questions 3A and 3B Instructions were revised to clarify that question 3A should be answered Not Applicable unless the initial assessment related to the case opening was pending or completed during the period under review. The header for questions 3C and 3D Definition and Instructions were both revised to delete the reference to question 3D as the Definition and Instructions are only relevant to question 3C. Question 3C Instructions were revised to reference only question 3C and to clarify that for in-home cases in which children are placed temporarily with alternative caregivers to ensure safety, reviewers should consider that as a safety plan to be assessed in C. Question 3D Instructions were revised to clarify that question 3D is applicable in all cases and question 3D was revised to clarify that reviewers should consider safety concerns pertaining to the target child in foster care and/or any child(ren) in the family remaining in the home. In question E1, the response options were reordered and the word “unmitigated” was added to the second response option so it now reads, “No unmitigated safety concerns related to visitation were present.” In question F1, the response options were reordered and the word “safety” was added to the second response option, so it now reads, “No safety concerns existed for the target child while in foster care placement that were not adequately addressed.” The option to override the rating was added to the hard copy for this item, including a narrative field for documenting the rationale.

### OMS

The question 3A and 3B Tip was deleted. Questions 3A Instructions were revised to clarify that question 3A should be answered Not Applicable unless the initial assessment related to the case opening was pending or completed during the period under review. The header for questions 3C and 3D Definition and Instructions were both revised to delete the reference to question 3D as the definition and instructions are only relevant to question 3C. The question 3C Instructions were revised to reference only question 3C and to clarify that for in-home cases in which children are placed temporarily with alternative caregivers to ensure safety, reviewers should consider that as a safety plan to be assessed in C. Question 3D Instructions were revised to clarify that question 3D is applicable in all cases. Question 3D was revised to clarify that reviewers should consider safety concerns pertaining to the target child in foster care and/or any child(ren) in the family remaining in the home. In question E1, the word “unmitigated” was added to the second response option so it now reads, “No unmitigated safety concerns related to visitation were present.” In question F1, the word “safety” was added to the second option, so it now reads, “No safety concerns existed for the target child while in foster care placement that were not adequately addressed.”

## Rating Safety Outcome 2

### Hard Copy and OMS

No revisions were made to the hard copy or OSRI in the OMS for this outcome.

### Item 4

#### Hard Copy

The Table 4A1 Definitions and Instructions were revised to include a category of “Other” with instructions for documenting a licensed or unlicensed placement setting that is not included in the list of placement types considered for this item and is not one of the placement settings that should not be counted as a placement. In Table 4A1 Definitions and Instructions, selection options were reorganized and the option, "NA. This is the current placement" was moved to the beginning of the list. The list of selection options in question C1 was reorganized and the option "None apply, placement is stable," was moved to the beginning of the list. The option to override the rating was added to the hard copy for this item, including a narrative field for documenting the rationale.

#### OMS

The list of selection options in question C1 was reorganized and the option "None apply, placement is stable," was moved to the beginning of the list.

### Item 5

#### Hard Copy

A narrative field was added to provide an option for reviewers to document the information/rationale for determining case applicability. Question 5D Instructions were revised to clarify that trial home visits and runaway episodes are not included when calculating 15 out of 22 months in foster care, and that the question applies to all children in foster care regardless of adjudication type. Question 5F Instructions were revised to clarify that question 5F should be answered Not Applicable if both parents were either deceased or relinquished parental rights prior to the 15/22-month time frame. The option to override the rating was added to the hard copy for this item, including a narrative field for documenting the rationale.

#### OMS

Question 5D Instructions were revised to clarify that trial home visits and runaway episodes are not included when calculating 15 out of 22 months in foster care and that the question applies to all children in foster care regardless of adjudication type. Question 5F Instructions were modified to clarify that question 5F should be answered Not Applicable if both parents were either deceased or relinquished parental rights prior to the 15/22-month time frame. The question 5F Tip was deleted.

### Item 6

#### Hard Copy

The third bullet in questions 6B and 6C Instructions was clarified and now reads, “If concurrent goals are in place and one of the goals is other planned permanent living arrangement but neither goal will be achieved in a timely manner...” rather than “If concurrent goals are in place and one of the goals is other planned permanent living arrangement but permanency will not be achieved in a timely manner...”. The question 6B Instructions were clarified and now read, “If the current or most recent goal for the child during the period under review was other planned permanent living arrangement, and no other concurrent goals were in place, select Not Applicable,” rather than, “If the only goal for the child during the period under review was other planned permanent living arrangement, select Not Applicable.” The option to override the rating

was added to the hard copy for this item, including a narrative field for documenting the rationale.

### **OMS**

The third bullet in the question 6B Instructions was clarified and now reads, “If concurrent goals are in place and one of the goals is other planned permanent living arrangement but neither goal will be achieved in a timely manner...,” rather than, “If concurrent goals are in place and one of the goals is other planned permanent living arrangement but permanency will not be achieved in a timely manner...”. The fourth bullet in question 6B Instructions was clarified and now reads, “If the current or most recent goal for the child during the period under review was other planned permanent living arrangement, and no other concurrent goals were in place, select Not Applicable,” rather than, “If the only goal for the child during the period under review was other planned permanent living arrangement, select Not Applicable.”

## **Rating Permanency Outcome 1**

### **Hard Copy and OMS**

No revisions were made to the hard copy or OSRI in the OMS for this outcome.

### **Item 7**

#### **Hard Copy**

A narrative field was added to provide an option for reviewers to document the information/rationale for determining case applicability. Question 7B Instructions were revised to provide reviewers instructions on how to approach rating cases with large sibling groups. The option to override the rating was added to the hard copy for this item, including a narrative field for documenting the rationale.

### **OMS**

Question 7B Instructions were revised to provide reviewers instructions on how to approach rating cases with large sibling groups.

### **Item 8**

#### **Hard Copy**

The Applicable Cases section was reorganized to align with the OSRI in the OMS. “The only parent(s) being assessed in this item does not meet the definition of Mother/Father for this item” was added. A narrative field was added to provide an option for reviewers to document the information/rationale for determining applicability. Language was added to the questions C, D, and E Instructions and questions C, D, and E to clarify that if visitation was not possible, other forms of contact are considered when responding to those questions. Additional information was added to question E Instructions for determining whether there were concerted efforts to promote other forms of contact between the child and sibling(s) in addition to facilitating visits when possible. The option to override the rating was added to the hard copy for this item, including a narrative field for documenting the rationale.

### **OMS**

Language was added to the questions C, D, and E Instructions and questions C, D, and E to clarify that other forms of contact if visitation was not possible are considered when responding to those questions. Additional information was added to question E Instructions for determining whether there were concerted efforts to promote other forms of contact between the child and sibling(s) in addition to facilitating visits when possible.

## Item 9

### Hard Copy

A narrative field was added to provide an option for reviewers to document the information/rationale for determining case applicability. Both question 9C Instructions and question 9D Instructions were revised to provide reviewers with information on how to answer questions 9C and 9D if the reviewer learns through interviews that the child has Native American (American Indian or Alaska Native) heritage but it is not documented in the case record. These revisions also clarify when questions 9C and 9D should be rated as Not Applicable. The option to override the rating was added, including a narrative field for documenting the rationale for this item.

### OMS

Both question 9C Instructions and question 9D Instructions were revised to provide reviewers with information on how to answer question 9C and 9D if the reviewer learns through interviews that the child has Native American (American Indian or Alaska Native) heritage but it is not documented in the case record. Revisions also clarify when questions 9C and 9D should be rated as Not Applicable.

## Item 10

### Hard Copy

A narrative field was added to provide an option for reviewers to document the information/rationale for determining case applicability. The option to override the rating was added to the hard copy for this item, including a narrative field for documenting the rationale.

### OMS

No revisions were made to the OSRI in the OMS for this item.

## Item 11

### Hard Copy

“The only parent(s) being assessed in this item does not meet the definition of Mother/Father for this item” was added to the Applicable Cases section. A narrative field was added to provide an option for reviewers to document the information/rationale for determining case applicability. The option to override the rating, including a narrative field for documenting the rationale, was added for this item.

### OMS

No revisions were made to the OSRI in the OMS for this item.

## Rating Permanency Outcome 2

### Hard Copy and OMS

No revisions were made to the hard copy or OSRI in the OMS.

## Item 12

### Hard Copy

The Item 12 Applicable Cases section was revised to reflect that “most” rather than “all” cases would be applicable for assessment of this item in recognition that on rare occasions Item 12A could be overridden to Not Applicable. Question 12A2 instructions were revised to add a bullet to instruct reviewers on how to approach rating cases when the agency did not conduct an initial assessment. The ability to override the rating, including a narrative field for documenting the

rationale, and the option to override ratings for Sub-Items 12A, 12B, and 12C was added. An optional narrative field was added to the applicability sections for Sub-Items 12B and 12C for reviewers to document information/rationale for determining applicability. The sentence, “There are no circumstances under which Item 12 could be rated as Not Applicable,” was deleted from the Item 12 rating criteria.

### **OMS**

The Item 12 Applicability section was revised to reflect that most cases are eligible for assessment of this item in recognition that on rare occasions Item 12A could be overridden to Not Applicable. Sub-Item 12A Instructions were revised to add a bullet instructing reviewers on how to approach rating cases when the agency did not conduct an initial assessment. The Sub-Item 12C Tip was deleted. The sentence, “There are no circumstances under which item 12 could be rated as Not Applicable,” was deleted from the Item 12 rating criteria.

## **Item 13**

### **Hard Copy**

An additional bullet was added to the Item 13 Applicable Cases section informing reviewers how to determine applicability for this item when Sub-Item 12B is rated as an Area Needing Improvement due to lack of concerted efforts to find applicable parents. A narrative field was added to provide an option for reviewers to document the information/rationale for determining applicability. Questions 13B and 13C Instructions were revised to clarify that concerns about concerted efforts to locate the mother/father are reflected in Item 12 and not in this item. The ability to override the rating, including a narrative field for documenting the rationale, was added for this item.

### **OMS**

No revisions were made to the OSRI in the OMS for this item.

## **Item 14**

### **Hard Copy**

The option to override the rating was added to the hard copy for this item, including a narrative field for documenting the rationale for this item.

### **OMS**

No revisions were made to the OSRI in the OMS for this item.

## **Item 15**

### **Hard Copy**

An additional bullet was added to the Item 15 Applicable Cases section informing reviewers how to determine applicability for this item when Sub-Item 12B is rated as an Area Needing Improvement due to lack of concerted efforts to find applicable parents. A narrative field was added to provide an option for reviewers to document the information/rationale for determining applicability. Questions 15A1 and 15B1 Instructions were revised to clarify that concerns about concerted efforts to locate the mother/father are reflected in Item 12 and not in this item. The option to override the rating, including a narrative field for documenting the rationale, was added.

### **OMS**

Both the questions 15A1 Instructions and 15B1 Instructions were revised to clarify that concerns about concerted efforts to locate mother/father are reflected in Item 12 and not in this item.

## Rating Well-Being Outcome 1

### Hard Copy

Instructions were modified to address those circumstances in which Item 12 is rated as Not Applicable.

### OMS

No revisions were made to the OSRI in the OMS for this outcome.

## Item 16

### Hard Copy

A narrative field was added to provide an option for reviewers to document the information/rationale for determining case applicability. The option to override the rating was added to the hard copy for this item, including a narrative field for documenting the rationale.

### OMS

No revisions were made to the OSRI in the OMS for this item.

## Rating Well-Being Outcome 2

### Hard Copy

The option to override the rating was added to the hard copy for this outcome, including a narrative field for documenting the rationale for this outcome.

### OMS

No revisions were made to the OSRI in the OMS for this outcome.

## Item 17

### Hard Copy

A narrative field was added to provide an option for reviewers to document the information/rationale for determining case applicability. A “no evidence found” option was added to the checkboxes under question A4. The description of the types of information included in a “health record” is unchanged but is now labeled as “Question 17A4 Definitions.” Instructions for questions 17B2 and 17B3 were revised to clarify that routine medical and dental care can include both evaluations and services. Revisions also clarify how reviewers should approach rating cases where routine care and needed follow-up services were or were not provided. The option to override the rating was added, including a narrative field for documenting the rationale for this item. The option to override the rating was added, including a narrative field for documenting the rationale for this item.

### OMS

The question 17B2 and 17B3 Tip was eliminated. Both the 17B2 Instructions and 17B3 Instructions were revised to clarify that routine care could include assessments and services and how reviewers should approach rating cases where routine care and needed follow-up services were or were not provided.

## Item 18

### Hard Copy

A narrative field was added to provide an option for reviewers to document the information/rationale for determining case applicability. The option to override the rating was added to the hard copy for this item, including a narrative field for documenting the rationale.

**OMS**

No revisions were made to the OSRI in the OMS for this item.

**Rating Well-Being Outcome 3****Hard Copy and OMS**

No revisions were made to the hard copy or OSRI in the OMS for this outcome.