

Child and Family Services Reviews Update

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In This Issue:

CFSR E-Training Platform Redesign and New Training Course

Recent Personnel Changes in CFSR Unit

Program Improvement Plans

Approvals Progressing for Round 3 CFSRs

PIP Pilots

Online Monitoring System Updates

Round 3 Aggregate Report, Years 2015-2017

CFSR E-Training Platform Redesign and New Training Course

The CFSR E-Training Platform (ETP) provides federal and state users with the information and skills needed to participate successfully in the Child and Family Services Reviews (CFSRs) and program improvement and continuous quality improvement efforts. It also provides general background information on the child welfare system as a whole and important, related concepts. Users may notice that the ETP's interface has undergone a redesign. This redesign makes it easier to distinguish among the existing courses and their component modules. If you have any questions or comments about the redesign, please email etpfeedback@jbsinternational.com.

A new training course is available on the ETP. The course, "Module 5: Foster Care Mock Case III," features the new "Javier Diaz" foster care mock case, along with corresponding case-related interviews available as audio files, and an answer key for users to check their work after they have finished rating the case. A series of five Rationale Videos fully explains the reasoning behind all item and outcome ratings. As with the other courses available on the ETP, any user who has a current CFSR Information Portal account and is logged in can access the online certification system to request a Certificate of Completion for completing this course. The ETP is located at <https://training.cfsrportal.acf.hhs.gov/>.

Recent Personnel Changes in CFSR Unit

The CFSR Unit is one of eight divisions/teams within the Children's Bureau that work collaboratively to support the mission of the Children's Bureau. Recent personnel changes in the CFSR Unit include:

- **Jennifer Miller Haight**, who joined the CFSR Unit as the Unit's supervisor in April 2019. Before coming to the CFSR Unit, Ms. Haight worked at Chapin Hall, University of Chicago.
- **Beth Pierce**, who joined the CFSR Unit in April 2019. Before coming to the CFSR Unit, Ms. Pierce worked in the Georgia and Maryland child welfare systems.
- **Yolanda Fripp**, who joined the CFSR Unit in April 2019. Before coming to the CFSR Unit, Ms. Fripp worked as a contractor in the Children's Bureau Region 4 Office and worked in the North Carolina and Georgia child welfare systems.
- **Nicole Fuller**, who resigned as a Child Welfare Specialist contractor in the CFSR Unit on June 28, 2019.

Program Improvement Plans

Approvals Progressing for Round 3 CFSTRs

At the end of a CFSTR onsite review, states determined not to have achieved substantial conformity in all the areas assessed must develop and implement Program Improvement Plans (PIPs) addressing the areas of nonconformity. The Children's Bureau supports the states with technical assistance and monitors implementation of their plans. States must successfully complete their plans to avoid financial penalties for nonconformity.

The Children's Bureau has approved a total of 32 Round 3 PIPs. All 8 of the states participating in the Year 1 (FY 2015) CFSTRs, 15 of the 16 states participating in the Year 2 (FY 2016) CFSTRs, 6 of the 14 states participating in the Year 3 (FY 2017) CFSTRs, and 3 of the 13 states participating in the Year 4 (FY 2018) CFSTRs have approved PIPs.

PIP Pilots

The Children's Bureau recently concluded a series of pilots to test an approach to PIP development that was designed to encourage broader and deeper stakeholder engagement; to support a focused attention on the underlying causes of poor performance on Safety, Permanency, and Well-Being outcomes; and to identify promising strategies designed to address those causes. In addition, the pilots were structured to produce more timely approved PIPs by promoting more rapid submission and an expedited review-and-comment period between the states and the federal government. The PIP Pilots involved remote and onsite work with the states, including state stakeholders such as the children and families served, representatives of the courts, the legal community, and the Court Improvement Programs; resource families, service providers, and frontline staff; and the Children's Bureau's technical assistance providers. The pilots were designed to promote preliminary data discussions using the CFSTR results, data from the Adoption and Foster Care Analysis and Reporting System (AFCARS), court data, and other relevant sources, and to build familiarity with using a change management approach. Pilots were conducted with Michigan, Louisiana, and Maryland.

Through these PIP Pilots, the Children's Bureau seeks to develop a process to reduce the time it takes to establish approved PIPs that will result in measurable improvements on the CFSTR outcomes. The Children's Bureau is reviewing and examining the PIP Pilot processes and results to determine a consistent and effective PIP development process for the Round 4 CFSTR.

Online Monitoring System Updates

The CFSTR Online Monitoring System (OMS) is a Web-based application consisting of the online automated Onsite Review Instrument and Instructions (OSRI) and Stakeholder Interview Guide (SIG), related guidance, and reporting tools. States can use the OMS for CFSTRs, continuous quality improvement (CQI), training purposes, onsite reviews, and PIP measurement and monitoring.

Using the OMS for PIP measurement and monitoring has several advantages. The built-in logic supports correct application of the federal case review instrument. The Web-based application provides a secure platform for conducting quality assurance and supporting consultation between state and federal staff. The reporting tools assist with data analysis.

Authorized users can access the OMS through the CFSTR Information Portal. There are currently 10,684 users with active portal accounts. So far in the current federal fiscal year, an average of 4,615 users have accessed the OMS each month. A Help Desk is available Monday through

Friday between 10 a.m. and 6 p.m. eastern time to assist users. Requests for assistance received after 6 p.m. are answered the next business day.

Round 3 Aggregate Report, Years 2015-2017

This report presents key findings from the analyses of state performance data for the states reviewed during the first 3 years of Round 3 of the CFSRs. The report describes results of a preliminary examination of the strengths and areas needing improvement identified across those states. The just-released report is available on the CFSR Information Portal under Round 3 Resources, CFSR Round 3 Findings, at <https://training.cfsrportal.acf.hhs.gov/resources/3105> and will soon be available on the Children's Bureau website.