Wisconsin Department of Children and Families Division of Safety and Permanence

DSP Informational Memo Series 2020 - 10i March 6, 2020

To: DCF/DMCPS Administrator

> **DCF** Area Administrators Child Placing Agency Directors Child Welfare Agency Directors

County Departments of Community Programs Directors County Departments of Human Services Directors County Departments of Social Services Directors

Group Home Providers

Tribal Social Service/Indian Child Welfare Directors

Private Child Placing Agencies Residential Care Center Providers

Shelter Care Providers Tribal Chairpersons

Wendy Henderson Wendy Hush From:

Administrator

Re: Summary of the Access Case Record Review (2015-2019)

PURPOSE

The purpose of this memo is to provide local Child Protective Service (CPS) directors, managers, supervisors and staff with a summary of the results from the Access Case Record Review completed between 2015-2018 and from an analysis completed to better understand what Access practices contributed to the effective decision-making as part of the child protective service Access function. This analysis is aimed at understanding what information gathering variables, or groups of variables, contribute to screening decisions, the identification of present danger, the identification of possible/likely impending danger, and assigning a response time consistent with Standards. The results from the case record review and the additional analyses are a significant source of information in understanding our state's child welfare practice and can be used to help inform system improvements better support outcomes for children and families served in our state's child welfare system.

BACKGROUND

Wisconsin's Child Welfare Continuous Quality Improvement (CQI) System relies on multiple sources of data and information to understand system performance and develop strategies for improvement. This information helps state and local agencies drive decision-making and better outcomes for children and families. One source of data for our state's child welfare CQI system is case record reviews. Wisconsin's case record review process uses formal evaluation tools to assess practice in Access, Initial Assessment, and Ongoing Services. More information about our state's case record review tools and results from prior case record reviews can be found at the following website: https://dcf.wisconsin.gov/cqireports.

Over the last year, the Child Welfare CQI Advisory Committee, a committee comprised of state, local child welfare agency staff, and representatives from Wisconsin's Child Welfare Professional Development System (PDS) and the state's Children's Court Improvement Project (CCIP), advised DCF in the completion of the comprehensive analysis described above using data from the Access case record reviews completed between 2015 and 2018. These reviews were completed with the assistance and expertise of several local agency supervisor and practitioners who were certified by DCF to perform reviews using the state's standardized review Access review tool.

The results of this and future such comprehensive analyses of other child welfare practice areas will be used by DSP, with the support and guidance of the Child Welfare CQI Advisory Committee and other key stakeholder groups, to inform future policy or practice improvements.

INFORMATION SUMMARY

The immediate goals of the Access Case Record Review Comprehensive Analysis were to: (1) determine whether the information gathered at Access that was required by the Child Protective Services Access and Initial Assessment Standards sufficiently allowed local CPS agencies to make quality decisions at Access and (2) review the results to better understand what specific pieces of information add the most value to decision outcomes. These key learnings from the Access case record review and the comprehensive analysis were as follows:

- The state performed at high levels regarding screening decisions, response times, and the identification of possible danger threats. Decisions made in all three areas were highly consistent with the Access and Initial Assessment Standards.
- The combination of different information gathered as part of the CPS Access practice is what matters most to quality decision making (i.e. there was no silver bullet that helps make decisions that are consistent with practice standards established for the CPS Access function.).
- Most specific information gathered as part of the CPS Access reporting process, helped determine accurate screening decisions while some items helped determine the accurate response times.

The key findings of the 2015-2018 Access case record reviews and the key learnings from the comprehensive analysis are further in the following document: Access Case Record Review Highlights https://dcf.wisconsin.gov/files/bpm/qrpa/summary-of-access-case-record-review-results-2015-2018.pdf.

Thank you for your agency's continued efforts to protect and serve children, youth and families in our state's child welfare system and for your consideration of the results from the review of our state's Access practice and the case record review analysis.

CENTRAL OFFICE CONTACT: Program and Policy Analyst-Advanced

Bureau of Safety and Well-Being

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MEMO WEB SITE: https://dcf.wisconsin.gov/cwportal/policy

Attachment Link: Access Case Record Review (2015-2019)

https://dcf.wisconsin.gov/files/bpm/qrpa/summary-of-access-case-record-review-results-2015-2018.pdf