FY2015 Systematic Review of the Division of Child and Family Services

DEPARTMENT OF HUMAN SERVICES
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Executive Summary

Positive outcomes and improved services for children and families are priorities of child welfare professionals throughout Utah. Results of the Qualitative Case Review (QCR) and the Case Process Review (CPR) for FY2015 are found in the following report.

The Office of Services Review measures performance and practices of the Division of Child and Family Services (DCFS) by evaluating outcomes using the QCR. The QCR provides a qualitative assessment of DCFS services. Throughout most of the state, overall scores improved this year on both Child Status and System Performance.

The CPR measures compliance to DCFS guidelines, state statute, and federal law. The CPR reviews result in quantitative data indicating how often evidence is found in documentation to verify compliance to DCFS guidelines, State statutes, and Federal law. Slight decreases in compliance occurred in three of the seven focus areas during FY2015.

Within the FY2015 report, the following strengths and weaknesses were identified:

FY2015 STRENGTHS
QUALITATIVE CASE REVIEW
• The overall Child Status score exceeded the standard for the 15th consecutive year. • Three of the eight Child Status indicators scored 90% or better. • Seven of the eight Child Status indicators were above the standard. • Statewide scores for Assessment were an all-time high. • Two of the five regions Overall System Scores were above the standard. • Six of the seven Statewide System indicators scored above the standard.
CASE PROCESS REVIEW
• Completion of initial or on-going Child and Family plans in both In-Home Services and Foster Care reached 90% for the first time. • Involvement of the parents, children and other caregivers in development of the In-Home service plan continued to improve in FY2015. • Documentation of a face-to-face visit with the child in In-Home Services reached 90% for the first time in five years. • Overall Foster Care compliance to policy and statute continues to improve with FY2015 reaching 88%. • Removal questions went from 60% in FY2011 to 85% in FY2015, meeting the standard for the second year in a row.

FY2015 AREAS FOR IMPROVEMENT
QUALITATIVE CASE REVIEW
• Two regions were below the standard in both overall Status and System. • Prospects for Permanence remained below standard at 68%. • The statewide score for the Long-term View indicator was below standard and were below standard in three of the five regions. • Scores for Child and Family Plan were below standard in three of the five regions.
CASE PROCESS REVIEW
• Verification of medical neglect with a health care provider was documented in only 65% of the relevant CPS cases. • Unable to Locate cases dipped below standard (82%) for the first time in five years. Contacting the referent scored below standard (70%) but appears to be associated with law enforcement (as the referent) not responding to DCFS efforts. • Evidence for timely completion of mental health assessments scored 80% compared to over 90% last year. In 13 of the 24 cases that received a “No” answer, assessments were done but completed late.

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Introduction

The Office of Services Review (OSR) was established in 1994 in response to legislation that required the Executive Director of Human Services to report to the Legislature how well outcomes are achieved and policies followed in the state's child welfare system (Utah Code Section 62A-4a-117,118). OSR conducts two major reviews of the Division of Child and Family Services (DCFS) each year, the Qualitative Case Review (QCR) and the Case Process Review (CPR). The quality of DCFS practice is reflected in the QCR and compliance with State and/or Federal statutes is reflected in the CPR.

QCR reviewers read case records and conduct interviews with key parties for each case. Reviewer interviews include parents, stepparents, guardians, foster parents, the target child, school personnel, therapists, attorneys, service providers, placement providers, and other persons helping the family.

Following the interviews, reviewers score the case on eight Child Status indicators and seven System Performance indicators. Reviewers provide written justification of their scores along with a short synopsis of why DCFS became involved with the family and how well the family is achieving identified standards.

CPR reviewers search the DCFS electronic management system known as SAFE for documentation of tasks meeting compliance to statutory requirements and policy. Reviewers then travel to field offices throughout the state. Field visits provide caseworkers an opportunity to present additional documentation not found within SAFE. Reviewers provide one-to-one training to caseworkers and make recommendations for improved documentation.

While the QCR is outcome oriented, the CPR is compliance oriented. For example, during the QCR, reviewers seek feedback from those involved with DCFS about whether the child's health care needs are being met (outcome). The CPR reviewers seek evidence that an initial or annual health exam occurred within a specific timeframe (compliance). The following report provides data gleaned from the QCR and CPR of FY2015.

Review Differences	Qualitative Case Review	Case Process Review
Method	Interviews with key parties and limited review of case record	Thorough review of case record
Sample	By Region	Statewide
Measurement	Measures outcomes	Measures Compliance

Qualitative Case Review

PURPOSE OF REVIEW

The Qualitative Case Review (QCR) is a method of evaluation used by the Office of Services Review (OSR) to assess the performance of the child welfare system and the status of children and families served by the Division of Child and Family Services (DCFS). Each region's improvement or decline in performance (relative to standards set at 85% for Overall Child Status and Overall System Performance and 70% for each indicator) is measured using the QCR. Indicators that score below 70% require the DCFS region to create an action plan outlining how they will improve practice.

METHODOLOGY

OSR completed a Qualitative Case Review for each region of DCFS. Reviews began in September 2014 and concluded in May 2015. A total of 150 randomly selected cases were pulled for the review. Two cases were not reviewed because key family members were not available for interviews the week of the review. Due to the large size of the Salt Lake Valley and Northern Regions, two separate reviews were conducted in those regions. OSR selected the cases for review based on a sampling matrix that ensured representative groups of children were selected. The sample included children in out-of-home care and families receiving in-home services such as Voluntary Counseling Services (PSC), Protective Supervision Services (PSS), and Family Preservation Services (PFP).

Information was obtained through in-depth interviews with the child (if old enough to participate), parents or other guardians, foster parents (if the target child was placed in foster care), caseworker, teacher, therapist, service providers, and others having a significant role in the child's life. The child's file, including prior CPS investigations and other available records, was also reviewed.

An important element of a QCR is participation of professionals outside of the DCFS system who act as reviewers. These professionals may work in related fields such as mental health, Juvenile Justice Services, education, etc. Reviews included professionals from DCFS, OSR, local agencies, and providers within the community.

Individuals from the following organizations participated as QCR reviewers:

- Adoption Exchange
- CASA (Court Appointed Special Advocates)
- DHS Executive Director's Office
- Division of Substance Abuse and Mental Health
- Division of Juvenile Justice Services
- Health Department - Fostering Healthy Children
- Family Support Center
- Los Angeles County Department of Mental Health
- North Dakota Child and Family Services
- Quality Improvement Committees
- Salt Lake County Youth Services
- Utah Foster Care Foundation
- Utah Valley University
- Washington School District
- US DHHS/ACF- Children's Bureau
- Wasatch Mental Health
- Valley Mental Health
- Office of Licensing

The QCR instrument used by reviewers (the QCR Protocol) contains two domains. The first domain appraises the child and family's status. Indicators within this domain are:

Child and Family Status
Safety
Stability
Prospects for Permanence
Health/Physical Well-being
Learning Progress/Development
Family Connections
Satisfaction

The second domain assesses the performance of the child welfare system. Reviewers evaluated the implementation of DCFS Practice Model principles and skills. The indicators in this domain are:

System Performance
Engagement
Teaming
Assessment
Long-term View
Child and Family Plan
Intervention Adequacy
Tracking and Adaptation

Each indicator was scored on a scale of 1 to 6, with 1 representing a completely unacceptable outcome and 6 representing an optimal outcome, and then Overall Child Status scores and Overall System Performance scores were calculated. A narrative report written by the reviewers provided background information on the child and family's circumstances, evaluated the child's status, and described the strengths and weaknesses of the system. The reviewers made specific suggestions for improvement, if needed.

DATA RELIABILITY

Several controls were in place to ensure data accuracy. Two individuals reviewed each case to minimize personal bias, and DCFS reviewers did not review cases from the region where they were employed. The Office of Services Review assessed each case story for completeness and consistency with the scoring protocol.

A case story narrative for each case was submitted to the caseworker and region administrators for their review. The supervisor and region administrators had the opportunity to provide clarification to reviewers during the debriefing of the case. The regions also had the option to appeal scores on individual cases.

STAKEHOLDER INTERVIEWS

The results of the QCR should be considered within a broad context of local or regional interaction with community partners. As part of the QCR process, OSR staff interviewed stakeholders from all five DCFS regions. Interviews conducted by OSR included key community stakeholders, community agencies, and DCFS staff. For FY2015, reviews were supported by 57 interviews, including focus groups and individual interviews. Findings and conclusions from the stakeholder interviews were included in each of the regional reports completed by OSR after each QCR review.

DCFS interviews included:

- Caseworkers
- Supervisors
- Clinical Consultants
- Child Welfare Administrators
- Associate Region Directors
- Region Directors

Stakeholder interviews included:

- Assistant Attorneys General
- Children's Justice Center
- Family Support Center
- Foster Parents
- Guardians ad Litem
- Parental Defense Attorneys
- Juvenile Court Judges
- Juvenile Probation
- Law Enforcement
- Alpine School District
- Sevier School District
- Youth In Custody Representative
- Central Utah Counseling Center
- Quality Improvement Committees
- Salt Lake County Mental Health Services (Optum)
- Valley Mental Health
- Salt Lake DWS Refugee Services
- Asian Association of Utah
- Grand Families
- Utah Youth Village
- Hopeful Beginnings
- KT&T
- Connect2Kids

STATEWIDE OVERALL SCORES

The QCR review consists of two domains: Child and Family Status and System Performance. **CHART I-1** illustrates the statewide performance of DCFS, gives historical background, and charts trends in Overall Child Status and System Performance.

Child Status has met or exceeded the standard of 85% for the past 15 years. System Performance achieved high scores in FY2009 (93%), FY2010 (89%) and FY2014 (92%). Otherwise System Performance scores have ranged from 82% to 84%; achieving 84% for FY2015.

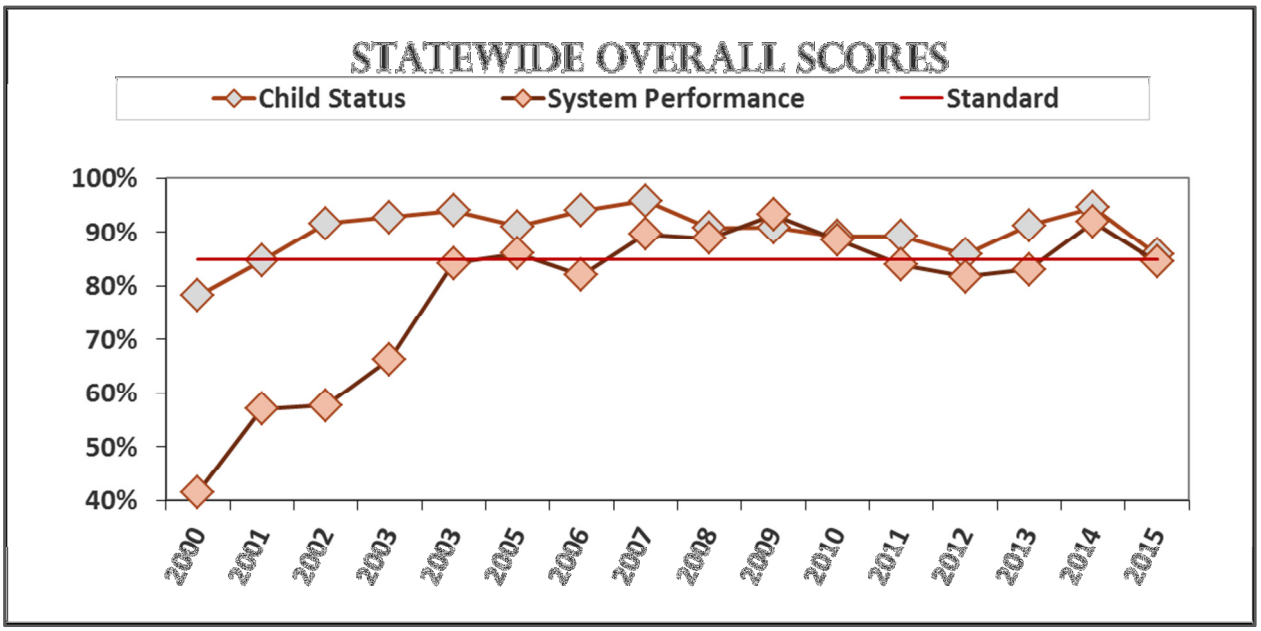

CHART 1-1

Overall Child and Family Status

Scores on individual status indicators identified strengths and needs in specific areas. The overall scores for the past five years are shown in **TABLE I-2.** Overall Child Status for FY2015 showed 86% of cases were acceptable. There was a nine-point decrease in this score from FY2014. The Division met or exceeded the 85% standard for Overall Child Status for the 15th consecutive year. Scores decreased on three of the eight Child Status indicators and remained within 2% of FY2014 scores on the other five indicators. Indicators with a score or 70% (standard) or better included Safety (89%), Stability (82%), Health/Physical Well-being (98%), Emotional/Behavioral Well-being (91%), Learning (93%), Family Connections (83%), and Satisfaction (84%). This is the fourth year the indicator of Family Connections was reviewed. This indicator applies to children who are in foster care and explores whether the Division maintains family relationships through appropriate visits and other connecting strategies while the family and child are living apart, unless compelling reasons exist for not allowing contact with family members.

State Child Status	# of cases acceptable	# of cases needing improvement	FY11	FY12	FY13	FY14	FY15 Current Scores
Safety	132	16	89%	91%	95%	97%	**89%**
Child Safe from Others	140	8	94%	99%	99%	99%	**95%**
Child Risk to Self	138	10	94%	93%	95%	97%	**93%**
Stability	121	27	77%	76%	77%	81%	**82%**
Prospect for Permanence	101	47	66%	65%	58%	68%	**68%**
Health/Physical Well-being	145	3	100%	97%	99%	99%	**98%**
Emotional/Behavioral Well-being	135	13	88%	83%	89%	93%	**91%**
Learning	138	10	88%	89%	91%	92%	**93%**
Family Connections	63	13	NA	83%	86%	87%	**83%**
Satisfaction	124	24	87%	92%	87%	91%	**84%**
Overall Score	**127**	**21**	**89%**	**86%**	**91%**	**95%**	**86%**

TABLE I-2

Safety

Safety is the "trump" indicator for Child Status. Because Safety is central to the overall well-being of a child, a case cannot receive an acceptable rating on Overall Child Status if it receives an unacceptable rating on Safety. To receive an acceptable rating, the child had to be safe from risks of harm in his/her living environment as well as his/her learning environment. Others within the child's daily settings also had to be safe from behaviors or activities of the child. Of the 148 cases in the sample, 132 had acceptable scores on safety, which represented 89% of all reviewed cases. Of the 16 cases with unacceptable scores on Safety, eight scored unacceptable due to the child not being safe from others, resulting in a statewide score of 95%. The ten unacceptable scores on Child's Risk to Self were due to the child putting themselves or others at risk through behaviors such as self-harming, running away, assaulting others, etc.

Child Status by Region

TABLE I-3 shows the Overall Child Status results by region. There was a nine-point decrease in the statewide score. Three of the five regions exceeded the 85% standard for Overall Child Status.

Child Status	FY00 Baseline	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14	FY15 Current Scores
Eastern Region	78%	83%	96%	96%	100%	92%	100%	96%	96%	100%	88%	88%	80%	80%	95%	**79%**
Northern Region	89%	75%	96%	100%	100%	96%	96%	100%	96%	83%	87%	88%	86%	94%	97%	**90%**
Salt Lake Region	87%	90%	88%	89%	90%	88%	92%	96%	89%	91%	90%	88%	86%	94%	92%	**78%**
Southwest Region	89%	83%	88%	96%	96%	100%	96%	91%	92%	96%	96%	88%	85%	95%	95%	**95%**
Western Region	50%	83%	100%	92%	92%	88%	92%	96%	87%	83%	83%	100%	92%	88%	96%	**90%**
Overall Score	**78%**	**85%**	**92%**	**93%**	**94%**	**91%**	**94%**	**96%**	**91%**	**91%**	**89%**	**89%**	**86%**	**91%**	**95%**	**86%**

TABLE I-3

Overall System Performance

The standard for Overall System Performance is 85%. The standard for each indicator within System Performance is 70%. **TABLE I-4** highlights the Overall System Performance scores. Scores ranged from 66% on Long-term View to 88% on Engagement. One indicator (Assessment) improved by two points from FY2014. All other indicators declined in FY2015. Long-term View was the only indicator which did not meet the standard of 70%.

State System Performance	# of cases acceptable	# of cases needing improvement	FY11	FY12	FY13	FY14	FY15 Current Scores
Teaming	109	39	69%	70%	66%	76%	**74%**
Assessment	119	29	71%	78%	77%	78%	**80%**
Long-term View	98	50	63%	68%	61%	72%	**66%**
Child & Family Plan	107	41	62%	67%	70%	82%	**72%**
Intervention Adequacy	126	22	85%	82%	82%	89%	**85%**
Tracking & Adaptation	129	19	80%	90%	85%	91%	**87%**
Engagement	130	18	77%	89%	90%	90%	**88%**
Overall Score	**125**	**23**	**84%**	**82%**	**83%**	**92%**	**84%**

TABLE I-4

System Performance by Region

TABLE I-5 shows FY2015 Overall System Performance scores by region. Over the past ten years, the best System Performance scores occurred in FY2007, FY2008, FY2009, FY2010, and FY2014. During these high-point years scores ranged from 89% to 93%. However, in FY2011, FY2012, FY2013, and FY2015 System Performance scores were in the range of 82% to 84%.

System Performance	FY00 Baseline	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14	FY15 Current Scores
Eastern Region	33%	75%	67%	71%	83%	92%	88%	83%	78%	96%	83%	83%	75%	85%	89%	**84%**
Northern Region	22%	50%	58%	58%	79%	83%	88%	96%	91%	96%	96%	88%	83%	86%	94%	**90%**
Salt Lake Region	48%	53%	49%	59%	86%	83%	76%	93%	88%	93%	86%	83%	86%	88%	96%	**83%**
Southwest Region	53%	71%	79%	88%	92%	100%	92%	83%	88%	96%	92%	83%	80%	85%	95%	**85%**
Western Region	32%	43%	54%	71%	79%	77%	79%	88%	100%	88%	92%	83%	79%	67%	80%	**79%**
Overall Score	**42%**	**57%**	**58%**	**66%**	**84%**	**86%**	**82%**	**90%**	**89%**	**93%**	**89%**	**84%**	**82%**	**83%**	**92%**	**84%**

TABLE I-5

SYSTEM INDICATORS

Indicators in System Performance measure the application of Practice Model skills in child welfare work. The system indicators are Engagement, Teaming, Assessment, Long-term View, Child & Family Plan, Intervention Adequacy, and Tracking & Adaptation.

Engagement

As indicated in **TABLE I-6** every region scored well above standard on Engagement in FY2015. There are good to excellent scores in every region, ranging from 80% to 93%. The Overall Score is 88%, which is down slightly from last year's score of 90%. This score is above standard for the 12th consecutive year.

Engagement	FY00 Baseline	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14	FY15 Current Scores
Eastern Region	56%	75%	79%	83%	83%	79%	92%	83%	74%	96%	79%	79%	85%	90%	84%	**89%**
Northern Region	25%	42%	67%	50%	88%	96%	67%	92%	83%	96%	83%	83%	86%	94%	86%	**90%**
Salt Lake Region	64%	50%	44%	62%	78%	80%	80%	97%	94%	91%	86%	76%	94%	92%	94%	**93%**
Southwest Region	53%	75%	75%	83%	96%	96%	88%	91%	92%	88%	88%	75%	90%	90%	95%	**80%**
Western Region	59%	52%	67%	67%	75%	82%	83%	96%	91%	92%	88%	75%	88%	79%	88%	**83%**
Overall Score	**57%**	**56%**	**60%**	**67%**	**82%**	**85%**	**81%**	**93%**	**89%**	**92%**	**85%**	**77%**	**89%**	**90%**	**90%**	**88%**

TABLE I-6

Teaming

As shown in **TABLE I-7** the statewide score on Teaming was 74%. This is a two-point decrease from the score of 76% in FY2014. Two of the five regions had improved Teaming scores and two regions remained within one percentage point of the score from FY2014. Salt Lake Valley region dropped from 73% to 63%. The statewide score exceeded the 70% standard for the second consecutive year.

Teaming	FY00 Baseline	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14	FY15 Current Scores
Eastern Region	22%	50%	67%	75%	75%	79%	75%	74%	65%	79%	58%	63%	75%	80%	68%	**74%**
Northern Region	44%	29%	42%	42%	67%	75%	71%	83%	83%	88%	74%	71%	80%	69%	74%	**73%**
Salt Lake Region	37%	29%	35%	54%	78%	80%	75%	87%	71%	73%	79%	69%	65%	73%	73%	**63%**
Southwest Region	53%	71%	67%	92%	96%	100%	92%	83%	79%	92%	63%	75%	65%	75%	85%	**90%**
Western Region	36%	30%	38%	54%	83%	73%	75%	79%	91%	67%	79%	67%	67%	29%	80%	**79%**
Overall Score	**39%**	**39%**	**45%**	**61%**	**79%**	**81%**	**77%**	**83%**	**76%**	**78%**	**73%**	**69%**	**70%**	**66%**	**76%**	**74%**

TABLE I-7

Assessments

The overall score for the Assessment indicator represents the all-time high score for this indicator. As shown in TABLE I-8, all five regions achieved scores above the 70% standard on Assessment. Three regions improved their scores and the scores in two regions declined in FY2015. Scores ranged from 72% in Western region to 85% in Southwest and Salt Lake Valley regions. The net effect was a two-point increase in the overall score to 80%. The overall score remained above standard for the seventh year in a row.

Assessment	FY00 Baseline	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14	FY15 Current Scores
Eastern Region	11%	67%	54%	58%	38%	63%	50%	65%	57%	75%	50%	79%	75%	60%	68%	**79%**
Northern Region	11%	42%	54%	42%	54%	67%	54%	79%	70%	79%	78%	79%	83%	83%	77%	**80%**
Salt Lake Region	27%	37%	33%	54%	71%	52%	69%	79%	67%	78%	72%	63%	82%	80%	78%	**85%**
Southwest Region	37%	54%	42%	63%	83%	88%	71%	61%	75%	75%	75%	76%	75%	85%	90%	**85%**
Western Region	27%	30%	46%	42%	63%	68%	54%	75%	70%	75%	75%	75%	71%	71%	76%	**72%**
Overall Score	**27%**	**44%**	**42%**	**52%**	**64%**	**63%**	**62%**	**74%**	**67%**	**77%**	**71%**	**71%**	**78%**	**77%**	**78%**	**80%**

TABLE I-8

Long-term View

Long-term View has been the most challenging indicator in System Performance over the years, as illustrated in TABLE I-9. In the last ten years, this indicator has only met or exceeded the standard in FY2007, FY2009 and FY2014. The overall score is 66% in FY2015. Three of the five regions did not meet the standard (Northern, Salt Lake Valley and Western regions). Four of the five regions declined in FY2015; however, Southwest Region improved by 20 points.

Long-term View	FY00 Baseline	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14	FY15 Current Scores
Eastern Region	0%	50%	25%	50%	50%	63%	54%	65%	65%	88%	46%	58%	65%	**65%**	**79%**	**74%**
Northern Region	0%	29%	42%	25%	58%	71%	75%	92%	83%	83%	74%	83%	74%	**63%**	**80%**	**65%**
Salt Lake Region	33%	37%	32%	41%	70%	54%	56%	73%	64%	78%	65%	58%	73%	**61%**	**73%**	**60%**
Southwest Region	26%	38%	38%	54%	88%	92%	83%	65%	75%	88%	75%	63%	65%	**75%**	**65%**	**85%**
Western Region	9%	26%	26%	50%	50%	68%	54%	71%	65%	54%	71%	58%	54%	**42%**	**60%**	**59%**
Overall Score	**21%**	**36%**	**32%**	**43%**	**65%**	**65%**	**63%**	**73%**	**69%**	**78%**	**66%**	**63%**	**68%**	**61%**	**72%**	**66%**

TABLE I-9

Child and Family Plan

As seen in **TABLE I-10** the overall score on this indicator is 72%. This was a ten-point decline from the score in FY2014; however, this is the third consecutive year the state has met the standard on this indicator. Eastern, Southwest and Western regions did not meet the standard on this indicator, while Northern and Salt Lake Valley did meet the standard. Salt Lake Valley was the only region to improve in FY2015.

Child & Family Plan	FY00 Baseline	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14	FY15 Current Scores
Eastern Region	0%	63%	67%	58%	71%	71%	83%	83%	87%	83%	63%	71%	60%	**80%**	**74%**	**68%**
Northern Region	11%	46%	46%	46%	63%	79%	83%	88%	87%	88%	78%	67%	71%	**77%**	**80%**	**75%**
Salt Lake Region	48%	31%	49%	60%	75%	72%	68%	93%	71%	72%	69%	61%	65%	**65%**	**82%**	**88%**
Southwest Region	32%	58%	54%	79%	83%	96%	92%	83%	88%	83%	83%	75%	80%	**85%**	**95%**	**65%**
Western Region	27%	35%	54%	67%	63%	68%	67%	83%	74%	75%	71%	38%	58%	**46%**	**84%**	**55%**
Overall Score	**33%**	**42%**	**52%**	**62%**	**72%**	**76%**	**75%**	**88%**	**78%**	**78%**	**72%**	**62%**	**67%**	**70%**	**82%**	**72%**

TABLE I-10

Intervention Adequacy

All regions have historically scored well on Intervention Adequacy as demonstrated in **TABLE I-11**. For 13 consecutive years, every region has scored above the 70% standard. The overall score in FY2015 is 85%, which is a four-point decrease from the score in FY2014.

Intervention Adequacy	FY00 Baseline	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14	FY15 Current Scores
Eastern Region	44%	71%	75%	79%	79%	92%	92%	100%	96%	100%	92%	83%	75%	**70%**	**89%**	**84%**
Northern Region	56%	67%	67%	71%	71%	83%	88%	96%	87%	92%	96%	83%	89%	**89%**	**89%**	**90%**
Salt Lake Region	70%	68%	57%	71%	87%	86%	79%	89%	88%	97%	92%	85%	84%	**88%**	**90%**	**80%**
Southwest Region	53%	75%	83%	92%	96%	100%	88%	83%	79%	100%	83%	88%	80%	**80%**	**85%**	**90%**
Western Region	45%	61%	71%	83%	79%	91%	92%	92%	96%	92%	88%	88%	79%	**75%**	**88%**	**83%**
Overall Score	**53%**	**68%**	**67%**	**77%**	**84%**	**89%**	**86%**	**91%**	**89%**	**96%**	**90%**	**85%**	**82%**	**82%**	**89%**	**85%**

TABLE I-11

Tracking and Adapting

As seen in **TABLE I-12** all regions scored above standard for the 12th consecutive year on Tracking and Adaptation. The overall score declined from the score in FY2014. All regions met the standard for this indicator; however, four of the five regions had a decrease from scores in FY2014.

Tracking and Adaptation	FY00 Baseline	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14	FY15 Current Scores
Eastern Region	56%	75%	79%	83%	71%	88%	88%	78%	78%	88%	79%	71%	85%	**85%**	**89%**	**79%**
Northern Region	56%	54%	58%	67%	71%	88%	83%	96%	78%	88%	100%	83%	97%	**83%**	**89%**	**93%**
Salt Lake Region	69%	54%	57%	57%	83%	76%	75%	87%	88%	91%	86%	83%	88%	**92%**	**96%**	**90%**
Southwest Region	47%	75%	79%	96%	96%	100%	92%	74%	88%	88%	71%	79%	85%	**85%**	**90%**	**85%**
Western Region	36%	43%	50%	63%	83%	77%	79%	79%	100%	88%	92%	75%	92%	**75%**	**88%**	**83%**
Overall Score	**55%**	**59%**	**63%**	**69%**	**81%**	**84%**	**81%**	**84%**	**87%**	**89%**	**86%**	**80%**	**90%**	**85%**	**91%**	**87%**

TABLE I-12

SUMMARY OF PROGRESS BY REGION

After each Qualitative Case Review, individualized reports are provided to each region regarding the outcome of their review. The FY2015 Qualitative Case Review results for each region are presented in the following pages. Charts include each region's performance on all Child Status and System Performance indicators. Family Connections was recently added to the QCR and FY2015 was the fourth year this indicator was scored.

Eastern Region

Eastern region's Overall Child Status declined from 95% to 79% as shown in **FIGURE I-13**. All eight indicators scored above standard. The scores ranged from 74% in Prospects for Permanence to 100% in Health & Physical Well-being and Family Connections. The Family Connections score improved from FY2014. Stability and Health & Physical Well-being remained the same. All other indicators decreased from the scores in FY2014.

Eastern Region Child Status	# of cases (+)	# of cases (-)	Standard: 70% on all indicators. Exception is Safety = 85% / Standard: 85% on overall score	FY11	FY12	FY13	FY14	FY15 Current Scores
Safety	15	4	79%	88%	95%	85%	95%	79%
Child Safe from Others	16	3	84%	88%	100%	90%	95%	84%
Child Risk to Self or Others	17	2	89%	96%	95%	90%	100%	89%
Stability	16	3	84%	75%	80%	70%	84%	84%
Prospect for Permanence	14	5	74%	75%	60%	60%	89%	74%
Health/Physical Well-being	19	0	100%	100%	95%	95%	100%	100%
Emot./Behavioral Well-being	17	2	89%	79%	70%	85%	100%	89%
Learning	18	1	95%	83%	85%	90%	100%	95%
Family Connections	6	0	100%	na	73%	92%	88%	100%
Satisfaction	14	5	74%	88%	85%	80%	79%	74%
Overall Score	**15**	**4**	79%	**88%**	**80%**	**80%**	**95%**	**79%**

0% 20% 40% 60% 80% 100%

FIGURE I-13

Eastern region missed the standard by one percentage point on the Overall System Performance as seen in FIGURE I-14. Scores improved on Engagement, Teaming, and Assessment but declined on Long-term View, Child & Family Plan, Intervention Adequacy, and Tracking & Adapting. Six of the seven System Performance indicators scored above the 70% standard, with only Child & Family Plan scoring below standard.

Eastern Region System Performance	# of cases (+)	# of cases (-)	Standard: 70% on all indicators. Exception is Safety = 85% / Standard: 85% on overall score	FY11	FY12	FY13	FY14	FY15 Current Scores
Engagement	17	2	89%	79%	85%	90%	84%	89%
Teaming	14	5	74%	63%	75%	80%	68%	74%
Assessment	15	4	79%	79%	75%	60%	68%	79%
Long-term View	14	5	74%	58%	65%	65%	79%	74%
Child & Family Plan	13	6	68%	71%	60%	80%	74%	68%
Intervention Adequacy	16	3	84%	83%	75%	70%	89%	84%
Tracking & Adapting	15	4	79%	71%	85%	85%	89%	79%
Overall Score	**16**	**3**	84%	**83%**	**75%**	**85%**	**89%**	**84%**

0% 20% 40% 60% 80% 100%

FIGURE I-14

Northern Region

Northern region scored 90% on Overall Child Status. Of the eight Child Status indicators, seven indicators scored at or above 85% and the other indicator scored above the standard. Four of the eight indicators improved from the score in FY2014, one indicator remained the same (Stability) and three declined (Safety, Family Connections and Satisfaction).

Northern Region Child Status	# of cases (+)	# of cases (-)	Standard: 70% on all indicators. Exception is Safety = 85% / Standard: 85% on overall score	FY11	FY12	FY13	FY14	FY15 Current Scores
Safety	36	4	90%	88%	89%	94%	100%	90%
Child Safe from Others	38	2	95%	96%	100%	100%	100%	95%
Child Risk to Self or Others	38	2	95%	92%	89%	94%	100%	95%
Stability	33	7	83%	83%	74%	89%	83%	83%
Prospect for Permanence	29	11	73%	88%	74%	60%	71%	73%
Health/Physical Well-being	39	1	98%	100%	94%	100%	97%	98%
Emot./Behavioral Well-being	37	3	93%	88%	83%	83%	91%	93%
Learning	39	1	98%	96%	89%	97%	94%	98%
Family Connections	17	2	89%	na	92%	87%	94%	89%
Satisfaction	34	6	85%	83%	94%	80%	91%	85%
Overall Score	**36**	**4**	**90%**	**88%**	**86%**	**94%**	**97%**	**90%**

0% 20% 40% 60% 80% 100%

FIGURE I-15

As seen in **FIGURE I-16**, The Overall System Performance score was 90%, which is above the standard of 85% but was a decline from the score of 94% in FY2014. Long-term View (65%) was the only system indicator that was below the standard of 70%. Four of the seven indicators improved (Engagement, Assessment, Intervention Adequacy, and Tracking & Adapting) and three indicators declined (Teaming, Long-term View, and Child & Family Plan).

Northern Region System Performance	# of cases (+)	# of cases (-)	Standard: 70% on all indicators. Exception is Safety = 85% / Standard: 85% on overall score	FY11	FY12	FY13	FY14	FY15 Current Scores
Engagement	36	4	90%	83%	86%	94%	86%	90%
Teaming	29	11	73%	71%	80%	69%	74%	73%
Assessment	32	8	80%	79%	83%	83%	77%	80%
Long-term View	26	14	65%	83%	74%	63%	80%	65%
Child & Family Plan	30	10	75%	67%	71%	77%	80%	75%
Intervention Adequacy	36	4	90%	83%	89%	89%	89%	90%
Tracking & Adapting	37	3	93%	83%	97%	83%	89%	93%
Overall Score	**36**	**4**	**90%**	**88%**	**83%**	**86%**	**94%**	**90%**

0% 20% 40% 60% 80% 100%

FIGURE I-16

Salt Lake Region

As seen in **FIGURE I-17**, Salt Lake Region achieved an Overall Child Status score of 78% which is below the standard of 85%. This is a substantial decline from the score of 92% in FY2014. All indicators declined except Prospect for Permanence, which improved by nine points (59% in FY2014 to 68% in FY2015).

Salt Lake Region Child Status	# of cases (+)	# of cases (-)	Standard: 70% on all indicators. Exception is Safety = 85% / Standard: 85% on overall score	FY11	FY12	FY13	FY14	FY15 Current Scores
Safety	34	6	85%	88%	90%	98%	96%	85%
Child Safe from Others	39	1	98%	93%	100%	100%	98%	98%
Child Risk to Self or Others	35	5	88%	92%	90%	98%	96%	88%
Stability	29	11	73%	88%	71%	76%	82%	73%
Prospect for Permanence	27	13	68%	58%	59%	57%	59%	68%
Health/Physical Well-being	39	1	98%	100%	98%	100%	100%	98%
Emot./Behavioral Well-being	35	5	88%	88%	84%	92%	96%	88%
Learning	35	5	88%	83%	94%	92%	88%	88%
Family Connections	17	5	77%	na	81%	82%	82%	77%
Satisfaction	35	5	88%	90%	88%	94%	96%	88%
Overall Score	**31**	**9**	78%	**88%**	**86%**	**94%**	**92%**	**78%**
			0% 20% 40% 60% 80% 100%					

FIGURE I-17

Salt Lake region's Overall System Performance score declined and is below the standard of 85%. Five of the seven indicators declined; however, Assessment and Child & Family Plan improved. Teaming and Long-term View are below the standard of 70%.

Salt Lake Region System Performance	# of cases (+)	# of cases (-)	Standard: 70% on all indicators. Exception is Safety = 85% / Standard: 85% on overall score	FY11	FY12	FY13	FY14	FY15 Current Scores
Engagement	37	3	93%	76%	94%	92%	94%	93%
Teaming	25	15	63%	69%	65%	73%	73%	63%
Assessment	34	6	85%	63%	82%	80%	78%	85%
Long-term View	24	16	60%	58%	73%	61%	73%	60%
Child & Family Plan	35	5	88%	61%	65%	65%	82%	88%
Intervention Adequacy	32	8	80%	85%	84%	88%	90%	80%
Tracking & Adapting	36	4	90%	83%	88%	92%	96%	90%
Overall Score	33	7	83%	**83%**	**86%**	**88%**	**96%**	**83%**
			0% 20% 40% 60% 80% 100%					

FIGURE I-18

Southwest Region

Southwest Region maintained their Overall Child Status score at 95% as illustrated in **FIGURE I-19**. Prospects for Permanence scores increased 15 percentage points (from 60% in FY2014 to 75% in FY2015). Every indicator was above the 70% standard.

Southwest Region Child Status	# of cases (+)	# of cases (-)	Standard: 70% on all indicators. Exception is Safety = 85% / Standard: 85% on overall score	FY10	FY11	FY12	FY13	FY14	FY15 Current Scores
Safety	19	1	95%	96%	88%	95%	100%	95%	**95%**
Child Safe from Others	19	1	95%	na	92%	95%	100%	100%	**95%**
Child Risk to Self or Others	19	1	95%	na	96%	100%	100%	95%	**95%**
Stability	18	2	90%	75%	71%	75%	75%	80%	**90%**
Prospect for Permanence	15	5	75%	75%	63%	65%	70%	60%	**75%**
Health/Physical Well-being	19	1	95%	100%	100%	100%	100%	100%	**95%**
Emot./Behavioral Well-being	19	1	95%	96%	92%	85%	90%	90%	**95%**
Learning	19	1	95%	92%	92%	80%	85%	95%	**95%**
Family Connections	6	2	75%	na	na	67%	73%	100%	**75%**
Satisfaction	18	2	90%	83%	79%	100%	84%	95%	**90%**
Overall Score	19	1	95%	96%	88%	85%	95%	95%	**95%**

0% 20% 40% 60% 80% 100%

FIGURE I-19

As seen in **FIGURE I-20**, the Overall System Performance declined from 95% in FY2014 to 85% in FY2015. Long-term View made significant improvement (from 65% in FY2014 to 85% in FY2015). Teaming and Intervention Adequacy also made improvement (both from 85% in FY2014 to 90% in FY2015). Child & Family Plan had a 30 point decline and was below standard (95% in FY2014 to 65% in FY2015). Engagement also had a significant drop of 15 points (95% in FY2014 to 80% in FY2015). Assessment and Tracking & Adapting indicators declined by 5 points (90% to 85% in each instance), but these indicators remained well above standard.

Southwest Region System Performance	# of cases (+)	# of cases (-)	Standard: 70% on all indicators. Exception is Safety = 85% / Standard: 85% on overall score	FY10	FY11	FY12	FY13	FY14	FY15 Current Scores
Engagement	16	4	80%	88%	75%	90%	90%	95%	**80%**
Teaming	18	2	90%	63%	75%	65%	75%	85%	**90%**
Assessment	17	3	85%	75%	79%	75%	85%	90%	**85%**
Long-term View	17	3	85%	75%	63%	65%	75%	65%	**85%**
Child & Family Plan	13	7	65%	83%	75%	80%	85%	95%	**65%**
Intervention Adequacy	18	2	90%	83%	88%	80%	80%	85%	**90%**
Tracking & Adapting	17	3	85%	71%	79%	85%	85%	90%	**85%**
Overall Score	17	3	85%	92%	83%	80%	85%	95%	**85%**

0% 20% 40% 60% 80% 100%

FIGURE I-20

Western Region

The Overall Child Status score for Western Region has been above standard for the past five years as shown in **FIGURE I-21**. Of the eight Child and Family Status indicators, seven scored above standard. Prospect for Permanence is the only indicator below standard in FY2015, not meeting the standard in the past five years.

Western Region Child Status	# of cases (+)	# of cases (-)	Standard: 70% on all indicators. Exception is Safety = 85% / Standard: 85% on overall score	FY10	FY11	FY12	FY13	FY14
Safety	28	1	97%	100%	92%	92%	96%	**97%**
Child Safe from Others	28	1	97%	NA	96%	100%	100%	**97%**
Child Risk to Self	29	0	100%	NA	96%	92%	96%	**100%**
Stability	25	4	86%	75%	83%	71%	76%	**86%**
Prospect for Permanence	16	13	55%	63%	67%	46%	68%	**55%**
Health/Physical Well-being	29	0	100%	100%	100%	100%	100%	**100%**
Emot./Behavioral Well-being	27	2	93%	96%	92%	92%	88%	**93%**
Learning	27	2	93%	92%	88%	88%	88%	**93%**
Family Connections	17	4	81%	NA	94%	94%	77%	**81%**
Satisfaction	23	6	79%	88%	96%	92%	84%	**79%**
Overall Score	**26**	**3**	90%	**100%**	**92%**	**88%**	**96%**	**90%**

0% 20% 40% 60% 80% 100%

FIGURE I-21

Overall System Performance was 79%, as seen in **FIGURE I-22**. Every indicator declined ranging from one percentage point to 29 percentage points. The most dramatic drop was in Child and Family Plan from 84% to 55%. Child & Family Plan and Long-term View were the only two indicators below the standard.

Western Region System Performance	# of cases (+)	# of cases (-)	Standard: 70% on all indicators. Exception is Safety = 85% / Standard: 85% on overall score	FY10	FY11	FY12	FY13	FY14
Teaming	23	6	83%	67%	67%	29%	80%	**79%**
Assessment	21	8	79%	75%	71%	71%	76%	**72%**
Long-term View	17	12	72%	58%	54%	42%	60%	**59%**
Child & Family Plan	16	13	59%	38%	58%	46%	84%	**55%**
Intervention Adequacy	24	5	55%	88%	79%	75%	88%	**83%**
Tracking & Adapting	24	5	83%	75%	92%	75%	88%	**83%**
Overall Score	**23**	**6**	83%	**83%**	**79%**	**67%**	**80%**	**79%**

0% 20% 40% 60% 80% 100%

FIGURE I-22

CONCLUSION

Statewide scores on Overall Child Status for the past 15 years of QCR reviews show the Child Welfare System traveled an upward path of continual system improvement from FY2001 to FY2007 when scores peaked at 96%. There was a gradual decline through FY2012. In FY2013 and FY2014 scores once again improved in each year. The scores in FY2015 dropped to 86% but remain above the standard. This is the lowest score for the statewide Overall Child Status since FY2001.

The score on Overall System Performance peaked in FY2009 at 93%, and then declined every year over the next three years to a score of 82%. In FY2014 scores on Overall System Performance rose dramatically by 9 points (92%) followed by an equally dramatic 8 point decline in FY2015 (84%). All regions experienced a decline in their Overall System Performance score between FY2014 and FY2015.

Statewide scores on both Child Status and System Performance declined between in FY2015; however, scores in FY2014 were the highest in nine years. Excluding FY2014, scores in FY2015 were in the same range of scores as any other year in the past five years (86-91% for Child Status and 82-84% for System Performance). Overall System Performance has been below standard for four of the past five years.

Case Process Review

METHODOLOGY

The Case Process Review (CPR) is completed by thoroughly reviewing documentation within the child welfare electronic data management system known as SAFE. Documentation verifies completion of tasks required by DCFS Practice Guidelines, as well as compliance with federal law.

An established mathematical method creates a random sample for each area of focus. Performance Standards are established at 90% for most CPS cases and 85% for all other program areas. Program areas include the following:

Child Protection Services (CPS): In addition to General CPS investigations, this program area includes cohorts of Medical Neglect referrals, Unable-to-Locate referrals, Unaccepted referrals, and any referrals categorized as Priority One. (FY2015 had zero referrals that met the Priority One definition.)

Removals: A Removal generally occurs during the course of a CPS Investigation; however, children may enter protective custody due to failure of an In-Home Services case, beginning a voluntary placement, or a Court Order directing DCFS to take custody of a delinquent minor. Agency requirements at the time of removal require seeing the child face-to-face each week during the first four weeks following the Removal. This means a CPS investigator may begin the process of a Removal, but a SCF worker may be responsible for weekly visits within the initial four weeks of the case.

In-Home Services (PSS, PSC, and PFP): This program area includes Family Preservation Services (PFP), Voluntary Services (PSC), and court ordered Protective Supervision Services (PSS).

Foster Care Services (SCF): This program area includes families with children living in out-of-home care due to abuse, neglect, or dependency. This program area also includes those circumstances where DCFS is court ordered to take custody of a child/youth who has exhibited delinquent behavior without an allegation of abuse or neglect.

The Office of Services Review (OSR) examined 100% of the cases within the universes of Medical Neglect, and Unable to Locate program areas. In addition, random samples generated from program area universes were examined. All CPS cases that closed within the review period qualify to be included in the Universe.

The review period for Family Preservation cases (PFP) is the entire period the case remains open, generally 60-90 days. In-Home and Foster Care cases have review periods of six months. Total case files reviewed in each focus area appear in **TABLE II-1**.

Program Area	Case Files Reviewed
CPS General	136
Unable to Locate	65
Medical Neglect	20
Priority I	0
Unaccepted	134
Removals	104
PSS/PSC/PFP	127
Foster Care	132

TABLE II-1

DATA RELIABILITY

In order to assure quality and consistency, 10% of the sample cases received a second evaluation by an alternate reviewer. Statistics for FY2015 show initial reviewer response was correct in 90% of cases reviewed. A total of 1414 measures were double-read with 149 differences in scores. Of those 149, 104 were resolved in agreement with the original reviewer, 39 were resolved in agreement with the alternate reviewer, and six were unresolved due to poor documentation, leaving the final score as perceived by the original reviewer.

Following an examination of data in SAFE, reviewers met on-site at individual offices within each region of the state. During exits, one-to-one training occurred between the assigned OSR reviewer and the worker assigned to the case. At that time, DCFS workers had the opportunity to supply documentation not found in SAFE.

STATEWIDE RESULTS

TABLE II-2 displays the scores for the past five years of Case Process Reviews. The Child Protection Services score reflects adequate documentation in 92% of cases reviewed compared to 96% of cases in FY2014. Unable-to-Locate decreased from 87% in FY2014 to 82% in FY2015. Unaccepted Referrals as well as Removals maintained their scores from FY2014, 100% and 86% respectively. In-Home services dropped one percentage point from 87% in FY2014 to 86% in FY2015. Foster Care Services increased two percentage points from FY2014 (86%) to FY2015 (88%). Combined scores show that documentation provided evidence of tasks completed in 88% of cases reviewed. This is the same overall score achieved in FY2014.

Year	Answers	CPS	Unable to Locate	Unaccepted Referrals	Removals	In-Home Services	Foster Care	Overall % Yes
2015	*Sample*	919	222	402	426	2990	3879	8838
	Yes Answers	849	182	402	367	2571	3407	7778
	Partial Credit (score)	0	0	0	0	12	20.25	32.25
	Performance Rate	**92%**	**82%**	**100%**	**86%**	**86%**	**88%**	**88%**
2014	**Performance Rate**	96%	87%	100%	86%	87%	86%	88%
2013	**Performance Rate**	94%	86%	100%	77%	82%	81%	84%
2012	**Performance Rate**	94%	91%	99%	76%	75%	80%	80%
2011	**Performance Rate**	95%	90%	100%	60%	70%	78%	77%

TABLE II-2

Child Protection Services

Of 919 measures scored in General CPS Investigations, adequate documentation existed on 849 measures. Generally, reviewers' responses closely match data culled from SAFE programming; however, questions CPSG.2 (If the child remained at home, were services offered within 30 days?) and CPSG.8 (Were findings based on facts obtained/available at the time of investigation?) are dependent on a reviewer's ability to derive information based only on documentation.

The universe of Medical Neglect allegations was reviewed with scores captured in question CPSH.2 (If this case involves an allegation of medical neglect, did the worker obtain a medical neglect assessment from a health care provider prior to case closure?). Although the universe of applicable cases is very small (20 cases), FY2015 scores show a decrease of 30 percentage points, scoring 65% in FY2015 after a 95% score in FY2014. CPS compliance over the past 5 years is seen in **CHART II-3.**

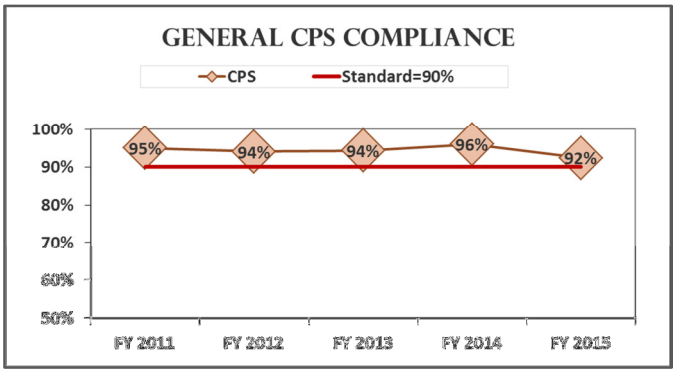

CHART II-3

Unaccepted Referrals

Unaccepted Referrals scored 100% overall. This is a consistent score for the three measurements provided. With the exception of FY2012, which had an overall score of 99%, the past five years have shown 100% compliance to DCFS guidelines for Unaccepted Referrals.

Unable to Locate

Unable to Locate questions decreased five overall points this year from 87% in FY2014 to 82% this year. Question CPSUL.1 (Did the worker visit the home at times other than normal work hours?) shows continued improvement over the past three years, moving from 79% in FY2013 to 92% in FY2015.

CPSUL.2 (Did the worker check with local schools or the local school district for contact/location information about the family?) has continued to remain above the standard. This year's score increased from 86% in FY2014 to 96% in FY2015.

CPSUL.3 (Did the worker check with law enforcement agencies to obtain contact/location information about the family?) decreased eleven percentage points to 79% from FY2014 (91%). In three cases, caseworkers reviewed police reports; however this does not meet expectations of checking back with law enforcement agencies for *new* information regarding location of the family. Four other cases checked back, but not during the time the case was open, resulting in "N" answers.

CPSUL.4 (Did the worker check public assistance records for contact/new location information regarding the family?) decreased seven percentage points over the year from 89% in FY2014 to 82% in FY2015. OSR seeks evidence that EREP, which contains public assistance records, was checked to determine if the family is receiving services at a different address than the one provided when the investigation was initiated. Case workers often check SAFE or the CARE program; however, these programs do not contain public assistance records and therefore do not receive credit for this question.

CPSUL.5 (Did the worker check with the referent for new information regarding the location of the family?) scores hovered around 84-85% during FY2013 and FY2014. In FY2015 the score dropped 15 percentage points to 70%. This drop in scores can be attributed to the frequency of law enforcement identified as the referent and no documentation that the caseworker checked with law enforcement for new contact/location information (see Appendix A, CPSUL.3). Compliance scores for the focus area of Unable to Locate over the past five years are seen in **CHART II-4.**

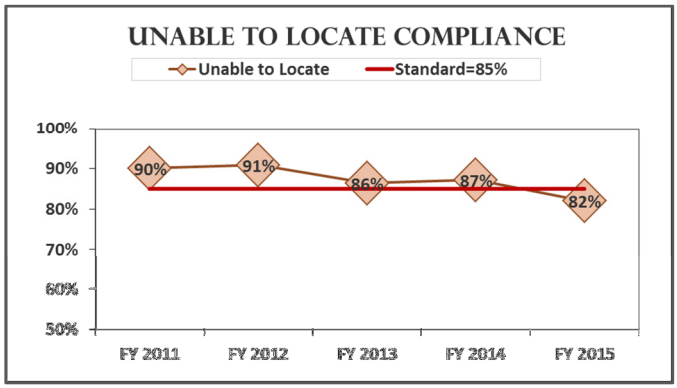

CHART II-4

Removals

FY2015 is the fifth year of reviewing Removals as an independent focus area. Prior to making Removals an independent focus area, the measurements monitored only the 48-hour visit to the shelter. DCFS policy is more clearly reflected by monitoring additional weekly visits for the three weeks following the removal.

Responsibility for the completion of these measures is placed on the agency as a whole, rather than solely on Child Protection Services. Scores show steady improvement over the past five years. Of 426 qualifying measurements, positive responses occurred on 367, resulting in an overall score of 86%, meeting the standard for the second year in a row.

OSR reviewers found the CPS investigator generally completed the first visit (referred to as the 48-hour visit) as well as the first week's follow-up visit before an on-going worker was assigned. Difficulty remains in completing adequate documentation for weeks two and three. During one-to-one training, OSR reviewers stressed the importance of communication between the CPS investigator and the on-going worker when the transfer of the case occurs. The overall performance rate for Removals has improved from 60% in FY2011 to 86% in FY2015, reaching the standard two years in a row. Overall Compliance for Removal cases is shown in **CHART II-5.**

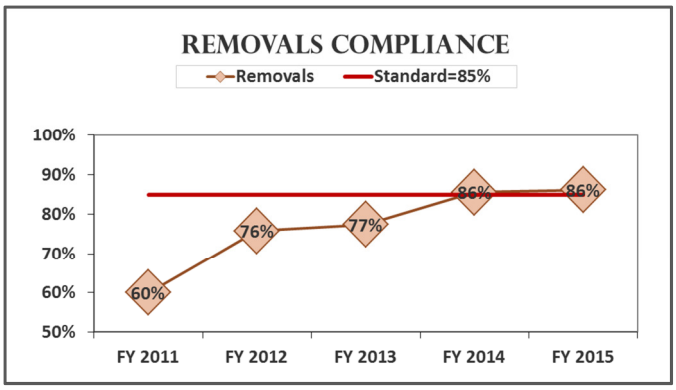

CHART II-5

In-Home Services

DCFS Practice Guidelines are designed to improve outcomes for families receiving In-Home services and the overall measurements show steady or increased scores, reflecting improved documentation. The In-Home Services overall score of 86% in FY2015 is one point lower than FY2014 (87%) but four points higher than the 82% scored in FY2013. Of 2990 measures, 2571 measures received affirmative responses with an additional 12 points as partial credit.

Question IH.1 (Is there a current Child and Family Plan in the file?) received a score of 95%, the highest this measurement has scored in the past five years.

Question IH.2 (Was an initial Child and Family Plan completed for the family within 45 days of the case start date?) has shown steady improvement over the last three years moving from 79% in FY2013 to 90% in FY2015.

Question IH.3 (Were the following team members involved in the development of the current Child and Family Plan?) remains well above the standard at 91%. Involving mothers in creating the plan scores very high (97%) and maintains evidence of involving the mothers in the majority of In-Home planning. Involving fathers improved from a score of 69% in FY2013 to a score of 85% in FY2014 and decreased one percentage point for FY2015 (84%). Involving other caregivers improved from 87% last year to 98% in FY2015 and involving children over the age of five met the standard (85%) for the first time in the past five years.

Question IH.4 (Did the worker have face-to-face contact with the child at least once each month?) improved from 73% in FY2011 to 90% in FY2015. Workers have improved documentation of identifying children by name. This allows credit to be given for the target child identified during the review period.

Question IH.5 (Did the worker have a face-to-face conversation with the child outside the presence of the parent or substitute caregiver at least once each month?) maintained a score of 75% for FY2015 remaining within ten points of meeting the standard.

Question IH.6 (Did the worker make a face-to-face contact with the substitute caregiver at least once during each month?) decreased five percentage points, scoring 85% in FY2015. Despite the decrease, this is the third year this measure has met or exceeded the standard.

Question IH.7 (Did the caseworker enter the residence where the child is living at least once during each month?) decreased seven points from 95% in FY2014 to 88% compliance in FY2015. Again, despite the decrease, this measure has met or exceeded the standard of 85% for the past five years.

Question IH.8 (Did the worker make a face-to-face contact with the mother of the child at least once each month?) added one percentage point, scoring 92% for FY2015. This score reflects a steady increase over the past five years.

Question IH.9 (Did the worker make a face-to-face contact with the father of the child at least once each month?) dropped two points this year from 78% in FY2014 to 76% in FY2015. Although caseworkers are required to involve the legal parents in creating the plan, In-Home Services do not require monthly face-to-face contact if the parent does not have active requirements within the Child and Family Plan, resulting in face-to-face contact with fathers having more cases with "NA" scores. Overall Compliance for In-Home services is seen in **CHART II-6.**

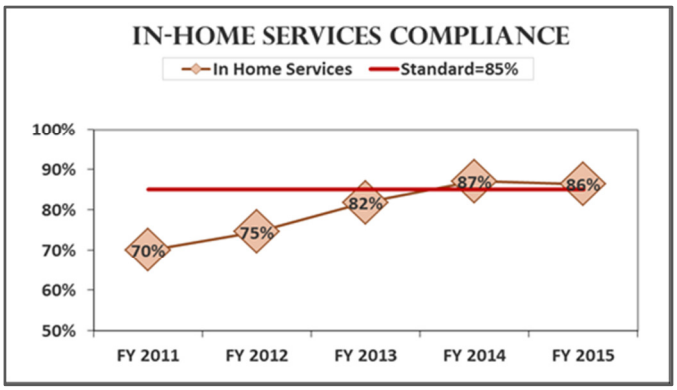

CHART II-6

Foster Care Cases

Question IA.5 (Did the caseworker gather available information essential to the child's safety and provide that information to the caregiver prior to placement or within 24-hours if this is a removal situation?) received a score of 90%, placing it above the standard for the second time in the past five years.

Questions IB.4 and IB.5 (Did the caseworker make face-to-face contact with the mother/father at least once each month?) continue to remain below the standard; however, documentation shows continual improvement at accomplishing face-to-face contacts. Face-to-face contact with the mother improved steadily from 57% in FY2011 to 74% in FY2014. FY2015 scores resulted in a decrease of three percentage points (71%). Face-to-face contact with the father occurred in 40% of relevant cases in FY2011 and has improved to 72% in FY2015 but remains below the standard.

Scores continue to improve for Question IV.3 (Were the following team members involved in the development of the current Child and Family Plan?), which seeks involvement of the mother, father, substitute caregiver, and child in creating the service plan. The lowest score remains in the area of involving the father, which is the only sub-measure to score below the standard (78%). Although this score remains below the standard, it has shown steady improvement over the past five years.

Question IV.4 (Was an initial or annual Casey Life Skills Assessment completed?) decreased again for the third year in a row. The Casey Life Skills Assessment is a resource that helps identify skills needed by youth before being able to live independently in the community. All youth 14 years of age and over are to complete an assessment on an annual basis. This measure reached a high score of 58% in FY2013. The score has increased from 42% in FY2014 to 45% in FY2015.

Question IV.5a and IV.5b (Was the child provided the opportunity to visit with the mother/father weekly, or is there an alternate plan?) scored 94% for regular visitation plans with the mother, a two percentage point decrease from FY2014 (96%). Visitation with fathers scored similarly at 92%, an increase of seven percentage points from FY2014 (85%).

Question IV.6 (Was the child provided the opportunity to visit with his/her siblings weekly, or is there an alternate plan?) is relevant if the child had siblings in Foster Care but they were living with a different caregiver. Visitation was arranged in 89% of relevant cases in FY2015 as opposed to 94% of relevant cases in FY2014, a loss of five percentage points. Overall scores for the area of Foster Care are seen in **CHART II-7**.

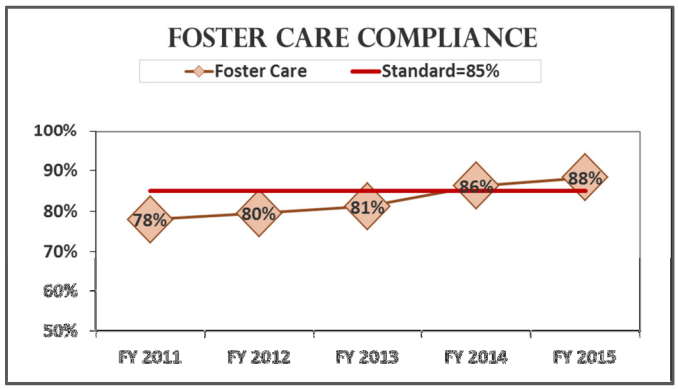

CHART II-7

CONCLUSION

Overall documentation provides evidence that tasks were completed in 88% of the cases reviewed. CPS cases and Removals continue to score at or above the standard.

The score on Question CPSUL.5 (Did the worker check with the referent for new information regarding the location of the family?) dropped 15 percentage points in FY2015 (from 85% in FY2014 to 70%). This may be attributed to the number of times law enforcement was identified as the referent. Feedback from caseworkers throughout the state indicates that law enforcement agencies are not always willing to provide new information, or they do not respond to efforts to make contact. Caseworkers reviewed police reports; however, this does not meet expectations of checking back with law enforcement agencies for new information regarding

location of the family. In addition, of six cases in the Salt Lake Region with no evidence of worker contact, one supervisor accounted for all six cases with "N" scores.

In-Home Service cases continued an upward trend in meeting newly established requirements. This is the second year the overall score met or exceeded the standard.

In-Home Services continue to struggle with Question IH.5 (Did the worker have a face-to-face conversation with the child outside the presence of the parent or substitute caregiver at least once during each month of the review period?). Private conversations with the child away from the presence of their parent or substitute caregiver maintained a score of 75% for the second year following previous years with compliance rates of 65% or less.

Question IH.9 (Did the worker make a face-to-face contact with the father of the child at least once during each month of the review period?) also remains below Case Process Review standards. Although this measurement has not yet met the overall standard of 85%, there has been significant improvement from the score of 49% in FY2011 to the score of 76% in FY2015. Scores seem to have plateaued over the past three years (71%, 78%, 76% consecutively).

Scores in Foster Care Services have pushed out of the stagnant scores of FY2011 – FY2013 and scored above the standard for the second year with an increase of two percentage points from FY2014 (86%) to 88% in FY2015.

An area that remains difficult in Foster Care Services is making face-to-face contact with the mother and the father on a monthly basis. In foster care, as opposed to In-Home cases, the parents are required to be seen even if they are not actively involved in the Child and Family Plan. This is due to the state maintaining custody of the child, while the parental rights remain intact.

Documentation of input by the biological father on the Child and Family Plan in Foster Care Services also continues to be difficult for workers to accomplish.

Providing input on the Child and Family Plan receives an "NA" if the parent's rights are terminated, the whereabouts of the parent is unknown, the court or a therapist has determined parental involvement is detrimental to the safety or best interest of the child, or the parent is deceased. In addition, a child age 18 or over can request parents not be involved in the planning or the worker documented two or more attempts to involve the parent in planning (passive refusal) receive scores of "NA". Caseworkers may be hesitant to continue contacting a parent who has shown passive refusal in the past; however, this question is focused on involvement of the parent in creating the current Child and Family Plan and not the historical involvement of the parent.

In addition, completing the Casey Life Skills Assessment in a timely manner is well below standard. The Casey Life Skills Assessment is a resource to help caseworkers, caregivers, parents, and children over the age of 14 determine how well the child is prepared to become independent within the community and outside of DCFS jurisdiction.

DCFS has determined that the Casey Life Skills Assessment is obsolete and they are currently exploring alternatives that better reflect the strengths and needs of adolescents in care. As this assessment is no longer required by DCFS, modification of the use of this question as a part of the Case Process Review is necessary. Overall compliance for FY2015 is seen in **CHART II-8.**

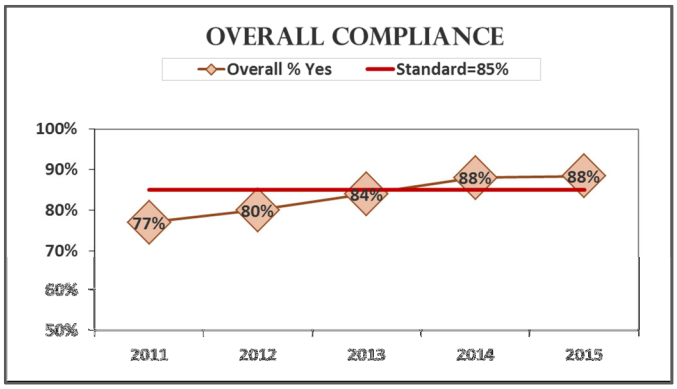

CHART II-8

DCFS RESPONSE

In response to FY2015 results, the Division of Child and Family Services issued the following statement which is a summary of efforts currently occurring to address some key practice improvement strategies:

> "DCFS continues to see CPR and QCR reviews as an integral part of quality assurance and incorporates these review results into ongoing practice improvement efforts. Practice Improvement Coordinators in every region pull monthly reports to track performance and address trends in monthly administrative meetings. When a region fails to meet one of the standards in the QCR they have to submit a Practice Improvement Plan (PIP) that outlines the strategies the region will use to remedy the decline. At the state level, trends are reviewed with the regions on a quarterly basis, including discussing strategies to address declines.
>
> At the September 22, 2015 Trends Analysis meeting, regions will present their practice improvement plans for FY2016. The outcome of this meeting will be presented to the Child Welfare Legislative Oversight Panel.
>
> The state Practice Improvement Coordinator has noticed that CPR training for new employees is not occurring as in the past, therefore a new CPR training is being developed. Once completed, the training will be provided to all new employees within 6 months of their hire date, and refresher training sessions will be provided to veteran staff as needed. Efforts on individual indicators (like the medical neglect question, unable to locate questions, Long-term View indicator, etc.) are on the agenda for this month's meeting."

Appendix A

Case Process Review Tables

TABLE 1 - GENERAL CPS, UNABLE-TO-LOCATE, UNACCEPTED REFERRALS, AND REMOVALS

Type & Tool #	Question	Sample	Yes	Partial Credit	Partial No Credit	No	EC	NA	GOAL	Performance Rate (%) FY 2015	2014	2013	2012	2011	Precision range
General CPS															
CPSG.1	Did the investigating worker see the child within the priority time frame?	4493	4166	0	0	327	0	0	**90%**	**93%**	91%	92%	90%	91%	Universe
CPSG.2	If the child remained at home, did the worker initiate services within 30 days of the referral?	37	36	0	0	1	0	99	**90%**	**98%**	90%	94%	96%	88%	4.4%
CPSG.3	Was the investigation completed within 30 days of CPS receiving the report from intake or within the extension time frame granted if the Regional Director granted an extension?	4492	4181	0	0	311	0	0	**90%**	**94%**	96%	93%	96%	95%	Universe
CPSG.4	Did the worker conduct the interview with the child outside the presence of the alleged perpetrator?	99	96	0	0	2	1	37	**90%**	**97%**	97%	98%	97%	98%	2.8%
CPSG.5	Did the worker interview the child's natural parents or other guardian when their whereabouts are known?	132	117	0	0	15	0	4	**90%**	**89%**	100%	96%	91%	94%	4.5%
CPSG.6	Did the worker interview third parties who have had direct contact with the child, where possible and appropriate?	128	125	0	0	3	0	8	**90%**	**98%**	100%	99%	100%	95%	2.2%
CPSG.7	Did the CPS worker make an unscheduled home visit?	95	80	0	0	7	8	41	**90%**	**85%**	92%	95%	86%	92%	6.2%
CPSG.8	Were the case findings of the report based on facts/information obtained/available during the investigation?	136	130	0	0	6	0	0	**85%**	**96%**	100%	98%	100%	97%	2.9%
CPSH.1	If this is a Priority I case involving trauma caused from severe maltreatment, severe physical injury, recent sexual abuse, fetal addiction, or any exposure to a hazardous environment was a medical examination of the child obtained no later than 24 hours after the report was received?	0	0	0	0	0	0	21	**90%**	**n/a**	n/a	n/a	n/a	n/a	n/a
CPSH.2	If this case involves an allegation of medical neglect, did the worker obtain a medical neglect assessment from a health care provider prior to case closure?	20	13	0	0	7	0	0	**90%**	**65%**	95%	86%	94%	100%	Universe
Unable to Locate Cases															
CPSUL.1	Did the worker visit the home at times other than normal work hours?	39	36		0	3	0	26	**85%**	**92%**	81%	79%	93%	85%	Universe
CPSUL.2	If any child in the family was school age, did the worker check with local schools or the local school district for contact/location information about the family?	27	26			1	0	38	**85%**	**96%**	86%	97%	93%	92%	Universe
CPSUL.3	Did the worker check with law enforcement agencies to obtain contact/location information about the family?	52	41			11	0	13	**85%**	**79%**	91%	81%	86%	90%	Universe
CPSUL.4	Did the worker check public assistance records for contact/location information regarding the family?	51	42			9	0	14	**85%**	**82%**	89%	93%	90%	98%	Universe
CPSUL.5	Did the worker check with the referent for new information regarding the location of the family?	53	37			10	6	12	**85%**	**70%**	85%	84%	93%	83%	Universe
Unaccepted Referrals															
CPSUA.1	Was the nature of the referral documented?	134	134			0			**85%**	**100%**	100%	100%	100%	100%	0.0%
CPSUA.2	Did the intake worker staff the referral with the supervisor or other intake/CPS worker to determine non-acceptance of the report?	134	134			0			**85%**	**100%**	100%	99%	99%	100%	0.0%
CPSUA.3	Does the documentation adequately support the decision not to accept the referral?	134	134			0			**85%**	**100%**	100%	99%	98%	99%	0.0%
Removals															
R.1	Did the child experience a removal as a result of a CPS investigation this review period?		78			26									
R.2	Did the worker visit the child in the placement by midnight of the second day after the date of removal from the child's home?	77	70	0	0	7	0	27	**85%**	**91%**	93%	89%	90%	81%	5.4%
R.3	Did the worker (CPS or ongoing worker) visit the child in the placement for the first three weeks after the initial visit?														
	Week one	69	59	0	0	10	0	35	**85%**	**86%**	83%	71%	63%	35%	7.0%
	Week two	64	51	0	0	13	0	40	**85%**	**80%**	81%	68%	38%	24%	8.3%
	Week three	63	38	0	0	25	0	41	**85%**	**60%**	62%	57%	n/a	30%	10.1%
									Performance rate for all three weeks	**76%**	75%	65%	58%	37%	
R.4	Within 24 hours of the child's placement in care, did the worker make reasonable efforts to gather information essential to the child's safety and well being and was this information given to the care provider?	77	74	0	1	2	0	27	**85%**	**96%**	91%	79%	85%	85%	3.6%
R.5	During the CPS investigation, were reasonable efforts made to locate possible kinship placements?	76	75	0	0	1	0	28	**85%**	**99%**	99%	97%	99%	99%	2.2%

*THE OFFICE OF SERVICES REVIEW HAS A CONFIDENCE RATE OF 90%. FOR EXAMPLE, THE SCORE FOR QUESTION CPSUL.2 IS 96%. USING THE PRECISION RANGE FOR THAT QUESTION (6.0%), OSR IS 90% POSITIVE THE EXACT PERCENTAGE IS SOMEWHERE BETWEEN 90% AND 100%.

TABLE 2 – IN-HOME SERVICES

Type & Tool #	Question	Sample	Yes	Partial Credit	Partial No Credit	No	EC	NA	GOAL	Performance Rate (%) FY 2015	2014	2013	2012	2011	Precision range
	In Home Services														
IH.1	Is there a current child and family plan in the file?	127	114	6.75	0	4	0	0	**85%**	**95%**	94%	87%	88%	84%	3.2%
IH.2	Was an initial child and family plan completed for the family within 45 days of the case start date?	57	46	5.25	0	4	0	70	**85%**	**90%**	89%	79%	84%	81%	6.6%
IH.3	Were the following team members involved in the development of the current child and family plan?														
	the mother	108	105	0	0	3	0	19	**85%**	**97%**	93%	95%	89%	91%	2.6%
	the father	79	66	0	0	13	0	48	**85%**	**84%**	85%	69%	63%	60%	6.9%
	other caregiver (guardian, step-parent, kinship)?	43	42	0	0	1	0	84	**85%**	**98%**	87%	92%	86%	87%	3.8%
	the child/youth if developmentally appropriate?	78	66	0	0	12	0	49	**85%**	**85%**	76%	70%	63%	74%	6.7%
									Performance rate for all four sub-questions	**91%**	86%	81%	75%	77%	
IH.4	Did the worker have a face-to-face contact with the child at least once during each month of this review period?														
	Month one	87	80	0	0	7	0	40	**85%**	**92%**	90%	88%	81%	70%	4.8%
	Month two	100	91	0	0	9	0	27	**85%**	**91%**	89%	79%	76%	74%	4.7%
	Month three	103	89	0	0	13	1	24	**85%**	**86%**	86%	83%	75%	77%	5.6%
	Month four	93	82	0	0	11	0	34	**85%**	**88%**	88%	86%	79%	72%	5.5%
	Month five	88	84	0	0	4	0	39	**85%**	**95%**	90%	86%	78%	74%	3.7%
	Month six	75	66	0	0	9	0	52	**85%**	**88%**	91%	85%	78%	71%	6.2%
									Performance rate for six months	**90%**	89%	85%	78%	73%	
IH.5	Did the worker have a face-to-face conversation with the child outside the presence of the parent or substitute caregiver at least once during each month of the review period?														
	Month one	69	56	0	0	13	0	58	**85%**	**81%**	73%	69%	55%	42%	7.7%
	Month two	81	66	0	0	15	0	46	**85%**	**81%**	76%	62%	51%	51%	7.1%
	Month three	78	56	0	0	21	1	49	**85%**	**72%**	74%	66%	46%	50%	8.4%
	Month four	73	55	0	0	18	0	54	**85%**	**75%**	75%	59%	59%	46%	8.3%
	Month five	67	49	0	0	18	0	60	**85%**	**73%**	77%	67%	59%	48%	8.9%
	Month six	59	37	0	0	22	0	68	**85%**	**63%**	79%	66%	54%	47%	10.4%
									Performance rate for six months	**75%**	75%	65%	54%	47%	
IH.6	Did the worker make a face-to-face contact with the substitute caregiver at least once during each month of the review period?														
	Month one	21	17	0	0	4	0	106	**85%**	**81%**	95%	90%	78%	71%	14.1%
	Month two	25	23	0	0	2	0	102	**85%**	**92%**	90%	86%	75%	94%	8.9%
	Month three	27	24	0	0	3	0	100	**85%**	**89%**	83%	96%	80%	93%	9.9%
	Month four	23	18	0	0	5	0	104	**85%**	**78%**	88%	96%	85%	88%	14.1%
	Month five	23	20	0	0	3	0	104	**85%**	**87%**	88%	85%	85%	72%	11.6%
	Month six	23	18	0	0	5	0	104	**85%**	**78%**	96%	84%	83%	77%	14.1%
									Performance rate for six months	**85%**	90%	90%	81%	83%	
IH.7	Did the caseworker enter the residence where the child is living at least once during each month of the review period?														
	Month one	85	78	0	0	7	0	42	**85%**	**92%**	95%	91%	82%	82%	4.9%
	Month two	100	88	0	0	12	0	27	**85%**	**88%**	96%	87%	86%	82%	5.3%
	Month three	103	88	0	0	14	1	24	**85%**	**85%**	91%	95%	82%	87%	5.7%
	Month four	94	82	0	0	12	0	33	**85%**	**87%**	97%	94%	88%	85%	5.7%
	Month five	88	81	0	0	7	0	39	**85%**	**92%**	96%	89%	85%	86%	4.7%
	Month six	76	66	0	0	10	0	51	**85%**	**87%**	96%	92%	86%	86%	6.4%
									Performance rate for six months	**88%**	95%	91%	85%	85%	
IH.8	Did the worker make a face-to-face contact with the mother of the child at least once during each month of the review period?														
	Month one	85	76	0	0	9	0	42	**85%**	**89%**	90%	86%	76%	86%	5.5%
	Month two	95	88	0	0	7	0	32	**85%**	**93%**	95%	89%	80%	77%	4.4%
	month three	95	87	0	0	8	0	32	**85%**	**92%**	91%	89%	87%	85%	4.7%
	Month four	87	79	0	0	8	0	40	**85%**	**91%**	92%	89%	90%	85%	5.1%
	Month five	82	76	0	0	6	0	45	**85%**	**93%**	90%	89%	86%	80%	4.7%
	Month six	70	65	0	0	5	0	57	**85%**	**93%**	89%	86%	89%	82%	5.1%
									Performance rate for six months	**92%**	91%	88%	85%	82%	
IH.9	Did the worker make a face-to-face contact with the father of the child at least once during each month of the review period?														
	Month one	49	39	0	0	10	0	78	**85%**	**80%**	77%	70%	53%	39%	9.5%
	Month two	55	41	0	0	14	0	72	**85%**	**75%**	78%	61%	56%	46%	9.7%
	Month three	61	53	0	0	8	0	66	**85%**	**87%**	74%	62%	46%	57%	7.1%
	Month four	58	44	0	0	14	0	69	**85%**	**76%**	77%	75%	58%	47%	9.2%
	Month five	54	42	0	0	12	0	73	**85%**	**78%**	81%	75%	63%	53%	9.3%
	Month six	46	28	0	0	18	0	81	**85%**	**61%**	79%	82%	57%	55%	11.8%
									Performance rate for six months	**76%**	78%	71%	56%	49%	

***THE *OFFICE OF SERVICES REVIEW HAS A CONFIDENCE RATE OF 90%. FOR EXAMPLE, THE SCORE FOR QUESTION IH.9 MONTH THREE IS 87%. USING THE PRECISION RANGE FOR THAT QUESTION (7.1%), OSR IS 90% POSITIVE THE EXACT PERCENTAGE IS SOMEWHERE BETWEEN 80% AND 94%.**

TABLE 3 - FOSTER CARE PLACEMENT AND CONTACTS

Type & Tool #	Question	Sample	Yes	Partial Credit	Partial No Credit	No	EC	NA	GOAL	Performance Rate (%) FY 2015	2014	2013	2012	2011	Precision range
	Foster Care Cases Placement and Contacts														
IA.1	Did the child experience an initial placement or placement change during this review period?		51			81									
IA.2	Were reasonable efforts made to locate kinship placements?	38	38	0	0	0	0	94	**85%**	**100%**	92%	100%	87%	89%	0.0%
IA.3	Were the child's special needs or circumstances taken into consideration in the placement decision?	49	49	0	0	0	0	83	**85%**	**100%**	100%	100%	98%	100%	0.0%
IA.4	Was proximity to the child's home/parents taken into consideration in the placement decision?	44	44	0	0	0	0	88	**85%**	**100%**	100%	98%	100%	100%	0.0%
IA.5	Before the new placement was made, was basic available information essential to the child's safety and welfare and the safety and welfare of other children in the home given to the out-of-home care provider, OR if this is an initial placement resulting from a CPS investigation removal, did the worker provide the essential information with-in 24 hours of the removal?	48	43	0	0	5	0	84	**85%**	**90%**	86%	79%	70%	74%	7.3%
IB.1	Did the worker make a face-to-face contact with the substitute caregiver at least once during each month of the review period?														
	Month one	98	94	0	0	4	0	34	**85%**	**96%**	97%	88%	90%	93%	3.3%
	Month two	107	104	0	0	3	0	25	**85%**	**97%**	93%	97%	88%	92%	2.6%
	Month three	105	101	0	0	4	0	27	**85%**	**96%**	97%	91%	92%	93%	3.1%
	Month four	104	99	0	0	5	0	28	**85%**	**95%**	96%	95%	95%	94%	3.5%
	Month five	102	97	0	0	5	0	30	**85%**	**95%**	93%	91%	91%	96%	3.5%
	Month six	94	89	0	0	5	0	38	**85%**	**95%**	99%	93%	90%	87%	3.8%
									Performance rate for six months	**96%**	96%	93%	91%	93%	
IB.2	Did the worker have a face-to-face contact with the child/youth inside the out-of-home placement at least once during each month of this review period?														
	Month one	97	95	0	0	2	0	35	**85%**	**98%**	94%	89%	90%	85%	2.4%
	Month two	106	99	0	0	7	0	26	**85%**	**93%**	97%	94%	86%	91%	4.0%
	Month three	104	99	0	0	5	0	28	**85%**	**95%**	96%	92%	90%	90%	3.5%
	Month four	102	93	0	0	9	0	30	**85%**	**91%**	94%	88%	89%	92%	4.6%
	Month five	101	97	0	0	4	0	31	**85%**	**96%**	89%	91%	92%	91%	3.2%
	Month six	93	86	0	0	7	0	39	**85%**	**92%**	94%	90%	87%	83%	4.5%
									Performance rate for six months	**94%**	94%	91%	89%	89%	
IB.3	Did the worker have a face-to-face conversation with the child outside the presence of the caregiver at least once during each month of the review period?														
	Month one	77	77	0	0	0	0	55	**85%**	**100%**	89%	85%	87%	91%	0.0%
	Month two	84	79	0	0	5	0	48	**85%**	**94%**	95%	86%	89%	90%	4.2%
	Month three	89	85	0	0	4	0	43	**85%**	**96%**	95%	86%	86%	85%	3.6%
	Month four	87	77	0	0	10	0	45	**85%**	**89%**	91%	87%	84%	94%	5.6%
	Month five	85	85	0	0	0	0	47	**85%**	**100%**	88%	86%	92%	91%	0.0%
	Month six	86	82	0	0	4	0	46	**85%**	**95%**	94%	87%	83%	85%	3.7%
									Performance rate for six months	**95%**	92%	86%	87%	89%	
IB.4	Did the worker make a face-to-face contact with the mother of the child at least once during each month of the review period?														
	Month one	82	58	0	0	24	0	50	**85%**	**71%**	74%	65%	57%	57%	8.3%
	Month two	83	66	0	0	17	0	49	**85%**	**80%**	72%	74%	58%	53%	7.3%
	Month three	89	67	0	0	22	0	43	**85%**	**75%**	69%	64%	61%	60%	7.5%
	Month four	86	62	0	0	24	0	46	**85%**	**72%**	71%	74%	60%	59%	8.0%
	Month five	82	61	0	0	21	0	50	**85%**	**74%**	74%	74%	60%	53%	7.9%
	Month six	77	58	0	0	19	0	55	**85%**	**75%**	72%	60%	57%	53%	8.1%
									Performance rate for six months	**75%**	72%	69%	59%	56%	
IB.5	Did the worker make a face-to-face contact with the father of the child at least once during each month of the review period?														
	Month one	58	42	0	0	16	0	74	**85%**	**72%**	58%	44%	46%	40%	9.7%
	Month two	56	41	0	0	15	0	76	**85%**	**73%**	54%	42%	44%	31%	9.7%
	Month three	59	37	0	0	22	0	73	**85%**	**63%**	51%	38%	49%	42%	10.4%
	Month four	58	41	0	0	17	0	74	**85%**	**71%**	49%	53%	39%	37%	9.8%
	Month five	59	37	0	0	22	0	73	**85%**	**63%**	55%	55%	49%	34%	10.4%
	Month six	57	41	0	0	16	0	75	**85%**	**72%**	49%	49%	51%	28%	9.8%
									Performance rate for six months	**69%**	53%	47%	47%	35%	

***THE OFFICE OF SERVICES REVIEW HAS A CONFIDENCE RATE OF 90%. FOR EXAMPLE, THE SCORE FOR QUESTION IB.4 MONTH ONE IS 71%. USING THE PRECISION RANGE FOR THAT QUESTION (8.3%), OSR IS 90% POSITIVE THE EXACT PERCENTAGE IS SOMEWHERE BETWEEN 63% AND 80%.**

TABLE 4 - FOSTER CARE MEDICAL, EDUCATION, AND PLANNING

Type & Tool #	Question	Sample	Yes	Partial Credit	Partial No Credit	No	EC	NA	GOAL	Performance Rate (%) FY 2015	2014	2013	2012	2011	Precision range
Foster Care Medical/Education/Planning															
II.1	Was an initial or annual Well Child CHEC conducted on time?	124	111	0	0	13	0	8	**85%**	**90%**	87%	83%	85%	86%	4.5%
II.2	Was an initial or annual mental health assessment conducted on time?	121	97	0	0	24	0	11	**85%**	**80%**	91%	87%	80%	85%	6.0%
II.3	Was an initial or annual dental assessment conducted on time?	98	90	0	0	7	1	34	**85%**	**92%**	89%	87%	90%	88%	4.5%
III.1	Is the child school aged?		89			43									
III.2	If there was reason to suspect the child may have an educational disability, was the child referred for assessments for specialized services?	26	22	0	0	4	0	106	**85%**	**85%**	92%	83%	89%	100%	11.6%
IV.1	Is there a current child and family plan (including the ILP, if applicable) in the file?	131	115	14	0	2	0	1	**85%**	**96%**	95%	88%	90%	90%	1.8%
IV.2	If the child and family plan which was current at the end of the review period was the child's initial child and family plan, or if the initial child and family plan was completed within the review period, was it completed no later than 45 days after a child's removal from home?	42	28	13	0	1	0	90	**85%**	**90%**	82%	77%	78%	86%	3.9%
IV.3	Were the following team members involved in the development of the current Child and Family Plan?														
	the mother	96	85	0	0	11	0	36	**85%**	**89%**	86%	85%	77%	76%	5.3%
	the father	67	52	0	0	15	0	65	**85%**	**78%**	69%	61%	67%	45%	8.4%
	other caregiver, (guardian, foster parent, stepparent, kin)?	121	119	0	0	2	0	11	**85%**	**98%**	98%	93%	92%	95%	1.9%
	the child/youth if developmentally appropriate? (generally age 5 and over)	89	86	0	0	3	0	43	**85%**	**97%**	95%	86%	78%	86%	3.1%
	Performance rate for all four sub-questions									**92%**	89%	83%	80%	78%	
IV.4	In order to create an individualized TAL plan, was an initial or annual Casey Life Skills Assessment (CLSA) completed?	39	13	0	0	26	0	93	**85%**	**45%**	42%	58%	36%	69%	12.4%
IV.5.a	Was the child provided the opportunity to visit with his/her mother weekly, OR is there an alternative visitation plan?	89	84	0	0	5	0	43	**85%**	**94%**	96%	92%	93%	85%	4.0%
IV.5.b	Was the child provided the opportunity to visit with his/her father weekly, OR is there an alternative visitation plan?	62	57	0	0	5	0	70	**85%**	**92%**	85%	75%	87%	85%	n/a
IV.6	Was the child provided the opportunity for visitation with his/her siblings weekly OR is there an alternative visitation plan?	28	25	0	0	3	0	104	**85%**	**89%**	94%	89%	90%	78%	9.6%

*THE OFFICE OF SERVICES REVIEW HAS A CONFIDENCE RATE OF 90%. FOR EXAMPLE, THE SCORE FOR QUESTION IV.4 IS 33%. USING THE PRECISION RANGE FOR THAT QUESTION (12.4%), OSR IS 90% POSITIVE THE EXACT PERCENTAGE IS SOMEWHERE BETWEEN 21% AND 45%.