



**Legislative Research Committee
on Homeless Youth, Foster Care and Dependency
April 5, 2016**

**Department of Health and Human Services
Child and Family Services Review (CFSR)**



Foundation of the CFSR

- The U.S. Health and Human Services, Administration on Children and Families, Children's Bureau leads the review process
- In 2015, North Carolina experienced the third of such reviews (previous reviews - 2001 and 2007)
- In response to states and other stakeholder feedback, many changes made to the review process
- Intended to illuminate areas of greatest need and as such should not be seen as a "pass or fail" test
- All states will develop plans to improve the Child Welfare system



Structure of the CFSR

- **Outcomes (7) related to: Safety (2), Permanency (2) and Well-being (3)**
 - Outcomes are measured by case reviews using a federally defined tool and protocol
 - Safety 1 and Permanency 1 also have aggregate data indicators which must be met
- **Systemic Factors (7) when present, are supportive of consistent quality services**
 - Measured by a state-submitted report and stakeholder interviews conducted by Administration for Children and Families (ACF) staff



Child welfare outcomes

- **Safety 1:** Children are, first and foremost, protected from abuse and neglect
- **Safety 2:** Children are safely maintained in their homes whenever possible and appropriate
- **Permanency 1:** Children have permanency and stability in their living situations
- **Permanency 2:** The continuity of family relationships and connections is preserved for children

Child welfare outcomes continued

- **Well-Being 1: Families have enhanced capacity to provide for their children's needs**
- **Well-Being 2: Children receive appropriate services to meet their educational needs**
- **Well-Being 3: Children receive adequate services to meet their physical and mental health needs**

Case reviews – On Site Review Instrument (OSRI)

- **105 case reviews (59 foster care and 46 in-home) were conducted via a state-led case review process in Buncombe, Craven, Cumberland, Durham, Hoke, Jackson, Mecklenburg, Pitt, Scotland, Swain, Wake, and Wilson counties between April 1, 2015 and Sept. 30, 2015**

Systemic Factors (7)

- **Statewide information system**
- **Case review system to ensure the agency and courts achieve permanency in a timely manner, and families are engaged in the process**
- **Quality assurance system statewide to ensure children are provided quality services that protect their health and safety**
- **Staff and provider training ensures that staff statewide are properly trained to assess cases, and deliver services**



Systemic Factors (7) continued

- **Service array and resource development that is accessible, and appropriate to meet individualized child and family needs**
- **Agency responsiveness to the community through ongoing consultation with service providers, foster care providers, the juvenile court, and other public and private child and family serving agencies**
- **Foster and adoptive parent licensing, recruitment, and retention**



Developing a plan for improvement

- **Five work themes were identified:**
 - **Court Collaboration**
 - **Issues to timeliness for hearings, including Termination of Parental Rights**
 - **County Practice**
 - **Helping front-line social workers identify needs and arrange appropriate services**
 - **System Infrastructure**
 - **Quality Assurance and management oversight**
 - **Stakeholder Engagement**
 - **Community responsiveness and special populations**
 - **Service Collaboration**
 - **Access and effectiveness of behavioral health services, domestic violence services, and parenting supports**

Developing a plan for improvement continued

- **DHHS staff met with representatives from ACF Children's Bureau on March 28 and 29 to review preliminary plan outline and provide feedback**
- **Plan will need to address:**
 - **Updating the practice guidance provided to all counties to communicate expectations of performance**
 - **Enhance workforce capacity to ensure that the front line has the knowledge and skills necessary to conduct the practice guidance**
 - **Collaboration with the judicial system using data to illuminate areas of concern**
 - **Improve system infrastructure regarding quality assurance activities, service provision by partner agencies and information management**

