



# **Child and Family Services Reviews**

## **Results Meeting**

### **PENNSYLVANIA CF SR 2017**

# Agenda

- Overview
  - Child and Family Services Reviews
- CFSR Round 3 Findings
  - Outcomes
  - Systemic Factors
- Next Steps
  - Program Improvement Plan

# Overview

## CHILD AND FAMILY SERVICES REVIEWS

# Child and Family Services Reviews

The reviews are a collaborative effort between federal and state agencies structured to:

- Ensure conformity with certain federal child welfare requirements
- Assess the functioning of systemic factors in relation to title IV-B and IV-E requirements and Pennsylvania's **Child and Family Services Plan (CFSP)**
- Help states identify strengths and areas needing improvement in their child welfare practices and programs
- Assist states in enhancing their capacity to help children and families achieve positive outcomes.
- Aid states in making systemic changes that will improve child and family outcomes.

# Prior CFSR and PIP

- Pennsylvania completed a CFSR in 2002 & 2008
- Following those reviews, the state developed program improvement plans (PIPs) to address the findings
- In the 2008 review, Pennsylvania did not achieve substantial conformity with any of the seven outcomes and two of the seven systemic factors.
- Pennsylvania entered into a PIP and was able to successfully complete all of its activities and goals in June 2012

# State Conducted Case Review

- Pennsylvania opted for a state led CFSR for Round Three
- Pennsylvania was approved to conduct their own case review using the Federal Onsite Review Instrument (OSRI)
- 65 cases were reviewed
  - 25 in-home cases (17 GPS, 8 CPS)
  - 40 foster care cases

# State Conducted Case Review

- Case reviews were conducted between April – July 2017:
  - **25** in-home services cases
  - **40** foster care cases
- Reviewers consisted of state, county, Child Welfare Resource Center, and community stakeholder volunteers
- Federal staff completed secondary oversight of a sample of 50% of the completed cases
- The Children's Bureau interviewed numerous key partner groups

# State Conducted Case Review

Cases were reviewed across the state which included the following seven counties:

- **Butler**
- **Centre**
- **Lehigh**
- **Lycoming**
- **Mercer**
- **Northampton**
- **Philadelphia**





# CFSR Process

The child and family services review considered:

- Case-level reviews conducted by teams of state reviewers
- Pennsylvania's statewide assessment submitted to the Children's Bureau on February 1, 2017
- Interviews with key OCYF stakeholders

# How Performance is Assessed

## Seven (7) outcomes

- Each outcome incorporates one or more of the 18 items included in the case
- Each item is rated as a strength or area needing improvement based on an evaluation of child welfare practice following a review of the case record and interviews with case-related participants

## Seven (7) systemic factors

- Eighteen items are considered in assessing the state's substantial conformity with the 7 systemic factors
- An item is rated as a strength or area needing improvement based on information provided by the state in the statewide assessment and, as needed, from interviews with key partners



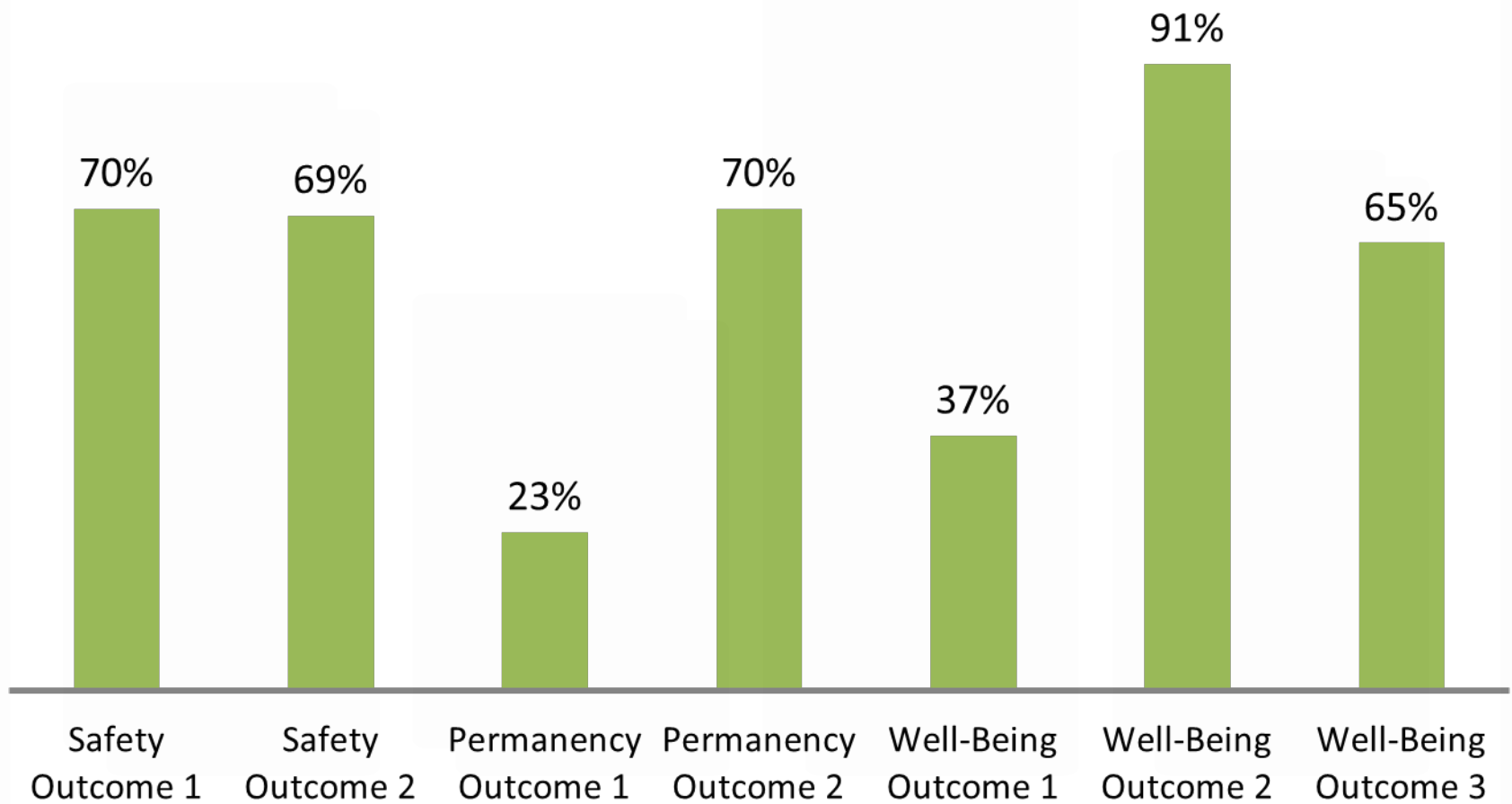
# CFSR Round 3 Findings

## PENNSYLVANIA

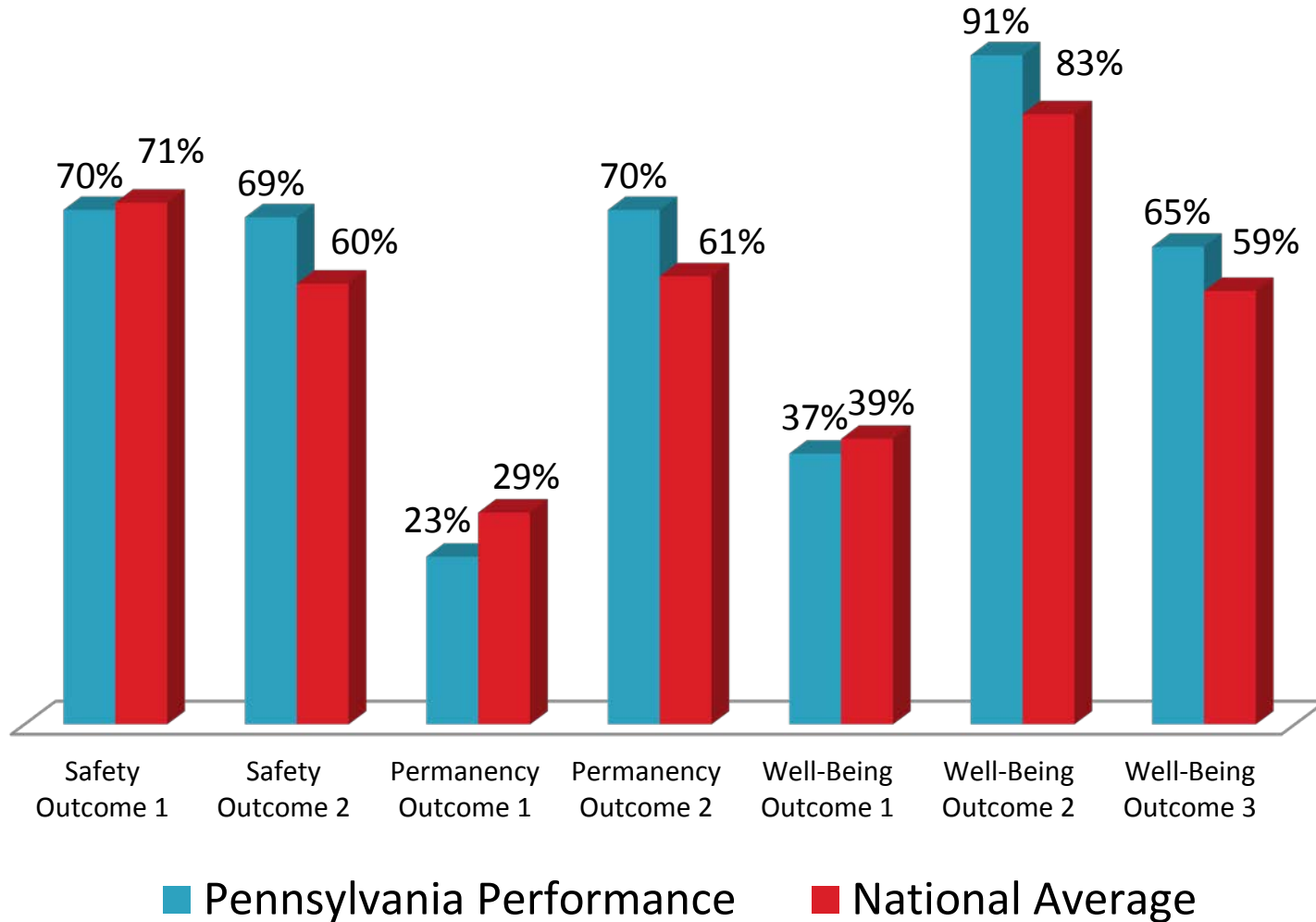
# Outcomes

- CFSR Outcomes:
  - Two Safety Outcomes
  - Two Permanency Outcomes
  - Three Well-being Outcomes
  - 95% of the cases must be Substantially Achieved for an outcome to be found in substantial conformity
  
- Pennsylvania was not in substantial conformity on any outcomes

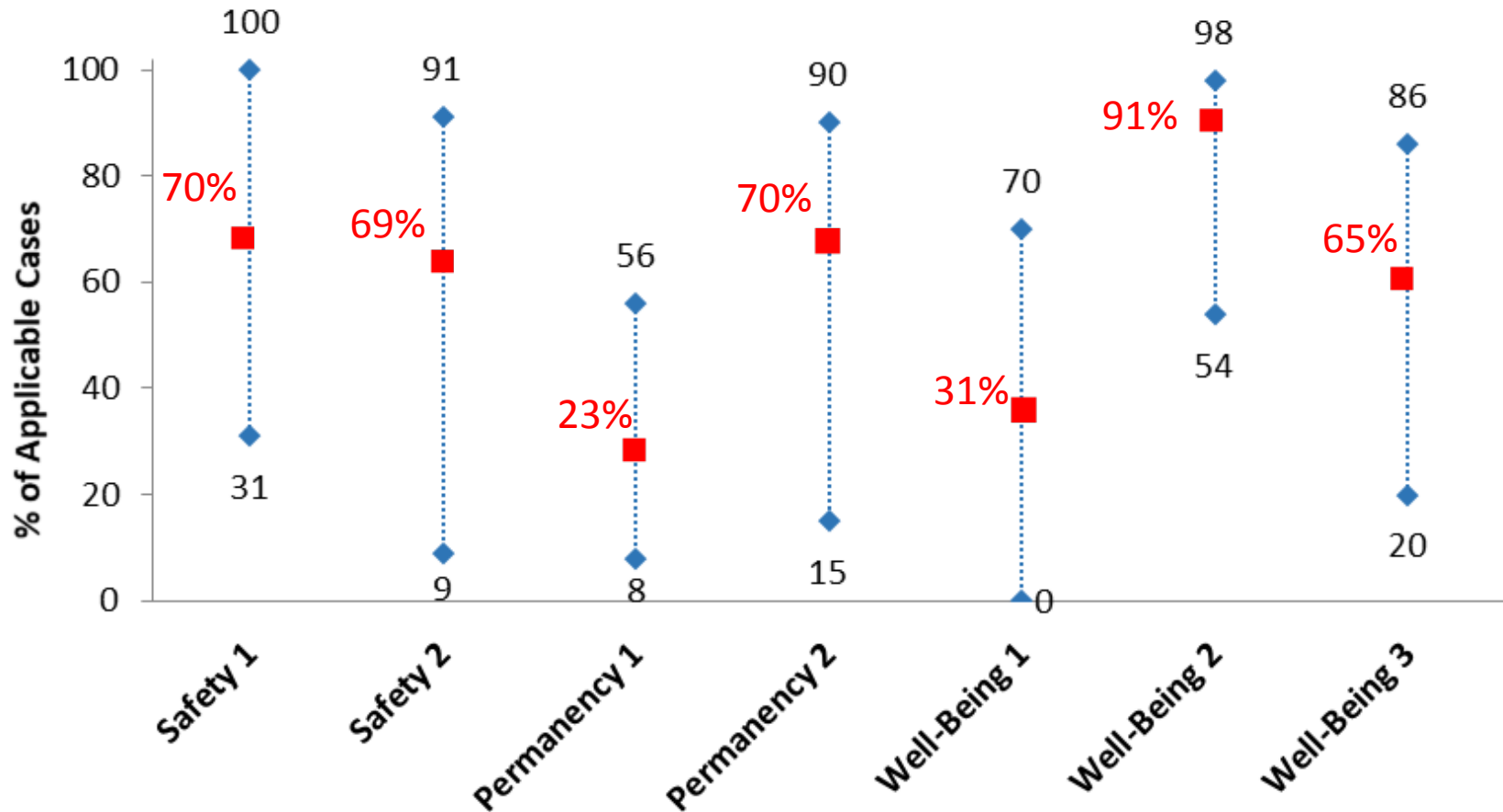
# Pennsylvania CFSR Round 3 Outcomes



# Pennsylvania Outcomes vs. National Average

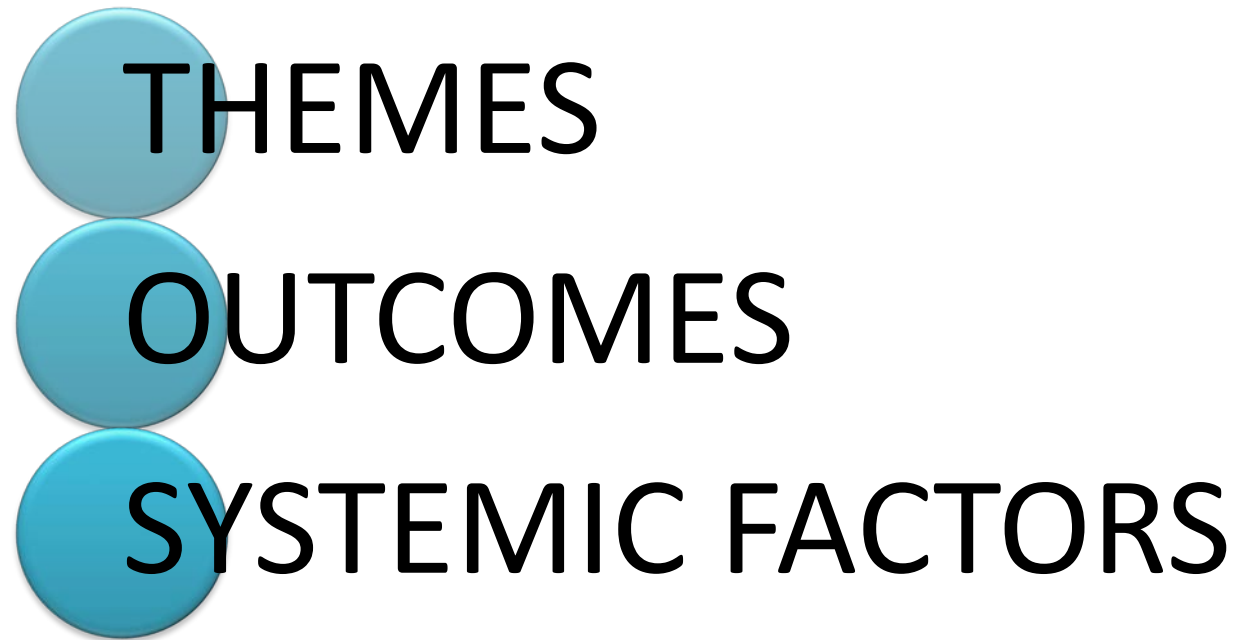


## Range Across States: % of Cases Substantially Achieving Outcomes



■ = Pennsylvania % of cases substantially achieving outcomes

# Closer Look at Findings





# Themes - Strengths

- Stable placements
  - Placing siblings together
  - Kinship/relative placement
- Frequent permanency hearings (PPI)
- Caseworker visits with child
- Assessing a child's needs and services
- Educational services
- Continuous Quality Improvement
- Collaborations
  - CIP/courts
  - Child Welfare Council
  - Child Welfare Resource Center

# Themes – Areas Needing Improvement

- Inconsistency on timely investigations
- Developing and monitoring safety plans
- Foster care re-entry
- Achieving permanency
- Family engagement
  - Engagement of non-custodial parent
- Workforce recruitment, retention, and caseload size
- Service array

# Safety Outcome 1

70% Overall Rating

**Item 1:** *Timeliness of Initiating Investigations of Reports of Child Maltreatment*

**70%**

## Areas of Strength & Concerns

- Ratings were impacted by agency actions when first attempts to see the child(ren) were unsuccessful. For cases rated a strength, agency often made multiple attempts to try to locate and see child(ren)
- Approximately 45% of the cases rated as needing improvement involved delays in initiating the investigation/assessment timely

# Safety Outcome 2

**69% Overall Rating**

**Item 2:** *Services to Family to Protect Child(ren) in the Home and Prevent Removal or Re-Entry Into Foster Care*

**45% Strength**

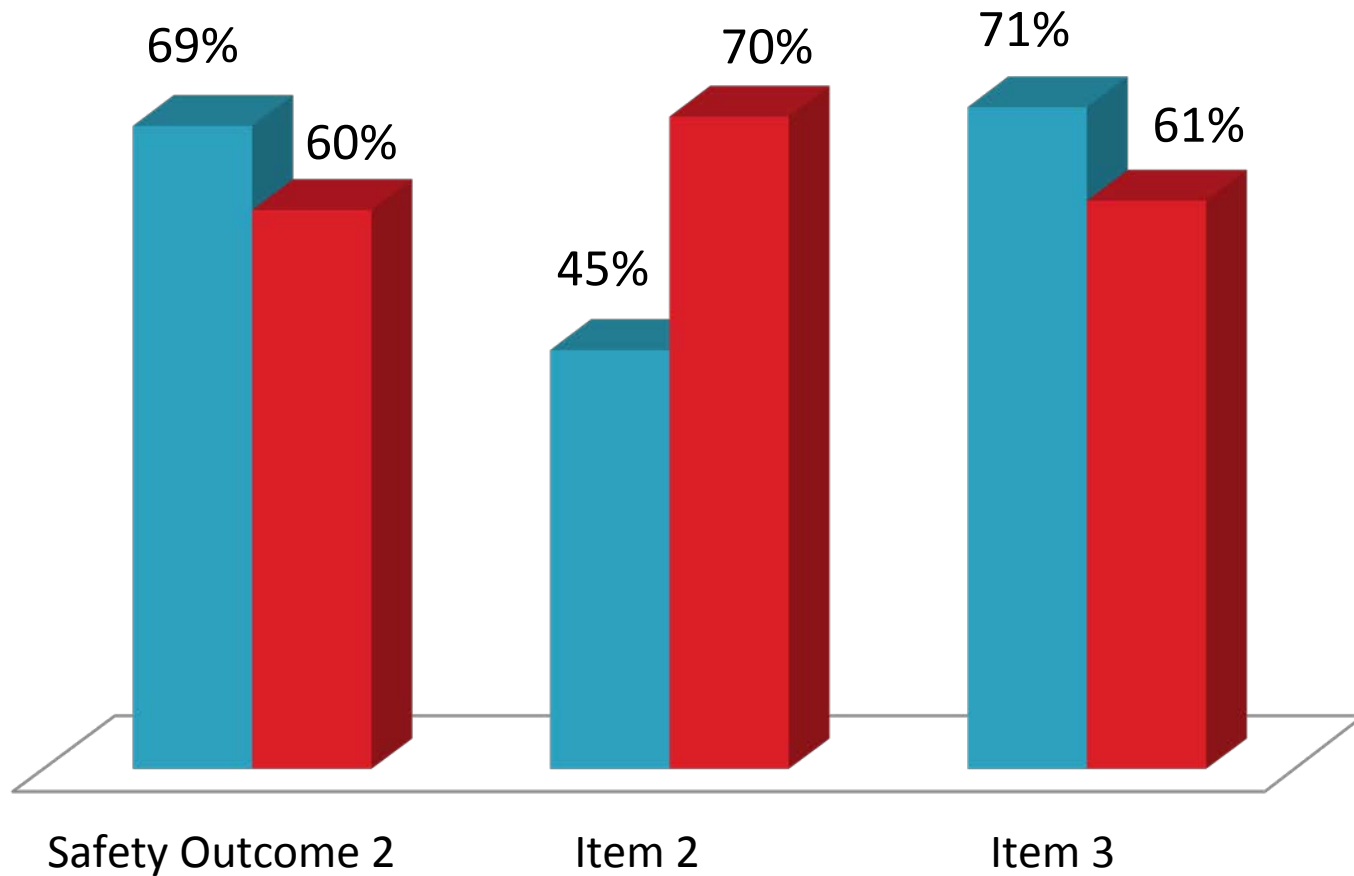
**Item 3:** *Risk Assessment and Safety Management*

**71% Strength**

## Areas of Strength & Concerns

- For foster care cases reviewed, there were no concerns with the safety of the child in the foster home or facility that were not adequately addressed
- Caregivers were not always provided the services necessary to enhance their protective capacities, which impacted ability to maintain children in their home
- Agencies tended to do better with initial risk/safety assessments versus ongoing assessments

## Safety Outcome 2



Pennsylvania



National Average

# Permanency Outcome 1

## 23% Overall Rating

*Item 4: Stability of Foster Care Placement*

**78% Strength**

*Item 5: Permanency Goal for Child*

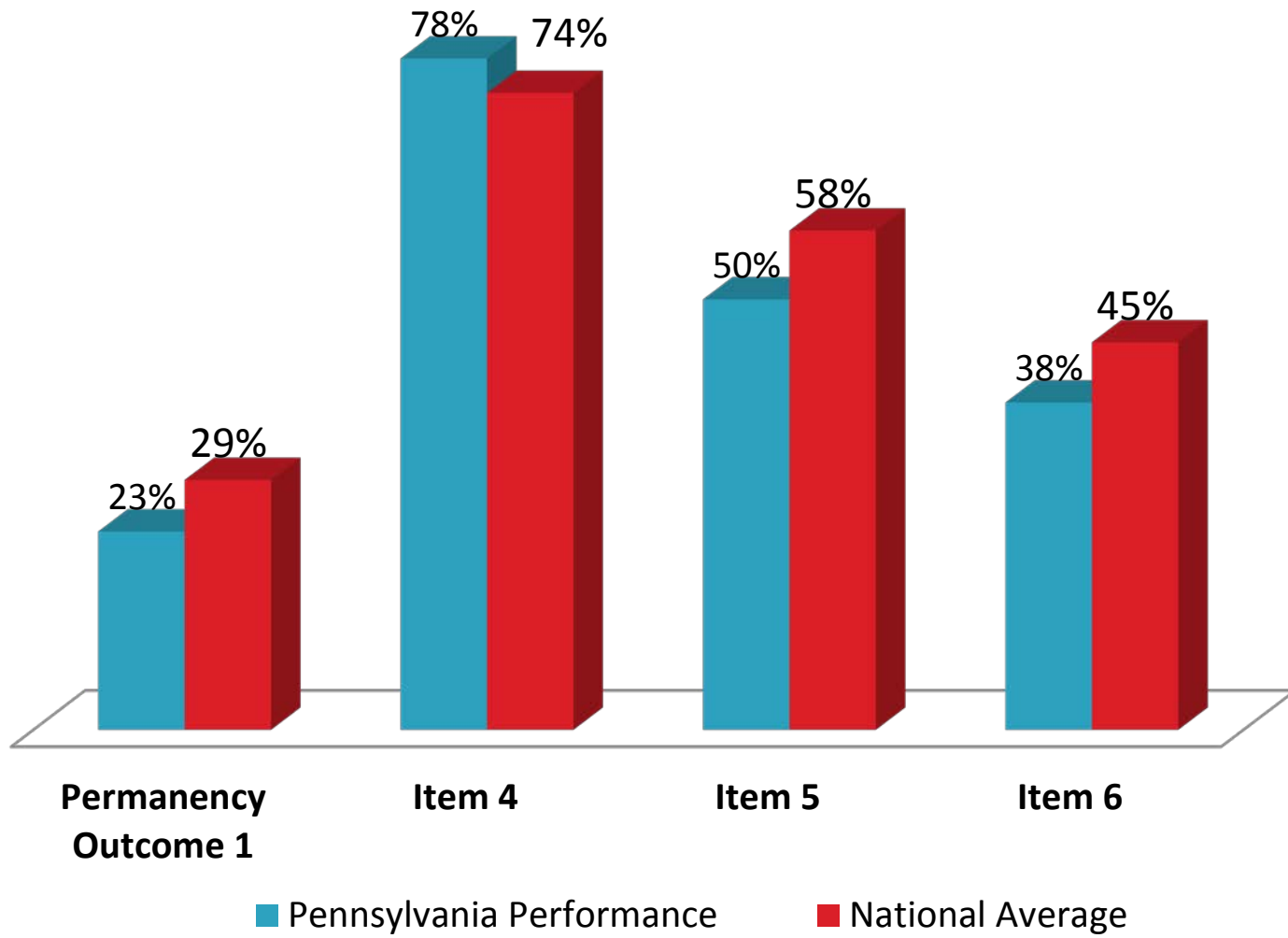
**50% Strength**

*Item 6: Achieving Reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement*

**38% Strength**



# Permanency Outcome 1



# Areas of Strength & Concerns

- **Stability of Foster Care Placement (Item 4)**
  - Child's current placement at the time of review was considered stable in 98% cases
- **Permanency Goal for Child (Item 5)**
  - Permanency goals were established timely in 66% of cases
  - Permanency goals were appropriate to the child's needs and circumstances in 74% of cases
- **Achieving Reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement (Item 6)**
  - Concerted efforts towards timely achievement were seen in cases: 33% reunification, 44% guardianship, 30% adoption
  - 50% of the youth with a goal of OPPLA placed in a permanent arrangement





# Permanency Outcome 2

## 70% Overall Rating

*Item 7: Placement With Siblings*

**91% Strength**

*Item 8: Visiting With Parents and Siblings in Foster Care*

**72% Strength**

*Item 9: Preserving Connections*

**68% Strength**

*Item 10: Relative Placement*

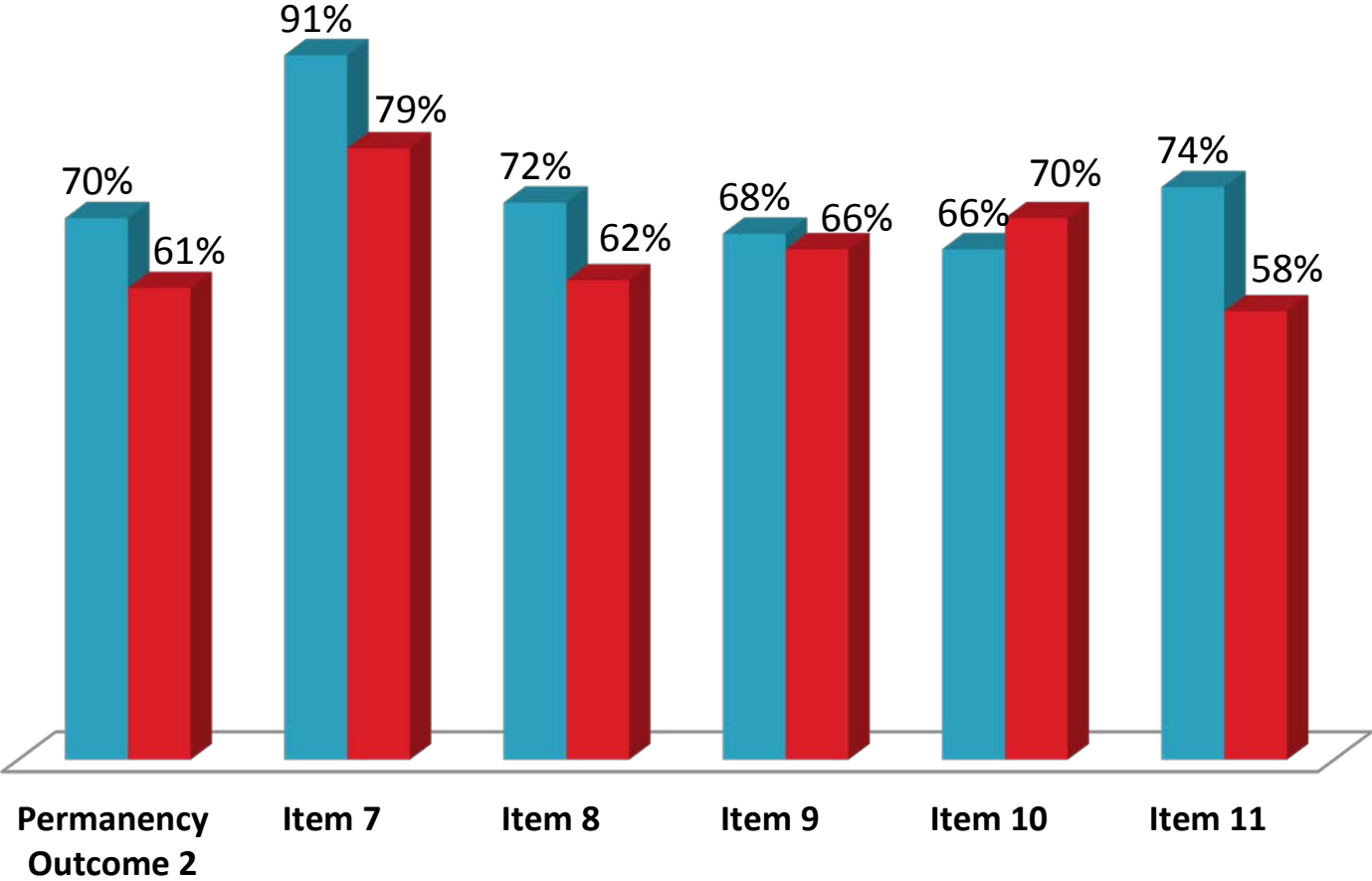
**66% Strength**

*Item 11: Relationship of Child in Care With Parents*

**74% Strength**



# Permanency Outcome 2



■ Pennsylvania Performance ■ National Average



# Areas of Strength & Concerns

## ■ Placement with Siblings (Item 7)

- Child was placed with siblings who also were in foster care in 54% of cases.

## ■ Preserving Connections (Item 9)

- When there were issues, they were most often related to maintaining relationships with extended family versus connections to community, religion, etc.

## ■ Relative Placement (Item 10)

- Child's current or most recent placement was with relatives in 24% of cases.
- In 100% of those cases the child's placement was considered stable and appropriate to his/her needs.

# Well-Being Outcome 1

## 37% Overall Rating

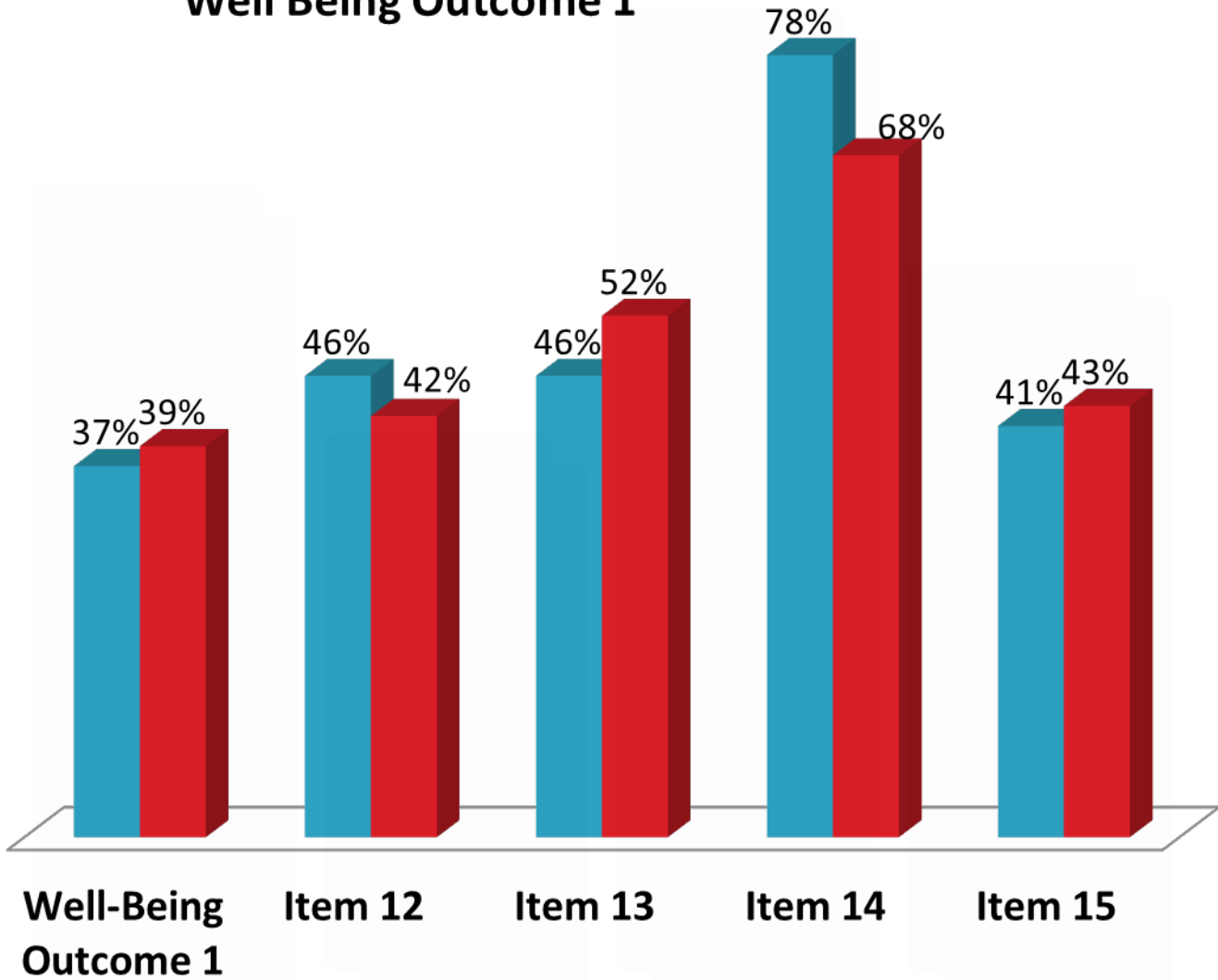
*Item 12: Needs and Services of Child, Parents, and Foster Parents*  
**46% Strength**

*Item 13: Child and Family Involvement in Case Planning*  
**46% Strength**

*Item 14: Caseworker Visits with Child*  
**78% Strength**

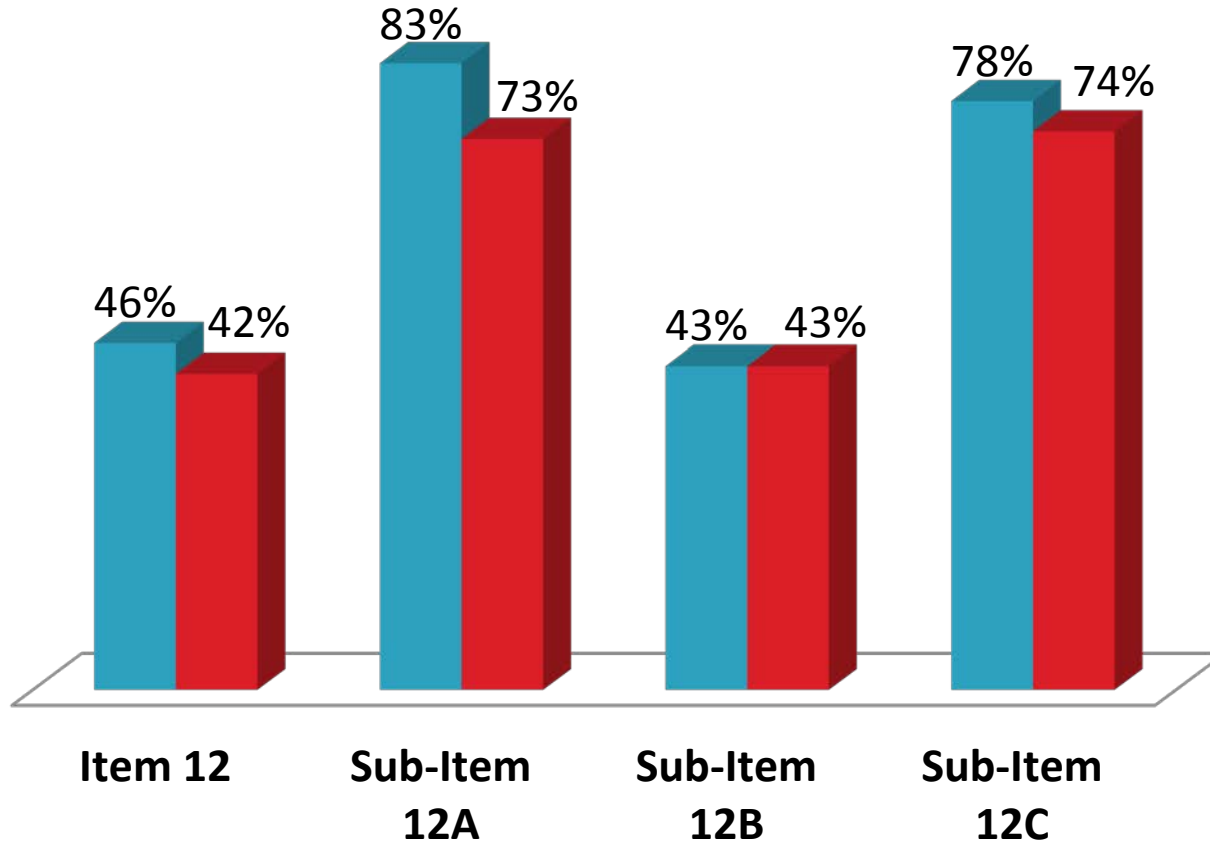
*Item 15: Caseworker Visits with Parents*  
**41% Strength**

# Well Being Outcome 1



■ Pennsylvania Performance    ■ National Average

# Item 12



■ Pennsylvania Performance    ■ National Average

# Areas of Strength & Concerns

- **Needs and Services of Child (Item 12A)**
  - Appropriately assessed in 85% of cases
    - foster care 90%, in-home 76%
  - Appropriate services provided to meet needs in 83% of cases
    - foster care 88%, in-home 75%
- **Needs and Services of Parents (Item 12B)**
  - Appropriately assessed and addressed in 43% of cases
    - foster care 52%, in-home CPS 38%, in-home GPS 29%
  - Significant differences between mothers (63%) and fathers (43%)
- **Needs and Services of Foster Parents (Item 12C)**
  - Appropriately assessed and addressed through services in 78% of cases



# Areas of Strength & Concerns

## Child & Family Involvement in Case Planning (item 13)

- Child(ren) actively engaged in 67% of cases
- Parent engagement:
  - mothers in 67% of cases
  - fathers in 48% of cases
- Case Type Comparison
  - foster care 56%
  - in-home CPS 25%
  - in-home GPS 35%





# Areas of Strength & Concerns

- **Caseworker Visits with Child (Item 14)**
  - Adequate frequency and quality: 78%
  - Frequency: 94%
  
- **Caseworker Visits with Parents (Item 15)**
  - Adequate frequency and quality: 41%
    - foster care 45%
    - in-home CPS 13%
    - in-home GPS 47%
  - Sufficient frequency:
    - mother 40%
    - father 35%
  - Sufficient Quality:
    - mother 65%
    - father 57%



# Well-Being Outcome 2

## **91% Overall Rating**

### **Item 16: Educational Needs of the Child**

**91% Strength**

#### Areas of Strength & Concerns

- Adequate assessment in 91% of cases
- Concerted efforts to provide appropriate services in 89% of cases
- Examples of services provided included IEP, assistive technology, in-school wraparound, emotional support, truancy prevention planning and tutoring
- Examples of services needed but not provided in cases rated ANI included educational needs assessment, IEP, reading support and truancy remediation



# Well-Being Outcome 3

## 65% Overall Outcome Rating

**Item 17: Physical Health of the Child**

**71% Strength**

**Item 18: Mental/Behavioral Health of the Child**

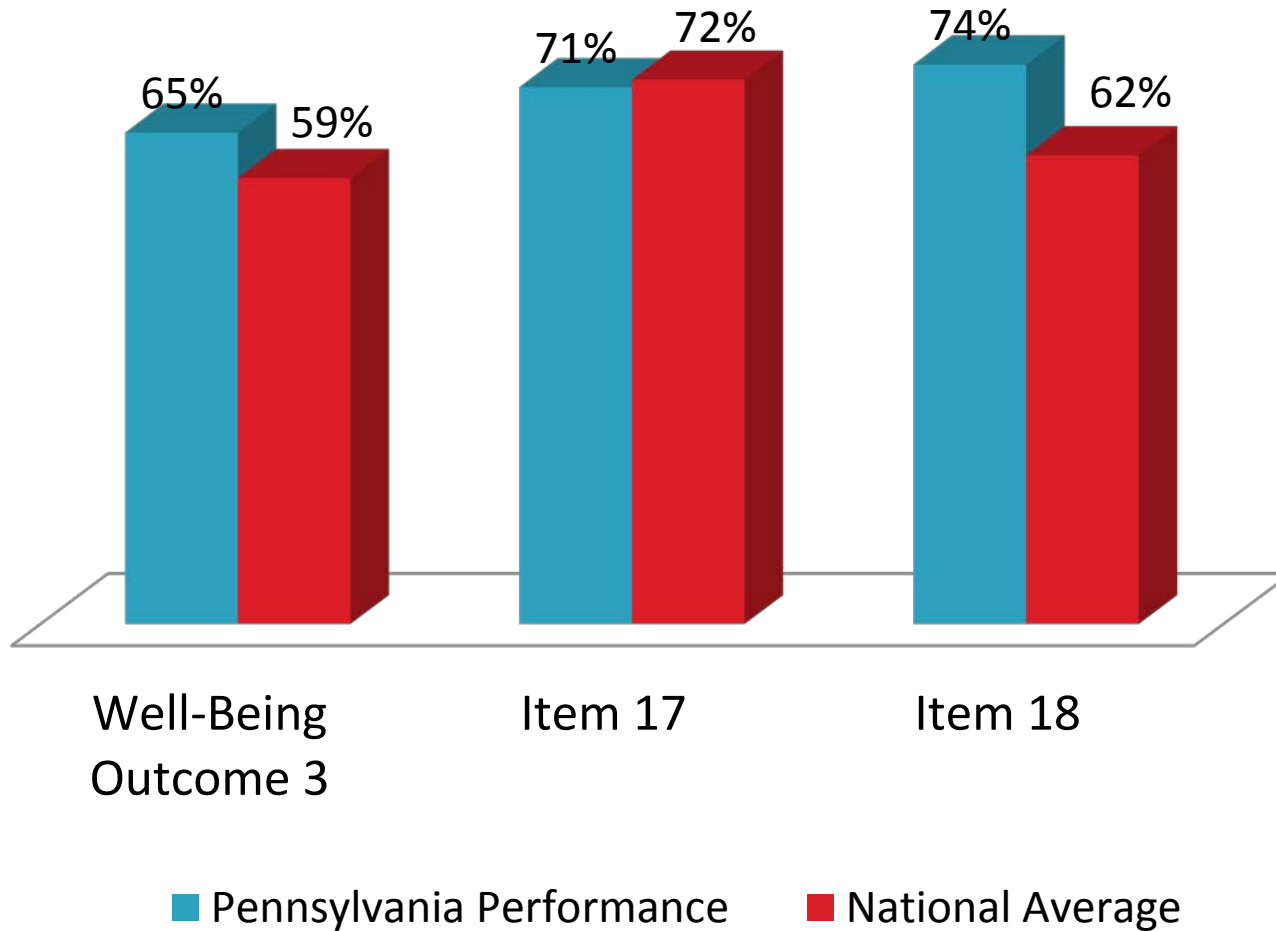
**74% Strength**

### Areas of Strength & Concerns

- Examples of physical health services provided included regular physicals, braces, weight loss management, corrective lenses
- Examples of mental/behavioral health services provided included family therapy, medication monitoring, trauma-informed therapy, PCIT, partial hospitalization



## Well-Being Outcome 3



# Areas of Strength & Concerns

## Physical health of Child (Item 17)

- Case type:
  - foster care 73%
  - in-home CPS 75%
  - in-home GPS 50%
- Adequate assessment:
  - health 96%
  - dental 78%
- Appropriate services provided:
  - health 93%
  - dental 68%
- Appropriate oversight of prescription medications 93%



# Areas of Strength & Concerns

## Mental/behavioral health of Child (Item 18)

- Case type:
  - foster care 85%
  - in-home CPS 80%
  - in-home GPS 38%
- Adequate assessment 87%
- Appropriate services provided 76%
- Appropriate oversight of prescription medications 100%

# Systemic Factors

# Systemic Factors

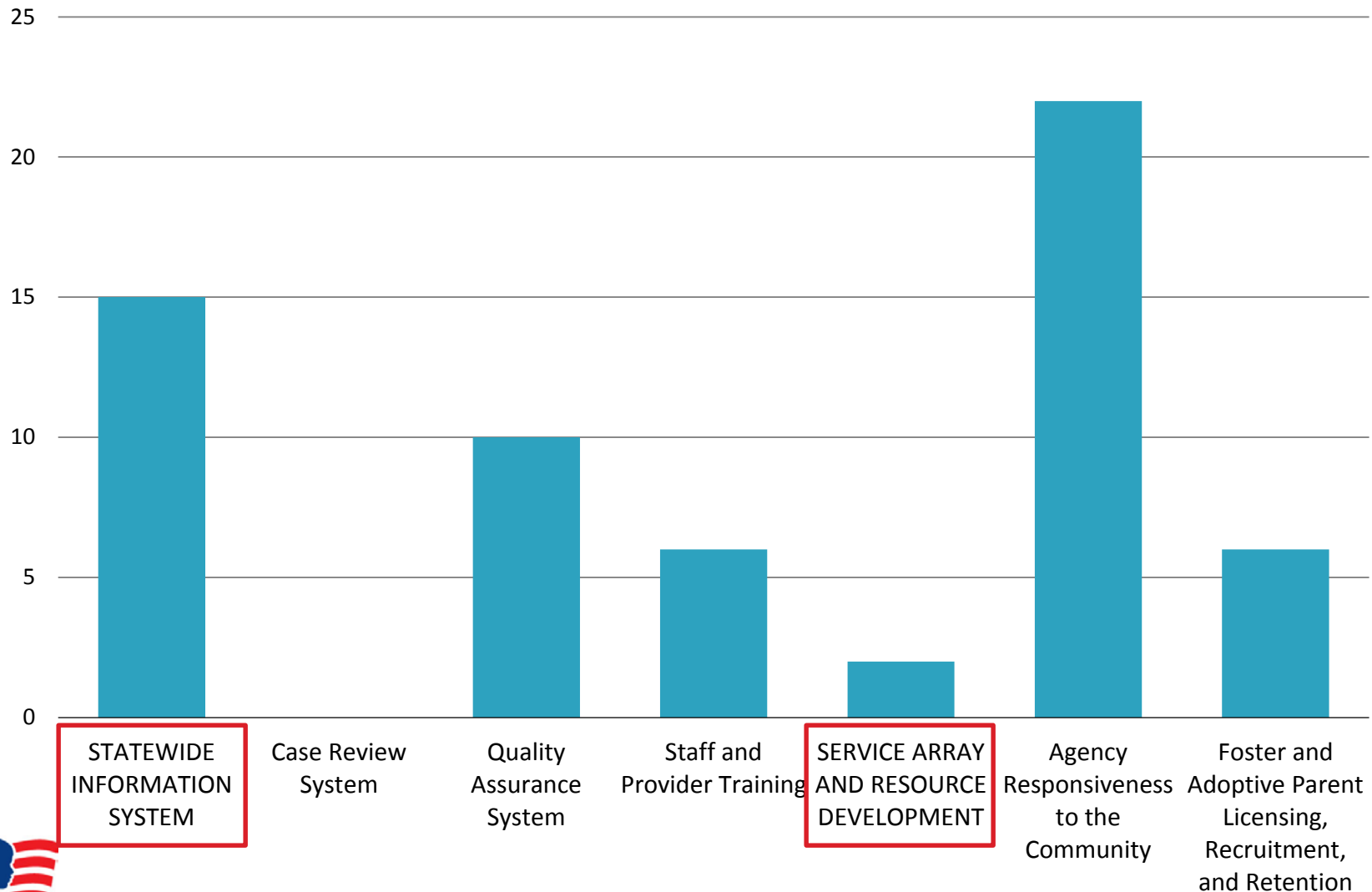
- Interviews were held with 17 key state stakeholder groups and partners to gain additional insight
- The following 5 of 7 systemic factors were found to be in **substantial conformity**:
  - Case Review System
  - Quality Assurance System
  - Staff and Provider Training
  - Agency Responsiveness to the Community
  - Foster and Adoptive Parent Licensing, Recruitment, and Retention



# CFSR Findings

- Pennsylvania will need to address the following two systemic factors in their PIP:
  - Statewide Information System
  - Service Array and Resource Development

# CFSR Year 1 & 2 States in Substantial Compliance



# Statewide Information System (Item 19)

Pennsylvania is **not in substantial conformity** with this systemic factor

- No statewide system able to capture all required elements
- No statewide access to real-time, updated data for each child in foster care:
  - Status
  - Demographics
  - Location
  - Placement goal
- CWIS Phase 2 not yet complete



# Case Review System (Items 20-24)

Pennsylvania **in substantial conformity** with this systemic factor

**Item 20: Written Case Plan** **Area Needing Improvement**

**Item 21: Periodic Reviews** **Strength**

**Item 22: Permanency Hearings** **Strength**

**Item 23: Termination of Parental Rights** **Strength**

**Item 24: Notice of Hearings and Reviews to Caregivers** **Strength**



# Case Review System

- Examples of engagement strategies noted included:
  - family group decision making (FGDM)
  - family team meetings
  - use of video conferencing to allow incarcerated parents to participate in court proceeding
- Engaging parents with substance abuse issues was noted as sometimes challenging
- At the county level, can sometimes be challenges in working with county prison system in order to have access to incarcerated parents
- This item relates to case planning with family and caseworker visits with children and parents (well-being outcome one)



# Quality Assurance System (Item 25)

Pennsylvania is in **substantial conformity** with this systemic factor

- A number of processes promote quality assurance in the state including:
  - Quality Service Reviews
  - Independent Living Site Visits
  - Annual Licensing
  - Fatality/Near Fatality Review Process

# Staff and Provider Training (items 26-28)

Pennsylvania is **in substantial conformity** with this systemic factor

**Item 26: Initial Staff Training** **Strength**

**Item 27: Ongoing Staff Training** **Strength**

**Item 28: Foster and Adoptive Parent Training** **Area Needing Improvement**

- Current enhancements to staff training underway include Charting the Course rewrite and simulation based training
- Across stakeholder interviews, foster parents were generally reported to receive beyond the required 6 hours
- During stakeholder interviews, it was noted that foster parents might be “book trained” but not trained to apply what is learned to handle complex issues of the children they care for



# Service Array and Resource Development (items 29-30)

Pennsylvania is **not in substantial conformity** with this systemic factor

**Item 29: Array of Services** Area Needing Improvement

**Item 30: Individualizing Services** Area Needing Improvement

- IL services have improved over the years and received positive feedback from stakeholders
- Services that were noted as being needed included transportation, housing, trauma therapy, substance abuse services, foster parent homes
- Some barriers to Medicaid authorization and coordination noted



# Agency Responsiveness to the Community (items 31-32)

Pennsylvania is in **substantial conformity** with this systemic factor

**Item 31: State Engagement and Consultation with Stakeholders Pursuant to the CFSP and APSR** **Strength**

**Item 32: Coordination of CFSP Services with Other Federal Programs** **Strength**

- The PA Child Welfare Council is an important structure that is now in place to ensure engagement of stakeholders in CFSP and APSR planning processes

# Foster and Adoptive Parent Licensing, Recruitment, and Retention (items 33-36)

Pennsylvania is in **substantial conformity** with this systemic factor

**Item 33: Standards Applied Equally** Strength

**Item 34: Requirements for Criminal Background Checks** Strength

**Item 35: Diligent Recruitment of Foster and Adoptive Homes**  
Strength

**Item 36: State use of Cross-Jurisdictional Resources for Permanent Placements** Area Needing Improvement

- While issues came up during stakeholder interviews related to ICPC/ICAMA, impact of delays were also seen in cases reviewed during CFSR

# Program Improvement Plan

## NEXT STEPS

# Program Improvement Plan

- PIP due to the Children's Bureau by ***February 1, 2018*** (90 days from receipt of final report)
- Continued collaborative effort between the state and Children's Bureau to develop and monitor Pennsylvania's PIP
- Continued collaboration with stakeholders (e.g., courts, CCYAs, resource families, youth) in development of PIP
- Active participation of court is critical

# Stages of PIP Development

Analyze data

Explore possible interventions

Finalize interventions

Develop implementation plan

Reporting structure and measurement plan



# Getting Started

- Identify themes, cross cutting issues, and underlying reasons contributing to ratings
- Reference the CFSR Final Report for challenges that need to be addressed and strengths that can be built upon
- Review state data (QSR, Licensing, etc.) and OMS reports to identify root causes
- Consider system and resource related issues
  - Limitations and challenges

# Identify Goals and Strategies

- Focus on child safety *first*
- Goals often align with themes and cross-cutting issues
- Consider CFSP/APSR strategies and other statewide initiatives that could be built upon or scaled up to address findings
- Focus on no more than 3-4 goals with cross cutting activities
- Activities should be action oriented and doable within a two (2) year period

# Concerns in PIP Development

- Vague strategies
- Training or policy changes in isolation
- “Plan-to-plan” strategies
- Strategies based solely on improving documentation
- Pilots vs. staged implementation
- Overreaching—remain realistic about what can be accomplished with a 2-year time frame



# Develop Implementation Plan

- Start with large-scale strategies to plan for timing and geographic implementation.
- Consider lower-performing or higher-volume counties for early implementation.
- Consider whether the plan is consistent with effective implementation.
- Incorporate evaluation of implementation into strategies and activities.
- Identify key activities that can be used as benchmarks or metrics to demonstrate progress.

# Developing PIP

- Incorporate goals, strategies, key activities, and timeframes into a cohesive plan.
- Identify the CFSR Outcome Items and Systemic Factor Items that will be addressed for each goal.
- Ensure that the strategies and activities will change practice and improve outcomes.
- Plan should be a living and evolving document to guide/reflect practice improvement and not be seen as compliance driven document.

# PIP Measurement Plan and Reporting Structure

States must measure improvement for:

- 1) **Safety Outcome 1**
  - 2) **Safety Outcome 2**
  - 3) **Permanency Outcome 1**
  - 4) **Well-Being Outcome 1**
- Reporting frequency is negotiated between the state and Children's Bureau
  - More frequent reporting is encouraged

# Questions?