Child and Family Services Reviews
Results Meeting

Florida CFSR 2016

Agenda

- **Overview**
  - Child and Family Services Reviews
- **CFSR Round 3 Findings**
  - Outcomes
  - Systemic Factors
- **Next Steps**
  - PIP

Overview

CHILD AND FAMILY SERVICES REVIEW

Child and Family Services Reviews

- Collaborative effort between federal and state governments

- Promote continuous quality improvement in child welfare systems nationally

- Evaluate state performance relative to federal requirements and the state's Child and Family Services Plan (CFSP)

Child and Family Services Reviews

- Identify the strengths and areas needing improvement in state child welfare programs

- States that do not meet standards develop an action-oriented 2 year program improvement plan (PIP)

- CB works to assist states in enhancing their capacity to help children and families achieve positive outcomes through ongoing technical assistance support

CFSR Process

CFSRs assess child welfare outcomes and systemic functioning using:

- Statewide Assessment

- Case-level reviews
  - Case record and interviews

- Interviews with key state stakeholders and partners

National Data Indicators

The state's performance compared to national performance provides contextual information for reviewing findings.

- Recurrence of maltreatment
- Maltreatment in foster care
- Permanency in 12 months for children entering foster care
- Permanency for children in care 12 – 23 months
- Permanency for children in care for 24 month or more
- Re-entry to foster care in 12 months
- Placement stability

CFSR Outcomes

Safety

- **Safety Outcome 1**: Children are, first and foremost, protected from abuse and neglect.

- **Safety Outcome 2**: Children are safely maintained in their homes whenever possible and appropriate.
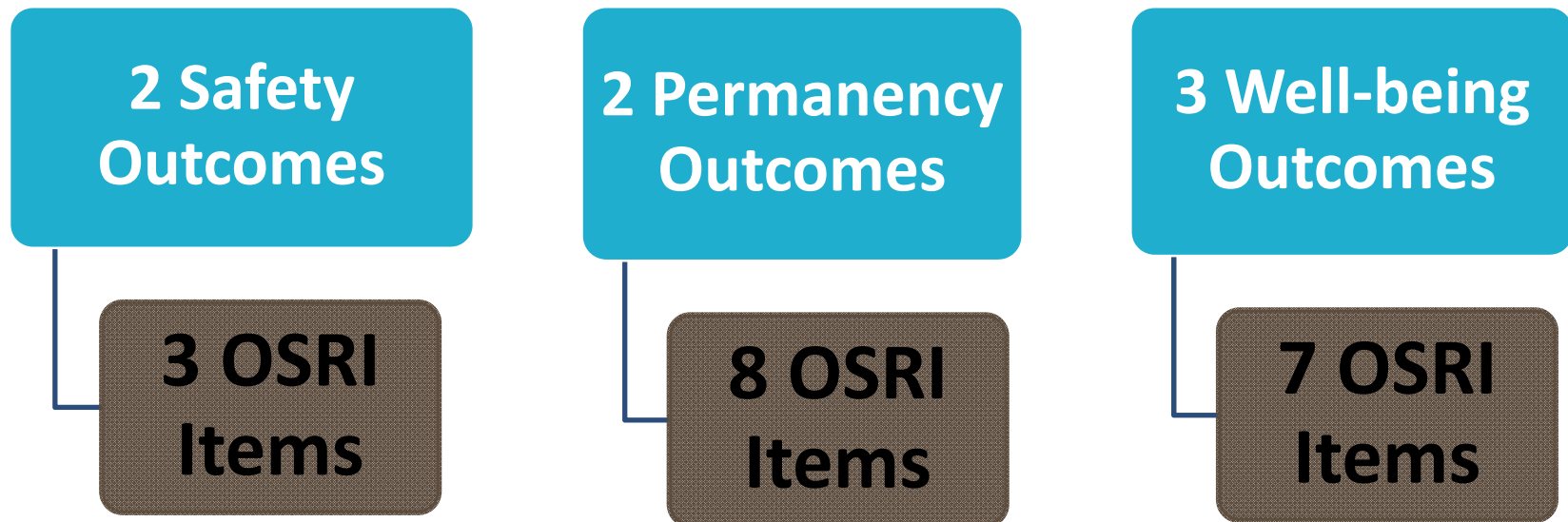
CFSR Outcome

Permanency

- **Permanency Outcome 1:** Children have permanency and stability in their living situations

- **Permanency Outcome 2:** The continuity of family relationships and connections is preserved for children

CFSR Outcomes

Well-Being

- **Well-Being Outcome 1**: Families have enhanced capacity to provide for their children's needs.

- **Well-Being Outcome 2**: Children receive appropriate services to meet their educational needs.

- **Well-Being Outcome 3**: Children receive adequate services to meet their physical health needs.

Determining Substantial Conformity with 7 Child and Family Outcomes

2 Safety Outcomes

3 OSRI Items

2 Permanency Outcomes

8 OSRI Items

3 Well-being Outcomes

7 OSRI Items

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CFSR Systemic Factors

- Statewide Information System

- Case Review System

- Quality Assurance System

- Staff and Provider Training

- Service Array and Resource Development

- Agency Responsiveness to the Community

- Foster and Adoptive Parent Licensing, Recruitment, and Retention

Determining Substantial Conformity with 7 Systemic Factors

Statewide Assessment **+** Stakeholder Interviews **=** Substantial Conformity Assessment

Round 2 CFSR and PIP

- Florida participated in Round 2 CFSR in 2008

- Florida did not achieve substantial conformity with any of the outcomes

Round 2 CFSR and PIP

- Florida was in substantial conformity with 3 of the 7 systemic factors

- Florida entered into a PIP and was able to successfully complete all of its goals

- National Data Indicators and some OSRI items have changed this round making direct comparisons between years difficult

Round 3 CFSR Review Paths

- **Traditional review**
  - 1-week, onsite review during which a federal and state team reviews a sample of cases at three sites
- **State conducted review**
  - States meeting CB criteria may conduct their own case reviews using a revised federal CFSR onsite review instrument and submit the results to CB

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State Conducted Case Review

- Florida was approved to conduct their own case review

- Federal Onsite Review Instrument (OSRI) was used

- 80 cases were reviewed
  - 25 in-home cases
  - 55 foster care cases
  - 0 in-home alternative/differential response cases

State Conducted Case Review

- Case reviews were conducted between April and September 2016

- Cases were reviewed by the State CFSR team and CBC staff in all 6 Regions, representing all 67 counties

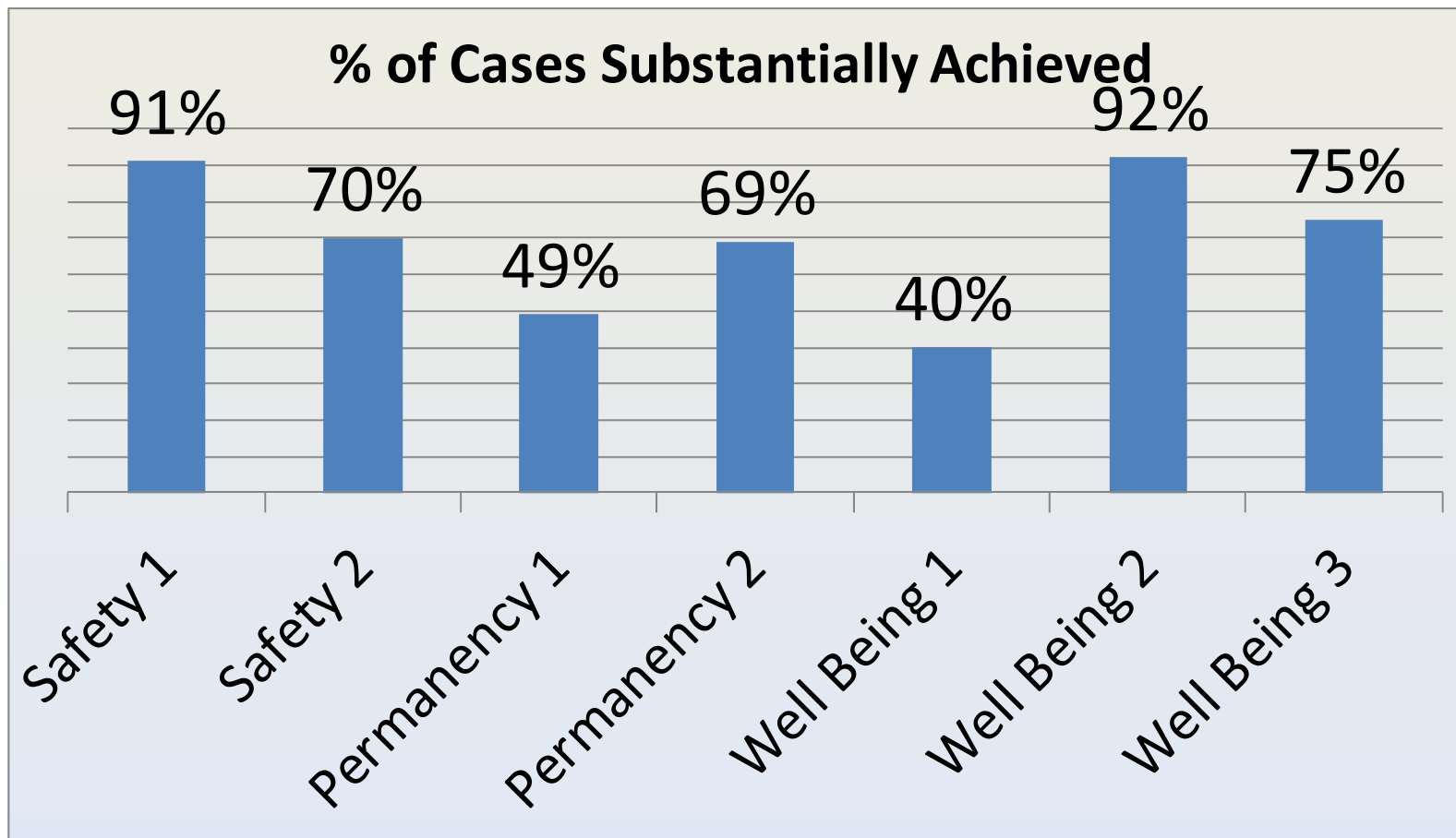- Federal staff completed secondary oversight of a sample of completed cases

CFSR Round 3 Findings

Florida

Outcomes

- **Safety, Permanency and Well-being Outcomes**
  - 95% of the cases must be Substantially Achieved for an outcome to be found in substantial conformity

- **None of the 7 outcomes was found to be in substantial conformity**

CFSR Findings

% of Cases Substantially Achieved

Category	Percentage
Safety 1	91%
Safety 2	70%
Permanency 1	49%
Permanency 2	69%
Well Being 1	40%
Well Being 2	92%
Well Being 3	75%

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Systemic Factors

- Florida completed a statewide assessment which included relevant data for many items that helped in assessing functioning

- Interviews were held with 21 key state stakeholder groups, tribal representatives and partners, to gain additional insight

Systemic Factors

- The following 3 of 7 systemic factors were found to be in substantial conformity:
  - Quality Assurance System
  - Staff and Provider Training
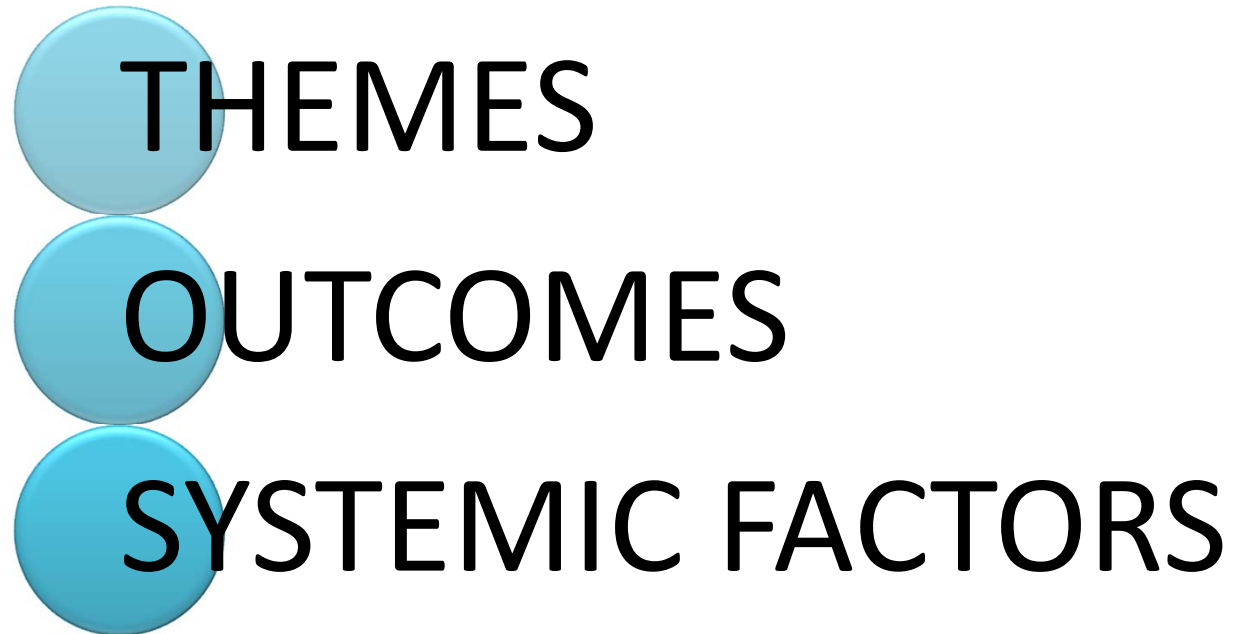 - Agency Responsiveness to the Community

CFSR Findings

- Measures of improvement will be required for Safety, Permanency, and Well-Being items not in substantial conformity

- Florida will need to address the following systemic factors in their PIP:
  - Statewide Information System
  - Case Review System
  - Service Array
  - Foster and Adoptive Parent Licensing, Recruitment and Retention

National Data Indicators

- State's performance is considered against the national performance for each statewide data indicator

- State performance does not impact substantial conformity determinations in Round 3 CFSR

- Provides contextual information for considering the findings and understanding safety and permanency outcomes

Closer Look at Findings

THEMES

OUTCOMES

SYSTEMIC FACTORS

Themes - Strengths

- Quality Assurance
- Assessment tools
- Appropriately assessing the child's well-being needs
- Periodic and Permanency Hearings were held timely
- Initial and Ongoing staff training is functioning statewide

Themes – Areas Needing Improvement

- Risk/safety assessment monitoring
- Concerted efforts to achieve timely permanency
- Engagement of parents, specifically fathers
- Service Array
  - Safety management services
  - Substance abuse treatment/services
  - Domestic violence services
  - Mental health services
  - Accessible services in rural areas

Safety Outcome 1

Children are, first and foremost, protected from abuse and neglect.

91% Safety Outcome 1

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

- 91% of 47 cases rated as a Strength
- Primary concerns with cases assigned a 24hr responses (4 cases)

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Safety Outcome 2

Children are safely maintained in their homes whenever possible and appropriate.

70% Safety Outcome 2

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

- 76% of 34 cases rated as a Strength

OSRI Item 3: Risk Assessment and Safety Management

- 71% of 80 cases rated as a Strength

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Item 2

Services to family to protect child(ren) in home and prevent removal or re-entry into foster care

- Concerted efforts were made to provide or arrange for appropriate services for the family to protect the children and prevent their entry or reentry into foster care in 47% of applicable cases

- In 24% of the cases, the child was removed without providing services in order to keep the child safe in the home

Item 2

Services to family to protect child(ren) in home and prevent removal or re-entry into foster care

- Practice Concerns
  - Services were not provided to address the needs of the family in the majority of cases rated as an ANI
  - Lack of ongoing concerted efforts when the parent is not participating in services

Item 3

Risk assessment and safety management

- Accurate initial assessments − 88%
  - 87% in applicable In-home cases
  - 88% in applicable Foster Care cases
- Accurate ongoing assessments -80%
  - 68% in applicable In-home cases
  - 85% in applicable Foster Care cases
- Appropriate safety plans were not developed and monitored in 53% of applicable cases

Item 3

Risk assessment and safety management

- In 16 cases, safety concerns existed that were not appropriately addressed by the agency
- Case Type Comparison
  - 47% of 17 In-home services cases
  - 46% of 13 foster care cases
- Related practice concerns noted on other items: 14 & 15 Worker visits
  - With <u>children</u> in In-Home cases 68%
  - With <u>parents</u> in In-Home cases 48%

National Data Indicators – *Safety*

Contextual information for considering the findings

Maltreatment in Foster Care - Rate of victimization of all children in foster care in FY14

- 12.89 victimizations per 100,000 days in care
- Above national performance

Maltreatment Recurrence - Percentage of children who were victims of substantiated maltreatment in FY13-14 and then were victims again within 12 months

- 8.8% of children
- Above national performance

Permanency Outcome 1

Children have safety and stability in their living situations.

49% Permanency Outcome 1

OSRI Item 4: *Stability of Foster Care Placement*

- 82% of 55 cases rated as a Strength

OSRI Item 5: *Permanency Goal for Child*

- 75% of 55 cases rated as a Strength

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

- 67% of 55 cases rated as a Strength

Item 4

Stability of foster care placement

- In 55% of cases placement changes were planned in an effort to achieve case goals or meet the needs of the child

- Child's current placement at the time of review was considered stable in 93% of cases

- Related practice noted on other related items:
  - Item 12C – Foster parent's needs were adequately assessed in 82% of cases, appropriate services provided in 85% of cases

Item 5

Permanency goal for child

- Permanency goals were established timely in 87% of cases

- Permanency goals were appropriate to the child's needs and circumstances in 89% of cases

- Agency filed a termination of parental rights in a timely manner or an exception applied in 85% of cases

- Goals were not updated timely when the original permanency plan was not achievable due to case circumstances or lack of progress by parents

Item 6

Achieving reunification, guardianship, adoption, or other planned permanent living arrangement

- Concerted efforts towards timely achievement of permanency goals:
  - 75% of cases with a plan of reunification
  - 67% of cases with a plan of guardianship
  - 56% of cases with a plan of adoption
- 80% of children with a goal of OPPLA was placed in a permanent arrangement until discharge from foster care

Item 6

- There was a lack of concerted efforts to achieve the identified permanency goals in a timely manner
- Delays in achieving reunification and guardianship goals were impacted by:
  - Case plans not updated timely to reflect current needs
  - Delays in referral for services
  - Lack of engaging parents

Item 6

- Related practice concerns: Well-Being Item 12B assessment and services to parents:

   52% Strength in foster care cases

- Related Practice concerns: Permanency Item 8 Visitation with parents

  - Concerted efforts were made to ensure adequate frequency of visits with mother 87%
  - Concerted efforts were made to ensure adequate frequency of visits with father 71%

Permanency Outcome 2

The continuity of family relationships and connections is preserved for children.

69% Permanency Outcome 2

OSRI Item 7: *Placement With Siblings*
- 85% of 41 cases rated as a Strength

OSRI Item 8: *Visiting With Parents and Siblings in Foster Care*
- 69% of 45 cases rated as a Strength

Permanency Outcome 2 Cont.

OSRI Item 9: *Preserving Connections*
- 82% of 55 cases rated as a Strength

OSRI Item 10: *Relative Placement*
- 72% of 54 cases rated as a Strength

OSRI Item 11: *Relationship of Child in Care With Parents*
- 60% of 40 cases rated as a Strength

Item 7

Placement with siblings

- The child was placed with all siblings who also were in FC in 54% of the applicable cases

- A valid reason for sibling separation was documented in 68% of applicable cases

Item 7 Continued

- Practice Concerns:
  - Lacked resources to accommodate large sibling groups
  - Lack of concerted efforts to place siblings together
- Usual pattern of visits between child and siblings: Item 8 Visitation
  - At least 1x/week or more – 16%
  - At least 2x/month – 26%
  - At least 1x/month – 16%
  - Less than 1x/month – 16%
  - Never – 16%

Item 8

Visiting with parents and siblings in foster care *(Definition of mother/father revised this round)*

- Concerted efforts were made to ensure frequency and quality of visits sufficient to maintain and promote continuity of the relationship
  - With the mother in 85% of cases
  - With the father in 71% of cases
  - With siblings in 74% of cases
- Practice Concerns
  - Lack of ongoing concerted efforts to engage parents
  - Lack of concerted efforts in overcoming barriers to visitation when a parent did not show up for visits

47

Item 9

Preserving connections

- Efforts to maintain identified connections were made in 82% of cases

- Sufficient inquiry was conducted to determine whether a child may be a member of, or eligible for membership in a federally recognized Tribe in 96% of the applicable cases.

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Item 9

Preserving connections

- Practice Concerns:
  - Not maintaining connections with extended family or maintaining connections with sibs not if FC.
  - The location of the target child's placement had a negatively impacted the rating of this item.

Item 10

Relative placement

- Child's current or most recent placement was with relatives in 31% of cases

- In 100% of those cases the child's placement was considered stable and appropriate to his/her needs

- The agency made concerted efforts to identify, locate, inform, and evaluate
  - Maternal relatives in 55% of cases
  - Paternal relatives in 43% of cases

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Item 11

Relationship of child in care with parents

- Concerted efforts were made to promote, support, and otherwise maintain a positive, nurturing relationship between the child in foster care and his or her:

  - Mother: 72%
  - Father: 29%

National Data Indicators – *Permanency*

Contextual information for considering the findings

Permanency in 12 months for children entering care

- Of all children who entered care in 12 month period 12B-15A, 49.7% discharged to permanency within 12 months of entering care.

- Above national performance

Permanency in 12 months for children in care 12-23 months

- Of all children in care on the first day of 12-month period 14B-15A who had been in care between 12 and 23 months, 50.5% discharged to permanency within 12 months of the first day.

- Above national performance

Permanency in 12 months for children in care 24 months or more

- Of all children in care on the first day of a 12-month period 14B-15A who had been in care (in that episode) for 24 months or more, 36.1% discharged to permanency within 12 months of the first day

- Above national performance

Re-entry in 12 months

- Of all children who entered care in a 12-month period), 12B-15A who discharged within 12 months to reunification, live with relative, or guardianship, 9.9% re-entered care within 12 months of their discharge

- Above national performance

Placement stability

- Of all children who entered care in a 12-month period 14B-15A, the rate of placement moves per day of foster care was 5.18

- Above national performance

Well-Being Outcome 1

Families have enhanced capacity to provide for their children's needs

40% Well-Being Outcome 1

OSRI Item 12: Needs and Services of Child, Parents, and Foster Parents

- 51% of 80 cases rated as a Strength

OSRI Item 13: Child and Family Involvement in Case Planning

- 64% of 77 cases rated as a Strength

Well-Being Outcome 1

Families have enhanced capacity to provide for their children's needs

OSRI Item 14: *Caseworker Visits with Child*
- 73% of 80 cases rated as a Strength

OSRI Item 15: *Caseworker Visits with Parents*
- 43% of 69 cases rated as a Strength

Item 12A

Needs assessments and services to children

- Comprehensive assessment of children's needs other than educational, physical and mental health needs:

  - Includes social/emotional development needs, attachment and caregiver relationships, social skills, self-esteem, coping skills, independent living skills for older youth

  - Must consider the impact of abuse/neglect, family dynamics, length of time in care, case circumstances, etc. when identifying needs

Item 12A

- Accurately assessed in 91% of cases
  - Foster Care: 91% of 55 cases
  - In-Home: 80% of 25 cases

- Appropriate services were provided to meet needs in 82% of cases
  - Foster Care: 88% of 33 cases
  - In-Home: 64% of 11 cases

Item 12B

Needs assessment and services to parents

- Comprehensive assessment of parent's needs

    In-depth understanding of the what the parent needs to provide appropriate care and supervision and to ensure the well-being of his/her children includes:

    - Mental and physical health needs that impact parenting capacity
    - Needs related to developing biological parent's relationship with child if established relationship did not exist prior to foster care entry
    - Parent's role in the case plan and achievement of permanency goals

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Item 12B

- Parent's needs were appropriately assessed and addressed through services in 55% of cases
  - Foster Care: 52% of 44 cases
  - In-Home: 60% of 25 cases

- There were differences in assessing and addressing needs between mothers and fathers
  - Mothers: 67%
  - Fathers: 56%

Item 12B

- Substance abuse and parenting services were provided in about 47% of the cases rated as a strength

- Cases rated ANI, either mother or father or both failed to engage in services in about 19% of the cases

- In about 32% of the cases the agency did not make concerted efforts to engage the parents in services or failed to provide appropriate services

Item 12C

Needs assessment and service to foster Parents

- Adequate assessment of foster parent's needs include identifying whatever is needed to enhance their capacity to provide appropriate care and supervision to the child(ren) in their home

- Needs of foster parents were appropriately assessed and addressed through services in 80% of 51 cases

Item 13

Child and Family Involvement in Case Planning

- Child(ren) actively engaged in 65%

- Parent engagement:
  - Mothers in 79%
  - Fathers 67%

- Case Type Comparison
  - Foster Care 58% of 52 cases
  - In-Home 76% of 25 cases

Item 14

Caseworker visits with child

- Adequate frequency and quality: 73%
  - Foster Care 75% of 55 cases
  - In-Home 68% of 25 cases
- Frequency
  - 55% at least 1 time per month
  - 4% less than 1 time per month
- Sufficient Quality
  - 75%

Item 15

Caseworker visits with parents

- Adequate frequency and quality: 43%
  - Foster Care 41% of 44 cases
  - In-Home 48% of 25 cases

Item 15

Frequency

- At least 1 time per month
  - Mother 34%
  - Father 43%
- Less than 1 time per month
  - Mother 37%
  - Father 34%

Sufficient Quality

  - Mother 65%
  - Father 70%

Well-Being Outcome 2

Children receive appropriate services to meet their educational needs

92% Well-Being Outcome 2

OSRI Item 16: *Educational Needs of the Child*

- 92% of 53 cases rated as a Strength

Item 16

Educational needs of the child

- Adequate assessment in 92% of cases

- Concerted efforts to provide appropriate services in 87% of cases

- Case Type Comparison

  - Foster Care 93% of 46 cases
  - In-Home 86% of 7 cases

Well-Being Outcome 3

Children receive appropriate services to meet their educational needs

75% Well-Being Outcome 3

OSRI Item 17: Physical Health of the Child

- 85% of 60 cases rated as a Strength

OSRI Item 18: Mental/Behavioral Health of the Child

- 72% of 39 cases rated as a Strength

Item 17

Physical health of the child

- Adequate assessment
  - Health 97%
  - Dental 94%

- Appropriate services provided
  - Health 88%
  - Dental 97%

- Appropriate oversight of prescription medications 85% of 11 cases

Item 17

- Case Type Comparison

  - Foster Care 87% of 55 cases

  - In-Home 60% of 5 cases

Item 18

Mental/behavioral health of the child

- Adequate assessment 95% of 39 cases

- Appropriate services provided 72% of 36 cases

- Appropriate oversight of prescription medications 80% of 10 cases

- Case Type Comparison
  - Foster Care 72% of 32 cases
  - In-Home 71% of 7 cases

Systemic Factors

Statewide Information System

Item 19: Statewide Information System

- Florida is not in substantial conformity with the systemic factor of the Statewide Information System

- The state did not demonstrate that the statewide information system is functioning in a manner that ensures the goals, status, placements and demographics of each child is entered accurately and in a timely manner

- There was no data or information provided that could demonstrate the accuracy or timeliness of data and practices for data collection was determined to vary across the CBCs

Case Review System

Item 20: Written Case Plan

Item 21: Periodic Reviews

Item 22: Permanency Hearings

Item 23: Termination of Parental Rights

Item 24: Notice of Hearings and Reviews to Caregivers

Case Review System

- Florida is not in substantial conformity with the Case Review System. Two of the five items in this systemic factor were rated as a strength.

    - Periodic Reviews
    - Permanency Hearings

- Written Case Plans, Termination of Parental Rights, and Notice of Hearings and Reviews to Caregivers were rated as Areas Needing Improvement based on case review information, stakeholder interviews and a lack of information provided by the state.

Quality Assurance System

Item 25: Quality Assurance System

- Florida is in substantial conformity with this systemic factor for Quality Assurance System.

Staff and Provider Training

Item 26: Initial Staff Training

Item 27: Ongoing Staff Training

Item 28: Foster and Adoptive Parent Training

Staff and Provider Training

- Florida is in substantial conformity with this systemic factor for Staff and Provider Training

- The state's Initial and Ongoing Staff Training system is rated as a Strength. Staff are required to be certified child welfare professionals which includes pre-service training as a condition of employment. They also receive ongoing training by the CBCs and their employees.

- Foster and Adoptive Parent training is rated an Area Needing Improvement. There is no data or information that demonstrates that the foster and adoptive parent training system addresses the skills and knowledge base needed to perform their duties.

Service Array and Resource Development

Item 29: Array of Services

- Florida is not in substantial conformity with the systemic factor of Service Array and Resource Development. None of the items in this systemic factor were rated as a strength.

- Information collected in stakeholder interviews indicated that there are a limited amount of services in the rural areas and there are gaps in availability of most services. The metro areas have a more robust service array, but also experience gaps in some services.

Service Array and Resource Development

Item 30: Individualizing Services

- Information provided by the state indicates that there has been some success in individualizing services, however improvement is needed in the areas of availability and accessibility

- Gaps in services and wait lists for some services result in limitations in individualizing services to meet unique family needs. Bilingual services to meet language needs are a challenge.

Agency Responsiveness to the Community

Florida achieved substantial conformity with the Agency Responsiveness to Community systemic factor

- Item 31 State Engagement was rated as a strength

- Item 32 Coordination of CFSP Services with Other Federal Programs was rated as an ANI.

Foster and Adoptive Parent Licensing, Recruitment, and Retention

Item 33: Standards Applied Equally

Item 34: Requirements for Criminal Background Checks

Item 35: Diligent Recruitment of Foster and Adoptive Homes

Item 36: State Use of Cross-Jurisdictional Resources for Permanent Placements

Foster and Adoptive Parent Licensing, Recruitment, and Retention

- Florida is not in substantial conformity with the systemic factor of Foster and Adoptive Parenting Licensing, Recruitment, and Retention

- Standards Applied Equally was the only item rated in strength in this systemic factor

- Information provided by stakeholders suggest that a shortened process for foster and adoptive parent licensing has led to more homes being closed, rather than more homes opening.

- The ICPC process continues to be slow and the state completes only 66% of home study requests in 60 days.

Program Improvement Plan

NEXT STEPS

Program Improvement Plan

- PIP due to CB within 90 days of receiving final report and determination of nonconformity

- Continued collaborative effort between the state and Children's Bureau to develop and monitor Florida's PIP

- Continued collaboration with partners and families in development of PIP

Children's Bureau

Program Improvement Plan

- Implement plan over 2 years with additional year to monitor data measures

- Safety interventions must be prioritized and addressed in less than 2 years

- State must include and complete key activities to benchmark progress

- State must include and achieve measurable progress on certain items

Children's Bureau

Stages of PIP Development

Analyze data

Explore possible interventions

Finalize interventions

Develop implementation plan

Reporting structure and measurement plan

Analyze Data

- What are root causes of underperformance?

- What broad areas need to be addressed in PIP?

- What additional data is needed to target strategies

Explore Possible Interventions

- Review initiatives already in process in the state - will they address key concerns?

- What is reasonable in 2 years?

- What evidenced based interventions are available?

Finalize Interventions

- Identify major and minor initiatives

- Prioritize

Develop Implementation Plan

- Identify key activities for the PIP

- Consider whether activities can be scaled for successful implementation

Reporting Structure and Measurement Plan

- Determine when and how progress be reported

- Determine when progress be measured

- Apply principles of Continuous Quality Improvement

Questions?