

DEPARTMENT of SOCIAL and HEALTH SERVICES

CHILDREN'S ADMINISTRATION

CENTRAL CASE REVIEW



FY2013 Division of Licensed Resources, Child Protective Service (DLR/CPS) Braam Revised Settlement and Exit Agreement Report



The Children's Administration is committed to ongoing quality assurance activities as part of a proactive process to assist social workers, supervisors, and managers to improve outcomes for children and families.

Children's Administration

Central Case Review

Timeliness and Quality of Division of Licensed Resources Child Protective Service (DLR/CPS) Investigations Braam Revised Settlement and Exit Agreement Report for Fiscal Year 2013

I. Introduction

This report measures compliance with one outcome from the original Braam Settlement Agreement that was continued in the recently negotiated Revised Settlement and Exit Agreement:

Outcome 5

All referrals alleging child abuse and neglect of children in out-of-home care will receive a thorough investigation by the Division of Licensed Resources (DLR) pursuant to CA policy and timeline and with required documentation.

The Full Compliance for this outcome was changed from 100% to 95% in the Revised Settlement and Exit Agreement.

This report provides background information for this annual review, and a summary of the review process, the sampling methodology, performance data by state and region, practice trends, and recommendations. Included as an appendix is the case review criteria used and applied. An additional appendix is provided to DLR leadership that provides case identifying information to help inform their practice improvement work.

II. Background and Purpose

The seventh case review of DLR/CPS investigations was conducted by the Children's Administration Central Case Review Team in January 2014 for the period July 1, 2012 through June 30, 2013 (Fiscal Year 2013). The first two reviews included four questions related to the quality of the DLR/CPS investigation and addressed all serious and immediate safety concerns for the child. In 2009, two additional items were added:

- Was there an initial response (as measured by the initial face-to-face with the alleged victims) to the intake within required timeframes (24 or 72 hours)?
- Was the investigation closed within 90 days? If not, did the extension of the investigation meet the exceptions allowed by statute and policy? How did the case meet the exception to the extension of the closing of the investigation (e.g., to collaborate with a law enforcement investigation).

The case review questions are located in the Appendix of this report.

III. Review Process

A random sample of cases from each region was reviewed. A total of 250 cases were reviewed across the three regions (North and South). The DLR/CPS case review involved an electronic review of the following records: DLR/CPS intakes, case notes, provider notes, and Investigative Assessments.

IV. Sample Methodology

The case review sample includes investigations involving homes and facilities with a child placed in the home/facility who was a member of the Braam class.

A random sample of investigations completed during FY2013 was obtained from FamLink. . The total number of completed investigations in FY2013 was 740. A stratified sampling methodology at the 95% statewide confidence level was used, which ensured that the number of intakes reviewed from each of the six regions closely approximated their representation in the population of completed investigations for FY2013. The number of intakes and corresponding investigations reviewed for this report was 250.

Additionally, Children’s Administration adjusted the case review methodology to allow the case review team to make adjustments if the DLR/CPS case had been incorrectly screened in for investigation, or if subjects and/or victims had been incorrectly identified. For quality assurance purposes, these changes were reviewed by the deputy DLR administrator.

Table 1

DLR/CPS Case Sample FY2013							
	State Total	Region 1 North	Region 1 South	Region 2 North	Region 2 South	Region 3 North	Region 3 South
Total # of Investigations FY 2013	740	146	78	58	146	141	171
Stratified Sample Percent	100%	19.73%	10.54%	7.84%	19.73%	19.05%	23.11%
# of Intakes Reviewed	250	50	27	21	48	48	56

Table 2

Types of Facilities Included in the Review							
	State Total	Region 1 North	Region 1 South	Region 2 North	Region 2 South	Region 3 North	Region 3 South
Foster Homes	223	44	27	20	39	41	52
Group Homes	12	6	-	1	5	-	-
State Operated/ Certified Facilities	15	-	-	-	4	7	4
Total Number of Intakes Reviewed	250	50	27	21	48	48	56

The types of facilities subject to this review included the following groups:

1. **Foster home and adoptive home:** This included the following types of homes if there was a child placed by Children's Administration in the home:
 - Foster homes licensed by CA
 - Foster homes licensed by Child Placing Agencies
 - Homes currently certified by CA as a potential adoptive placement
2. **Group home:** This included any of the following types of facilities if there was a child placed by Children's Administration in the facility or supervised by agency staff.
 - Group homes
 - Staffed residential homes
 - Group receiving home
 - Emergency respite center
 - Overnight youth shelters
 - Crisis residential centers
 - Child placing agency staff
3. **State operated/certified facilities providing 24 hour care:** This included facilities operated by one of the following DSHS agencies if there was a child placed by CA or a child in the Braam Class living in the facility:
 - Division of Developmental Disabilities (DDD)
 - Juvenile Rehabilitation Administration (JRA)
 - Mental Health Division (MHD)
 - Washington State School for the Deaf
 - Washington State School for the Blind

V. Results

A. Compliance by State and Region

Statewide & Regional Annual Performance FY13							
Full Compliance Measure	Outcome 5						
	95% of referrals/intakes alleging child abuse and neglect of children in out-of-home care will receive thorough investigation by DLR pursuant to CA policy and timeline, with required documentation.						
	Statewide	Region 1 North	Region 1 South	Region 2 North	Region 2 South	Region 3 North	Region 3 South
Performance	97% (242 of 250)	92% (46 of 50)	100% (27)	100% (21)	96% (46 of 48)	100% (48)	96% (54 of 56)

Statewide Annual Performance for FY07-FY13							
	FY07	FY08	FY09	FY10	FY11	FY12	FY13
Performance	87.0% (200 of 230)	90.9% (210 of 231)	82.9% (218 of 263)	83.3% (224 of 269)	90.2% (229 of 254)	95% (243 of 256)	97% (242 of 250)

Regional Annual Performance for FY07-FY13

	FY07	FY08	FY09	FY10	FY11	FY12	FY13
Region 1 North	92.3%	88.2%	77.8%	72.2%	89.8%	87.5%	92%
Region 1 South	87.8%	77.8%	77.4%	73.5%	84%	96.3%	100%
Region 2 North	88.2%	97%	83.8%	81.3%	91.4%	95.7%	100%
Region 2 South	86.7%	97%	83.3%	86%	88%	93%	96%
Region 3 North	86.8%	93.3%	88.2%	96%	93.6%	98.2%	100%
Region 3 South	86.2%	86.8%	87.8%	87.8%	91.7%	98.3%	96%

B. Results by Facility Type

Statewide Annual Performance by Facility Type FY13

	Foster Homes	Group Homes	State Operated/Certified Facilities
Performance	98%	75%	100%
Total Applicable Cases	223	12	15

Case Review Questions

Six questions were developed to evaluate the timeliness of investigations, thoroughness of the investigations, safety assessments, and planning. Each question was given equal weight.

Compliance with the outcome was achieved when each of the six questions were rated Fully Achieved or Not Applicable. The decision rules for rating each of the questions are located in the Appendix of this report.

Question 1	Was an initial face to face (IFF) contact made with all alleged child victims within required timeframes?						
	Statewide	Region 1 North	Region 1 South	Region 2 North	Region 2 South	Region 3 North	Region 3 South
Full Compliance	99.2%	100%	100%	100%	95.8%	100%	100%
Total Applicable Intakes	248 (246 of 248)	49	27	21	48 (46 of 48)	48	55

246 of 248 Cases were Compliant:

- In one case, the initial face-to-face interview with the victim was completed on the fifth day and there was no extension supported by policy or rationale for the delay.
- In one case, the intake was assigned to the social worker four days after the date of the intake. The initial face-to-face interview with the child was completed one day after the social worker assignment.

Question 2	Were all suspected victims of alleged child abuse or neglect (CA/N) interviewed?						
	Statewide	Region 1 North	Region 1 South	Region 2 North	Region 2 South	Region 3 North	Region 3 South
Full Compliance	100%	100%	100%	100%	100 %	100%	100%
Total Applicable Intakes	247	49	27	21	48	47	55

Question 3	Were all subjects interviewed?						
	Statewide	Region 1 North	Region 1 South	Region 2 North	Region 2 South	Region 3 North	Region 3 South
Full Compliance	100%	100%	100%	100%	100%	100%	100%
Total Applicable Intakes	247	49	27	21	48	47	55

Question 4	Was adequate information gathered during the investigation to assess child safety?						
	Statewide	Region 1 North	Region 1 South	Region 2 North	Region 2 South	Region 3 North	Region 3 South
Full Compliance	98.8%	98%	100%	100%	100%	100%	96.4%
Total Applicable Intakes	249 (246 of 249)	49 (48 of 49)	27	21	48	48	56 (54 of 56)

246 of 249 cases were Compliant

- In two cases, the intake originally screened in for a DLR/CPS investigation; however, the intake was later screened out for follow up by the licenser. In both of these cases, based on the information known at the time, the original intake decision was appropriate. There was a follow up licensing investigation in both cases.
- In one case, the child interview was not sufficiently comprehensive to address the allegations and collateral contact with another child in the home did not occur.

Question 5	If there were safety threats, were appropriate actions taken to ensure the safety of the child(ren)?						
	Statewide	Region 1 North	Region 1 South	Region 2 North	Region 2 South	Region 3 North	Region 3 South
Full Compliance	100%	100%	100%	100%	100%	100%	100%
Total Applicable Intakes	42	14	3	2	6	4	13

Question 6	Was the investigation closed within 90 days?						
	Statewide	Region 1 North	Region 1 South	Region 2 North	Region 2 South	Region 3 North	Region 3 South
Full Compliance	98.8%	93.9%	100%	100%	100%	100%	100%
Total Applicable Intakes	248 <i>(245 of 248)</i>	49 <i>(46 of 49)</i>	27	21	48	48	55

245 of 248 Cases were rated Compliant:

- Three investigations were open for 136, 240, and 182 days, respectively. In each of these cases, there were multiple intakes received regarding the facility within a short period of time; however, there was not a rationale as to why an earlier investigation was not closed within 90 days.