

**Washington State**  
**Child and Family Services Review Program Improvement Plan**  
**Measurement Plan**

**Items to be Measured**

This Measurement Plan includes CFSR Case Review Items 3, 4, 7, 10, 17, 18, 19, and 20.

The National Standards do not need to be measured; Washington has met 5 of 6 national standards and achieved the improvement required for the PIP period on the sixth standard.

CFSR Item 1, Timely Investigations (Initial Face to Face), also does not need to be measured as Washington has already met the required level of improvement on this measure.

**Measurement Method**

CFSR Items 3, 4, 7, 10, 17, 18, 19, and 20 will be measured through qualitative case review of individual cases.

**PIP Case Review Tool**

The proposed questions for use during the PIP case review are shown in Exhibit 1.

**CA Case Review Process**

CA's process for selecting cases for our office based case reviews is described in Exhibit 2 and Attachments 1 - 4, which include a schedule for the two year PIP period. It is possible that the number and structure of offices will change during the PIP period. Washington will inform ACF of any such changes, or other factors, that impact the case review schedule at the office level.

**Cases to be Reported for PIP Baseline and Measurement Periods**

**Baseline Period**

Washington will utilize a prospective baseline for items measured through case review. We anticipate baseline data collection over the first 3 PIP quarters. It is possible that the baseline period will need to extend through the 4<sup>th</sup> quarter, if it is not possible to select cases for the baseline with the characteristics required. If this situation occurs, we will contact the regional office. The remaining sections of this plan are built on the assumption that it will be possible to construct a baseline from cases reviewed in the first 3 quarters.

The cases selected for the baseline will:

- Include approximately 200 cases which will be randomly selected from the case reviews which will occur during this period. Within this sample, approximately:
  - 20 cases will be rate-able on CFSR Item #10
  - 66 cases will be in-home cases (open for Family Voluntary or Family Reconciliation Services)
  - 134 will be out-of-home cases (open for CFWS Services)
- Include no less than 18% cases from the Metro (King County) area

PIP Measurement Period

The PIP Measurement Period will begin in the fourth quarter, July – September 2012. The results of randomly selected cases reviewed during the Measurement Period will be reported on the scheduled identified in the table on page 3. Over a rolling 12 month period, the reported cases will:

- Include at least as many cases as the Baseline Period
- Include at least as many cases that are rate-able on each CFSR item as the baseline
- Include no less than 18% cases from the Metro (King County) area

Specific Process:

The following process will be used for cases to be reported during both the baseline and measurement periods. The process will be conducted by staff who have no knowledge of the results of individual case reviews.

After the end of the quarter, the cases which have been reviewed will be sorted into a random list. Cases will be pulled from this list to meet the following criteria:

- All cases rate-able on Item 10, up to the amount needed to achieve an annualized number of 20. Cases rate-able on Item #10, not previously selected in previous quarters, may be added if necessary to achieve this annual number.
- Additional cases to fill in the appropriate table below:

<b>Criteria For A Sample Of 100 Cases</b>		
	<b>Metro</b>	<b>Non-Metro</b>
<b>In-Home Cases</b>	6 cases	27 cases
<b>Out-of-Home Cases</b>	12 cases	55 cases

<b>Criteria For A Sample Of 50 Cases</b>		
	<b>Metro</b>	<b>Non-Metro</b>
<b>In-Home Cases</b>	3 cases	14 cases
<b>Out-of-Home Cases</b>	6 cases	27 cases

Reporting Results of Case Review by Quarter

Case review data will reported in PIP quarterly reports as shown below:

<b>Quarter</b>	<b>Submission Date</b>	<b>Results of Case Reviews</b>	<b>Total Cases Reported</b>
1	January 31, 2012	No cases reported	0
2	April 30, 2012	No cases reported	0
3	July 31, 2012	Results of 100 randomly selected reviews conducted in quarters 1 &2, and 100 randomly selected reviews conducted in quarter 3. Baseline established.	200
4	October 31, 2012	No cases reported	0
5	January 31, 2013	Results of 100 randomly selected reviews conducted in quarter 3, (from reported baseline period), and at least 100 randomly selected cases from reviews conducted in quarters 4 and 5 (at least 50 per quarter).	200 (minimum)
6	April 30, 2013	No cases reported	0
7	July 31, 2013	Results of the randomly selected reviews conducted in quarters 4 and 5 (and reported in quarter 5) and at least 100 randomly selected cases from reviews conducted in quarters 6 and 7 (at least 50 per quarter).	200 (minimum)
8	October 31, 2013	Results of the randomly selected reviews conducted in quarters 5, 6, and 7 (and reported in quarter 7), and at least 50 randomly selected cases from reviews conducted in quarter 8.	200 (minimum)

## Exhibit 1

### Proposed Central Case Review Questions for the Practice Improvement Plan (PIP)

There are one or more Case Review questions for each of the Child and Family Service Review (CFSR) items. For a case to be rated as a strength for an item, all related questions must be fully compliant or not applicable. Each item includes questions from the current Case Review tool and/or additional questions.

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Cases are measured to the CFSR items when:

1. The case was open 60 consecutive days or more for service provision and/or monitoring of child safety within the last twelve months.
2. A child was placed in out of home care for 24 hours or more during the last 12 months. Cases measured to the CFSR items will be identified as an "in-home" case or an "out-of home" case. Results will be available for in-home cases, out-of-home cases and for all cases combined. The definitions are as follows:

**"In-home" case**

A case is identified as "in home" when there were no children in the family placed in out of home care 24 hours or more within the last 12 months.

**"Out-of- home" case**

A case is identified as "out of home" when a child was placed 24 hours or more during the last 12 months.

**Period Under Review (PUR)**

For all CFSR items, except items #19 and #20, the PUR is the 12 month period prior to the date of the on-site review. For Items #19 and #20, the PUR is the six month period prior to the on-site review.

### **CFSR Item #3**

#### **Services to Protect the Child and Prevent Removal or Re-entry**

##### **In-Home Cases:**

- 1. Were actions taken to offer or provide appropriate services for the family targeted at the safety threats to protect the child(ren) and safely prevent removal?**

*(Answer question #1 if the case remained open 60 consecutive days or more for in-home services and/or child safety monitoring and all children remained in the home during the last 12 months.)*

##### **Full Compliance:**

Actions were taken to offer or provide all of the appropriate services needed to control the safety threats and safely prevent removal, including efforts to facilitate participation in services. This included services to non-custodial parents who were involved or indicated a desire to be involved in the child(ren)'s life, and there were no safety threats associated with the contact. Appropriate services are those that will control safety threats, e.g. family preservation services, substance abuse treatment services or mental health services.

##### **Non-Compliance:**

Actions were not taken to offer or provide the appropriate services that were needed to control safety threats and safely prevent removal.

##### **Not Applicable:**

The case was not an in home case, **or**

The case remained open for in-home services but there were no safety threats to the child(ren).

##### **Out-of-Home Cases:**

- 2. Were actions taken to offer or provide services to safely prevent entry or re-entry into foster care prior to removal, when child(ren) returned home, or when other children remained in the home?**

*(Answer question #2 if the child was placed 24 hours or more during the last year.)*

##### **Full Compliance:**

Actions were taken to offer or provide all of the appropriate services needed to control safety threats and safely prevent entry or re-entry, including efforts to facilitate participation in services. This included services to non-custodial parents who were involved or indicated a desire to be involved in the child(ren)'s life, and there were no safety threats associated with the contact. Appropriate services are those that will control safety threats, e.g. family preservation services, substance abuse treatment services or mental health services.



**Non-Compliance:**

Actions were not taken to offer or provide the appropriate services needed to control safety threats and safely prevent removal.

**Not Applicable:**

The child was placed prior to the last year and remained in care and there were no siblings in the home with safety threats, *or*

The child entered care within the last year, but it was not due to safety threats, *or*

The child returned home within the last year and there were no safety threats in the home, *or*

All children entered care within the last year without offering services due to safety threats that could not be controlled in the home.

**3. If the child was removed from the home without offering or providing services, was removal necessary to ensure the child's safety?**

*(This question applies if the child(ren) entered care during the last 12 months. )*

**Full Compliance:**

The child was removed from the home during the last year without offering or providing services because removal was necessary to ensure the child's safety.

**Non Compliance:**

The child was removed from the home during the last year without offering or providing services relating to identified safety threats but the safety assessment did not indicate that this action was necessary to ensure the child's safety.

**Not Applicable:**

The child did not enter care within the last year, *or*

The child entered care within the last year, but it was not due to safety threats.

**CFSR Item #4**

**Risk Assessment and Safety Management**

**In-Home Cases**

**4. When all children remained in the home, were safety threats adequately identified, assessed and controlled?**

*(Answer question #4 if the case remained open 60 consecutive days or more for in-home services and/or child safety monitoring and all children remained in the home during the last 12 months.)*



**Full Compliance:**

The case remained open for in-home services and all children remained in the home during the last 12 months and safety threats were accurately identified and adequately assessed and controlled by the following when applicable:

- The case opened during the last year and there was an initial safety assessment that accurately identified and assessed safety threats.
- There were ongoing safety assessments that accurately identified and assessed safety threats.
- Safety threats were adequately addressed and controlled during the time children remained in the home.
- Safety Plans were continually evaluated and monitored including encouraging family engagement in the tasks/services designed to keep the children safe.
- A new CPS intake was generated when there were new allegations of abuse and investigated when needed.
- A safety assessment was completed prior to case closure indicating the child was safe.

**Non-Compliance:**

The case remained open for in-home services and safety threats were not accurately identified, or adequately assessed or controlled.

**Not Applicable:**

The case was not open for in-home services during the last 12 months.

**Out-of-home cases:**

**5. Were safety threats adequately identified, assessed and controlled during the time the child was in foster care, returned home and for the child's siblings who remained in the home?**

*(Answer question #5 if the child was placed 24 hours or more during the last year.)*

**Full Compliance:**

Safety threats were accurately identified and adequately assessed and controlled during the time the child was in foster care, returned home and for the child's siblings who remained in the home by the following when applicable:

- There were ongoing safety assessments that accurately identified safety threats.
- Safety threats were adequately addressed and controlled during the time the children remained in the home or were returned home.
- Safety Plans were continually evaluated and monitored including encouraging family engagement in the tasks/services designed to keep the children safe.
- A new CPS intake was generated when there was a new allegation of abuse, and investigated when needed.
- A safety assessment was completed prior to case closure indicating the child was safe, **and/or**

During the time the child was in out of home care, safety threats were identified, assessed and controlled by the following when applicable:

- There was an ongoing assessment of safety threats regarding visitation with parents and other family members and a safe plan for visitation was developed.
- A safety assessment was completed prior to reunification and a safety plan was developed to safely return the child home.

**Non-Compliance:**

Safety threats were not adequately identified, assessed and controlled for the child(ren) who returned home or siblings who remained in the home during the last 12 months, **and/or**

During the time the child was in out-of home care in the last year, safety threats were not adequately assessed or controlled during visitation with family members.

**Not Applicable:**

The case was not open for out of home services during the last 12 months.

**6. Were safety threats regarding the child's foster home or home of an unlicensed caregiver adequately identified, assessed and controlled?**

*(This includes adequately assessing unlicensed caregivers prior to placement.)*

*(This applies when the child was placed by CA in out of home care in the last 12 months.)*

**Full Compliance:**

Unlicensed caregivers were adequately assessed prior to placement, **and/or** Safety threats were identified in the child's foster home or home of an unlicensed caregiver and all safety threats were adequately assessed and controlled, e.g. the child was moved to another home, or an appropriate safety plan was developed and monitored.

**Non-Compliance:**

Unlicensed caregivers were not adequately assessed prior to placement, **and/or** Safety threats were identified in the child's foster home or home of an unlicensed caregiver, and all safety threats were not adequately assessed or controlled.

**Not Applicable:**

The child was not placed in out of home care in the last 12 months, **or** There were no safety threats in the child's foster home placement.

## **CFSR Item #7**

### **Permanency Goal for the Child**

#### **7. Was a petition to terminate parental rights (TPR) filed or compelling reasons documented if the child was in out-of-home placement for 15 of the most recent 22 months?<sup>1</sup>**

*(To determine if a child was in out-of-home placement 15 of the most recent 22 months; the date the child entered care is the earlier of the following: (1) The date of an order of dependency of child abuse or neglect, or (2) 60 calendar days after the child's removal from the home.)*

#### **Full Compliance:**

A petition to terminate parental rights was filed by the 15<sup>th</sup> month in out-of-home care *(See direction above to determine 15 of most recent 22 months)*, **or**

There were aggravated circumstances such as the child was an abandoned child or the parents were convicted of one of the felonies identified in the Adoption and Safe Families Act (ASFA), **or**

The child became legally free prior to the last twelve months, **or**

A petition to terminate parental rights was filed prior to the last twelve months, **or**

There was a compelling reason(s) not to file a TPR that was in the best interest of the child and this was documented in the FamLink Legal Record, ISSP, other case file documentation or court order. Compelling reasons may include:

- The parents were making significant progress in addressing the problems that brought the child into care, and the social worker expects reunification (trial return home) within three months.
- The child was over the age of 14 and following a discussion with the social worker of the alternatives, the child opposed adoption as a permanent plan, and the social worker continued to assess and develop an individualized permanent plan, with the child's participation, focused on the child's best interest for both the immediate and long term future.
- The child resided with a relative(s) and the relative(s) have agreed to be a permanent placement resource but, after a discussion of the alternatives, have made an informed decision that they do not wish to adopt the child.
- The parent was considering relinquishment within a reasonable time to free the child for adoption.
- The non-offending parent was pursuing an alternate permanent plan.
- The child is Native American and the child's Tribe or Canadian First Nation does not concur with the plan of adoption.

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<sup>1</sup> Clarification: (CA policy requires the filing of a TPR or documenting compelling reasons when the child has been in care for 12 of the last 19 months)

- The child was in placement for reasons other than child abuse or neglect. For example, the child was in care due to the risk they pose to others because of behavioral management issues.

**Non-Compliance:**

The child was in out-of-home care for 15 out of 22 months and a petition to terminate parental rights had not been filed prior to the 15<sup>th</sup> month, and there was no documentation of the compelling reason for not filing a TPR, *or*  
The compelling reason documented was not in the best interest of the child, *or*  
The prior compelling reason documented no longer exists.

**Not Applicable:**

The child was not in out-of-home care for 15 out of the last 22 and there were no aggregated circumstances meeting the ASFA criteria.

**8. Were all permanency goals appropriate to the child's individualized needs, and were they established in a timely manner?**

*(This applies to all permanency goals identified during the last year including concurrent permanency goals. The initial permanency goals should be established within 60 days of entering care.)*

**Full Compliance:**

All permanency goal(s) were appropriate to the child's individualized needs and established in a timely manner. The permanency goals were located in the ISSP or other documents written after the ISSP was written.

**Non-Compliance:**

The child's permanency goal(s) were not appropriate to the child's individualized needs, *or*  
Changes were made to a permanency goal(s) but the changes were not made in a timely manner, *or*  
There was no permanency goal identified, and the child had been in care over 60 days.

**Not Applicable:**

The child was in care for less than 60 days and the permanency goal had not been established.

## **CFSR Item #10**

### **Other Planned Permanent Living Arrangement**

#### **9. Were actions taken to achieve a stable and lasting living arrangement when Long Term Foster Care was a permanency goal**

##### **Full Compliance:**

Actions were taken to achieve a stable and lasting living arrangement when Long Term Foster Care was a permanency goal as evidenced by one of the following:

- The youth was in a stable and lasting living arrangement with a caregiver and there had been a commitment by all of the parties involved (signing a long term care agreement), that the youth would remain with the caregiver until age 18, or 21 if applicable.
- The youth had a significant connection to the caregiver and there was discussion with the youth and caregiver regarding the future development of a long term care agreement.
- The youth was not in a stable and lasting living arrangement with a caregiver, but there were actions taken to locate a stable and lasting living arrangement including a discussion with the current caregiver (if not in group care placement) regarding willingness to consider a long term care agreement.
- The youth had high-level service needs requiring a placement in a temporary residential treatment facility and actions were taken to stabilize the youth and plan for a timely transition to a stable and lasting living arrangement that continued to meet youths treatment needs.

##### **Non Compliance:**

Long Term Foster Care was a permanency goal and actions were not taken to achieve a stable and lasting living arrangement, *or*

Long Term Foster Care was a permanency goal and the youth was placed in a temporary residential treatment facility and actions were not taken for a timely transition to a stable and lasting living arrangement.

##### **Not Applicable:**

Long Term Foster Care was not a permanency goal.

#### **10. If the youth was expected to age out of foster care and had a permanency goal of Independent Living or Long Term Foster Care, were services provided to prepare the youth for independent living?**

##### **Full Compliance:**

The youth was expected to age out of foster care services were provided to prepare the youth for independent living in a developmentally appropriate way. Services include the following when applicable:

Referring the youth for an independent living assessment and/or transitional living services

- Developing an Independent Living Plan
- Coordinating with the school district when developing an independent living plan for youth receiving special education services
- Completing a life skills assessment and developing a plan to address the youth's needs in the areas of career planning, daily living, home life, housing, money management, self care, social relationships and work life
- Collaborating with DDD to develop a transition plan for youth 17.5 years old who are eligible for DDD services
- Coordinating a Youth Exiting Care staffing at least six months prior to a youth exiting care to share information (e.g. housing resources, Medicaid to 21, Foster Care to 21) and important documents (e.g. birth certificate, education/medical records, social security card, state identification card or driver's license.)

**Non Compliance:**

The youth was expected to age out of foster care and had a permanency goal of Long Term Foster Care or Independent Living and services were not provided to prepare the youth for independent living in a developmentally appropriate way.

**Not Applicable:**

The youth was not expected to age out of foster care, **or**  
The youth did not have a permanency goal of long Term Foster Care or independent Living

**CFSR Item #17**

**Needs and Services of Child, Parents and Foster Parents**

**11. Were actions taken to assess the father's needs and offer or provide appropriate services to address the identified needs?**

*(For in-home cases, fathers include the child(ren)'s biological father, stepfather or male guardian with whom the child resided, and/or a non custodial father(s) who was involved or indicated a desire to be involved, in the child(ren)'s life.)*

*(Out-of-home cases include the child's biological father or male guardian from whom the child was removed, and any legal, presumed and/or alleged fathers.)*

**Full Compliance:**

Actions were taken to comprehensively assess the father's needs at the initial contact and on an on-going basis through formal and/or informal assessments. Appropriate services were offered or provided to address the father's identified needs related to the child(ren)'s safety and well being, **or**

An assessment of the father's needs was completed that indicated his contact was contrary to the child(ren)'s safety, **or**

An assessment of the father's needs was completed that indicated he had no needs related to the child(ren)'s safety and well being.

**Non Compliance:**

Actions were not taken to comprehensively assess the father's needs at the initial contact and/or on an on-going basis through formal and/or informal assessments, **or**

Appropriate services were not offered or provided to address the father's needs related to the child(ren)'s safety and well being, **or**

The father's whereabouts were unknown but there have not been sufficient efforts to locate him.

**Not Applicable:**

The father(s) whereabouts were not known during the last 12 months despite sufficient efforts to locate him, **or**

The father's parental rights were terminated prior to the last 12 months and the father was not involved in the child(ren)'s life, **or**

The father(s) was deceased,

*For in-home cases*

The father(s) was not involved or did not indicate a desire to be involved with the child(ren).

**12. Were actions taken to assess the mother's needs and offer or provide appropriate services to address the identified needs?**

*(For in-home cases, mothers include the child(ren)'s biological mother, stepmother or female guardian with whom the child resided, and/or a non custodial mother(s) who were involved or indicated a desire to be involved, in the child(ren)'s life.)*

*(Out-of-home cases include the child's biological mother or female guardian from whom the child was removed.)*

**Full Compliance:**

Actions were taken to comprehensively assess the mother's needs at the initial contact and on an on-going basis through formal and/or informal assessments. Appropriate services were offered or provided to address the mother's identified needs related to the child(ren)'s safety and well being, **or**

An assessment of the mother's needs was completed that indicated her contact was contrary to the child(ren)'s safety, **or**

An assessment of the mother's needs was completed that indicated she had no needs related to the child(ren)'s safety and well being.

**Non Compliance:**

Actions were not taken to comprehensively assess the mother's needs at the initial contact and/or on an on-going basis through formal and/or informal assessments, **or** Appropriate services were not offered or provided to address the mother's needs related to the child(ren)'s safety and well being, **or**

The mother's whereabouts were unknown but there have not been sufficient efforts to locate her.

**Not Applicable:**

The mother(s) whereabouts were not known during the last 12 months despite sufficient efforts to locate her, **or**

The mother's parental rights were terminated prior to the last 12 months and the mother was not involved in the child(ren)'s life **or**,

The mother(s) was deceased.

For in-home cases:

The mother(s) was not involved or did not indicate a desire to be involved with the child(ren).

**13. Were actions taken to assess the foster parents' or unlicensed caregiver's needs to care for the child and offer or provide appropriate services to address identified needs?**

**Full Compliance:**

Actions were taken to adequately assess the foster parents' or unlicensed caregiver's needs to safely provide care and supervision of the child and meet the well being needs of the child, **and**

When needs were identified, appropriate services were offered or provided to assist the caregiver(s) to care for the child such as:

- Respite care
- Child care
- Assistance with transportation
- Specialized training or counseling to address the child's behavior problems or special needs

**Non Compliance**

Actions were not taken to assess the foster parents 'or unlicensed caregiver's needs to safely provide care and supervision of the child and meet the well being needs of the child, **or**

When needs were identified, appropriate services were not offered or provided to address the foster parent or unlicensed caregiver(s) needs to care for the child.

**Not Applicable:**

The child was not placed during the period under review, **or**

The child was placed in a residential care facility.

**14. Were actions taken to assess the child's needs and offer or provide appropriate services to address the identified needs?**

*(This includes needs other than education, physical health and mental/behavioral health).*

**Full Compliance:**

Actions were taken to adequately assess the child(ren)'s needs (excluding education, physical health and mental/behavioral health) through formal and/or informal assessments. Other needs may include appropriate placement, socialization, positive role modeling, recreational opportunities, self-esteem building, and/or independent living skills (for youth 16 years of age and older that do not have a permanency goal of Long Term Foster Care or Independent Living), **and**

Appropriate services were offered or provided to address the child(ren)'s identified needs (excluding education, physical health and mental/behavioral health). Services may include:

- Child care services that are not required for child safety,
- Mentoring that is not related to the child(ren)'s education,
- Recreational services,
- Teen parenting education,
- Preparation for adoption and other permanency goals,
- Services recommended by a therapist to assist in self-esteem,
- Independent Living Skills for youth 16 years or older (excluding youth in out of home placement with a permanency goal of Long Term foster care or Independent Living), **or**

The child(ren)'s needs were assessed and the child(ren) did not have other identified needs (excluding education, physical health, and mental/behavioral health).

**Non Compliance:**

Actions were not taken to assess if the child(ren) had other needs (excluding education, physical health and mental/behavioral health) through formal or informal assessments, **or** Appropriate services were not offered or provided that addressed the child(ren)'s identified needs (excluding education, physical health and mental/behavioral health).

**Not Applicable:**

None

## **Item #18**

### **Child and Family Involvement in Case Planning**

#### **15. Were actions taken to involve the father(s) in the case planning process on an ongoing basis?**

*(This applies to fathers who were identified and located. If there were not sufficient efforts to locate the father, Item # 17 should be rated non compliant.)*

*(For in-home cases, fathers include the child(ren)'s biological father, stepfather or male guardian with whom the child resided, and/or a non custodial father(s) who was involved or indicated a desire to be involved, in the child(ren)'s life.)*

*(Out-of-home cases include the child's biological father or male guardian from whom the child was removed, and any legal, presumed and/or alleged fathers, as appropriate.)*

#### **Full Compliance:**

Ongoing actions were taken to involve the father(s) in the case planning and decision making process, unless contrary to the child(ren)'s safety and best interest. This may include when applicable:

- The father(s) was provided opportunities to have a voice in the case plan.
- The father(s) was invited to participate in case planning meetings.
- There was a pattern of ongoing contact with the father(s) to discuss the case plan and progress towards the case goals by phone and in-person.

#### **Non Compliance:**

Actions were not taken on an ongoing basis to involve the father(s) in the case planning and decision making process, and it was not contrary to the child(ren)'s safety and best interests.

#### **Not Applicable:**

The fathers were not identified and/or located, **or**

The father's involvement was contrary to the safety or best interest of the child(ren), **or**

The father's parental rights were terminated prior to the last 12 months, **or**

The father(s) was deceased.

#### **For in-home cases**

The father(s) was not involved or did not indicate a desire to be involved with the child(ren).

#### **16. Were actions taken to involve the mother(s) in the case planning process on an ongoing basis?**

*(This applies to mothers who were identified and located. If sufficient efforts were not made to locate the mother, then Item #17 should be rated non compliant. )*

*(For in-home cases, mothers include the child(ren)'s biological mother, stepmother or female guardian with whom the child resided, and/or a non custodial mother(s) who were involved or indicated a desire to be involved, in the child(ren)'s life.)*

*(Out-of-home cases include the child's biological mother or female guardian from whom the child was removed.)*

**Full Compliance:**

Ongoing actions were taken to involve the mother(s) in the case planning and decision making process, unless contrary to the child(ren)'s safety and best interest. This may include when applicable:

- The mother(s) was provided opportunities to have a voice in the case plan.
- The mother(s) was invited to participate in case planning meetings.
- There was a pattern of ongoing contact with the mother(s) to discuss the case plan and progress towards the case goals by phone and in-person.

**Non Compliance:**

Actions were not taken on an ongoing basis to involve the mother(s) in the case planning and decision making process, and it was not contrary to the child(ren)'s safety and best interests.

**Not Applicable:**

The mother(s) was not identified and/or located, **or**

The mother's involvement was contrary to the safety or best interest of the child(ren), **or**

The mother's parental rights were terminated prior to the last 12 months, **or**

The mother(s) was deceased.

For in-home cases:

The mother(s) was not involved or did not indicate a desire to be involved with the child(ren).

**17. Were actions taken to involve the child(ren) in the case planning process on an ongoing basis?**

*(Ability to participate in case planning is determined by the developmental capacity of the child. Most children who are elementary school age or older can be expected to participate to some extent.)*

**Full Compliance:**

Ongoing actions were taken to involve the child(ren) in the case planning process in terms the child(ren) could understand. This may include when applicable:

- The case plan was discussed during health and safety visits and/or during other contact and the child(ren) was given opportunities to have a voice in the case plan.
- Participation in case planning meetings.

**Non Compliance:**

Actions were not taken on an ongoing basis to involve the child(ren) in the case planning process in terms the child(ren) could understand.

**Not Applicable:**

Developmentally, the child(ren) could not participate in the case plan, *or*  
The child was not available due to consistent runaway status.

**CFSR Item # 19**

**Caseworker visits with the child**

**18. Did monthly visits occur between the social worker and child during the last six full months?**

*(The review period is the last six full months prior to the date of the review, minus seven days for FamLink documentation.)*

**Full Compliance:**

Monthly, in-person visits occurred between the social worker and the child(ren) in each of the last six full six months the case was open.

**Non-Compliance:**

Monthly, in-person visits did not occur between the social worker and the child(ren) as there was at least one month in which an in-person visit did not occur.

**Not Applicable:**

The child was not available due to on-going runaway status within the last six months, *or*  
The child was placed in another state through ICPC, *or*  
The case was closed during the entire last six months, *or*  
The case was not open for services or monitoring of child safety beyond the CPS investigation.

**19. Was the quality of the monthly visits with the child sufficient to address issues pertaining to the safety, well being, permanency of the child?**

**Full Compliance:**

During the visits the following activities occurred when applicable:

*Observation of the child*

- How the child appeared developmentally, physically and emotionally
- How the parent or caregiver respond to the child
- The child's attachment to the parent/caregiver
- The home environment

*Discussion or an attempt to have a discussion, with the verbal child in a private location*

- Inquiry as to whether the child felt safe
- Inquiry about the child's needs, wants and progress
- Visits with siblings and parents

- Case activities and planning including permanency

**Non-Compliance:**

There was not sufficient documentation of the quality of the visits.

**Not Applicable:**

A monthly visit with the child did not occur in the last six months.

**CFSR Item # 20**

**Caseworker Visits with the Parents**

**20. Did monthly visits occur between the social worker and the father(s) during the last six months?**

*(Review period is the last six full months from the date of the review, minus seven days for FamLink documentation)*

*(Rate this question for fathers who have been identified and located. If sufficient efforts were not made to locate the father, rate Item #17 as non compliant.)*

*(For in-home cases, this includes the child(ren)'s father, stepfather or male guardian with whom the child resides, and/or a non custodial father(s) who is involved or has indicated a desire to be involved, in the child(ren)'s life)*

*(For out-of-home cases, this includes the child's biological father or male guardian (if other than the biological father) from whom the child was removed, and any legal, presumed and/or alleged fathers, as appropriate.)*

**Full Compliance:**

Monthly in-person visits occurred between the social worker and the father(s) in each of the last six full six months the case was open, **or**

There were diligent attempts to have monthly in-person visits with the father(s) each month but the father was not available, **or**

The father(s) was not geographically available and monthly attempts were made to contact the father(s) by phone or in writing.

**Non Compliance:**

Monthly in-person visits did not occur between the social worker and the father(s), and this was not consistent with the needs of the child, and there were no diligent attempts to have monthly in person visits with the father(s), **or**

The father(s) was not geographically available and monthly attempts were not made to contact the father s) by phone or in writing.

**Not Applicable:**

There is no plan for further involvement between the father and the child, **or**

The father's whereabouts were unknown, **or**

The father clearly indicated no interest in being involved in the child's life, **or**

Visits between the social worker and the father were contrary to the child's safety or best interests (for example the father's contact with the child would continue to pose safety threats, **or**

The father's parental rights were terminated with no plan for parental involvement, **or**

The father was deceased, **or**

The case was closed during the last six months.

**21. Was the quality of the visits between the social worker and the father sufficient to address case planning related to the safety, permanency and well being of the child?**

**Full Compliance:**

The quality of the visits with the father was sufficient to address case planning related to the safety, permanency and well being of the child. For example:

- Length of the visit was of sufficient duration to address key issues with the father,
- Location of the visit was in a place conducive to open conversation,
- Visits focused on issues pertinent to case planning, service delivery and goal achievement.

**Non Compliance:**

The quality of the visits with the father was not sufficient to address the safety, permanency and well being of the child.

**Not Applicable:**

There were no visits with the father in the last six months.

**22. Did monthly visits occur between the social worker and the mother(s) during the last six months?**

*(Review period is the last six full months from the date of the review, minus 7 days for FamLink documentation)*

*(Rate this question for mother who have been identified and located. If sufficient efforts were not made to locate the mother, rate Item #17 as non compliant.)*

*(For in-home cases, this includes the child(ren)'s mother, stepmother or female guardian with whom the child resides, and/or a non custodial mother(s) who is involved or has indicated a desire to be involved, in the child(ren)'s life)*

*(For out-of-home cases, this includes the child's biological mother or female guardian (if other than the biological mother) from whom the child was removed)*

**Full Compliance:**

Monthly in-person visits occurred between the social worker and the mother(s) in each of the last six full six months the case was open, **or**

There were diligent attempts to have monthly in-person visits with the mother(s) each month but the mother was not available, **or**

The mother(s) was not geographically available and monthly attempts were made to contact the mother(s) by phone or in writing.

**Non Compliance:**

Monthly in-person visits did not occur between the social worker and the mother(s), and this was not consistent with the needs of the child, and there were no diligent attempts to have monthly in person visits with the mother(s), *or*

The mother(s) was not geographically available and monthly attempts were not made to contact the mother(s) by phone or in writing.

**Not Applicable:**

There is no plan for further involvement between the mother and the child, *or*

The mother's whereabouts were unknown, *or*

The mother clearly indicated no interest in being involved in the child's life, *or*

Visits between the social worker and the mother were contrary to the child's safety or best interests (for example the mother's contact with the child would continue to pose safety threats), *or*

The mother's parental rights were terminated with no plan for parental involvement, *or*

The mother was deceased, *or*

The case was closed during the last six months.

**23. Was the quality of the visits between the social worker and the mother sufficient to address case planning related to the safety, permanency and well being of the child?**

**Full Compliance:**

The quality of the visits with the mother was sufficient to address case planning related to safety, permanency and well being of the child. For example:

- Length of the visit was of sufficient duration to address key issues with the mother,
- Location of the visit was in a place conducive to open conversation,
- Visits focused on issues pertinent to case planning, service delivery and goal achievement.

**Non Compliance:**

The quality of the visits with the mother was not sufficient to address the safety, permanency and well being of the child.

**Not Applicable:**

A visit with the mother did not occur in the last six months.

## **Exhibit 2**

### **Protocol for Case Sample Preparation For Central Case Reviews**

The case sample for the office case review is a random sample of cases that consists of cases that will be reported to ACF as part of the PIP Measurement Plan and cases that are reviewed only for internal quality assurance purposes.

This document outlines the process for preparing the case sample for the on-site review of CA offices.

#### **Timeframes**

1. Six to eight weeks prior to the onsite review, generate a FamLink case pull and begin the development of the case sample for the office case review.
2. Four to five weeks prior to the onsite review, send the "Office Case Sample" (Attachment 1) to the office.

#### **Generate a FamLink Case Pull**

1. Refer to the Case Review Schedule (Attachment 2) to identify the total number of cases and the number of cases by type to be reviewed for the office.
2. Generate a case pull in FamLink requesting double the number of cases needed. Refer to the "How to Create a Case Pull in FamLink" (Attachment 3) to obtain a case pull in FamLink. Refer to "2012 Guide for Period Under Review" (Attachment 4) for six month time period for case pull. Export the FamLink case pull to Excel. Save the FamLink case pull to your C drive; FamLink export folder.

#### **Review the FamLink Case Pull**

Begin with the first case on the list and move through the list in the order in which it is received. Use FamLink to make the following determinations. Once you have determined that a case will be included in the review, add it to the appropriate page of "Office Case Sample" (Attachment 1).

1. Verify that cases were open to the office during the past year. Eliminate cases which were not open to the office and those in which the majority of social work was completed by a different office (e.g. cases that transferred within the last two months or more than half of the case activities during the PUR were completed by a different office).
2. Determine whether the case meets any of the following criteria. If so, eliminate the case.
  - a. Guardianship payment cases (i.e. cases where the permanency plan of guardianship was finalized prior to the PUR)
  - b. Payment only
  - c. Courtesy supervision only, and

- d. CPS screened out intakes incorrectly assigned
3. Identify the current case type: Out-of-Home, In-Home, or CPS Investigation Only using the following criteria:
    - a. If a child has been in out-of-home care during the PUR, it is an out-of-home case
      - i. If the permanent plan for the child is Independent Living Services/Long-Term Foster Care , it is an out-of-home "Item #10" case
    - b. If there has not been placement during the PUR, and the case has been open for services more than 60 days, it is an in-home case
    - c. If there has not been a placement during the PUR and the case has been open for services less than 60 days it is a CPS Investigation Only case

Determine if more cases of this type (Out-of-Home, In-Home, or CPS Investigation Only) are needed in the sample. If so, add the case to the Office Case Sample form under the appropriate program.

Determine if cases of this type are needed to create an oversample of three additional cases per case type. If so, add the case to the Office Case Sample form under the appropriate program. (The oversample will only be reviewed if an unanticipated problem arises on-site with a case in the initial sample.)

If neither of the above, eliminate the case.

4. Identify the currently assigned primary social worker and other workers on the case. They may be different than what is on the FamLink case pull. Determine if the primary worker already has two cases in the sample. If so, eliminate the case.

If there aren't enough cases in the FamLink pull to assemble a sample of the required composition, take the following action:

1. If otherwise appropriate cases have been eliminated by the rule of only two cases per worker, go back to the top of the list and include cases up to three per worker, then four, etc. Do not pull additional cases (beyond the first double sample) in order to represent more workers in the cases reviewed.
2. If there are insufficient Out-Of-Home, In-Home or CPS Investigation Only cases; ask for additional, randomly selected cases from FamLink. Review and include or eliminate case based on the criteria identified above.

Attachment 1, Office Case Sample; available in Word or Excel  
Attachment 2, Case Review Schedule  
Attachment 3, How to create a Case Pull in FamLink  
Attachment 4, 2012 Guide for Period Under Review

### Office Case Sample

CFWS CASES									
	Case Number	Case Name	Child Name	Social Worker	In-home	Out of Home	Item #10	Multiple Programs	Reviewer
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
OVERSAMPLE									
1									
2									
3									

<b>FVS/FRS CASES</b>									
	<b>Case Number</b>	<b>Family Case Name</b>	<b>Child Name (if placed after case pull)</b>	<b>Worker</b>	<b>In home</b>	<b>Out-of-home</b>	<b>Item 10</b>	<b>Multiple Programs</b>	<b>Reviewer</b>
	1								
	2								
	3								
	4								
	5								
	6								
	7								
	8								
	9								
	10								
	11								
	12								
	13								
	14								
	15								
	16								
	17								
	18								
	19								
	20								
<b>OVERSAMPLE</b>									
	1								
	2								
	3								

<b>CPS CASES</b>									
	<b>Case Number</b>	<b>Family Case Name</b>	<b>Child Name (if placed after case pull)</b>	<b>Social Worker</b>	<b>In-home</b>	<b>Out of Home</b>	<b>Item #10</b>	<b>Multiple Programs</b>	<b>Reviewer</b>
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
<b>OVERSAMPLE</b>									
1									
2									
3									



**Washington State  
Program Improvement Plan  
Proposed Case Review Schedule**

**February 2012**

Quarter	Month	Region	Office Size	Office	Total Cases	PIP Cases			# of Cases Reported in the PIP
						In-Home	Out-of-Home	Total	
Oct - Dec 12	Oct-12			ICW Review (two locations)					50 Cases in Performance Period -- Reported in Quarter 5 Report
		1	Small	Sunnyside	16	4	8	12	
	Nov-12			ICW Review (one location)					
		3	Medium	Tumwater	24	6	12	18	
	Dec-12	2	Large	King West	32	8	16	24	
<b>Total</b>					<b>72</b>	<b>18</b>	<b>36</b>	<b>54</b>	
Jan - Mar 13	Jan-13			DLR CPS (Braam)					50 Cases in Performance Period -- Reported in Quarter 7 Report
		3	Medium	Port Angeles	24	6	12	18	
	Feb-13	2	Large	Bellevue	32	8	16	24	
		1	X Small	Lincoln County	6	2	3	5	
		1	X Large	Spokane	40	10	20	30	
	Mar-13	1	X Large	Spokane	40	10	20	30	
<b>Total</b>					<b>142</b>	<b>36</b>	<b>71</b>	<b>107</b>	
Apr - Jun 13	Apr-13	1	Large	Yakima	32	8	16	24	50 Cases in Performance Period -- Reported in Quarter 7 Report
		3	Large	Bremerton	32	8	16	24	
	May-13	2	Medium	White Center	24	6	12	18	
		1	Medium	Wenatchee	24	6	12	18	
	Jun-13	3	Medium	Aberdeen	24	6	12	18	
		2	Medium	Sky Valley	24	6	12	18	
<b>Total</b>					<b>160</b>	<b>40</b>	<b>80</b>	<b>120</b>	
Jul - Sept 13	Jul-13		Small	Pt Townsend	16	4	8	12	50 Cases in Performance Period -- Reported in Quarter 8 Report
			Medium plus	Oak & Friday Harbors	27	7	14	20	
	Aug-13			King ICW	24	6	12	18	
			Small	Goldendale / White Salmon	16	4	8	12	
	Sep-13		Medium	Toppenish	24	6	12	18	
			Small	Omak	16	4	8	12	
			Small	Forks	16	4	8	12	
<b>Total</b>					<b>139</b>	<b>35</b>	<b>70</b>	<b>104</b>	
<b>2nd Year Annual Total</b>					<b>513</b>	<b>128</b>	<b>257</b>	<b>385</b>	
<b>Total Cases which could be included in PIP reporting</b>						<b>232</b>	<b>464</b>	<b>695</b>	

**Washington State  
Program Improvement Plan  
Proposed Case Review Schedule**

**February 2012**

Oct 13 - Jan 14	Oct-13	1	Moses Lake	24						
		1	Newport	16						
		3	Stevenson	16						
	Nov-13	3	Centralia	24						
		1	Everett	40						
	Dec-13	3	Shelton	24						
	Jan-14	1	Clarkston	16						
		3	Kelso	24						

## How to Create a Case Pull in FamLink

Creating a case pull is a two-day process. Once you have requested the case pull in FamLink, an overnight batch is run, and the case pull is available the following morning.

### Directions:

1. Log into FamLink.
2. Click on Utilities
3. Click on Case Sample and complete the following:
  - **Batch Title:**  
 This is the office name of the case pull you are creating.
    - Type in the name of the office, and batch number (1, 2, 3)
  - **Date of Review:**
    - Type in the first day of the on-site office review.
  - **Cases open from – to-:**  
 The time period for the FamLink case pull starts seven months prior to the month of the on-site review and ends two months prior to the on-site review. This time frame permits cases to be current and open 30 days or more prior to the review.

Refer to the chart below to enter the dates in FamLink to create the case pull.

**Time Frames for FamLink Case Pull**

Month of on-site review	6 month time period
January	June - November
February	July - December
March	August - January
April	September – February
May	October – March
June	November – April
July	December – May
August	January - June
September	February – July
October	March – August
November	April – September
December	May – October

- **Location:**  
 The dropdown box contains the original six regions and offices within the region.
  - Click on the region according to the old configuration of six regions
  - Click on the office being reviewed
- **Number of cases included in the case pull (sample):**  
 The number of cases in the FamLink case pull correlates to the size of the office. Adjust the number of the over pull cases to approximate the workflow of the office. You will need an over pull of cases. Double the number of cases for each program area to ensure there are enough cases for the review.

- **Minimum days since last review:**  
This is the minimum number of days from a prior review that a case is eligible to be selected in the FamLink pull.
  - Always enter "0".
- **Service Category:**
  - Leave blank
- **Service Type:**
  - Leave blank
- **Click on "Save" to create the case pull:**  
The case pull is an overnight batch and will be available in the morning.

**4. To get the case pull:** (following an overnight batch run)

- Log into FamLink
- Go to Utilities
  - Click on Sample Results
- A "sample type" screen will display
  - Click on "case" in the "sample type" drop down box
- A "completed sample requests" box appears
  - Click on the office radio button
  - Click on "export"
  - Click on "close"
- A "save as excel – web page dialog" box appears and an "enter file name" box appears.
  - Type in the name of the office, and batch number (1, 2, 3)
  - Click "continue".

**5. The case pull is stored in your "Local C Drive".**

- Open excel
- Click on FamLink
- Click on the "export" folder and scroll down to "open".
- Click on the "office/case sample".

**2012 Guide for Period Under Review**

<b>Month of on-site review</b>	<b>12 month Period Under Review</b>	<b>*6 Month Period Under Review</b>
<b>January 2012</b>	December 2010 to date of current review.	July 2011 – December 2011
<b>February 2012</b>	January 2011 to date of current review.	August 2011– January 2012
<b>March 2012</b>	February 2011 to date of current review.	September 2011 – February 2012
<b>April 2012</b>	March 2011 to date of current review.	October 2011 – March 2012
<b>May 2012</b>	April 2011 to date of current review.	November 2011 – April 2012
<b>June 2012</b>	May 2011 to date of current review.	December 2011 – May 2012
<b>July 2012</b>	June 2011 to date of current review.	January 2012 – June 2012
<b>August 2012</b>	July 2011 to date of current review.	February 2012 – July 2012
<b>September 2012</b>	August 2011 to date of current review.	March 2012 – August 2012
<b>October 2012</b>	September 2011 to date of current review.	April 2012 – September 2012
<b>November 2012</b>	October 2011 to date of current review.	May 2012 – October 2012
<b>December 2012</b>	November 2011 to date of current review.	June 2012 – November 2012

\*The 6 month Period Under Review is used for a few, selected items in the review. For onsite reviews scheduled during the 1<sup>st</sup> week of the month, the six month time period begins one month earlier than shown above.