

DEPARTMENT OF HUMAN SERVICES
Office of Services Review

Fiscal Year 2008

**A System Review
of the
Division of Child and Family Services**

Published August 2008



EXECUTIVE SUMMARY

The Office of Services Review conducted the Qualitative Case Review (QCR) and the Case Process Review (CPR) as required by the David C. v. Huntsman “Agreement to Terminate the Lawsuit” otherwise known as the Exit Stipulation.

The Exit Stipulation is an agreement approved in Federal Court that outlines steps for the Division of Child and Family Services (DCFS) to take in order to continue improvement of the child welfare system and exit court involvement.

The Exit Stipulation requires continued measurement of the Division’s practice by

evaluating outcomes (QCR) and compliance to DCFS guidelines and statutes (CPR).

The QCR has identified quality services provided by Utah’s child welfare system for the past nine years. The CPR has provided information regarding the Division’s ability to meet established policy expectations.

Positive outcomes and improved services for every family are the priorities of Utah’s child welfare professionals. The tables below highlight some of the accomplishments made by DCFS workers during FY2008.

Qualitative Case Review

- Overall System Performance was the second highest it has ever been.
- Overall child status scored above 90% for the seventh consecutive year.
- All regions exceeded the 70% standard on Planning Process, Plan Implementation, and Tracking and Adaptation.

Case Process Review

- All case types met the goal for the third year in a row.
- Evidence of completion for required activities occurred in 92% of cases reviewed.
- No marked declines occurred on individual measures in any of the case types.

Submitted to:
Utah State Legislature
Child Welfare Legislative Oversight Committee
Legislative Auditor General

**A System Review of the
Division of Child and Family Services**

Submitted by: **State of Utah**
Department of Human Services
Lisa-Michele Church, Executive Director

TABLE OF CONTENTS

EXECUTIVE SUMMARY	2
I. INTRODUCTION	5
II. QUALITATIVE CASE REVIEW	6
A. PURPOSE OF REVIEW	6
B. METHODOLOGY	6
<i>Data Reliability</i>	7
C. STATEWIDE OVERALL SCORES	8
D. REVIEW RESULTS	8
<i>Child and Family Status</i>	8
<i>Safety</i>	9
<i>Child Status by Region</i>	10
<i>System Performance</i>	10
<i>System Performance by Region</i>	11
E. CORE INDICATORS	11
<i>Child and Family Team Coordination</i>	12
<i>Child and Family Assessment</i>	12
<i>Long-Term View</i>	12
<i>Child & Family Planning Processes</i>	13
<i>Plan Implementation</i>	13
<i>Tracking and Adaptation</i>	13
F. SUMMARY OF PROGRESS BY REGION	14
III. CASE PROCESS REVIEW	15
A. DIFFERENCES BETWEEN REVIEWS	15
B. METHODOLOGY	15
C. ADJUSTMENTS	16
<i>Addition of ASQSE</i>	16
D. STATEWIDE RESULTS.....	16
<i>CPS</i>	16
<i>Home-Based/In-Home Services</i>	17
<i>Foster Care</i>	17
E. ANALYSIS OF RESULTS NOT MEETING GOAL	17
<i>CPS</i>	17
<i>Home-Based/In-Home Services</i>	17
<i>Foster Care</i>	18
F. OPPORTUNITIES FOR IMPROVEMENT	18
G. CONTINUED OVERSIGHT.....	19
H. DATA TABLES	20
<i>Table I. General CPS</i>	20
<i>Table II. Unable to Locate, Unaccepted, Home-Based</i>	21
<i>Table III. Foster Care Placement and SupportRate</i>	22
<i>Table IV. Foster Care Health and Education</i>	23
<i>Table V. Foster Care Service Planning</i>	24
APPENDIX	25
SPECIAL STUDY: SUSPENSION OF SERVICES QUESTIONS	25

I. INTRODUCTION

This report provides information from the Qualitative Case Review (QCR) and the Case Process Review (CPR). These evaluations help guide reviewers to provide an assessment of the Division of Child and Family Services (DCFS). Areas examined include effectiveness of Division processes for families, and compliance with Practice Model Principles and agency guidelines.

The Milestone Plan was established in accordance with the September 17, 1998 court order in the matter of David C. v. Huntsman. The Milestone Plan identified specific objectives to achieve, outlined the steps necessary to reach those goals, and described methods to measure performance.

Judge Tena Campbell approved an agreement to terminate this lawsuit in June 2007. This ended formal monitoring by a court appointed monitor, the Child Welfare Practice and Policy Group (CWG). The parties agreed significant and enduring practice improvements were in effect.

The Office of Services Review (OSR), the DCFS, and the CWG, collaboratively created a performance measurement system. The system uses two reviews (a) the Qualitative Case Review and (b) the Case Process Review.

The QCR measures the achieved outcomes by gathering evidence from multiple interviews, in addition to the case record. The review utilizes a sample of 24 cases per region (72 for the Salt Lake Valley Region). For each case, a pair of trained reviewers interviews key parties such as family members, children, foster parents, service providers, teachers, etc.

The CPR is primarily a review of the case record. The Division's electronic management system (SAFE) provides the universe of cases that qualify for review. OSR reviewers search SAFE and travel to the field offices to examine the case file. The CPR seeks evidence of compliance with specific practice guidelines and statutory requirements.

The CPR is *compliance* oriented, whereas the QCR is *outcome* oriented. For example, the CPR asks if the child had an initial or annual health exam within specific timeframes (compliance). The QCR asks if the child is healthy overall (outcome).

The following report provides the results of the QCR and CPR for FY2008.

II. QUALITATIVE CASE REVIEW

A. PURPOSE OF REVIEW

The Qualitative Case Review (QCR) is a method of evaluation used by the Office of Services Review (OSR) to assess the status of children and families served by the Division of Child and Family Services (DCFS) and the performance of the Child Welfare System. The QCR is a part of the Milestone Plan developed to improve services to clients. This year represents the ninth consecutive round of reviews.

On June 28, 2007, Judge Tena Campbell approved an agreement to terminate the David C. lawsuit and dismiss it without prejudice. This changed the focus of the reviews. The primary focus is now on whether the region is advancing or declining, with a secondary focus on whether the region is above or below standard. Identified standards are 85% and 70% as per the exit criteria. Indicators that show a "marked decline," which is a decline of 8.34 percent or more from the standards set forth in the exit stipulation, receive particular attention.

B. METHODOLOGY

All regions experienced a Qualitative Case Review. Reviews began in October 2007 and concluded in May 2008. Twenty-four cases were selected in most regions. Two separate reviews consisting of 36 cases each, were conducted in the Salt Lake Valley Region. Cases were drawn from offices across each region.

Partially scored cases or cases not scored at all totaled six. One child was AWOL at the time of the review. Such cases automatically receive unacceptable scores on Safety, which necessarily leads to an unacceptable score on overall Child Status. Child Status indicators and System Performance indicators are not scored when a child is AWOL. The other cases had circumstances such that the reviewers were unable to interview the child and birth parents.

One case involved extreme domestic violence. The mother and child moved out of state to an undisclosed placement and the interview could not be completed. In another case, the father withdrew his consent the day before the review so neither he nor the child could be interviewed. Since the father and child did not participate in the review, this case was not scored.

In an in-home case, a sibling of the target child was hospitalized with unexpected severe medical problems. The reviewers were unable to interview the mother or child due to the mother's unwillingness to participate during the family crisis.

The final two cases not scored closed just before the review. In one case, the child turned eighteen years old and transitioned out of DCFS custody to her sister's home, which was out of state. The reviewers were unable to have a face-to-face interview with her.

In the other case, the child moved back in with her mother. The reviewers were unable to interview the mother and child because they failed to appear for their interviews and did not respond to phone messages. Due to the lack of interviews with key parties in these five cases, none of the Child Status indicators were scored, nor were any of the System Performance indicators scored; however, a narrative of each case was provided to the region.

Because six cases were either partially scored or not scored at all, rather than the customary statewide total of 168 cases, the total number of cases scored on Safety and overall Child Status is 163, and the total number on other Child Status indicators, System Performance indicators and overall System Performance is 162.

The selection of cases for review was based on a sampling matrix assuring that a representative group of children was selected. The samples

included children in out-of-home care and families receiving home-based services such as voluntary counseling services, protective supervision services, and intensive family preservation. Cases to be reviewed in each region were selected by OSR.

The information used for evaluation was obtained through in-depth interviews with the child (if old enough to participate), parents or other guardians, foster parents (when the target child was placed in foster care), caseworker, teacher, therapist, service providers and others having a significant role in the child's life. The child's file, including prior CPS investigations, and other available records were also reviewed.

In all regions, the reviewers were from DCFS, OSR, or agencies and providers in the community. An important element of a QCR review is the participation of professionals from outside DCFS who work in related fields such as mental health, juvenile court, education, corrections, etc.

After the reviews were completed, the case was scored and reviewers submitted a case story narrative. The Qualitative Case Review instrument used by the reviewers, referred to as the QCR Protocol, is divided into two main parts or domains. The first domain aims at getting an appraisal of the child and family's status. Indicators within this domain are:

- Safety
- Stability
- Appropriateness of Placement
- Prospects for Permanence
- Health/Physical Well-being
- Emotional/Behavioral Well-being
- Learning Progress/Development
- Caregiver Functioning
- Family Functioning and Resourcefulness
- Satisfaction

The purpose of the second domain of the protocol is to evaluate performance of the child welfare system. It follows the principles of the

DCFS Practice Model. The indicators in this domain are:

- Child and Family Participation
- Child and Family Team and Coordination
- Child and Family Assessment
- Long-term View
- Child and Family Planning Process
- Plan Implementation
- Formal and Informal Supports/Services
- Successful Transitions
- Effective Results
- Tracking and Adaptation
- Caregiver Support

Scoring of each indicator was on a scale of one to six, with one representing a completely unacceptable outcome and six representing an optimal outcome. A weighted method was used to calculate an overall Child Status score and an overall System Performance score. A narrative written by the review team gave background information on the child and family's circumstances, evaluated the child's status, and described the strengths and weaknesses of the system. The reviewers made specific suggestions for improvements when needed.

Data Reliability

Several controls were in place to assure data accuracy. In all regions, two individuals reviewed cases, which minimized personal biases. When DCFS reviewers were involved, they reviewed in a region other than their own. Office of Services Review assessed each case story for completeness and consistency. Finally, a case story narrative for each case was submitted to the caseworker and region administration to review for factual accuracy.

In addition, the caseworker, supervisor, and/or region administration have the opportunity to give factual clarifications to the reviewers during the review process in the entrance and exit interviews as well as during the debriefing of the case. The regions also have the option of appealing scores on individual cases if the appeal is based on facts that were present at the time of the review.

C. STATEWIDE OVERALL SCORES

The data for the Qualitative Case Review (QCR) can be examined from many different perspectives. A broad perspective examines the Overall Score for the two domains, Child and Family Status and System Performance.

Figure II-1 illustrates the performance of the Division on a statewide basis, gives some historical background and charts the trend in overall performance since the inception of the QCR process and the Milestone Plan. As the graph illustrates, the child welfare system has demonstrated a high level of performance in both domains for the past five years.

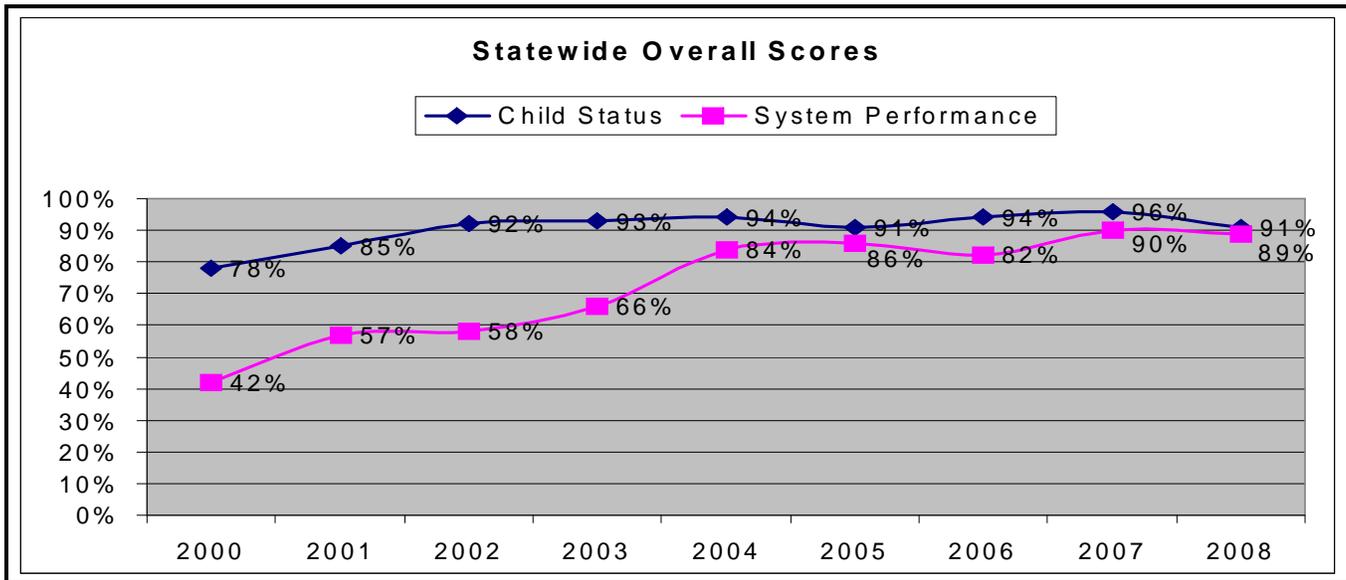


Figure II-1

D. REVIEW RESULTS

Child and Family Status

The established standard requires at least 85% of all cases to attain an “acceptable” overall score on Child and Family Status. The scores on individual status indicators are important in identifying strengths and needs in particular areas. The overall scores for the past five years are shaded in Table II-2.

The score on the Overall Child Status for the Division shows 91% of cases were acceptable. This is a slight decrease from last year’s score of 96%. Most Child Status indicators scored very well. The indicators that achieved a statewide average of 85% or better included: Safety (93%),

Appropriateness of Placement (93%) Health/Physical Well-being (100%), Emotional/Behavioral Well-being (85%), Learning Progress (86%), Caregiver Functioning (100%), and Satisfaction (92%).

Over the years, it has been more difficult to achieve high scores on the status indicators of Stability, Prospects for Permanence and Family Resourcefulness. All three of these indicators decreased this year. Stability went from 74% to 67%, Prospects for Permanence went from 72% to 62%, and Family Resourcefulness went from 74% to 68%.

State Child Status				FY04	FY05	FY06	FY07	FY08
	# of cases	Needing	Exit Criteria 85% on overall score					Current
	Acceptable	Improvement						Scores
Safety	152	11	93%	97%	92%	95%	96%	93%
Stability	108	54	67%	80%	73%	71%	74%	67%
Appropriateness of Placement	151	11	93%	98%	96%	95%	97%	93%
Prospect for Permanence	100	62	62%	73%	66%	64%	72%	62%
Health/Physical Well-being	162	0	100%	99%	97%	99%	99%	100%
Emotional/Behavioral Well-being	137	25	85%	87%	86%	89%	91%	85%
Learning Progress	139	23	86%	87%	87%	89%	91%	86%
Caregiver Functioning	109	0	100%	99%	98%	98%	97%	100%
Family Resourcefulness	58	27	68%	73%	74%	62%	74%	68%
Satisfaction	149	13	92%	90%	89%	90%	91%	92%
Overall Score	148	15	91%	94%	91%	94%	96%	91%
			0% 20% 40% 60% 80% 100%					

Table II-2

Safety

Safety is referred to as the “trump” for child and family status. Since safety is central to the overall well-being of the child, a case will not pass Overall Child Status if it fails on this indicator. To receive an acceptable rating, the child must be safe from risks of harm in his/her living and learning environments. Others in the child’s daily environments must also be safe from high-risk

behaviors or activities of the child. Of the 163 cases scored, 152 had an acceptable score on Safety, which represents 93% of all cases. This is an excellent score.

Figure II-3 displays the Child Status results for the last five years. It is clear that scores on Overall Child Status have consistently been high.

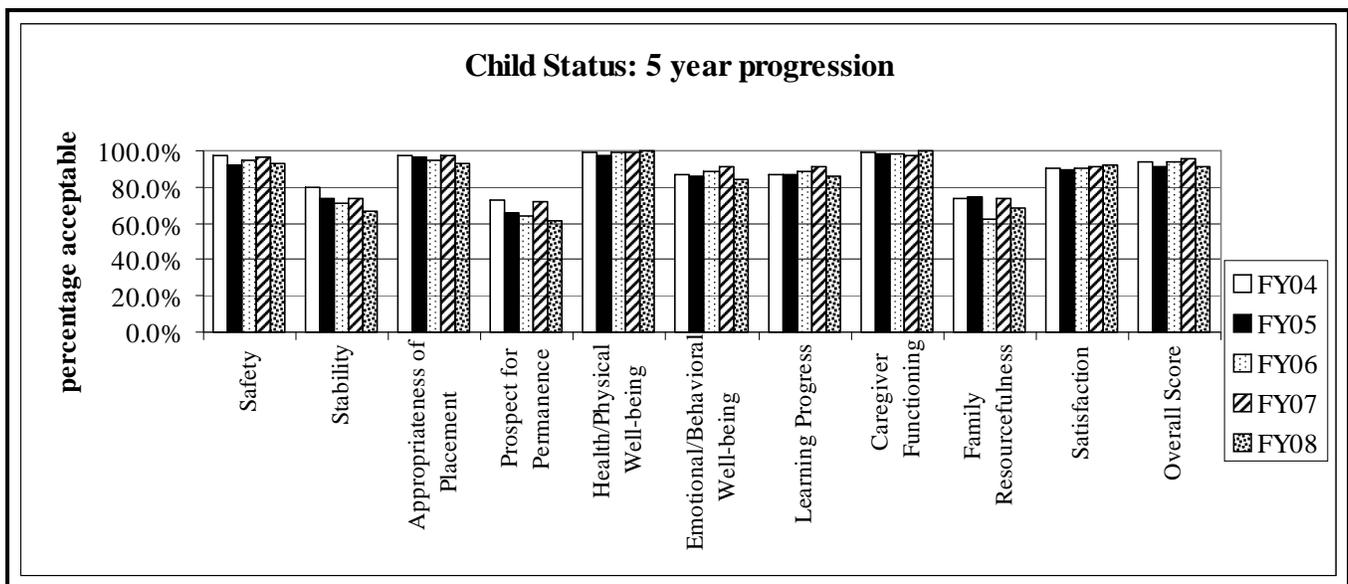


Figure II-3

Child Status by Region

Table II-4 shows the Overall Child Status results by region. For the eighth consecutive year, the

state average met or exceeded 85%. FY2008 represents the seventh consecutive year that all regions scored above standard on Child Status.

Child Status	FY00 Baseline	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08 Current Scores
Eastern Region	78%	83%	96%	96%	100%	92%	100%	96%	96%
Northern Region	89%	75%	96%	100%	100%	96%	96%	100%	96%
Salt Lake Region	87%	90%	88%	89%	90%	88%	92%	96%	89%
Southwest Region	89%	83%	88%	96%	96%	100%	96%	91%	92%
Western Region	50%	83%	100%	92%	92%	88%	92%	96%	87%
Overall Score	78%	85%	92%	93%	94%	91%	94%	96%	91%

Table II-4

System Performance

The standard is that 85% of all cases attain an “acceptable” overall score on System Performance. The standard for the core System Performance indicators (Child and Family Team/Coordination, Child and Family Assessment, Long-term View, Child and Family Planning Process, Plan Implementation, and Tracking and Adaptation) is 70% or more. The shading in the following chart highlights the core

domains and the overall System Performance scores. Overall scores have been above standard three out of the past four years. This year the average statewide score for System Performance was 89%. This is the second highest score achieved by the state. Table II-5 and Figure II-6 display the System Performance results for the last five years.

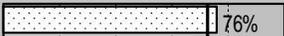
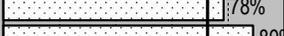
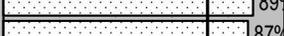
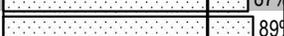
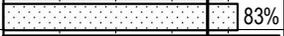
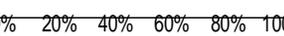
State System Performance				FY04	FY05	FY06	FY07	FY08
	# of cases	# of cases Needing Improvement	Exit Criteria 70% on Shaded indicators					Current Scores
	Acceptable		Exit Criteria 85% on overall score					
Child & Family Team/Coordination	123	39		79%	81%	77%	83%	76%
Child and Family Assessment	109	53		64%	63%	62%	74%	67%
Long-term View	111	51		65%	65%	63%	73%	69%
Child & Family Planning Process	127	35		72%	76%	75%	88%	78%
Plan Implementation	144	18		84%	89%	86%	91%	89%
Tracking & Adaptation	141	21		81%	84%	81%	84%	87%
Child & Family Participation	144	18		82%	85%	82%	93%	89%
Formal/Informal Supports	147	15		87%	93%	89%	94%	91%
Successful Transitions	123	34		79%	75%	78%	79%	78%
Effective Results	135	27		84%	88%	87%	90%	83%
Caregiver Support	107	2		98%	97%	96%	97%	98%
Overall Score	144	18		84%	86%	82%	90%	89%
			0% 20% 40% 60% 80% 100%					

Table II-5

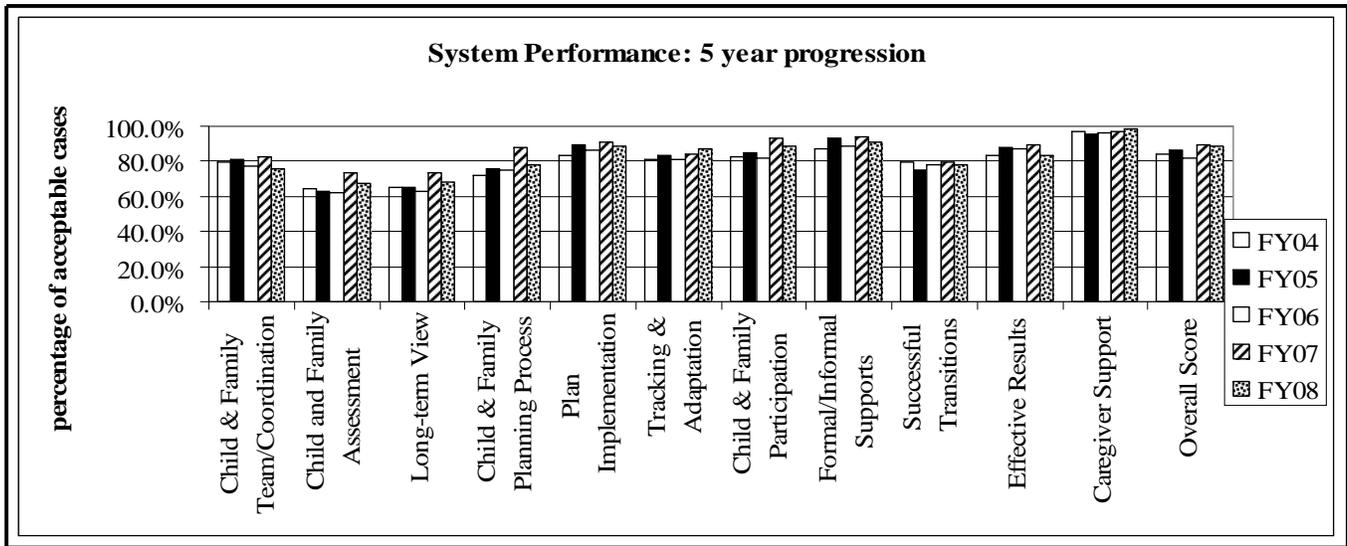


Figure II-6

System Performance by Region

The following table shows the Overall System Performance scores by region. This year Western Region had a remarkable score of 100%.

Northern, Salt Lake, Southwest, and Western regions exceeded the exit criteria by scoring better than 85%. Eastern region was not far behind with a score of 78%. The state as a whole had an Overall System Performance score of 89%.

System Performance	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
	Baseline								
Eastern Region	33%	75%	67%	71%	83%	92%	88%	83%	78%
Northern Region	22%	50%	58%	58%	79%	83%	88%	96%	91%
Salt Lake Region	48%	53%	49%	59%	86%	83%	76%	93%	88%
Southwest Region	53%	71%	79%	88%	92%	100%	92%	83%	88%
Western Region	32%	43%	54%	71%	79%	77%	79%	88%	100%
Overall Score	42%	57%	58%	66%	84%	86%	82%	90%	89%

Table II-7

E. CORE INDICATORS

The regions worked at mastering implementation of the Practice Model, as shown by measurement of the core indicators. This year every region was above the 70% standard on Plan Implementation,

Tracking and Adaptation, and Child and Family Planning. All but one region scored higher than standard on Child and Family Teaming and Coordination. More detail for each core indicator follows.

Child and Family Team Coordination

This year all but one region exceeded the 70% standard. Scores ranged from 65% in Eastern region to 91% in Western region. The overall teaming score for the state was above standard at

76%. This is a decrease from last year's score of 83%; however, this is the fifth consecutive year the overall score for the state was above the 70% standard.

C & F Team Coord.	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
	Baseline								Current Scores
Eastern Region	22%	50%	67%	75%	75%	79%	75%	74%	65%
Northern Region	44%	29%	42%	42%	67%	75%	71%	83%	83%
Salt Lake Region	37%	29%	35%	54%	78%	80%	75%	87%	71%
Southwest Region	53%	71%	67%	92%	96%	100%	92%	83%	79%
Western Region	36%	30%	38%	54%	83%	73%	75%	79%	91%
Overall Score	39%	39%	45%	61%	79%	81%	77%	83%	76%

Table II-8

Child and Family Assessment

Child and Family Assessment was one of the more challenging of the core indicators. The overall score decreased by 7 percentage points (from 74%

to 67%), but remained the second highest overall score achieved during the past eight years. Three of the five regions met or exceeded the 70% standard in FY2008.

C & F Assessment	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
	Baseline								Current Scores
Eastern Region	11%	67%	54%	58%	38%	63%	50%	65%	57%
Northern Region	11%	42%	54%	42%	54%	67%	54%	79%	70%
Salt Lake Region	27%	37%	33%	54%	71%	52%	69%	79%	67%
Southwest Region	37%	54%	42%	63%	83%	88%	71%	61%	75%
Western Region	27%	30%	46%	42%	63%	68%	54%	75%	70%
Overall Score	27%	44%	42%	52%	64%	63%	62%	74%	67%

Table II-9

Long-Term View

The Long-Term View continued to be a challenge for the regions; however, regions have improved dramatically from the baseline set eight years ago.

The overall score for FY2008 is the second highest score for the past eight years.

Long-Term View	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
	Baseline								Current Scores
Eastern Region	0%	50%	25%	50%	50%	63%	54%	65%	65%
Northern Region	0%	29%	42%	25%	58%	71%	75%	92%	83%
Salt Lake Region	33%	37%	32%	41%	70%	54%	56%	73%	64%
Southwest Region	26%	38%	38%	54%	88%	92%	83%	65%	75%
Western Region	9%	26%	26%	50%	50%	68%	54%	71%	65%
Overall Score	21%	36%	32%	43%	65%	65%	63%	73%	69%

Table II-10

Child & Family Planning Processes

Every region was above the 70% standard on Child and Family Planning. Two of the regions improved their scores. Even though three regions had a slight decrease, the overall score

was the second highest during the last eight years. This indicator has improved over the years and has remained above standard for five years.

Child & Family Planning	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
	Baseline								Current Scores
Eastern Region	0%	63%	67%	58%	71%	71%	83%	83%	87%
Northern Region	11%	46%	46%	46%	63%	79%	83%	88%	87%
Salt Lake Region	48%	31%	49%	60%	75%	72%	68%	93%	71%
Southwest Region	32%	58%	54%	79%	83%	96%	92%	83%	88%
Western Region	27%	35%	54%	67%	63%	68%	67%	83%	74%
Overall Score	33%	42%	52%	62%	72%	76%	75%	88%	78%

Table II-11

Plan Implementation

For the sixth consecutive year, every region was above standard in Plan Implementation. While the scores fluctuated a little from last year, they are still

very high overall and show the workers are implementing plans well. There were two scores of 96% (from the Eastern and Western Regions) and the overall score was 89%.

Plan Implementation	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
	Baseline								Current Scores
Eastern Region	44%	71%	75%	79%	79%	92%	92%	100%	96%
Northern Region	56%	67%	67%	71%	71%	83%	88%	96%	87%
Salt Lake Region	70%	68%	57%	71%	87%	86%	79%	89%	88%
Southwest Region	53%	75%	83%	92%	96%	100%	88%	83%	79%
Western Region	46%	61%	71%	83%	79%	91%	92%	92%	96%
Overall Score	53%	68%	67%	77%	84%	89%	86%	91%	89%

Table II-12

Tracking and Adaptation

All the regions were above standard for the fifth consecutive year. Eastern region remained at 78% while the Western and Southwest regions

increased their scores by 21 and 14 percentage points respectively. This year the overall score for the regions was the highest ever at 87%.

Tracking and Adaptation	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
	Baseline								Current Scores
Eastern Region	56%	75%	79%	83%	71%	88%	88%	78%	78%
Northern Region	56%	54%	58%	67%	71%	88%	83%	96%	78%
Salt Lake Region	69%	54%	57%	57%	83%	76%	75%	87%	88%
Southwest Region	47%	75%	79%	96%	96%	100%	92%	74%	88%
Western Region	36%	43%	50%	63%	83%	77%	79%	79%	100%
Overall Score	55%	59%	63%	69%	81%	84%	81%	84%	87%

Table II-13

F. SUMMARY OF PROGRESS BY REGION

Eastern region scored 96% on their overall Child Status and was above standard on three of the six core indicators. Their overall System Performance score (78%) and their scores on Child and Family Assessment, Child and Family Team/Coordination and Long-term View were shy of standard. The Region developed an action plan to address the decline in scores from last year.

Scores on overall Child Status and overall System Performance in the Northern Region were outstanding (96% and 91%, respectively). Despite the small declines, all six of the core indicators were above standard for the second year in a row.

Salt Lake Valley region earned above standard scores for overall Child Status (89%) and overall System Performance (88%.) They were above

standard in four of the six core indicators. Child and Family Assessment and Long-term View slipped to 67% and 64% respectively. Southwest region improved their scores from last year. The overall System Performance increased from 83% to 88% putting it above standard. The overall Child Status also increased to 92%. Four out of six core indicators improved this year, making every core indicator score above standard. The region worked hard on an action plan developed in 2007 that helped enhance their scores.

Western region was above standard on five of the six core indicators. Longterm View was at 65%, which was only one case away from reaching standard. Their overall Child Status was above standard at 87%. Their overall System Performance score was exceptional at 100%.

III. CASE PROCESS REVIEW

A. DIFFERENCES BETWEEN REVIEWS

Utah Code, Section 62-4a-117, 118 requires the Director of Human Services to provide an annual report to the Legislature regarding compliance of the Division of Child and Family Services to state policies and statutes.

Although the QCR does not review compliance with state policy or statute, *qualitative data* on family status and system performance is provided; as determined by interviews with vested parties. The CPR (Case Process Review) however, results in *quantitative data* regarding the completion of a required task. To evaluate compliance with agency standards (as identified by Division Rule and Policy) OSR reviewers examine case records for adequate documentation of task completion.

The CPR provides a snapshot of how well the Division documents required functions of case management, while the QCR provides a snapshot of how well those functions lead to positive outcomes for children and families.

B. METHODOLOGY

Program areas evaluated for the FY2008 CPR included the following:

Child Protection: In addition to CPS cases in general, this program area included cohorts of priority one referrals, medical neglect referrals, shelter cases, unable to locate referrals, and unaccepted referrals.

Home-Based/In-Home Services: This program area included family preservation services, voluntary protective services, and court-ordered protective supervision services.

Foster Care Services: This program area included families with children in out-of-home care due to abuse, neglect, or dependency.

A statistically significant number of cases in each focus area were selected via an established mathematical method. The Exit Stipulation continued the performance goals at 85% or 90% for CPS cases and 85% for all other program areas. The CPR reflects statewide performance based on documentation. The sample size for each program area can be seen in Table III-1. OSR reviewed the universe for CPS cohort areas of medical neglect, priority one, unable to locate, and shelter; however, measurement of the priority one case resulted in a 'N/A' score.

CPS and Family Preservation cases were reviewed for the life of the case, Home-Based cases were reviewed for a period of three months, and Foster Care cases were reviewed for a period of six months.

CPR 2008 REPORT SAMPLE SIZES	
PROGRAM AREA	CASE FILES REVIEWED
CPS – General	134
CPS – Cohorts	178
Medical Neglect	21
Shelter	84
Priority One	1 (N/A was the result of this case)
Unable to Locate	72
CPS - Unaccepted	132
HOME-BASED	124
Additional HB.2	10
FOSTER CARE	132

Table III-1

C. ADJUSTMENTS

Addition of ASQSE

As previously agreed by all parties, the ASQSE (Ages and Stages Social/Emotional) was added in FY2008 as a complement to the ASQ (Ages and Stages Assessment). These evaluations, when completed together, meet the requirement of a mental health assessment for children under age five.

D. STATEWIDE RESULTS

Statewide results showed 92% of measurements had evidence of completion, matching the score from FY2007. Scores on all case types also remained at or above the expected goal, with only slight and insignificant declines in Unable to Locate and Home-Based cases. A five-year progression of statewide results is displayed in Figure III-2 and Table III-3.

CPS

CPS cases scored 92% this year. Of 1252 measures scored in CPS, 1160 received scores that validate policy requirements were met. Question

CPS.B1 (conducting the interview with the child outside the presence of the alleged perpetrator) increased from 92% in FY2007 to 97% in FY2008. This is worth noting as it matches the highest score received for this measure during the last five years.

Question CPS.E3, regarding weekly visits in the shelter placement, achieved a significant improvement during FY2008 as workers have struggled to meet the goal for the last four years. This year, 100% of the cases had documented evidence of weekly shelter visits prior to the case being transferred or closed. Unable to Locate cases and Unaccepted cases also met or exceeded the goal during FY2008.

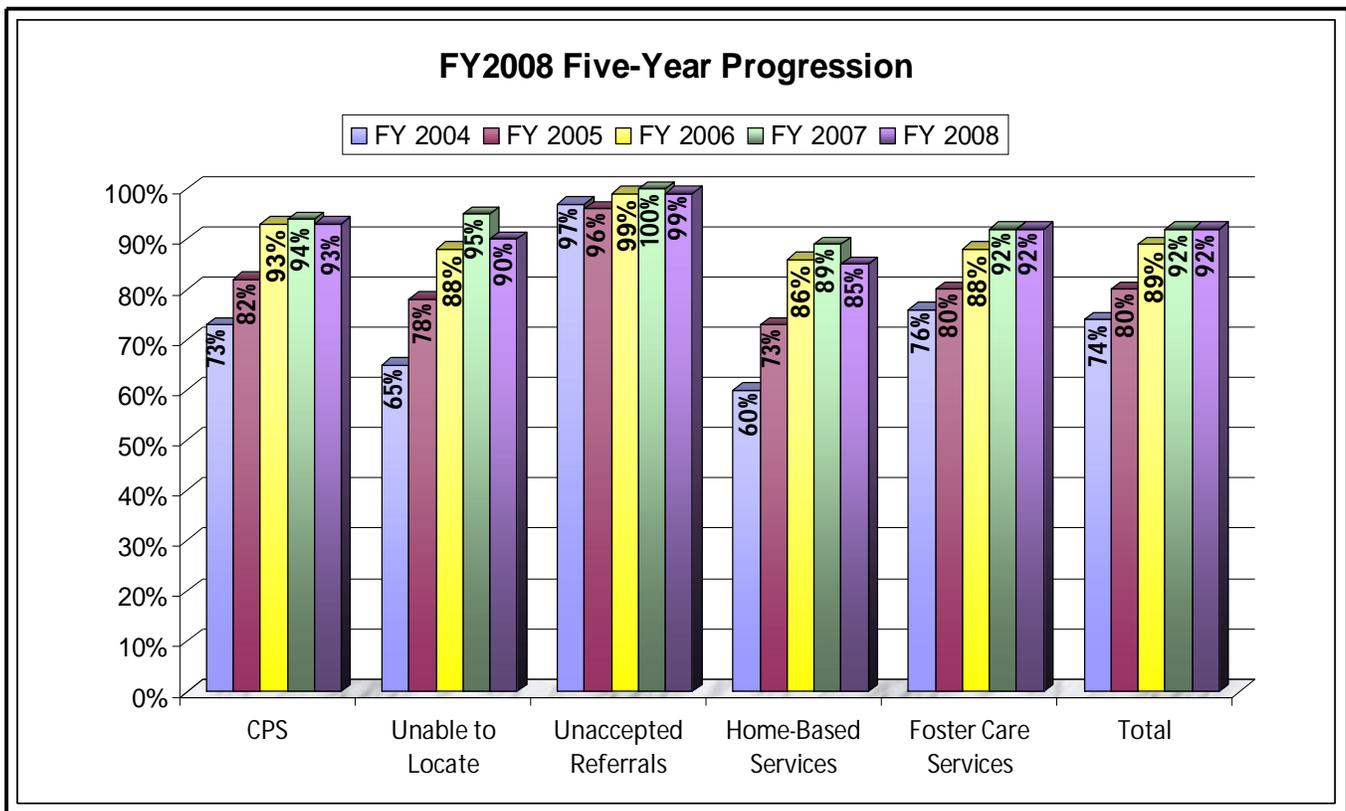


Figure III-2

Statewide Results		CPS	Unable to Locate	Unaccepted Referrals	Home-Based Services	Foster Care Services	Total
FY 2008	Sample	1252	224	396	670	3695	6237
	Yes answers	1160	201	394	534	3374	5663
	Partial Score	8.25			33.75	12.75	54.75
	Performance Rate	93%	90%	99%	85%	92%	92%
FY 2007	Sample	1186	216	393	716	4014	6525
	Yes answers	1113	206	392	607	3629	5947
	Partial Score	3.75			30.09	53.17	87.01
	Performance Rate	94%	95%	100%	89%	92%	92%
FY 2006	Sample	1163	218	420	813	3865	6479
	Yes answers	1067	191	416	657	3330	5661
	Partial Score	9.75			44.33	71.34	125.42
	Performance Rate	93%	88%	99%	86%	88%	89%
FY 2005	Sample	1358	207	423	876	4241	7105
	Yes answers	1110	161	405	639	3402	5717
	Performance Rate	82%	78%	96%	73%	80%	80%
FY 2004	Sample	1257	223	393	829	3692	6394
	Yes answers	916	144	383	500	2804	4747

Table III-3

Home-Based/In-Home Services

Home-Based services met the overall goal of 85% for the third consecutive year. Two measurements saw percentage points decline and are addressed in section “E. Analysis of Results Not Meeting Goal.”

Foster Care

Foster Care services scored the same as FY2007 when policy requirements were verified for 92% of all measurements.

Scores for all questions regarding visitation exceeded the goal of 85%. This is a very positive aspect of case management within the Division; as workers diligently attempt to monitor the wellbeing of each child receiving services.

Initial health exams for children in foster care remained above the goal for the fourth consecutive year.

Mental health and dental services showed improvements. Follow-up dental care was completed and documented in a timely manner in 92% of the cases. This is the first year this question met the performance goal of 85%.

Documentation regarding service planning and visitation plans for parents and/or siblings appeared to provide a challenge for many caseworkers. These measurements are addressed in the following section.

E. ANALYSIS OF RESULTS NOT MEETING GOAL

In all program areas, there were questions that scored below the goal, but many of these questions often had very few applicable cases. This resulted in statistically unreliable scores. The questions were CPS.C2; HB.4; FC.II2; FC.III2; and FC.IVA3-part 2 (step parent involvement.)

CPS

OSR noted during the validation process of the review that question CPS.C2, regarding medical neglect cases, was evaluated differently between reviewers. As a result, reviewers reassessed the medical neglect cohort resulting in more accurate scoring.

Home-Based/In-Home Services

Question HB.2, regarding the completion of an initial child and family plan, continued to be difficult for

DCFS employees to document in a timely manner. The score is within 10% of reaching the goal and has had less than a five- percentage point fluctuation since 2006. However, partial credit accounted for more than 25% of the sample. As previously agreed by all parties, partial credit cannot exceed 25% of the cases for the score to be acceptable.

For initial plans of family preservation cases, the established and agreed upon protocol allowed partial credit when the initial plan was finalized within 15 days of the due date (due date being within 30 days of case start). For voluntary or court ordered cases, partial credit was allowed if the plan was completed within 22 days of the due date (due date being within 45 days of case start).

Of 49 applicable Home-Based/In-Home cases, 23 received 'Y' answers for this measurement, resulting in full credit and 15 cases received a 'PC' response, receiving partial credit. Four cases had the child and family plan completed, but finalized beyond the extended dates. These cases received scores of 'PNC' and receive no credit. The final two cases received 'N' answers and no credit.

Scores for involving the parent in development of the child and family plan dropped from 92% in FY2007 to 75% in FY2008; a large decrease in one year. Although this does not meet the definition of a marked decline, DCFS may want to concentrate on this area.

A marked decline is defined as "performance that drops *10% or more below the standard* for each question. If the lower limit of the precision range is greater than 10%, then 'marked decline' will be defined as the *lower limit of the precision range.*" (David C. et al V John Huntsman Jr. et al, Agreement to Terminate the Lawsuit, May 11, 2007, Civil No: 2:93-CV-00206, Attachment A.)

Scores on participation in plan development by the target child fell from 100% to 88%. Again, this is a large loss of percentage points, but the score remained above the goal.

Foster Care

Foster care question FC.IA5, regarding providing available information to the out-of-home-provider, was one case short of the desired goal. Historically, this question hovers very close to the goal.

Question FC.IVA3, regarding involvement of parent or guardian in creating the child and family plan, experienced a decline in score; as was also seen in Home-Based/In-home Services. Involvement of the parents or guardian dropped from 91% to 79%. As stated previously, while this is within 10% of the goal, and does not indicate a marked decline, such a large decrease in percentage points merits focused attention.

Question FC.II2, regarding follow-up on medical care, experienced a very large decline of 20 percentage points (86% down to 66%). Again, this does not meet the definition of marked decline but the DCFS may want to focus on this area of practice.

The medical question was discussed with the Program Manager of Fostering Healthy Children during the process of reviews. Of the ten cases with no credit, four were from the Northern Region and six were from the Salt Lake Region. The Program Manager acknowledged the circumstances were localized and had already begun to address the issue.

F. OPPORTUNITIES FOR IMPROVEMENT

The Division continued to exert energy toward optimal outcomes for families while providing adequate documentation to meet state guidelines and statute.

FY2008 is the first year for review of the Visitation Plan in a new format. Reviewers discovered the Visitation Plan often was completed without adequate information. Missing documentation included: (1) how frequently are visits offered; (2) specific individuals allowed to participate in visits; (3) if the plan is not weekly, an explanation as agreed to by the team; and (4) visitation schedules for each parent and each sibling.

Reviewers struggle each year to find evidence of involvement of biological parents, or stepparents, in the planning process. A possible contributing factor is the lack of specific or consistent identification of relationships. For example, the same person may be referred to as 'dad', 'step-dad', and 'paramour' within a single case record.

G. CONTINUED OVERSIGHT

The Utah Office of Legislative Auditor General has agreed to continue double reads in place of the Child Welfare Group for validation of consistency. This will allow inter-reader reliability to remain high and the quality of the review to remain intact.

H. Data Tables

Table I. General CPS

Type and Tool #	Question	Sample	Yes	Partial Credit	Partial No Credit	No	EC	NA	GOAL	Perf. Rate (%)	2007	2006	2005	2004	Precision range
General CPS															
CPS.A1	Did the investigating worker see the child within the priority time frame?	136	126	0	0	3	7	0	90%	93%	90%	87%	83%	78%	3.7% ¹
CPS.A2	If the child remained at home, did the worker initiate services within 30 days of the referral?	39	38	0	1	0	0	97	90%	97%	98%	94%	76%	90%	4.2%
CPS.A3	Was the investigation completed within 30 days of CPS receiving the report from intake or within the extension time frame granted if the Regional Director granted an extension?	136	120	11	2	3	0	0	90%	94%	96%	94%	84%	81%	2.7%
CPS.B1	Did the worker conduct the interview with the child outside the presence of the alleged perpetrator?	98	95	0	0	2	1	38	90%	97%	92%	94%	97%	88%	2.9%
CPS.B2	Did the worker interview the child's natural parent(s) or other guardian when their whereabouts are known?	135	128	0	5	0	2	1	90%	95%	91%	88%	77%	60%	3.1%
CPS.B3	Did the worker interview third parties who have had direct contact with the child, where possible and appropriate?	129	122	0	0	7	0	7	90%	95%	95%	97%	82%	72%	3.3%
CPS.B4	Did the CPS worker make an unscheduled home visit?	39	35	0	0	1	3	97	90%	90%	91%	99%	73%	78%	8.0%
CPS.C1	If this is a Priority I case involving trauma caused from severe maltreatment, severe physical injury, recent sexual abuse, fetal addiction, or any exposure to a hazardous environment was a medical examination of the child obtained no later than 24 hours after the report was received?	0	0	0	0	0	0	1	90%	N/A	N/A	86%	100%	88%	N/A
CPS.C2	If this case involves an allegation of medical neglect, did the worker obtain a medical neglect assessment from a health care provider prior to case closure?	16	14	0	0	2	0	5	90%	88%	96%	81%	74%	67%	Universe
CPS.D1	Were the case findings of the report based on the facts/information obtained/available during the investigation?	136	128	0	2	6	0	0	85%	94%	98%	99%	94%	83%	3.3%
CPS.E1	Was the child placed in a shelter placement?		131			13									
CPS.E2	Did the worker visit the child in the shelter placement within 48 hours of removal from the child's home?	124	108	0	2	14	0	20	85%	87%	94%	87%	59%	45%	Universe
CPS.E3	After the first 48 hours, did the worker visit the child in the shelter placement at least weekly, until the CPS case closure or until transferred to a foster care caseworker?	14	14	0	0	0	0	130	85%	100%	67%	80%	38%	11%	Universe
CPS.E4	Within 24 hours of the child's placement in shelter care, did the worker make reasonable efforts to gather information essential to the child's safety and well-being and was this information given to the shelter care provider?	126	110	0	7	9	0	18	85%	87%	93%	86%	83%	58%	4.9%
CPS.E5	During the CPS investigation, were reasonable efforts made to locate possible kinship placements?	124	122	0	0	2	0	20	85%	98%	100%	98%	95%	93%	1.9%

¹Note: The Office of Services Review uses a confidence rate of 90%. Given the sample sizes and variables for each question in the following tables, there is a 90% confidence that the true performance rate falls between the +/- range for the precision rate on each question. As an example: On question CPS.A1, the FY2008 score is 93% and the precision rate is 3.7%. Therefore, OSR is 90% confident the true performance rate exists between 89.3% and 96.7% for question CPS.A1.

Green=meets or exceeds goal. Yellow=within 10% of reaching goal. Red=more than 10% below goal

Table II. Unable to Locate, Unaccepted, Home-Based

Type and Tool #	Question	Sample	Yes	Partial Credit	Partial No Credit	No	EC	NA	GOAL	Perf Rate (%)	2007	2006	2005	2004	Precision range
Unable to Locate Cases															
Unable 1	Did the worker visit the home at times other than normal working hours?	37	33		0	4	0	35	85%	89%	96%	83%	68%	59%	UNIVERSE
Unable 2	If any child in the family was school age, did the worker check with local schools or the local school district for contact/location information about the family?	30	27			3	0	42	85%	90%	93%	79%	88%	74%	UNIVERSE
Unable 3	Did the worker check with law enforcement agencies to obtain contact/location information about the family?	56	51			5	0	16	85%	91%	96%	87%	81%	63%	UNIVERSE
Unable 4	Did the worker check public assistance records for contact/location information regarding the family?	55	48			7	0	17	85%	87%	98%	98%	83%	67%	UNIVERSE
Unable 5	Did the worker check with the referent for new information regarding the family?	46	42			2	2	26	85%	91%	93%	85%	66%	59%	UNIVERSE
Unaccepted Referrals															
Unacc.1	Was the nature of the referral documented?	132	132			0			85%	100%	100%	99%	99%	100%	N/A
Unacc.2	Did the intake worker staff the referral with the supervisor or other intake/CPS worker to determine non-acceptance of the report?	132	131			1			85%	99%	100%	100%	99%	100%	1.2%
Unacc.3	Does the documentation adequately support the decision not to accept the referral?	132	131			1			85%	99%	99%	98%	89%	95%	1.2%
Home-Based Services															
HB.1	Is there a current child and family plan in the file?	127	90	18.75	9	3	0	0	85%	86%	89%	89%	54%	47%	5.1%
HB.2	Was an initial child and family plan completed for the family within 45 days of case start date?	49	23	15	4	2	0	78	85%	78%	79%	82%	51%	42%	9.8%
HB.3	(This question has been dropped by court order)														
HB.4	Were the following members involved in the development of the current child and family plan														
	the natural parent(s)/guardian	95	71	0	19	5	0	32	85%	75%**	92%	80%	64%	37%	7.3%
	the stepparent (if appropriate)	16	13	0	1	2	0	111	85%	81%	93%	67%	50%	38%	16.1%
	the target child(ren) (age 12 and older)	41	36	0	0	5	0	86	85%	88%	100%	65%	53%	25%	8.4%
	Performance rate for all three sub-questions									79%					
HB.5	(This question has been dropped by court order)														
HB.6	(State QI committee and OSR agreed to suspend this question for this year)														
HB.7	Did the worker make at least one home visit each month of this review period?														
	Month one	110	100	0	0	9	1	17	85%	91%	90%	86%	88%	81%	4.5%
	Month two	121	107	0	0	12	2	6	85%	88%	87%	90%	86%	86%	4.8%
	Month three	111	94	0	0	15	2	16	85%	85%	90%	88%	89%	86%	5.6%
	Performance rate for three months									88%					
HB.8	(This question has been dropped by court order)														

**Not a marked decline by agreed definition. (David C. et al V John Huntsman Jr. et al, Agreement to Terminate the Lawsuit, May 11, 2007, Civil No: 2:93-CV-00206, Attachment A.)

Green=meets or exceeds goal. Yellow=within 10% of reaching goal. Red=more than 10% below goal.

Table III. Foster Care Placement and SupportRate

Type and Tool #	Question	Sample	Yes	Partial Credit	Partial No Credit	No	EC	NA	GOAL	Perf. Rate (%)	2007	2006	2005	2004	Precision range	
Foster Care Placement and Support																
FC.IA1	Did the child experience an initial placement or placement change during this review period?		57			75										
FC.IA2	Following the shelter hearing, were reasonable efforts made to locate kinship placements?	19	19	0	0	0		113	85%	100%	100%	95%	81%	96%	0.0%	
FC.IA3	Were the child's special needs or circumstances taken into consideration in the placement decision?	53	53	0	0	0		79	85%	100%	100%	96%	93%	88%	0.0%	
FC.IA4	Was proximity to the child's home/parents taken into consideration in the placement decision?	37	37	0	0	0		95	85%	100%	100%	100%	96%	100%	0.0%	
FC. IA5	Before the new placement was made, was basic available information essential to the child's safety and welfare and the safety and welfare of other children in the home given to the out-of-home care provider?	50	42	0	0	8		82	85%	84%	85%	75%	69%	51%	8.5%	
FC.IB1	Did the worker contact the out-of-home caregiver at least once during each month of this review period to check on the needs and progress of the child?															
	Month one	107	105	0	0	2		25	85%	98%	96%	96%	95%	90%	2.2%	
	Month two	112	105	0	0	7		20	85%	94%	97%	89%	91%	93%	3.8%	
	Month three	112	106	0	0	6		21	85%	95%	96%	88%	90%	86%	3.5%	
	Month four	113	109	0	0	4		20	85%	96%	97%	92%	91%	88%	2.9%	
	Month five	113	109	0	0	4		20	85%	96%	97%	94%	92%	86%	2.9%	
	Month six	107	101	0	0	6		26	85%	94%	93%	94%	94%	86%	3.7%	
	Performance rate for six month									85%	96%					
FC.IB2	Did the worker visit the child in his/her out-of-home placement at least once during each month of this review period?															
	Month one	107	100	0	0	7		25	85%	93%	91%	88%	91%	86%	3.9%	
	Month two	112	98	0	0	14		20	85%	88%	88%	85%	89%	83%	5.1%	
	Month three	112	101	0	0	11		21	85%	90%	91%	90%	90%	88%	4.6%	
	Month four	111	102	0	0	9		22	85%	92%	93%	91%	91%	89%	4.3%	
	Month five	111	106	0	0	5		22	85%	95%	92%	93%	91%	84%	3.2%	
	Month six	107	92	0	0	15		26	85%	86%	90%	91%	91%	85%	5.5%	
	Performance rate for six months									85%	91%					
FC.IB3	Did the worker visit the child at least once during each month of this review period?															
	Month one	112	110	0	0	2		20	85%	98%	95%	95%	95%	94%	2.1%	
	Month two	118	110	0	0	8		14	85%	93%	97%	93%	92%	94%	3.8%	
	Month three	116	111	0	0	5		17	85%	96%	95%	92%	94%	94%	3.1%	
	Month four	115	111	0	0	4		18	85%	97%	96%	96%	95%	95%	2.8%	
	Month five	114	110	0	0	4		19	85%	96%	96%	97%	97%	94%	2.8%	
	Month six	110	99	0	0	11		23	85%	90%	91%	95%	95%	93%	4.7%	
	Performance rate for six months									85%	95%					
FC.IB4	Did the caseworker visit privately with the child?															
	Month one	84	77	0	0	7		48	85%	92%	84%	89%	68%	69%	5.0%	
	Month two	90	81	0	0	9		42	85%	90%	87%	89%	63%	65%	5.2%	
	Month three	93	83	0	0	10		40	85%	89%	89%	96%	69%	70%	5.3%	
	Month four	92	87	0	0	5		41	85%	95%	85%	93%	70%	82%	3.9%	
	Month five	93	88	0	0	5		40	85%	95%	90%	95%	77%	66%	3.8%	
	Month six	89	79	0	0	10		44	85%	89%	85%	93%	71%	77%	5.5%	
	Performance rate for six months									85%	91%	1				

Green=meets or exceeds goal. Yellow=within 10% of reaching goal. Red=more than 10% below goal.

Table IV. Foster Care Health and Education

Type and Tool #	Question	Sample	Yes	Partial Credit	Partial No Credit	No	EC	NA	GOAL	Perf Rate (%)	2007	2006	2005	2004	Precision range
Foster Care Health and Educational Disabilities															
FC.II1	Was an initial or annual comprehensive health assessment conducted on time?	131	116	1	10	3		1	85%	89%	94%	85%	86%	78%	4.5%
FC.II2	If a need for further evaluation or treatment was indicated in the most current initial or annual health assessment, was that evaluation or treatment initiated as recommended by the primary care providers?	29	19	0	4	6		103	85%	66% **	86%	67%	58%	62%	14.2%
FC.II3	Was an initial or annual mental health assessment conducted on time?	130	124	0	5	1		2	85%	95%	91%	67%	66%	71%	3.0%
FC.II4	If a need for mental health services was indicated in the most current initial or annual mental health assessment, were those services initiated within 30 days of receipt of the evaluator's consultation form, unless within 30 days of receipt of the evaluation recommendation the family team concluded that specified services were inappropriate for the child at that time?	84	74	2	3	5		48	85%	90%	93%	81%	73%	66%	5.7%
FC.II5	Was an initial or annual dental assessment conducted on time?	105	96	1	6	2		27	85%	92%	93%	71%	80%	70%	4.5%
FC.II6	If need for further dental care treatment was indicated in the initial or annual dental exam was that treatment initiated as recommended by the primary care providers?	52	48	0	1	3		80	85%	92%	84%	80%	78%	76%	6.0%
FC.III1	Is the child school aged?		93			39									
FC.III2	If there was reason to suspect the child may have an educational disability, was the child referred for assessments for specialized services?	11	8	0	0	3		120	85%	73% **	94%	89%	79%	80%	22.1%

**Not a marked decline by agreed definition. (David C. et al V John Huntsman Jr. et al, Agreement to Terminate the Lawsuit, May 11, 2007, Civil No: 2:93-CV-00206, Attachment A.)

Green=meets or exceeds goal. Yellow=within 10% of reaching goal. Red=more than 10% below goal.

Table V. Foster Care Service Planning

Type & Tool #	Question	Sample	Yes	Partial Credit	Partial No Credit	No	EC	NA	GOAL	Perf Rate (%)	2007	2006	2005	2004	Precision Range
Foster Care Service Planning															
FC.IVA2	If the child and family plan that was current at the end of the review period was the child's initial child and family plan, was it completed no later than 45 days after a child's removal from home?	32	22	5	3	1		101	85%	83%	84%	76%	63%	47%	9.6%
FC.IVA3	Were the following team members involved in creating the current child and family plan?														
	the natural parent(s)/guardian?	81	64	0	11	6		52	85%	79%	91%	70%	66%	43%	7.4%
	the stepparent (if appropriate)	20	14	0	0	6		113	85%	70% **	76%	55%	50%	20%	16.9%
	the child? (age 12 and older)	60	55	0	0	5		73	85%	92%	97%	83%	59%	45%	5.9%
	Performance rate for all three sub-questions									82%					
FC.IVA4	(This question has been dropped by court order)														
FC.IVA5	(State QI committee and OSR agreed to suspend this question for this year)														
FC.IVA6	Was the child provided the opportunity to visit with his/her parent(s) weekly?	71	59	0	7	5		61	85%	83%	85%	83%	66%	47%	7.5%
FC.IVA7	Was the child provided the opportunity for visitation with his/her sibling(s) weekly?	42	33	0	1	8		90	85%	79%	82%	72%	46%	32%	10.6%

**Not a marked decline by agreed definition. (David C. et al V John Huntsman Jr. et al, Agreement to Terminate the Lawsuit, May 11, 2007, Civil No: 2:93-CV-00206, Attachment A.)

Green=meets or exceeds goal. Yellow=within 10% of reaching goal. Red=more than 10% below goal

Appendix

SPECIAL STUDY: SUSPENSION OF SERVICES QUESTIONS

Prior to development of the Qualitative Case Review (QCR), the Case Process Review (CPR) was the only tool available to determine quality and compliance. With the creation of the QCR, the Office of Services Review (OSR) believes questions regarding the initiation of services (HB.6 and FC.IVA5) are best assessed during the process of a Qualitative Case Review.

As required by the exit agreement of June 2007, OSR met with the State Quality Improvement Committee (QIC) to discuss the concerns regarding questions HB.6 and FC.IVA5 and request they be removed from the CPR.

QIC members requested time to become more familiar with the two reviews before complete removal of the questions from the CPR protocol. In the interim, the committee agreed to suspend the questions for FY2008 and requested OSR seek a suitable replacement question.

Discussions convened on several occasions between OSR administration and staff. The attempt to create a new services question, while also becoming familiar with a new service plan format proved difficult for OSR.

OSR was unable to identify an alternative for question HB.6; however, OSR reviewers determined the Ansell Casey Life Skills Assessment (Ansell Casey) may substitute for question FC.IVA5. The Ansell Casey is an evaluation of youths' independent living skills and addresses a required portion of the service plan for youth over 14 years of age.

The Ansell Casey is appropriate for all youth regardless of living circumstances. The scores and responses provided in the report available following the assessment can reflect a youth's strengths as well as areas for growth. This information can be very useful in goal planning and discussions about life skills, strengths, and directions.

When designing the substitute question, it was determined the scope should be limited to assessment of whether the Ansell Casey was *completed* when a case involved a youth age 14 or older.

For information purposes only, 52 of the 132 foster care cases reviewed included children age 14 and over. Of the applicable cases, 42% had an Ansell Casey completed and documented in the records. OSR will present this data to the State QIC Committee for review and discussion along with a recommendation based on the study.