

The FY2018 Review of the Division of Child and Family Services



An annual report prepared by
the Office of Services Review

Table of Contents

EXECUTIVE SUMMARY	3
INTRODUCTION.....	4
QUALITATIVE CASE REVIEW	5
Purpose of Review	5
Methodology.....	5
Data Reliability	5
Stakeholder Interviews	5
Statewide Scores.....	6
Overall Child Status.....	7
Overall System Performance	8
Regional Scores for all System Indicators	9
QCR Conclusion	11
CASE PROCESS REVIEW	12
Purpose of Review	12
Methodology.....	12
Data Reliability	12
Statewide Results.....	13
Child Protection Services	13
<i>General CPS Investigations</i>	13
<i>Unable-to-Locate Investigations</i>	13
<i>Removals</i>	14
In-Home Services	14
Foster Care Services.....	15
CPR Conclusion.....	15
DCFS RESPONSE	17
ADDENDUM CPR TABLES	18

EXECUTIVE SUMMARY

The mission of the Office of Services Review, (OSR) is to conduct an accurate and unbiased analysis of the quality of services provided to DCFS clients. Two major reviews are conducted each year: the Qualitative Case Review (QCR) and the Case Process Review (CPR). Quality of DCFS practice and outcomes is reflected in the QCR, while compliance with DCFS guidelines and state or federal statutes is provided in the CPR. Results of the two reviews identified the following strengths and areas for improvement.

FY2018 STRENGTHS
QUALITATIVE CASE REVIEW
<ul style="list-style-type: none"> • This year’s Overall Child Status scores improved from 88% to 93% and System Performance scores improved from 81% to 84% • DCFS staff are engaging with children and families in 92% of the case reviewed. This is the highest rate in five years. • The needs of children and families are assessed (79%) and services are provided (84%) and progress monitored (86%). • Agency efforts to team up (70%) with formal and informal supports have improved for two consecutive years and meets the standard.
CASE PROCESS REVIEW
<ul style="list-style-type: none"> • CPS scores meet or exceed the threshold on the majority of measures. • There is evidence in the case record that staff are searching for and contacting potential kin (96%) when a child is removed from their caregiver. • Scores show that staff are visiting with children monthly in both In-Home (92%) cases and Foster Care (90%) cases.
FY2018 AREAS FOR IMPROVEMENT
QUALITATIVE CASE REVIEW
<ul style="list-style-type: none"> • Scores show that 36% of the cases reviewed involved children with poor prospects for achieving permanency and effective efforts to achieve permanency were lacking in 45% of the cases. • Scores show that the Child & Family Plan document was lacking in 35% cases reviewed.
CASE PROCESS REVIEW
<ul style="list-style-type: none"> • Gathering and providing the child’s information to caregivers prior to the placement is more than 10% below the standard of 85%. • While monthly visits with children on in-home cases is evident 92% of the time, the private conversation is documented only 74% of the time. • Face-to-Face contact with fathers has scored below the standard of 85% in Foster Care cases for the past five years.

INTRODUCTION

OSR was established in 1994 in response to the legislative statute that requires the Executive Director of the Department of Human Services to report how well outcomes are achieved and policies followed in the state's child welfare system (Utah Code Section 62A-4a-117, 118).

Two major reviews are conducted each year: the Qualitative Case Review (QCR) and the Case Process Review (CPR). The QCR is outcome-oriented, the CPR is compliance-oriented. For example, during the QCR, reviewers sought feedback from those involved with DCFS about whether the child's health care needs were met (outcomes). The CPR reviewers sought evidence that an initial or annual health exam occurred within a specific timeframe (compliance). This report compiles information gathered during the FY2018 QCR and CPR reviews.

REVIEW DIFFERENCE	QUALITATIVE CASE REVIEW	CASE PROCESS REVIEW
Method	Interviews with key parties and <u>limited review</u> of the case record.	<u>A thorough review</u> of the case record.
Sample	By Region	Statewide
Measurement	Measures outcomes	Measures compliance

NOTE: As of July 1, 2018, the Office of Services Review is housed within the newly formed Office of Quality and Design. The value of this optimization is to share data and resources to more efficiently identify trends, gaps and improvements in the system, while still complying with federal and state statute. For more on DHS' quality assurance operational improvements, visit hs.utah.gov/divisions/oqd.

QUALITATIVE CASE REVIEW

Purpose of Review

The QCR is a method of evaluation used by OSR to assess the performance of the child welfare system and the status of children and families served by DCFS.

Methodology

OSR completed a QCR for each region of DCFS. Reviews began in September 2017 and concluded in May 2018. A total of 150 cases were scheduled for review, however; three cases were dropped due to unavoidable circumstances making a total of 147 cases. Due to the size of the Salt Lake Valley Region and the Northern Region, two separate review weeks were conducted in each of these regions. OSR randomly selected the cases for study based on a sampling matrix that ensured representative groups of children were selected. The sample included children in Out-of-Home Care and families receiving In-Home services such as voluntary Counseling Services (PSC) or Protective Supervision Services ordered by the court (PSS).

Information is collected through in-depth interviews with the child (if old enough to participate), parents or other guardians, foster parents (if the child was placed in foster care), caseworkers, teachers, therapists, 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, is also reviewed.

An essential element of a QCR is the participation from professionals outside of the DCFS system who act as reviewers. The professional may work in related fields such as mental health, Juvenile Justice Services, education, policymakers, etc. The following organizations participated during FY2018 as QCR reviewers: Department of Health- Fostering Healthy Children, Utah Legislative Fiscal Analyst, The Adoption Exchange, Select Health of Utah, Department of Technology, Family Support Centers, Utah Foster Care Foundation, Department of Human Services, Los Angeles Department of Child Welfare and Mental Health, Prevent Child Abuse Utah, Federal Capacity Building Consultants, and Primary Children's Medical Center-Safe and Healthy Families.

Data Reliability

Several controls were in place to ensure data accuracy. Two trained individuals reviewed each case to minimize personal bias, and DCFS reviewers were not assigned to cases located in the region where they were employed. Each case was debriefed with OSR and the reviewers to ensure scoring guidelines were applied reliably. OSR assessed each case story for completeness and consistency with the scoring protocol.

A case story narrative for each case was submitted to the caseworker and region administrators for their review. The supervisor and region administrators had the opportunity to provide clarification to reviewers during the case debriefing. The regions also had the option to appeal scores on individual cases.

Stakeholder Interviews

As part of the QCR process, OSR interviewed community stakeholders, community agencies, and DCFS staff involved with the cases being reviewed. For FY2018, 44 supporting interviews were conducted. Findings and conclusions from the stakeholder interviews were included in each of the regional reports completed by OSR after each QCR review. These reports are found at <http://hs.utah.gov/divisions/oqd>.

DCFS interviews included:

- Regional Administrative teams
- Supervisor Focus Groups
- Caseworker Focus Groups
- Foster Parent Focus Groups

Stakeholder interviews included:

- Fostering Healthy Children
- Office of the Attorney General
- Office of the Guardian ad Litem
- Parental Defense Representative
- Southwest Behavioral Health
- Washington Police Department
- Blanding Police Department
- San Juan High School
- Millcreek High School
- San Juan Multi-Agency Committee
- Davis Behavioral Health
- Bear River Mental Health
- Weber Human Services
- Optum Health of Utah
- Juvenile Probation
- Chrysalis Program
- Rise Program
- Utah Youth Village
- House of Hope

Statewide Scores

Statewide overall scores in the Child Status domain and the System Performance domain are shown in **Figure 1**. The standard for Overall Domain scores is 85%. The Overall Child Status and Overall System Performance scores are determined by the number of indicators that rate as acceptable within each domain. In order for the Overall Child score to be acceptable, the Safety rating must be acceptable and the majority of the remaining component indicators must be acceptable. In order for the Overall System Performance score to be acceptable, the majority of component indicator scores must be acceptable.

The Overall Child Status domain has remained above the domain standard of 85% for the past three years as seen in Figure 1, scoring 87% in FY2016, 88% in FY2017, and 93% this year.

The Overall System Performance Domain improved from 81% in FY2017 to 84% this year but remained below the domain standard of 85%.

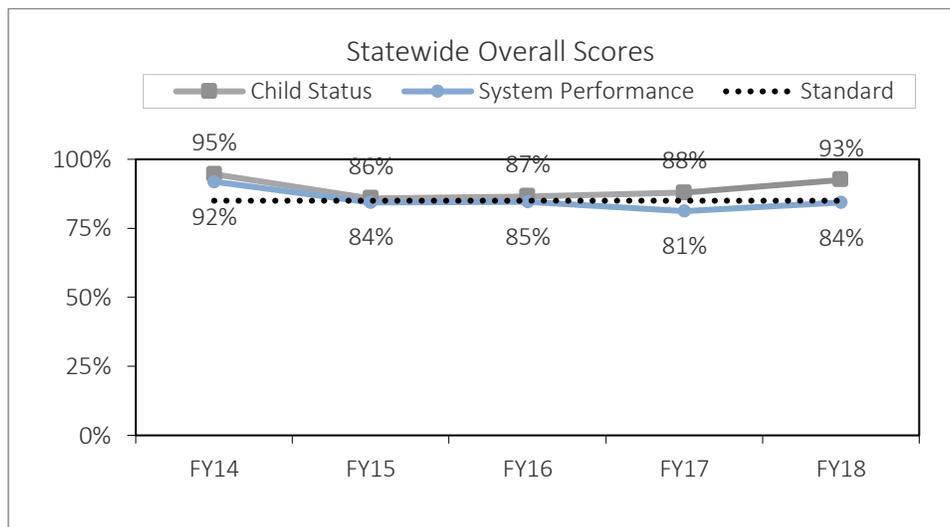


Figure 1

The score for each indicator in the Child Status domain is shown in **Figure 2**. The scores for indicators in the System Performance domain appear in **Figure 3**. The standard for all indicators is 70% and is represented in Figure 2 and in Figure 3 by the vertical dotted line transecting the bars. The bar graph shows the percentage of all cases that rated as acceptable and unacceptable. The box within each bar shows the average rating for that particular indicator. Each indicator is rated on a scale from 1 to 6 as follows:

- 1 indicates the practice is absent or adverse with poor and worsening outcomes.
- 2 indicates the practice is poor with no sign of worsening or improving.
- 3 indicates the practice is currently poor with signs of improvement and moving towards acceptable practice.
- 4 indicates the practice is minimally acceptable for at least 90 days.
- 5 indicates the practice is substantially acceptable and has been for four to six months.
- 6 indicates the practice is optimal for a period of more than six months.

Therefore, the percentage shows how pervasive the practice is among cases reviewed, while the average shows how strong the practice is on cases reviewed.

Overall Child Status

The Child Status domain includes indicators that measure how well children are doing. Key measures look at the degree to which children are safe and stable in their living situation, and their prospects for achieving a permanent living situation. Additional indicators measure children’s needs in the areas of health and physical, emotional and behavioral, and achievement of developmental milestones or learning/educational/vocational achievement. When children are in foster care, Family Connections rates how effective visits and other connective strategies are in maintaining the child’s relationship with their family. Finally, Satisfaction measures the degree to which children, parents, and substitute caregivers are satisfied with the agency.

Overall scores for Child Status indicators appear in **Figure 2**. Safety is central to the mission of the agency and scored acceptable in 93% of the cases reviewed, with an average score of 4.6. Health and Physical well-being was the strongest performing indicator with 97% of the cases rating as acceptable and an average score of 5.3. Permanency was the poorest performing indicator with 64% of the cases reviewed rating as acceptable and 36% of the cases rating as unacceptable with an average rating of 4.1. All other Child Status indicators were above the 70% standard.

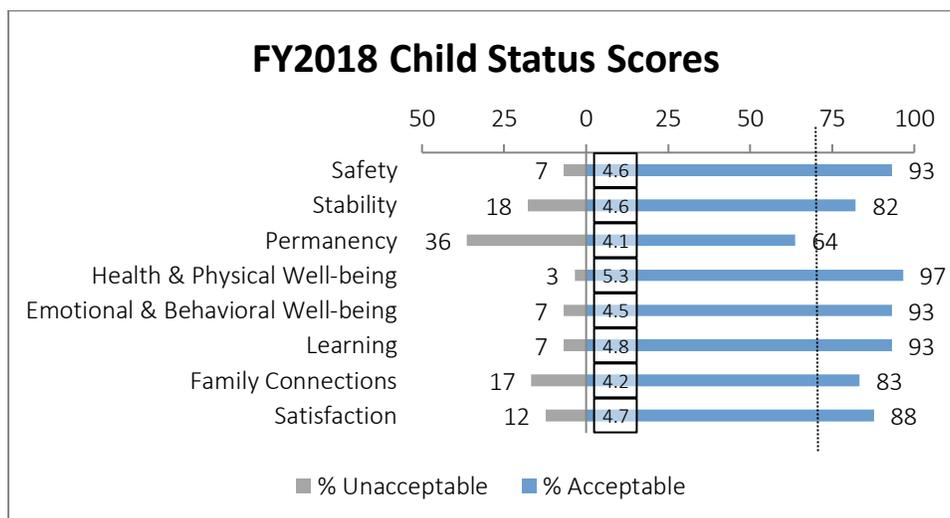


Figure 2

Overall System Performance

The System Performance domain measures key areas of the child welfare system. The Indicators in this domain include Engaging, Teaming, Assessing, Long-term View, Child & Family Plan, Intervention Adequacy, and Tracking & Adapting.

Overall System Performance Indicators are shown in **Figure 3**. Engagement was the highest performing indicator with 92% of the cases reviewed rating as acceptable and an average score of 4.5. Teaming, Assessment, Intervention Adequacy, and Tracking & Adapting were all above the standard of 70% and the average rating for these indicators ranged from the high 4.5 on Tracking and Adapting to the low of 3.9 on Teaming. Long-term View and Child & Family Plan were both below the standard of 70% and the average rating on both of these indicators was 3.8.

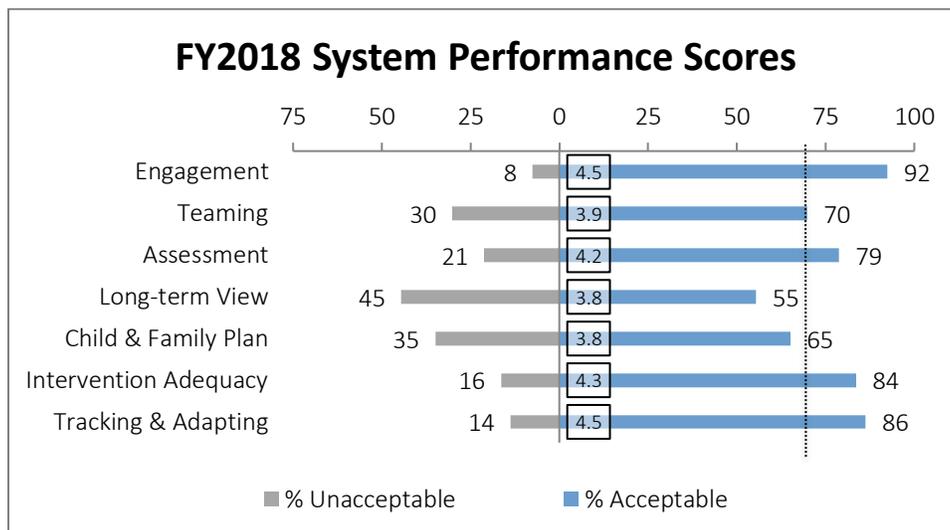


Figure 3

The five-year trend for all System Performance indicators is shown in **Figure 4**. Engagement scored 92%, which is the best score for any indicator during the five-year period. Assessment, Intervention Adequacy, and Tracking & Adapting continue to be strong areas of practice in Utah's child welfare system. Teaming continues a two-year upward trend. Child & Family Plan and Intervention Adequacy reversed a three-year trend of declining scores with an improvement this year, while Long-term View continues to be the most challenging area in the System Performance domain.

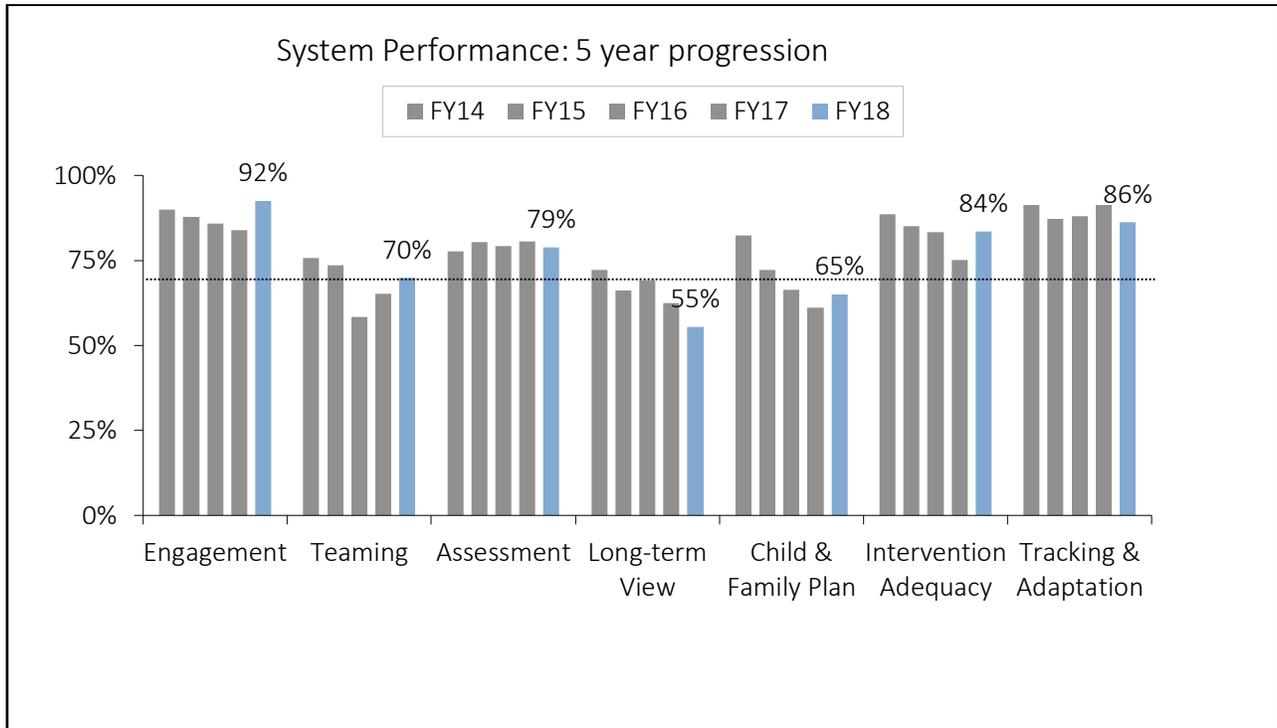


Figure 4

Regional Scores for all System Indicators

The following tables show how each region performed on individual System Indicators. Regions develop Practice Improvement Plans targeting specific indicators that fall below the standard of 70%. Individual Region Practice Improvement Plans can be viewed at <https://dcfs.utah.gov/resources/reports-and-data/>.

Engagement	FY14	FY15	FY16	FY17	FY18
Eastern Region	84%	89%	75%	85%	85%
Northern Region	86%	90%	88%	80%	92%
Salt Lake Region	94%	93%	82%	85%	92%
Southwest Region	95%	80%	90%	75%	95%
Western Region	88%	83%	93%	93%	97%
Overall Score	90%	88%	86%	84%	92%

The overall score of 92% on Engagement was the top performing system indicator. The Engagement score improved from last year's score and is the highest score for the past five years. All regions exceeded the standard of 70% for this indicator.

Teaming	FY14	FY15	FY16	FY17	FY18
Eastern Region	68%	74%	65%	65%	80%
Northern Region	74%	73%	65%	65%	74%
Salt Lake Region	73%	63%	51%	72%	59%
Southwest Region	85%	90%	75%	65%	75%
Western Region	80%	79%	43%	57%	67%
Overall Score	76%	74%	58%	65%	70%

The overall score for Teaming improved for the second consecutive year. Eastern, Northern, and Southwest Regions exceeded the standard of 70% for the Teaming indicator. Salt Lake and Western region did not meet the standard and have developed Practice Improvement Plans for this indicator.

Assessment	FY14	FY15	FY16	FY17	FY18
Eastern Region	68%	79%	65%	85%	70%
Northern Region	77%	80%	95%	75%	82%
Salt Lake Region	78%	85%	67%	85%	89%
Southwest Region	90%	85%	80%	75%	75%
Western Region	76%	72%	83%	83%	70%
Overall Score	78%	80%	79%	81%	79%

The overall Assessment score declined slightly from last year's score but has remained consistent over the past five years. All regions met or exceeded the standard of 70% for the Assessment indicator.

Long-Term View	FY14	FY15	FY16	FY17	FY18
Eastern Region	79%	74%	55%	70%	35%
Northern Region	80%	65%	83%	63%	74%
Salt Lake Region	73%	60%	59%	64%	43%
Southwest Region	65%	85%	75%	45%	60%
Western Region	60%	59%	70%	67%	57%
Overall Score	72%	66%	69%	62%	55%

The overall score for Long-term View declined for the second consecutive year. Northern Region met the standard for Long-term View. Eastern, Salt Lake Valley, Southwest, and Western regions did not meet the standard and have developed Practice Improvement Plans for this indicator.

Child & Family Plan	FY14	FY15	FY16	FY17	FY18
Eastern Region	74%	68%	65%	55%	60%
Northern Region	80%	75%	73%	75%	62%
Salt Lake Region	82%	88%	67%	64%	81%
Southwest Region	95%	65%	85%	65%	55%
Western Region	84%	55%	47%	40%	60%
Overall Score	82%	72%	66%	61%	65%

The overall score for Child & family Plan improved from last year. Salt Lake region was the only region to meet the standard. Eastern, Northern, Southwest, and Western Region have developed a Practice Improvement Plan for this indicator.

Intervention Adequacy	FY14	FY15	FY16	FY17	FY18
Eastern Region	89%	84%	80%	85%	60%
Northern Region	89%	90%	88%	80%	82%
Salt Lake Region	90%	80%	79%	77%	92%
Southwest Region	85%	90%	85%	55%	85%
Western Region	88%	83%	83%	73%	90%
Overall Score	89%	85%	83%	75%	84%

The overall score for Intervention Adequacy improved from last year's score. Northern, Salt Lake, Southwest, and Western Regions exceeded the standard of 70% for this indicator. Eastern Region did not meet the standard and developed a Practice Improvement Plan for this indicator.

Tracking and Adaptation	FY14	FY15	FY16	FY17	FY18
Eastern Region	89%	79%	80%	95%	75%
Northern Region	89%	93%	93%	88%	87%
Salt Lake Region	96%	90%	82%	95%	92%
Southwest Region	90%	85%	85%	85%	90%
Western Region	88%	83%	97%	93%	83%
Overall Score	91%	87%	88%	91%	86%

The overall score for Tracking & Adapting declined from last year although all regions exceeded the standard of 70%.

QCR Conclusion

Child status scores show that the strongest areas of achievement pertain to: child safety, health, emotional and behavioral wellbeing, and educational/vocational development. System scores show the strongest area of practice is engagement, which measures the degree to which children, families and substitute caregivers are involved in case activities. There is evidence of acceptable practice in effectively assessing family needs and providing services to families and monitor progress. While Teaming has improved for three consecutive years and meets the standard this year, it is still a challenge within some regions.

The scores on Permanency and Long-term View are of greatest concern. Long-term View has been below the standard and has been steadily declining for several years. Eastern, Salt Lake Valley, Southwest and Western Regions have developed Practice Improvement Plans targeting Long-term View.

The score on Child and Family Plan is below the standard for the third consecutive year but reversed the trend of the past two years by improving this year. All regions but Salt Lake had to develop a Practice Improvement Plan targeting practice around the Child and Family Plan.

The Overall Child Status score is above the standard and improved from last year. The Overall System Performance score is slightly below the standard but improved from last year's score.

CASE PROCESS REVIEW

Purpose of Review

The CPR results in quantitative data that reflects how often evidence is found within documentation that meets expectations of compliance with DCFS guidelines, state statutes, and federal law. Documentation within SAFE, DCFS's data management system, verifies completion of tasks related to a case.

Methodology

The CPR is completed by thoroughly reviewing documentation within SAFE. An established mathematical method creates a random sample for each area of focus. Areas of focus include General Child Protection Services (CPS) which included cohorts of medical neglect, unable-to-locate, unaccepted referrals and any referrals categorized as priority one; Removals; In-Home Services; and Foster Care Services. Performance Standards are established at 90% for most CPS questions and 85% for all other program areas.

OSR selected a sample from the universe of all CPS cases that closed within the 90-day review period. OSR selected a sample from the universe of all In-Home and Foster Care cases served for at least 45 days in the six-month review period. The total cases reviewed in each focus area are shown in **Table II.1**. Please see [Addendum CPR TABLES](#) for information regarding individual measures within each area of focus.

PROGRAM AREA	CASE FILES REVIEWED
CPS General	135
Unable-to-Locate	92
Medical Neglect	30
Priority 1	0
Unaccepted Referrals	134
Removals	124
In-Home Services	125
Foster Care Services	133

Table II.1

Data Reliability

Following an examination of data in SAFE, preliminary results were sent to the Practice Improvement Coordinator within each region, and then distributed to supervisors and caseworkers associated with each case. Workers were allowed to challenge any response that appeared inaccurate. Challenged responses received an additional review.

In order to assure quality and consistency, approximately 10% of the cases received a second evaluation by an alternate reviewer. The quality assurance measures for FY2018 show reader accuracy at 99%.

Statewide Results

The overall scores for the past five years of Case Process Reviews are highlighted in **Table II.2**.

Statewide CPR 2018 Data								
Answers	Year	CPS	Unable to Locate	Unaccepted Referrals	Removals	In Home Services	Foster Care	Overall % Yes
Yes answers		958	285	395	417	2345	3165	7565
Partial credit answers		0			0	33	21	
Partial credit (score)		0.00			0.00	24.75	15.75	40.50
Partials (no credit)		0	0		17	0	0	17
No answers		78	50	7	101	321	506	1063
EC answers		10	5		0	18	1	34
N/A answers		64	120		209	2533	2551	5477
Sample		1046	340	402	535	2717	3693	8733
	2018	92%	84%	98%	78%	87%	86%	87%
	2017	90%	75%	100%	80%	84%	86%	86%
	2016	93%	86%	99%	84%	82%	87%	87%
	2015	92%	82%	100%	86%	86%	88%	88%
	2014	96%	87%	100%	86%	87%	86%	88%

Table II.2

Child Protection Services

General CPS Investigations

There were 1046 measures reviewed in the General CPS area. Adequate documentation was found for 958 measures, scoring 92%. The universe of Medical Neglect cases is included in the General CPS data. Overall compliance with General CPS cases is shown in **Figure II.3**.

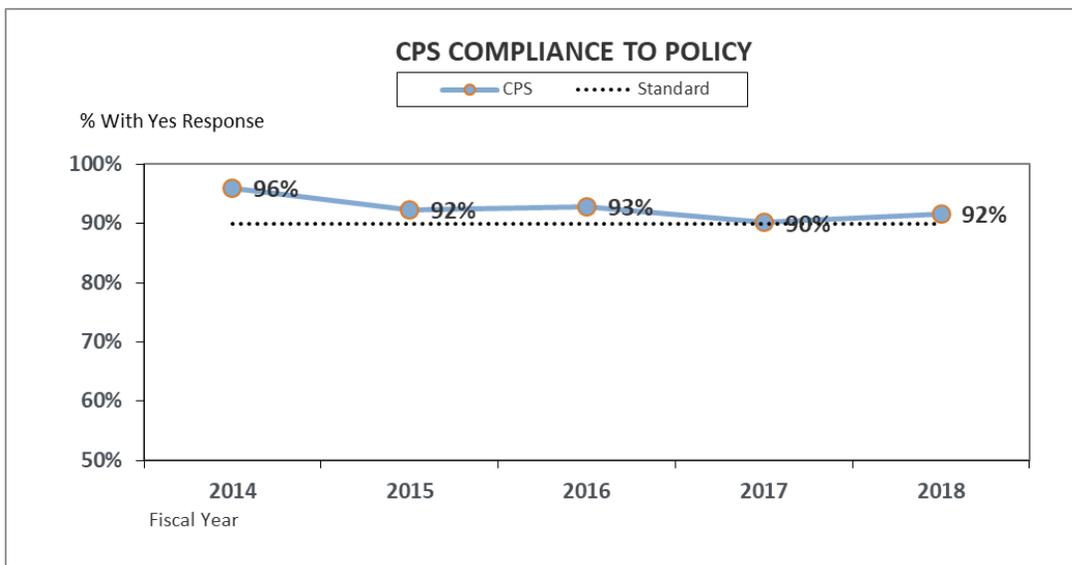


Figure II.3

Unable-to-Locate Investigations

A total of 285 out of 340 measures were properly documented in the cohort of Unable-to-Locate Investigations, which increased the score nine percentage points over last year, from 75% in FY2017 to 84% in FY2018. Overall Unable-to-Locate Compliance to policy over the past five years is shown in **Figure II.4**.

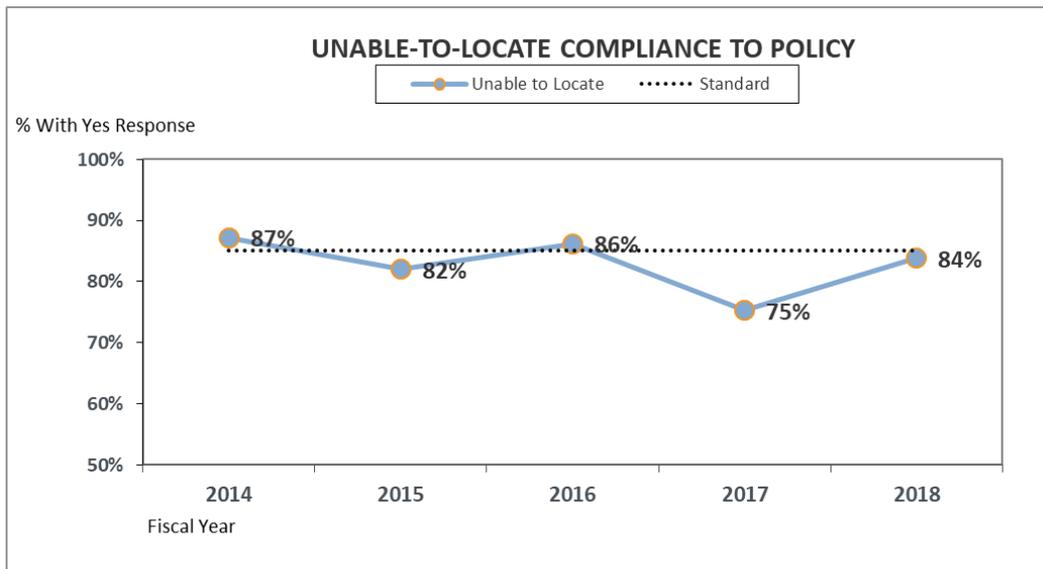


Figure II.4

Removals

Performance on cases which involved the removal of a child saw a drop in scores for the third consecutive year. While the percentage points are minor, the trend continues downward and is below the standard. Of the 535 measures reviewed, 417 were documented appropriately, while 17 received partial credit. The overall compliance with policy for Removals over the past five years is shown in **Figure II.5**.

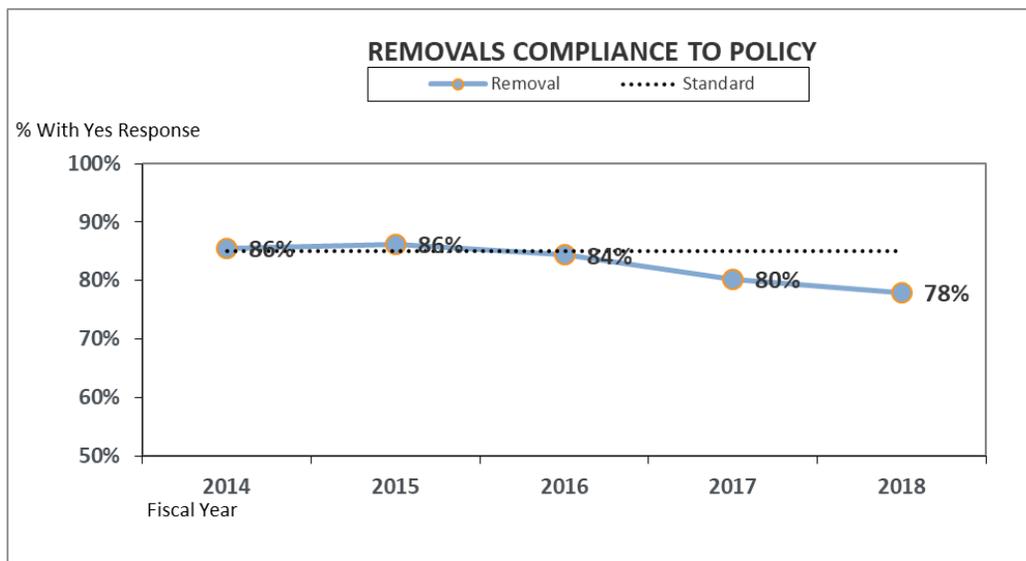


Figure II.5

In-Home Services

The In-Home Services score moved upward and returned to the FY2014 score of 87%. A five-year progression is shown in **Figure II.6**.

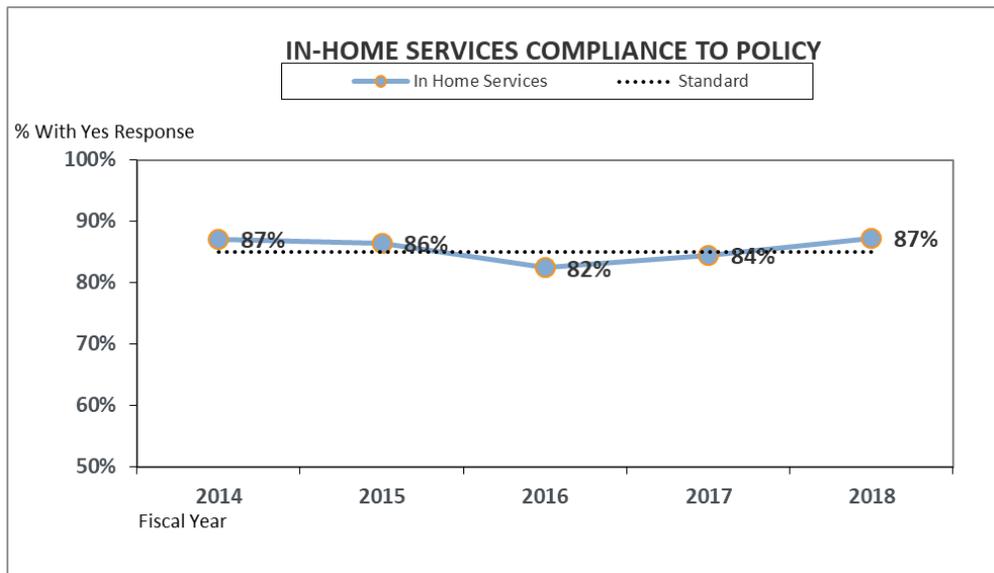


Figure II.6

Foster Care Services

Foster Care Services remains steady with an overall score of 86%. Overall compliance with Foster Care policy is shown in Figure II.7.

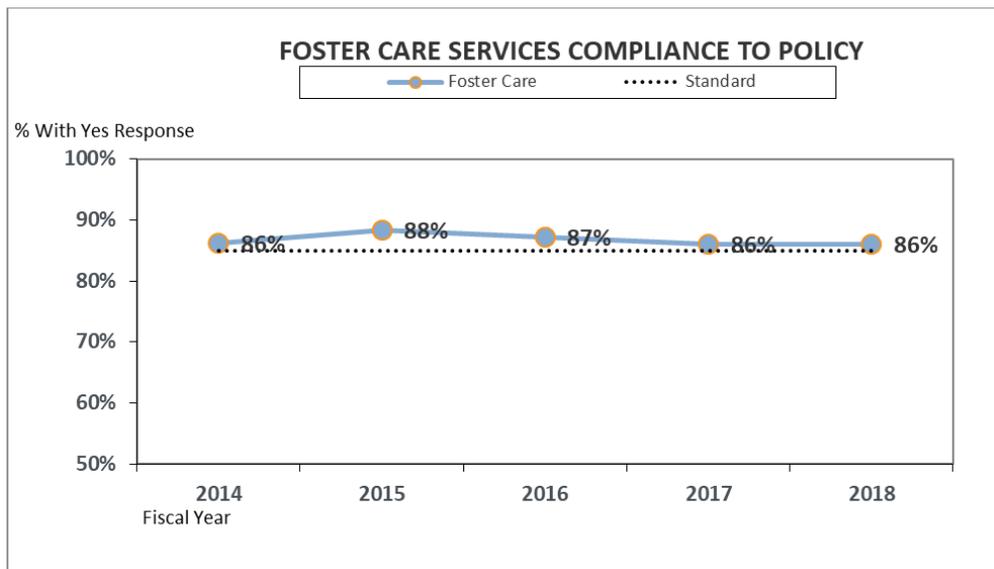


Figure II.7

CPR Conclusion

The FY2018 Case Process Review shows an overall improvement compared to the year before. Required activities are generally documented sufficiently to meet compliance on the majority of tasks. General CPS cases, In-Home Services cases, and Foster Care cases score at or above the threshold. Unable-to-Locate cases show variation in the scores over the past three years, which may be attributed to attempts to refine expectations for these measures. Anytime a question is added or altered in the review process fluctuation typically occurs. Low scores on weekly visits following the removal greatly impact the overall Removal score, bringing it below

standard. In addition, gathering information regarding the child and providing this information to the caregiver prior to a placement remains below the standard.

DCFS RESPONSE

The Division of Child and Family Services (DCFS) welcomes the information gathered by OSR in the course of fiscal year 2018 and provided to us in this report. It provides valuable information to help improve our practice and outcomes for our clients. We also recognize all the work that goes into the preparation and the conducting of these labor-intensive reviews, and are grateful to be included in the process.

DCFS is pleased to see that overall, the results have improved in comparison to last year. The trends are heading in the right direction. We are particularly satisfied to see that CPR results for in-home cases have improved two years in a row and surpass the 85% mark. Also reassuring are reversals in trends in the CPR results for CPS (92%) and Unable to locate cases (84%). Foster Care questions continue to perform well at 86% overall. The QCR show improvements in both the Overall Child Status score (from 88% to 93%) and Overall System Performance (from 81% to 84%).

While the results are encouraging, we understand the importance of continuing our ongoing efforts to monitor the quality of our services (measured through the QCR) and compliance with requirements (measured in the CPR) in order to address gaps or weaknesses in our service delivery. We will continue our efforts to ensure that new caseworkers understand policy, develop engaging and teaming skills, and learn the best ways to strengthen families in ways that allow them to become successfully independent of our services. Supporting a workforce with the capacity to address difficult and sometimes tragic situations, make hard decisions, and work irregular hours in sometimes less than ideal physical environments in our community is a priority for us. Although maintaining a skilled workforce is a continual challenge for the Division, we will continue our efforts to bolster our most valuable human resources with the support and training they need to provide the best child welfare services.

One of the main tools used to monitor practice performance are reports generated from our internal information system known as SAFE. These reports allow supervisors and administrators to ensure that policies are followed and required tasks completed. The reports give our administration information on what the workforce does well and where they struggle at the individual, team, region, and state level. Reports allow administrators to target their efforts on particular staff or teams or on specific requirements. As DCFS' legacy SAFE system is migrating to a new web-based automated information system, it has presented some challenges in rewriting and utilizing our reporting processes. We will continue to monitor this transition to minimize the negative effects in our decreased ability to monitor performance. We do not anticipate long term barriers in this area.

DCFS will continue to monitor performance with the existing reports and by closely observing regional CPR and QCR results as they roll out and addressing any declines. The QCR is a very beneficial tool that allows DCFS to better understand our practice. Its focus on our foundational Practice Model values and skills enable our workforce to remain focused on best practices and joining with families to create optimal outcomes. We look forward to partnering with OSR to ensure that the current review structure is optimal for measuring our important system outcomes as we strive for continuous quality improvement in this important work.

ADDENDUM CPR TABLES

Type & Tool #	Question	Sample	Yes	Partial Credit	No	EC	NA	Standard	Performance Rate (%) FY 2018	2017	2016	2015	2014	Precision range
General CPS														
CPSG.1	Did the investigating worker see the child within the priority time frame?	5106	4605	0	501	0	0	90%	90%	89%	91%	90%	91%	Universe
CPSG.2	If the most recent SDM Safety Assessment and SDM Risk Assessment recommended ongoing services was the recommendation followed? If the recommendation was not followed, is an explanation documented on the Risk Assessment form?	135	133	0	2	0	0	90%	99%	99%	89%	98%	90%	1.7%
CPSG.3	Was the investigation completed within 30 days of CPS receiving the report from intake or within the extension period granted ?	5106	4744	0	362	0	0	90%	93%	86%	95%	96%	96%	Universe
CPSG.4	Did the worker conduct the interview with the child outside the presence of the alleged perpetrator?	88	84	0	2	2	47	90%	95%	92%	95%	97%	97%	3.7%
CPSG.5	Did the worker interview the child's natural parents or other guardian when their whereabouts are known?	134	119	0	15	0	1	90%	89%	87%	93%	89%	100%	4.5%
CPSG.6	Did the worker interview third parties who have had direct contact with the child, where possible and appropriate?	127	125	0	2	0	8	90%	98%	94%	100%	98%	100%	1.8%
CPSG.7	Did the CPS worker make a scheduled or an unscheduled home visit during the investigation period?	129	109	0	12	8	6	90%	84%	83%	78%	85%	92%	5.2%
CPSG.8	Were the case findings of the report based on facts/information obtained/available during the investigation?	135	130	0	5	0	0	85%	96%	96%	98%	96%	100%	2.7%
CPSH.1	If this case involves an allegation of medical neglect, did the worker obtain a medical neglect opinion from a health care provider prior to case closure?	30	22	0	8	0	0	90%	73%	87%	78%	65%	95%	Universe
Unable to Locate Cases														
CPSUL.1	Did the worker visit the home at times other than normal work hours?	80	69		11	0	12	85%	86%	83%	96%	92%	81%	Universe
CPSUL.2	If any child in the family was school age, did the worker check with local schools for contact/location information about the family?	47	39		8	0	45	85%	83%	63%	79%	96%	86%	Universe
CPSUL.3	Did the worker send the name and any other information regarding the family to the CLEAR (kin locator) license holder in the region for an internet search for additional address information?	68	58		10	0	24	85%	85%	NA	NA	NA	NA	Universe
CPSUL.4	Did the worker check Erep (Utah's electronic eligibility system) for additional address or contact information?	73	64		9	0	19	85%	88%	78%	90%	82%	89%	Universe
CPSUL.5	Did the worker check with the referent for additional address information?	72	55		12	5	20	85%	76%	68%	82%	70%	85%	Universe
Unaccepted Referrals														
CPSUA.1	Was the nature of the referral documented?	134	133		1			85%	99%	100%	100%	100%	100%	1.2%
CPSUA.2	Did the intake worker staff the referral with the supervisor or other intake/CPS worker to determine non-acceptance of the report?	134	131		3			85%	98%	100%	100%	100%	100%	2.1%
CPSUA.3	Does the documentation adequately support the decision not to accept the referral?	134	131		3			85%	98%	99%	98%	100%	100%	2.1%

CPR Table I: GENERAL CPS, UNABLE TO LOCATE, UNACCEPTED CASES

The Office of Services Review has a confidence rate of 90%. For example, the score for question CPSG.7 is 84%. Using the Precision Range for that question (5.2%), OSR is 90% positive that the exact percentage is somewhere between 78.8% and 89.2%.

CPR Table II: REMOVALS

Type & Tool #	Question	Sample	Yes	Partial Credit	No	EC	NA	Standard	Performance Rate (%) FY 2018	2017	2016	2015	2014	Precision range
Removals														
R.1	Did the child experience a removal as a result of a CPS investigation this review period?		93		31									
R.2	Did the worker visit the child in the placement by midnight of the second day after the date of removal from the child's home?	91	76	0	15	0	33	85%	84%	83%	89%	91%	93%	6.4%
R.3	After the first required visit, did the worker (CPS or ongoing worker) visit the child in the placement at least weekly for a total of three weeks?													
	Week one	81	59	0	22	0	43	85%	73%	77%	81%	86%	83%	8.1%
	Week two	79	54	0	25	0	45	85%	68%	78%	82%	80%	81%	8.6%
	Week three	79	56	0	23	0	45	85%	71%	72%	70%	60%	62%	8.4%
	Performance rate for all three weeks								71%	76%	78%	76%	75%	
R.4	Within 24 hours of the child's placement in 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 care provider?	92	63	0	12	0	32	85%	68%	71%	86%	96%	91%	8.0%
R.5	During the CPS investigation, were reasonable efforts made to locate possible kinship placements?	113	109	0	4	0	11	85%	96%	99%	96%	99%	99%	2.9%

The Office of Services Review has a confidence rate of 90%. For example, the score for question R.4 is 68%. Using the Precision Range for that question (8.0%), OSR is 90% positive that the exact percentage is somewhere between 60% and 76%.

CPR Table III: IN-HOME SERVICES

Type & Tool #	Question	Sample	Yes	Partial Credit	No	EC	NA	Standard	Performance Rate (%) FY 2018	2017	2016	2015	2014	Precision range
In Home Services														
IH.1	Is there a current child and family plan in the file?	122	95	12	11	0	3	85%	88%	89%	87%	95%	94%	4.9%
IH.2	Was an initial child and family plan completed for the family within 45 days of the case start date?	66	39	12.75	10	0	59	85%	78%	83%	81%	90%	89%	8.3%
IH.3	Were the following team members involved in the development of the current child and family													
	the mother	111	102	0	9	0	14	85%	92%	95%	92%	97%	93%	4.3%
	the father	90	71	0	19	0	35	85%	79%	80%	73%	84%	85%	7.1%
	other caregiver (guardian, step-parent, kinship)?	16	13	0	3	0	109	85%	81%	86%	72%	98%	87%	16.1%
	the child/youth if developmentally appropriate? (generally age 5 and over)	64	48	0	16	0	61	85%	75%	72%	73%	85%	76%	8.9%
	Performance rate for all four sub-questions								83%	84%	80%	91%	86%	
IH.4	Did the worker have a face-to-face contact with the child at least once during each month of this review period?													
	Month one	82	77	0	3	2	43	85%	94%	90%	93%	92%	90%	4.3%
	Month two	97	86	0	11	0	28	85%	89%	87%	89%	91%	89%	5.3%
	Month three	99	87	0	10	2	26	85%	88%	87%	78%	86%	86%	5.4%
	Month four	88	82	0	6	0	37	85%	93%	89%	85%	88%	88%	4.4%
	Month five	83	81	0	2	0	42	85%	98%	90%	84%	95%	90%	2.8%
	Month six	63	58	0	4	1	62	85%	92%	87%	82%	88%	91%	5.6%
	Performance rate for six months								92%	88%	85%	90%	89%	
IH.5	Did the worker have a face-to-face conversation with the child outside the presence of the parent or substitute caregiver at least once during each month of the review period?													
	Month one	56	45	0	9	2	69	85%	80%	68%	75%	81%	73%	8.7%
	Month two	69	51	0	18	0	56	85%	74%	67%	73%	81%	76%	8.7%
	Month three	69	48	0	20	1	56	85%	70%	65%	57%	72%	74%	9.1%
	Month four	60	43	0	16	1	65	85%	72%	65%	70%	75%	75%	9.6%
	Month five	56	44	0	12	0	69	85%	79%	73%	75%	73%	77%	9.0%
	Month six	38	27	0	10	1	87	85%	71%	69%	66%	63%	79%	12.1%
	Performance rate for six months								74%	68%	69%	75%	75%	
IH.6	Did the worker make a face-to-face contact with the substitute caregiver at least once during each month of the review period?													
	Month one	10	9	0	1	0	115	85%	90%	94%	94%	81%	95%	15.6%
	Month two	11	8	0	2	1	114	85%	73%	85%	85%	92%	90%	22.1%
	Month three	11	10	0	1	0	114	85%	91%	84%	83%	89%	83%	14.3%
	Month four	9	6	0	3	0	116	85%	67%	82%	86%	78%	88%	25.8%
	Month five	11	10	0	1	0	114	85%	91%	77%	73%	87%	88%	14.3%
	Month six	8	6	0	2	0	117	85%	75%	75%	74%	78%	96%	25.2%
	Performance rate for six months								82%	83%	82%	85%	90%	
IH.7	Did the caseworker enter the residence where the child is living at least once during each month of the review period?													
	Month one	82	78	0	3	1	43	85%	95%	99%	94%	92%	95%	3.9%
	Month two	98	85	0	13	0	27	85%	87%	90%	90%	88%	96%	5.6%
	Month three	100	87	0	12	1	25	85%	87%	93%	83%	85%	91%	5.5%
	Month four	90	80	0	9	1	35	85%	89%	90%	87%	87%	97%	5.4%
	Month five	85	76	0	8	1	40	85%	89%	89%	86%	92%	96%	5.5%
	Month six	65	54	0	10	1	60	85%	83%	87%	85%	87%	96%	7.7%
	Performance rate for six months								88%	91%	87%	88%	95%	
IH.8	Did the worker make a face-to-face contact with the mother of the child at least once during each month of the review period?													
	Month one	75	73	0	2	0	50	85%	97%	96%	96%	89%	90%	3.1%
	Month two	89	84	0	5	0	36	85%	94%	91%	92%	93%	95%	4.0%
	Month three	94	90	0	3	1	31	85%	96%	92%	84%	92%	91%	3.4%
	Month four	81	79	0	2	0	44	85%	98%	92%	93%	91%	92%	2.8%
	Month five	77	76	0	1	0	48	85%	99%	90%	91%	93%	90%	2.1%
	Month six	60	58	0	2	0	65	85%	97%	84%	89%	93%	89%	3.8%
	Performance rate for six months								97%	91%	91%	92%	91%	
IH.9	Did the worker make a face-to-face contact with the father of the child at least once during each month of the review period?													
	Month one	51	42	0	9	0	74	85%	82%	77%	73%	80%	77%	8.8%
	Month two	62	51	0	10	1	63	85%	82%	77%	82%	75%	78%	8.0%
	Month three	64	54	0	10	0	61	85%	84%	86%	74%	87%	74%	7.5%
	Month four	61	50	0	11	0	64	85%	82%	75%	77%	76%	77%	8.1%
	Month five	53	47	0	6	0	72	85%	89%	79%	69%	78%	81%	7.2%
	Month six	41	35	0	6	0	84	85%	85%	73%	80%	61%	79%	9.1%
	Performance rate for six months								84%	78%	76%	76%	78%	

The Office of Services Review has a confidence rate of 90%. For example, the score for question IH.1 is 88%. Using the Precision Range for that question (4.9%), OSR is 90% positive that the exact percentage is somewhere between 83.1% and 92.9%.

CPR Table IV: FOSTER CARE PLACEMENT AND MONTHLY CONTACT

Type & Tool #	Question	Sample	Yes	Partial Credit	No	EC	NA	Standard	Performance Rate (%) FY 2018	2017	2016	2015	2014	Precision range
Foster Care Cases														
IA.1	Did the child experience an initial placement or placement change during this review period?		47		86									
IA.2	Were reasonable efforts made to locate kinship placements?	38	35	0	3	0	95	85%	92%	86%	89%	100%	92%	7.2%
IA.3	Were the child's special needs or circumstances taken into consideration in the placement decision?	45	45	0	0	0	88	85%	100%	97%	100%	100%	100%	0.0%
IA.4	Was proximity to the child's home/parents taken into consideration in the placement decision?	28	28	0	0	0	98	85%	100%	100%	100%	100%	100%	0.0%
IA.5	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?	45	35	0	10	0	88	85%	78%	78%	56%	90%	86%	10.2%
IB.1	Did the worker make a face-to-face contact with the substitute caregiver at least once during each month of the review period?													
	Month one	102	97	0	5	0	31	85%	95%	95%	95%	96%	97%	3.5%
	Month two	103	94	0	9	0	30	85%	91%	95%	97%	97%	93%	4.6%
	Month three	102	96	0	6	0	31	85%	94%	94%	95%	96%	97%	3.8%
	Month four	110	102	0	8	0	23	85%	93%	98%	97%	95%	96%	4.1%
	Month five	104	102	0	2	0	29	85%	98%	97%	93%	95%	93%	2.2%
	Month six	96	92	0	4	0	37	85%	96%	93%	94%	95%	99%	3.4%
	Performance rate for six months								94%	95%	95%	96%	96%	
IB.2	Did the worker have a face-to-face contact with the child/youth inside the out-of-home placement at least once during each month of this review period?													
	Month one	102	94	0	8	0	31	85%	92%	90%	91%	98%	94%	4.4%
	Month two	104	95	0	9	0	29	85%	91%	92%	92%	93%	97%	4.5%
	Month three	102	90	0	12	0	31	85%	88%	90%	87%	95%	96%	5.2%
	Month four	110	98	0	12	0	23	85%	89%	94%	89%	91%	94%	4.9%
	Month five	106	95	0	10	1	27	85%	90%	95%	87%	96%	89%	4.9%
	Month six	98	88	0	10	0	35	85%	90%	87%	90%	92%	94%	5.0%
	Performance rate for six months								90%	91%	89%	94%	94%	
IB.3	Did the worker have a face-to-face conversation with the child outside the presence of the caregiver at least once during each month of the review period?													
	Month one	80	69	0	11	0	53	85%	86%	92%	94%	100%	89%	6.3%
	Month two	84	73	0	11	0	49	85%	87%	91%	94%	94%	95%	6.1%
	Month three	84	78	0	6	0	49	85%	93%	93%	90%	96%	95%	4.6%
	Month four	86	76	0	10	0	47	85%	88%	93%	89%	89%	91%	5.7%
	Month five	79	69	0	10	0	54	85%	87%	93%	92%	100%	88%	6.2%
	Month six	73	64	0	9	0	60	85%	88%	89%	88%	95%	94%	6.3%
	Performance rate for six months								88%	92%	91%	95%	92%	
IB.4	Did the worker make a face-to-face contact with the mother of the child at least once during each month of the review period?													
	Month one	70	53	0	17	0	63	85%	76%	72%	86%	71%	74%	8.4%
	Month two	72	50	0	22	0	61	85%	69%	69%	77%	80%	72%	8.9%
	Month three	72	58	0	14	0	61	85%	81%	78%	81%	75%	69%	7.7%
	Month four	72	52	0	20	0	61	85%	72%	71%	80%	72%	71%	8.7%
	Month five	69	53	0	16	0	64	85%	77%	74%	73%	74%	74%	8.4%
	Month six	65	49	0	16	0	68	85%	75%	77%	72%	75%	72%	8.8%
	Performance rate for six months								75%	73%	79%	75%	72%	
IB.5	Did the worker make a face-to-face contact with the father of the child at least once during each month of the review period?													
	Month one	56	37	0	19	0	77	85%	66%	60%	70%	72%	58%	10.4%
	Month two	57	37	0	20	0	76	85%	65%	64%	67%	73%	54%	10.4%
	Month three	54	41	0	13	0	79	85%	76%	64%	71%	63%	51%	9.6%
	Month four	55	32	0	23	0	78	85%	58%	65%	64%	71%	49%	10.9%
	Month five	54	36	0	18	0	79	85%	67%	71%	60%	63%	55%	10.6%
	Month six	50	31	0	19	0	83	85%	62%	55%	67%	72%	49%	11.3%
	Performance rate for six months								66%	63%	67%	69%	53%	

The Office of Services Review has a confidence rate of 90%. For example, the score for question IA.5 is 78%. Using the Precision Range for that question (10.2%), OSR is 90% positive that the exact percentage is somewhere between 67.8% and 88.2%.

CPR Table V: FOSTER CARE MEDICAL CARE AND SERVICE PLANNING

Type & Tool #	Question	Sample	Yes	Partial Credit	No	EC	NA	Standard	Performance Rate (%) FY 2018	2017	2016	2015	2014	Precision range
Foster Care Cases														
II.1	Was an initial or annual Well Child CHEC conducted on time?	131	113	0	18	0	2	85%	86%	87%	86%	90%	87%	4.9%
II.2	Was an initial or annual mental health assessment conducted on time?	132	116	0	16	0	1	85%	88%	87%	83%	80%	91%	4.7%
II.3	Was an initial or annual dental assessment conducted on time?	106	92	0	14	0	27	85%	87%	86%	92%	92%	89%	5.4%
III.1	Is the child school aged?		74		59									
III.2	If there was reason to suspect the child may have an educational disability, was the child referred for assessments for specialized services?	25	24	0	1	0	108	85%	96%	96%	100%	85%	92%	6.4%
IV.1	Is there a current child and family plan in the file?	131	110	12	9	0	2	85%	91%	90%	93%	96%	95%	3.6%
IV.2	Was an initial child and family plan completed for the family within 45 days of the case start date?	36	23	9	4	0	97	85%	83%	84%	92%	90%	82%	8.6%
IV.3	Were the following team members involved in the development of the current Child and Family Plan?													
	the mother	82	71	0	11	0	51	85%	87%	91%	93%	89%	86%	6.2%
	the father	66	52	0	14	0	67	85%	79%	72%	83%	78%	69%	8.3%
	other caregiver, (guardian, foster parent, stepparent, kin)?	116	110	0	6	0	17	85%	95%	93%	92%	98%	98%	3.4%
	the child/youth if developmentally appropriate?	76	73	0	3	0	57	85%	96%	89%	92%	97%	95%	3.7%
	Performance rate for all four sub-questions								90%	88%	91%	92%	89%	
IV.4 Discontinued	In order to create an individualized TAL plan, was an initial or annual Casey Life Skills Assessment (CLSA) completed?	0	0	0	0	0	0	85%	NA	NA	NA	33%	42%	NA
IV.5.a	Was the child provided the opportunity to visit with his/her mother weekly, OR is there an alternative visitation plan?	82	69	0	13	0	51	85%	84%	93%	98%	94%	96%	6.6%
IV.5.b	Was the child provided the opportunity to visit with his/her father weekly, OR is there an alternative visitation plan?	60	48	0	12	0	73	85%	80%	69%	92%	92%	85%	8.5%
IV.6	Was the child provided the opportunity for visitation with his/her siblings weekly OR is there an alternative visitation plan?	23	20	0	3	0	110	85%	87%	88%	72%	89%	94%	11.6%

The Office of Services Review has a confidence rate of 90%. For example, the score for question IV.3, “the father” is 79%. Using the Precision Range for that question (8.3%), OSR is 90% positive that the exact percentage is somewhere between 70.7% and 87.3%.