

STATE TREND REPORT – FFY 2009
SOCIAL SERVICES QUALITY CASE REVIEW
October 2008 – September 2009

I. PURPOSE

The Quality Assurance Social Services Unit of the Program Evaluation and Analysis Section conducted Quality Case Reviews (QCR) from October 2008 to September 2009 for the purpose of evaluating the quality of services provided to children and families. This document presents the findings of the QCR assessment of state performance with regard to seven child and family outcomes and seven systemic factors. The Data Quality Assurance Review Team also conducted a review of cases to measure the accuracy and consistency of data entered into SHINES and in addition, the review measured the regions' degree of system utilization. The findings were derived from the following documents and data collection procedures:

- A review of 1054 (294 Investigations, 463 Foster Care, 297 Family Preservation) social services cases in Regions 3, 4, 5, 6, 7, 8, 9, 11, 13, 14, 15 and 16 was completed. Regions 13 and 14 were not included in permanency or wellbeing outcomes. A total of 517 (188 Investigations, 140 Foster care, 189 Family Preservation) cases were reviewed for data integrity.
- In addition to cases reviewed for CFSR achievement, a total of 232 Diversion cases and 234 Foster Homes were reviewed for quality and compliance.
- The input of 1426 stakeholders was incorporated into this report. Case specific interviews, focus groups and/or surveys were conducted in counties and at the region level with community stakeholders, including but not limited to, children, parents, foster parents, social services supervisors, social services case managers, DFCS administrators, Independent Living youth, collaborating agency personnel, service providers, court personnel and attorneys.
- Information reflected in state, regional and county level data reports as well as regional self assessments.

The design of the process and the review instrument measures the same elements identified in the Child and Family Services Federal Review (CFSR). Region related data and other information were combined to determine the State's compliance with Federal review items.

II. METHODOLOGY

A qualitative review instrument and case specific interviews were utilized to evaluate the quality of casework and adherence to policy as they related to safety, child and family well-being and permanency planning for children. In addition, a standardized questionnaire was utilized and interviews conducted in order to assess the agency's relationship with stakeholders in the community and the agency's effectiveness in helping children move toward permanency.

Case records were randomly selected in regions based on a statistically valid sample. This data was included in the statewide sample. All program activity (CPS Investigations, Family Preservation, Placement and/or Adoption) in selected case records was reviewed. The Data Quality Review Team reviewed a sub sample of the randomly selected cases for the regional reviews.

The QCR assessed regional performance on 23 items (1-23) pertaining to the seven outcomes (safety, permanency and well being) and 22 items (24-45) pertaining to the seven systemic factors. In the Outcomes Section of the report, an overall rating of Strength or Area Needing Improvement is assigned to each of the 23 items. In order for the state to be in substantial conformity with a particular item, **90%** of these cases must be

rated as strengths. State performance on the seven outcomes is evaluated as Substantially Achieved, Partially Achieved and Not Achieved. In order for the state to be in substantial conformity with a particular outcome, **95%** of the cases reviewed must be rated as having substantially achieved the outcome.

The seven systemic factors are as follows:

- Information System
- Case Review System
- Quality Assurance System
- Staff and Provider Training
- Service Array and Resource Development
- Responsiveness to the Community
- Foster and Adoptive Parent Licensing, Recruitment, and Retention

III. OVERALL QUALITY ASSURANCE REVIEW FINDINGS

Strengths

- Substantial conformity of at least 90% was achieved in the following items: Item 2 (Repeat maltreatment); Item 5 (Foster care re-entries); Item 11 (Proximity of foster care placement); Item 12 (Placement with siblings) and Item 21 (Educational needs of the child).
- There was slight increase in achievement of Item 15 (relative placement of child) from 73% in FFY 2008 to 74.79% in FFY 2009. Regions were improving in identifying relatives, documentation of diligent searches for relatives, as well as utilizing tools such as Accurant. Continued improvement is needed in the follow-up to assess identified relatives to achieve relative placement.
- All wellbeing outcomes showed improvement in FFY 2009 as compared to the previous twelve-month period. Wellbeing 3 (Children have adequate services to meet their physical and mental health needs) had a notable increase from 69% in FFY 2008 to 76.21% in FFY 2009.
- Items 18 (Child and family involvement in case planning) and 19 (Caseworker visits with child) had notable increases from 49% in FFY 2008 to 57.23% in FFY 2009 and 59% in FFY 2008 to 70.42% in FFY 2009 respectively.
- Documentation of contacts with children in placement had improved which may be a result of Every Child Every Month contact requirements.
- Overall wellbeing measures were significantly higher in Placement/Adoption cases than in Family Preservation cases.
- Cases where children were in care less than twelve months had higher Permanency Outcome 1 (Children have permanency and stability in their living situations) measure (40.19%) than children in care twelve months and more (26.76%).
- The quality of documentation in Regions 6, 7, 8, 9, and 15 reflected improvement in case relevance and service provision.
- Documentation of Family Team Meetings and family involvement in case planning had improved.
- Documentation of Independent Living Services had improved for youth with a goal of Another Planned Permanent Living Arrangement.
- Ansel Casey Assessments were being completed for youth in care.
- The average length of stay for a child placed in a safety resource home decreased from 125 days in FFY 2008 to 111 days in FFY 2009.

Areas Needing Improvement:

- Of the 164 cases reviewed involving children placed in safety resources, 42% did not have timely and/or appropriate safety resource assessments completed.
- Although there was a slight increase in Item 7 (Timely and appropriate permanency goal for children) from 44% in FFY 2008 to 48.60 in FFY 2009, Termination of Parental Rights (TPR) was not filed within ASFA timeframes or appropriate compelling reasons for not filing were not documented. This had greatly impacted the timely achievement of permanency for children.
- There were significant delays in reunification efforts with parents, lack of follow-up with services and delays in identifying appropriate relatives. This resulted in a decrease in achievement of Item 8 from 48% in FFY 2008 to 42.62% in FFY 2009.
- Adoptions are not being finalized in 24 months mainly due to untimely petitions for TPR.
- Concurrent planning was identified in only 14% of the cases reviewed.
- There had been improvement in diligent efforts to identify absent fathers; however more follow-up is needed to assess their needs and engage them in services and the case planning process.
- The lack of contact and assessment of needs and services of incarcerated parents continued to impact CFSR outcome achievement.
- Overall, the frequency and quality of contacts with parents were not sufficient to address needs and monitor progress toward goal achievement particularly in family preservation cases. There continues to be a lack of home visits with parents and children.
- Of the 63 cases of children with permanency goal of Another Planned Permanent Living Arrangement (APPLA) there was slight improvement in outcome achievement from 74% in FFY 2008 to 79.37% in FFY 2009; however, more documentation of actual services being provided to youth such as workshops or other activities preparing youth for independent living and ensuring children were in permanent placements was needed.

Systemic Factors:

- Most stakeholders reported positive engagement in ongoing consultation, communication and collaboration by the agency with community partners.
- Data Quality reviews indicated SHINES data was not accurate in all areas which greatly impacted federal reporting to NCANDS and AFCARS.
- Staff turnover, including administrative positions, was reported to have greatly impacted service provision.
- Stakeholders reported budget shortfalls and continued staff furloughs had impacted service delivery by increasing workloads and having fewer resources for the families we serve.
- Community Stakeholders reported turnover and lack of trained staff had impacted services.
- Although regions reported a reduction in the number of children in foster care, stakeholders in Regions 3, 4, 6, 7, 9 and 16 expressed concerns that risk was being redefined for the purpose of reducing numbers.
- Criminal Records Checks (CRC) were not properly secured in locked files in Regions 3, 5, 6, 8, 9, 15 and 16.

FFY 2009 Overall CFSR Outcome Ratings October 2008 – September 2009						
Performance Item or Outcome		Performance Item Rating		Outcome Ratings		
		Strength	Area Needing Improvement	Substantially Achieved	Partially Achieved	Not Achieved
Outcome S1: Children are, first and foremost, protected from abuse and neglect.				79.92%	11.59%	8.49%
Item 1:	Timeliness of initiating investigations of reports of child maltreatment	82.40%	17.60%			
Item 2:	Repeat maltreatment	95.51%	4.49%			
Outcome S2: Children are safely maintained in their homes whenever possible and appropriate				70.88%	12.71%	16.41%
Item 3:	Services to family to protect child(ren) in home and prevent removal or re-entry into foster care	79.36%	20.64%			
Item 4:	Risk assessment and safety management	71.63%	28.37%			
Outcome P1: Children have permanency and stability in their living situations.				28.94%	66.09%	4.97%
Item 5:	Foster care re-entries	100.00%	0.00%			
Item 6:	Stability of foster care placement	87.47%	12.53%			
Item 7:	Permanency goal for child	48.60%	51.40%			
Item 8:	Reunification, guardianship, or permanent placement with relatives	42.62%	57.38%			
Item 9:	Adoption	29.37%	70.63%			
Item 10:	Other planned permanent living arrangement	79.37%	20.63%			
Outcome P2: The continuity of family relationships and connections is preserved for children.				72.05%	23.58%	4.37%
Item 11:	Proximity of foster care placement	99.52%	0.48%			
Item 12:	Placement with siblings	93.50%	6.50%			
Item 13:	Visiting with parents and siblings in foster care	69.72%	30.28%			
Item 14:	Preserving connections	70.33%	29.67%			
Item 15:	Relative placement	74.79%	25.21%			
Item 16:	Relationship of child in care with parents	41.30%	58.70%			
Outcome WB1: Families have enhanced capacity to provide for their children's needs.				51.41%	33.38%	15.21%
Item 17:	Needs and services of child, parents, foster parents	57.18%	42.82%			
Item 18:	Child and family involvement in case planning	57.23%	42.77%			
Item 19:	Caseworker visits with child	70.42%	29.58%			
Item 20:	Caseworker visits with parent(s)	20.83%	79.17%			
Outcome WB2: Children receive appropriate services to meet their educational needs.				90.07%	2.43%	7.50%
Item 21:	Educational needs of the child	90.07%	9.93%			
Outcome WB3: Children receive adequate services to meet their physical and mental health needs.				76.21%	13.27%	10.52%
Item 22:	Physical health of the child	83.99%	16.01%			
Item 23:	Mental/Behavioral health of the child	80.76%	19.24%			

IV. SUMMARY OF OUTCOMES

Safety

- The state was in substantial conformity with Item 2 at 95.51%.
- In 84% of cases reviewed, investigations were completed timely.
- Response times were not met with all children who were alleged victims of maltreatment.
- There was a lack of documented concerted efforts to locate families and have face-to-face contact with victim children.
- Lack of follow up with identified services to prevent removal and reduce risk.
- When parents were non-compliant with services, documentation did not support the state's efforts to secure court intervention.
- Lack of service provision for identified needs or follow-up with parents and providers to monitor service participation and progress.
- The state's ability to conduct an ongoing assessment of safety and risk was primarily impacted by the following:
 - failure to assess all allegations and conduct interviews with victim children and other adult household members;
 - lack of adequate review of prior history and screenings on all adult household members; particularly when there were changes in household composition or caretaking roles;
 - untimely assessment of safety resources and lack of adequate follow up;
 - lack of quality contacts with parents, children and relevant collaterals.

Permanency

- The state was in substantial conformity with Item 5- Foster Care re-entries at 100%.
- The state had substantial conformity with items 11-Proximity of foster care placement and 12-Placement with siblings at 100% and 93.50% respectively.
- Although there had been a slight improvement, documentation did not always indicate children with the plan of APPLA received Independent Living Services or were in permanent placements where they could remain until exiting foster care.
- Although the state experienced some improvement in the area of visiting with parents and siblings in care, documentation supported continued efforts were needed to coordinate and encourage visits with absent fathers.
- Reasons for placement moves were not documented or supportive services were not provided to prevent disruptions particularly when children were experiencing behavior problems.
- Documentation did not support the agency met ASFA requirements for filing TPR petitions in a timely manner or documented compelling reasons for not filing for TPR. This negatively impacted the state's ability to finalize adoptions within 24 months.
- Additional barriers to adoption finalization included the lack of identified resources and lack of concerted efforts by the agency to achieve the goal of adoption.
- Permanency plans were not changed in a timely manner when circumstances warranted, thus permanency goals were not achieved timely.
- Reunification remained the goal after a twelve month period even though the parents had made no progress on their case plan.

- Documentation did not support efforts by the agency to identify and maintain the connections of children who had been placed in care with their communities. A significant decrease in the agency’s ability to preserve connections for children was due in part to a failure to identify the important connections for children in care. Additionally, the agency did not always comply with the Indian Child Welfare Act in cases where children in care had identified Indian Heritage.
- Documentation did not support efforts by the agency to follow through with evaluations of extended family members identified as possible placement resources for children in care.
- Documentation did not support efforts by the agency to promote the parent child bond through activities other than visitation such as counseling, mentoring by foster parents or parent aide and parents attending medical or school events with the children. This was especially true for absent fathers whose identity was known to the agency.

Wellbeing

- The state was in substantial conformity at 91.30% for assessing and meeting identified educational needs. (Item 21)
- Documentation did not support concerted efforts to locate and evaluate absent parents, especially fathers, which had a negative impact on Well Being outcome 1.
- There was a lack of follow up with identified services being provided to families to reduce risk or achieve permanency plan.
- Case manager contacts with children were noted to have improved; however, the quality of contacts continued to lack sufficient discussion of child’s safety, permanency and well-being.
- Frequency of contacts with parents continued not to meet the family plan goal requirements. Contacts did not address service provision and case plan goals. Lack of meeting contact standards with parents was a greater issue in Family Preservation cases more so than placement cases.
- There was a lack of contacts, particularly home visits, with birth parents when reunification was the permanency plan. Often parents were contacted in the office during visitation with the children and not on a monthly basis.
- Current, age appropriate medical or dental assessments were not documented in case files and there was a lack of follow up when needs were identified. Medical records were not being obtained and uploaded in SHINES.
- Mental health/behavioral needs were not assessed or services provided to meet the identified needs.
- Documentation did not reflect inclusion of all family members, particularly fathers and children, in the case planning process. Documentation did not support youth involvement in development of case plans or Written Transitional Living Plans (WTLP). Family Team Meetings were noted as one way to involve families in case planning. FTM outcomes are summarized in the chart below.

Family Team Meetings	Yes	No
Was an initial FTM conducted timely (within 9 days of date of removal for foster care and 45 days of initial family preservation staffing for Family Preservation cases)?	53.87%	46.13%
Was an FTM conducted which clearly demonstrates the inclusion of family members, child (if developmentally and age appropriate/school age), caregivers, stakeholders and service providers?	44.95%	55.05%
Does documentation support the development of the case plan/family plan from information gleaned during the FTM, from assessments, deprivation findings and with the inclusion of family members?	75.37%	24.63%
Are the findings from assessments (substance abuse assessments, psychological, CCFA, developmental, mental health, etc.) incorporated into the case plan?	76.15%	23.85%
Were subsequent FTMs held when needed (<i>newly identified needs, change in permanency plans etc.</i>)?	41.11%	58.89%

Key Findings:

- Initial FTM meetings were often not held within the required timeframe.
- All appropriate family members were not included in the FTM meetings.
- Assessment findings were not always incorporated into case plans.
- Subsequent FTM meetings were not held when warranted by a change in the family situation, newly identified needs, change of permanency plans, etc.

V. SYSTEMIC FACTORS

INFORMATION SYSTEM

The Data Quality Assurance Review was implemented in FFY 2009 to measure the consistency and accuracy of data entered in the Georgia State Automated Child Welfare Information System known as SHINES. In addition, the review measured the region's degree of system utilization. There was no comparable data collected in FFY 2008. Key findings were reflected as strengths or needs. Complete data accuracy findings can be found in the appendix of this report. The cumulative results of the data review demonstrated a pattern of inconsistent data between tabs and a lack of utilization of SHINES. Also, based on review findings there was a lack of understanding of definitions for data fields or the correlation of data fields to reporting features. Data fields were generally only completed when they were required or only enough information was entered to save the page. Overall review findings are indicated below. Complete results are included in the appendix section of this report.

Key Findings:

CPS Person Detail

Strengths

- Child's relationship to Primary Caretaker was correctly identified.

Needs

- All child (ren) and caregiver(s) characteristics on person details were not identified or updated as needed.
- History and Records checks were not reviewed and documented for all persons in the household.

CPS Case Management

Strengths

- Service Authorizations were documented when needed.
- Actual Removal addresses were utilized when applicable.

Needs

- Date of Removal on Legal tabs was not consistent.
- Services and Referral Checklist was not completed.
- Selection of Invalid for address was not appropriate.
- Duplicate persons were not merged.
- Duplicate cases were not merged.

CPS Data Fields

Needs (data fields that were not completed):

- Demographics
- Medication Information
- Income/Resources
- Safety Resource
- Contact Detail

CPS Maltreatment

Strengths

- Maltreater Relationship was coded correctly on the Allegation Detail Page.

CPS Stage Progression

Strengths

- Supervisors approved the Investigation Conclusions timely.
- Cases progressed from Investigations or Family Preservation to other services timely.

PLC Person Detail

Strengths

- Actual removal addresses were entered in SHINES
- Relationship codes in the FCC stage were in relation to the child in care.

Needs

- Relationship codes in the FCF stage were not in relation to the child in care.
- Of two applicable cases where the child had previously been adopted, it was not indicated in SHINES.
- Prior history was not documented for the child on the History/Record Check tab.

PLC Case Management

Strengths

- Current, approved placements for children were entered in Placement Information.

Needs

- Date child entered care was not consistent on all tabs.
- Information was not entered in the Relative Assessment tab for children placed with relatives.
- Search was not completed on all principals.
- All duplicated persons and cases were not merged.

PLC Data Fields

Strengths

- CRS ID Number
- Income and Resources

Needs

- Physical Description
- Medication
- Education
- Birth Information
- Health Log
- Placement Information
- Legal Actions
- Contact Details

STAKEHOLDER INFORMATION

A comprehensive stakeholder process was completed as part of the review, which addressed systemic factors (Case Review System, Quality Review System, Staff and Provider Training, Service Array and Resource Development, Responsiveness to the Community, and Foster and Adoptive Parent Licensing, Recruitment, and Retention) in each region. Surveys were sent to case managers in each county in the regions being reviewed. Foster parents were interviewed in each region with representation from each county in the regions. Surveys were sent to identified stakeholders for each county in the regions to give county-specific feedback. Stakeholders included Juvenile Court Judges, Special Assistant Attorney Generals (SAAG), Citizen Panel members, Court Appointed Special Advocates (CASA), private service providers, and other juvenile court personnel. Focus groups were conducted during the course of the reviews with Independent Living youth and social services supervisors within the regions.

ILP Youth Focus Group and Survey

Fifty-four teens participated in the focus groups for Independent Living Program and in addition all participants completed surveys regarding the ILP services they received, and results are summarized as follows:

	Excellent	Good	Fair	Poor
How would you rate your participation in the case panel review process? (include case plan and Written Transitional Living Plan?)	37%	41%	20%	2%
How would you rate the quality of your Independent Living Program? (daily living skills, extracurricular activities, educational planning, etc)	49%	39%	10%	2%
How would you rate your understanding of the reasons you are in foster care?	59%	31%	5%	5%
How would you rate your understanding of your current permanency plan and goals?	43%	44%	8%	5%
How would you rate the agency’s assistance in helping you achieve your current goals and your future plans when you turn 18?	57%	25%	15%	3%
How would you rate the agency’s ability to meet your basic needs? (clothing, school supplies, shelter, etc)	45%	37%	15%	3%

Key Findings:

- Most youth reported the availability of a variety of activities and workshops through ILP. This was also reported by ILP coordinators.
- Most youth reported case managers had explained options once they reached 18 years of age.
- Lack of youth involvement in court hearings and permanency planning was also reported.
- Many youth were unfamiliar with their court appointed advocate.
- Vacancies in ILP coordinator positions were reported to have adversely impacted services to youth eligible for the Independent Living Program.

Community Stakeholder Surveys (198 Surveys Completed)	Excellent	Good	Fair	Poor
Overall, how would you rate the agency performance in conducting timely and effective case reviews?	32%	45%	21%	2%
Rate the agency and the court's ability to achieve reunification, guardianship, LWFWR within 12 months, and adoption within 24 months?	19%	46%	30%	5%
Rate the county effectiveness in providing appropriate services to meet the needs of families and children involved with the agency.	28%	45%	23%	4%
Rate the agency's effectiveness in presenting cases in court?	31%	42%	22%	5%
Rate the agency effectiveness in assessing the risk and safety of children.	27%	46%	22%	5%
Rate the counties engagement in ongoing consultation, communication and collaboration with your agency or other community partners.	40%	37%	19%	4%

Foster Parent Surveys (251 Surveys Completed)	Excellent	Good	Fair	Poor
How effective is the County in ensuring that each child (ren) in foster care has an appropriate permanency plan?	35%	44%	15%	6%
How effective is the County in maintaining the child's primary connections to his or her neighborhood, community, faith, extended family, tribe, school and friends?	35%	53%	8%	4%
How effective is the County in providing services to the child (ren) in your care?	42%	42%	11%	5%
How would you rate your overall working relationship with the County?	47%	36%	12%	5%

Case Manager Surveys (261 Surveys completed)	Excellent	Good	Fair	Poor
How effective is the County in meeting the needs of the children and families served by the agency?	26%	61%	12%	1%
How effective is the County in providing and ensuring completion of adequate initial training and/or ongoing training for social services staff?	23%	53%	22%	2%

Supervisor Surveys (191 Surveys completed)	Excellent	Good	Fair	Poor
How would you rate the initial staff training process for new workers?	0%	42%	47%	11%
How would you rate professional excellence training available for staff?	2%	38%	51%	9%
How would you rate the availability/accessibility of services within your county?	4%	39%	45%	12%
How would you rate the case/family team planning process within your county?	14%	65%	20%	1%
How would you rate the availability and diversity of foster/adoptive homes in your county?	7%	37%	35%	21%
How would you rate the level of communication within your agency?	19%	49%	21%	11%
How would you rate the usefulness of SHINES reports?	5%	46%	35%	14%

In addition to the surveys, social services supervisors attended focus groups where the following information was obtained:

- Training did not fully prepare new workers for the job.
- Supervisors reported additional training was needed in the following areas: SHINES, documentation, and substance abuse.
- Permanency was impacted by delays in filing TPR petitions, appeals, and delays in judicial decisions.
- Barriers to service provision included a lack of funding and lack of resources for some needs particularly in rural areas.

SECTION C: FOSTER HOMES

A total of 234 foster homes were reviewed. Most records contained required screenings, including CPS history, Sexual Offender Registry and criminal records checks on foster parents and other household members. Health statements were in the case file for most foster parents and other household members. Ninety- four percent of all

the homes reviewed met all requirements for full approval. Ninety-seven percent of the foster parents had timely Criminal Record Checks completed. Ninety- six percent of the foster parents had current medical reports on file. Eighty six percent of foster homes reviewed had timely and appropriate reevaluations completed. There were no foster homes reviewed with substantiated child maltreatment.

There were no error trends identified.

SECTION D: DIVERSION/FAMILY SUPPORTS

Appropriate	Not Appropriate
84%	16%

A total of 232 cases were reviewed. Family Support cases in Regions 13 and 14 are not included in this trend report.

Key Findings:

- Agencies failed to follow the region/county protocol for assigning cases to diversion. Allegations in the reports were not within the allowable parameters of the protocols.
- Screenings on all individuals were not completed prior to assigning a report to diversion.
- The severity of the allegations in some cases warranted investigation and not a diversion response.
- Previous history in some cases would have warranted assignment for investigation and not diversion based on the type of history and the allegations in the current report.
- History was not considered prior to assignment as diversion.

Diversion Protocols

Examples of cases not considered for diversion included:

- Child Sexual abuse
- New reports on active cases
- Serious physical abuse/injury
- Serious medical neglect

Examples of cases considered for diversion included but were not limited to the following:

- Inadequate supervision where no imminent risk is identified depending on the age of the children
- Poverty issues, including but not limited to eviction, utility loss, medical needs, inadequate food, shelter, clothing, etc.
- Custody issues/guardianship issues
- Inadequate or dirty housing and/or poor housekeeping skills/standards
- Child on child maltreatment
- Some domestic violence (particularly when parent is requesting assistance) depending on level of vulnerability to children
- Grief issues that do not involve child safety
- Minor medical needs/prescriptions
- Psychological needs
- Educational neglect
- Child Behavior or Delinquency issues
- Reports of drug use where reporter has no first hand knowledge of the use
- Some reports of excessive corporal punishment depending on the severity.

SECTION E: FEDERAL COMPLIANCE REVIEW

HIPAA

Based on case reviews the NPP (Notice of Privacy Practices) form appeared in 97% of the records reviewed.

SECTION F: TCM COMPLIANCE

A total of 760 cases were reviewed for TCM compliance in the Family Preservation and Placement/Adoption programs. TCM was processed correctly in 89% (85 error cases) of the cases reviewed. A completed Form 451 was missing in 30 cases and in addition, cases were either billed or not billed incorrectly based on the medically related criteria for contacts.

Appendix































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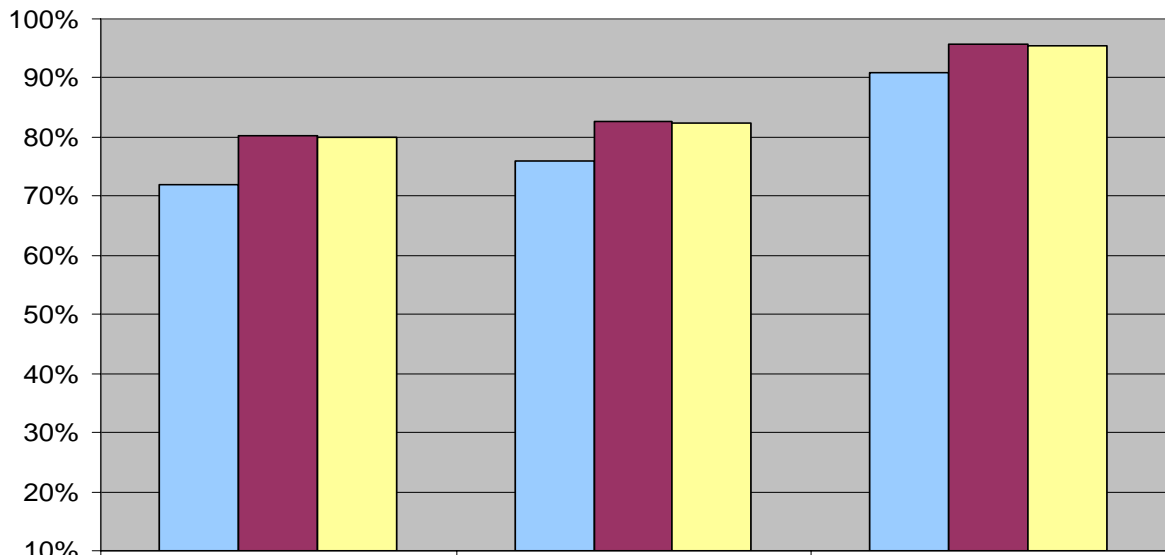
**FFY 2008 (October 2007 – September 2008)
Regions 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 15, 16, 17**

**FFY 2009/Rolling Twelve Months
(October 2008 – September 2009):
Regions 3, 4, 5, 6, 7, 8, 9, 11, 13, 14, 15, 16
Regions 13 & 14 were not included in Permanency or Wellbeing Outcomes.**

**Data Quality Assurance
(October 2008 – September 2009)
Regions 3, 4, 5, 6, 7, 8, 9, 11, 13, 14, 15, 16
Regions 13 & 14 were reviewed for CPS only.**

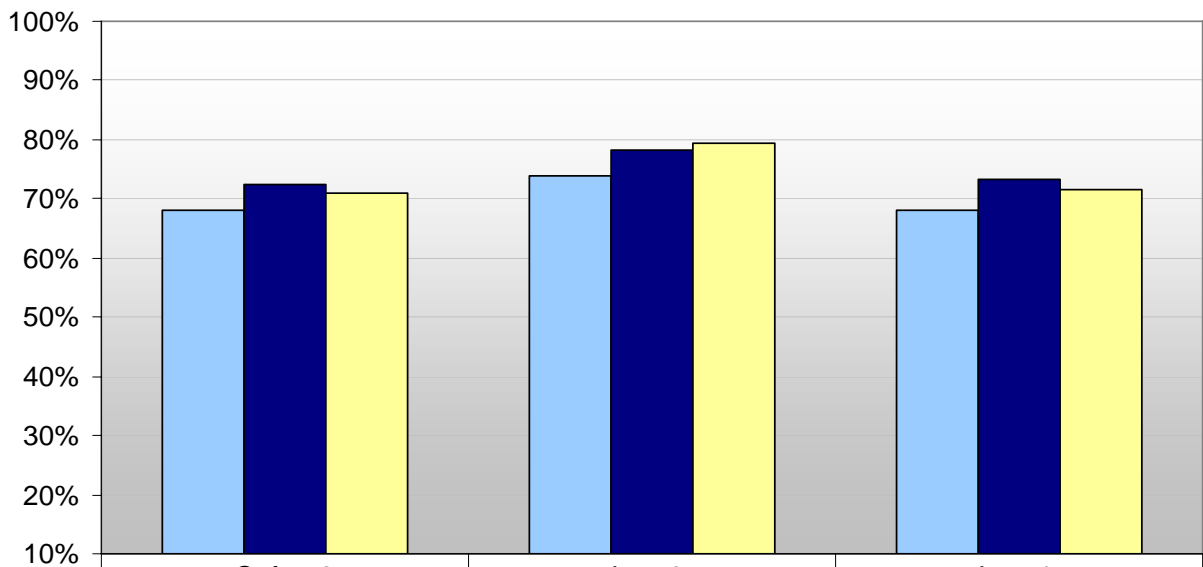
Quality Case Reviews (CFSR) Outcomes Comparison – Substantially Achieved FFY 2008 and FFY 2009				
Note: Fulton and Dekalb were not reviewed for Permanency. Wellbeing Outcomes do not include Fulton and Dekalb				
FFY 2008 (October '07 - September '08) Regions: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 15, 16, and 17				
FFY 2009 (Oct. '08 - September '09): Regions 3, 4, 5, 6, 7, 8, 9, 11, 13, 14, 15, and 16				
Note: FFY 2009 measures were calculated with 2 decimals in order to compare to Program Improvement Plan (PIP) Goals.				
SAFETY	Federal Review May 2007	FFY 2008	FFY 2009	TREND
Outcome S1: Children are, first and foremost, protected from abuse and neglect.	72%	80%	79.92%	
Item 1: Timeliness of initiating investigations of reports of child maltreatment	76%	83%	82.40%	
Item 2: Repeat maltreatment	91%	96%	95.51%	
Outcome S2: Children are safely maintained in their homes whenever possible and appropriate	68%	72%	70.88%	
Item 3: Services to family to protect child(ren) in home and prevent removal or re-entry into foster care	74%	78%	79.36%	
Item 4: Risk assessment and safety management	68%	73%	71.63%	
PERMANENCY	Federal Review May 2007	FFY 2008	FFY 2009	TREND
Outcome P1: Children have permanency and stability in their living situations.	43%	31%	28.94%	
Item 5: Foster care re-entries	100%	96%	100.00%	
Item 6: Stability of foster care placement	83%	86%	87.47%	
Item 7: Permanency goal for child	60%	44%	48.60%	
Item 8: Reunification, guardianship, or permanent placement with relatives	72%	48%	42.62%	
Item 9: Adoption	36%	29%	29.37%	
Item 10: Other planned permanent living arrangement	43%	74%	79.37%	
Outcome P2: The continuity of family relationships and connections is preserved for children.	44%	72%	72.05%	
Item 11: Proximity of foster care placement	100%	100%	99.52%	
Item 12: Placement with siblings	81%	93%	93.50%	
Item 13: Visiting with parents and siblings in foster care	47%	64%	69.72%	
Item 14: Preserving connections	65%	82%	70.33%	
Item 15: Relative placement	57%	73%	74.79%	
Item 16: Relationship of child in care with parents	36%	42%	41.30%	
CHILD AND FAMILY WELLBEING	Federal Review May 2007	FFY 2008	FFY 2009	TREND
Outcome WB1: Families have enhanced capacity to provide for their children's needs.	35%	47%	51.41%	
Item 17: Needs and services of child, parents, foster parents	40%	57%	57.18%	
Item 18: Child and family involvement in case planning	27%	49%	57.23%	
Item 19: Caseworker visits with child	80%	59%	70.42%	
Item 20: Caseworker visits with parent(s)	30%	21%	20.83%	
Outcome WB2: Children receive appropriate services to meet their educational needs.	78%	87%	90.07%	
Item 21: Educational needs of the child	78%	87%	90.07%	
Outcome WB3: Children receive adequate services to meet their physical and mental health needs.	69%	69%	76.21%	
Item 22: Physical health of the child	82%	76%	83.99%	
Item 23: Mental/Behavioral health of the child	58%	79%	80.76%	

Safety 1 Outcome Achievement

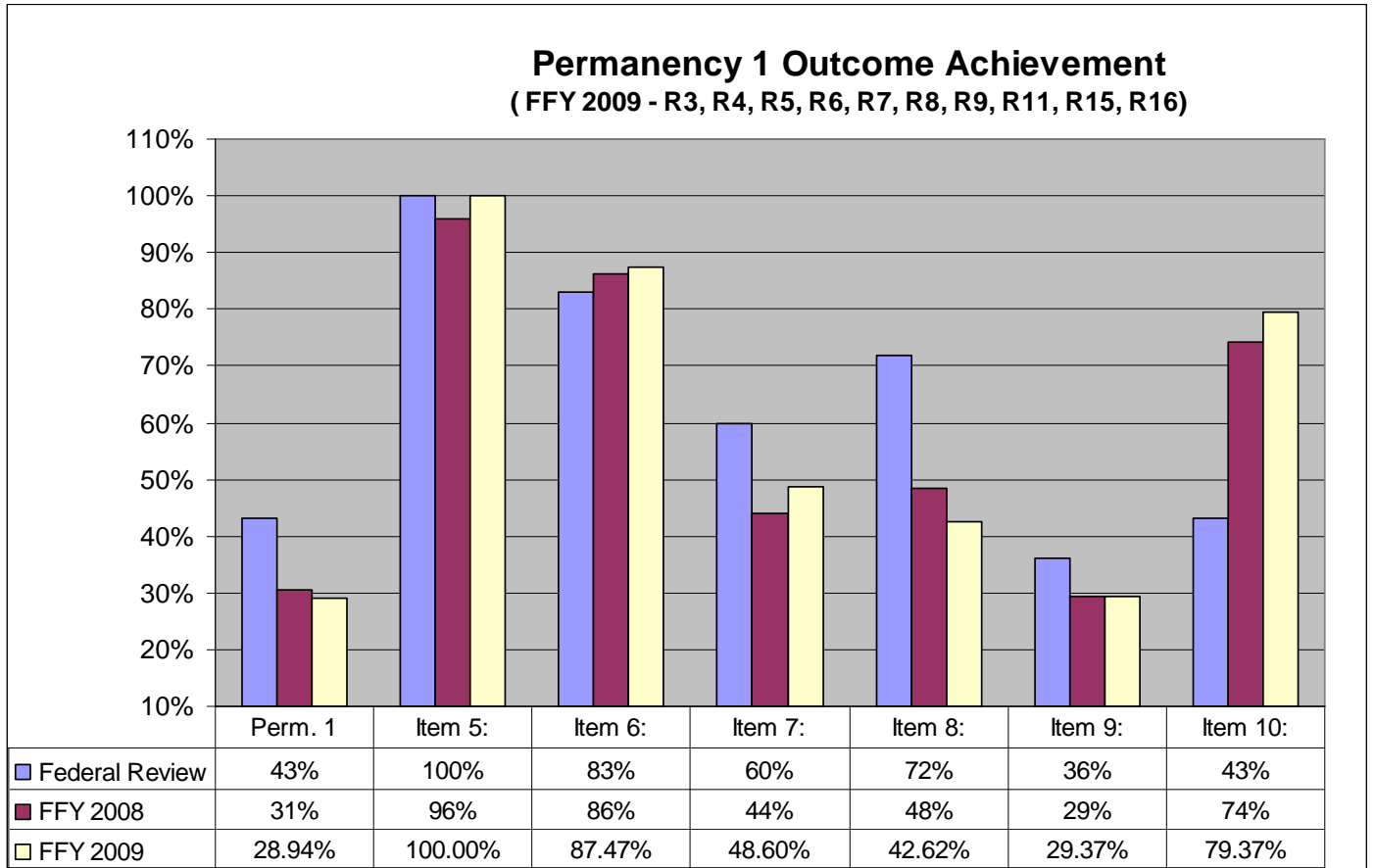


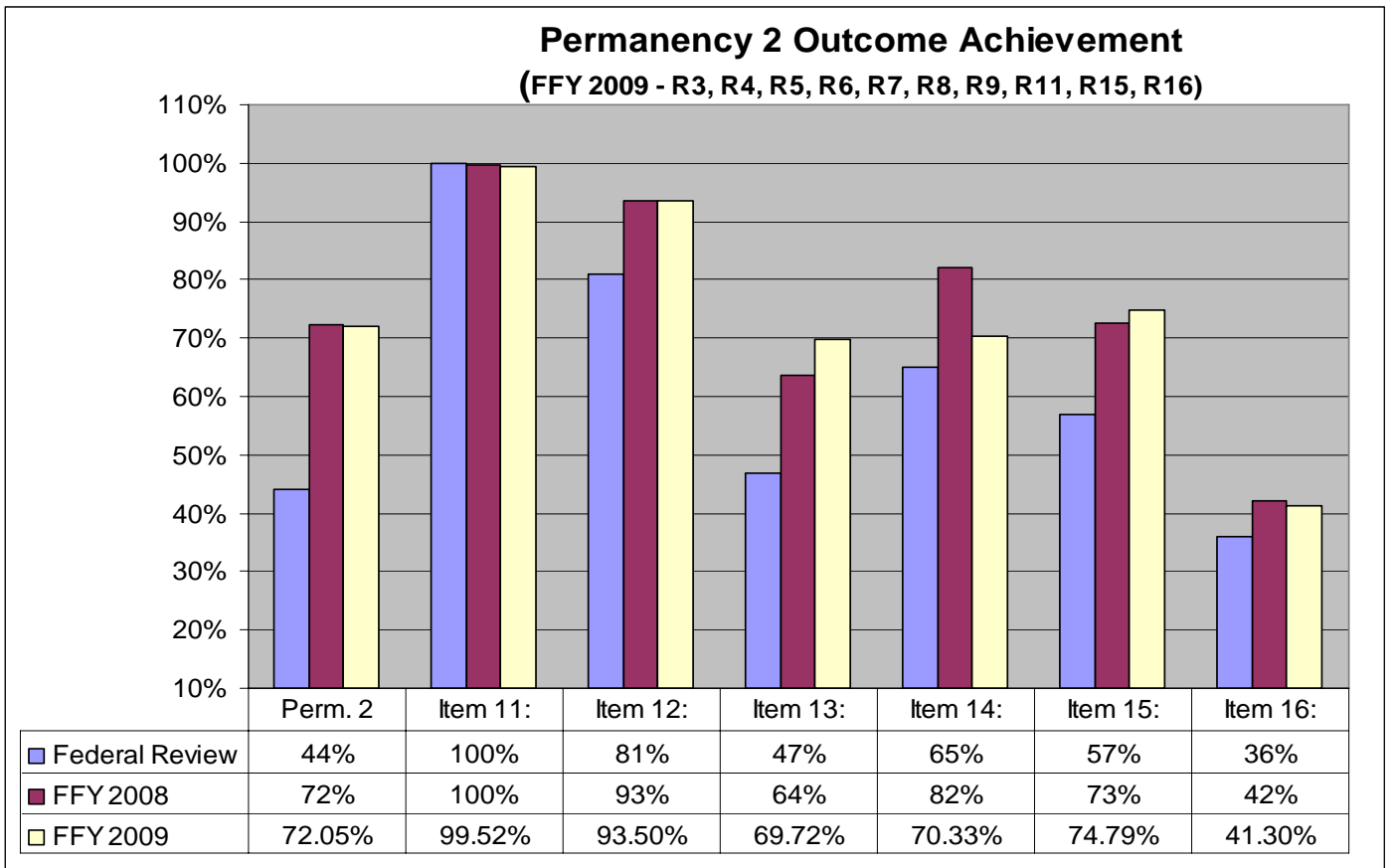
	Safety 1	Item 1:	Item 2:
Federal Review	72%	76%	91%
FFY 2008	80%	83%	96%
FFY 2009	79.92%	82.40%	95.51%

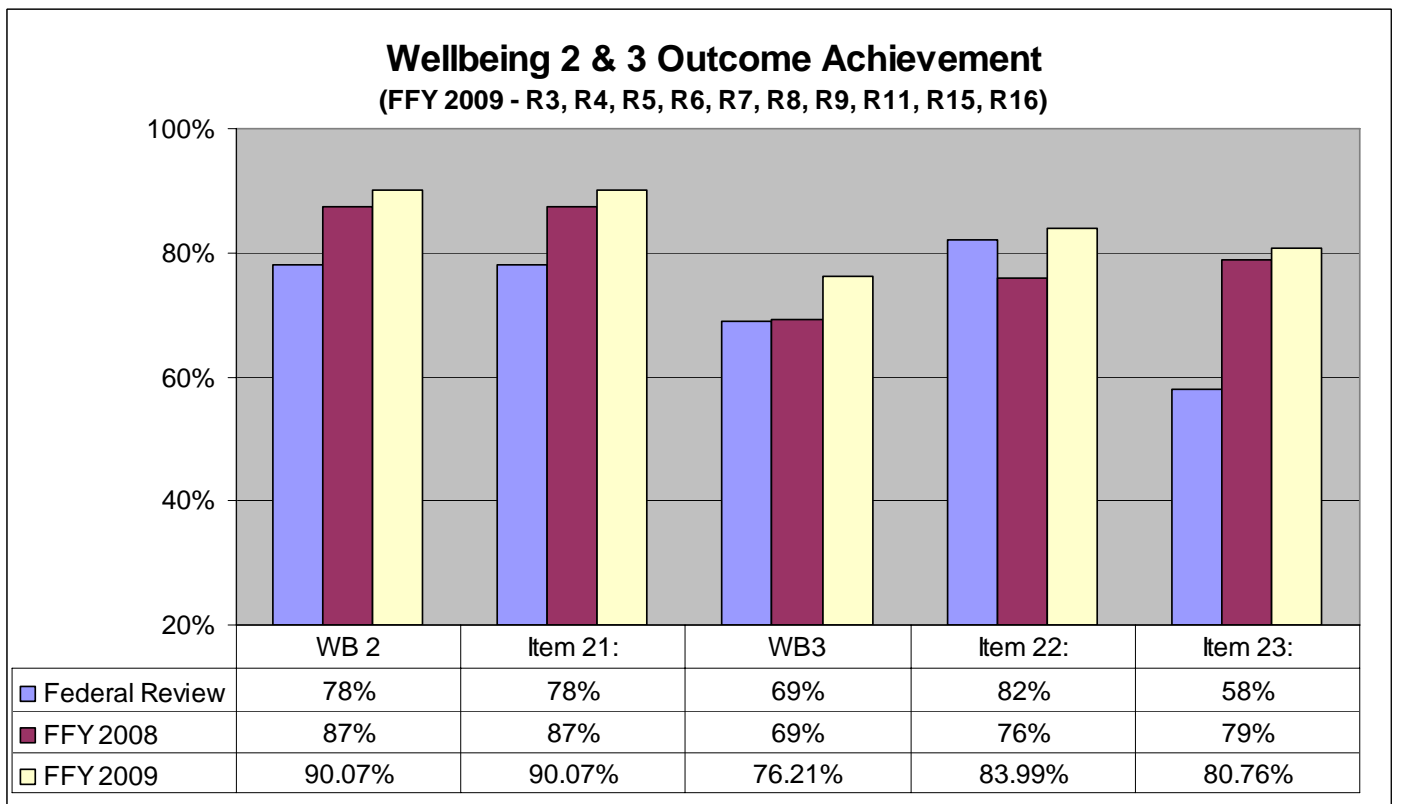
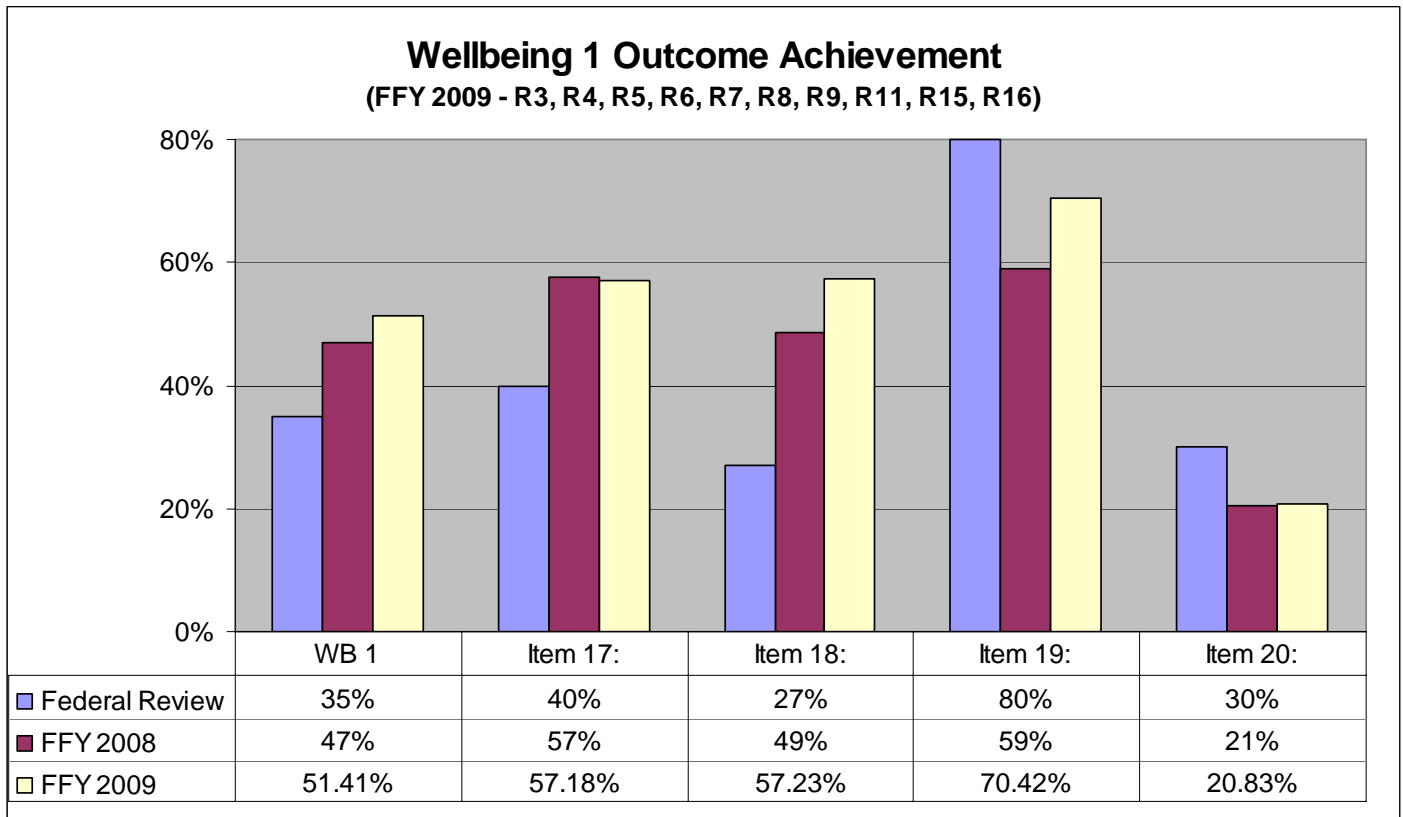
Safety 2 Outcome Achievement



	Safety 2	Item 3:	Item 4:
Federal Review	68%	74%	68%
FFY 2008	72%	78%	73%
FFY 2009	70.88%	79.36%	71.63%

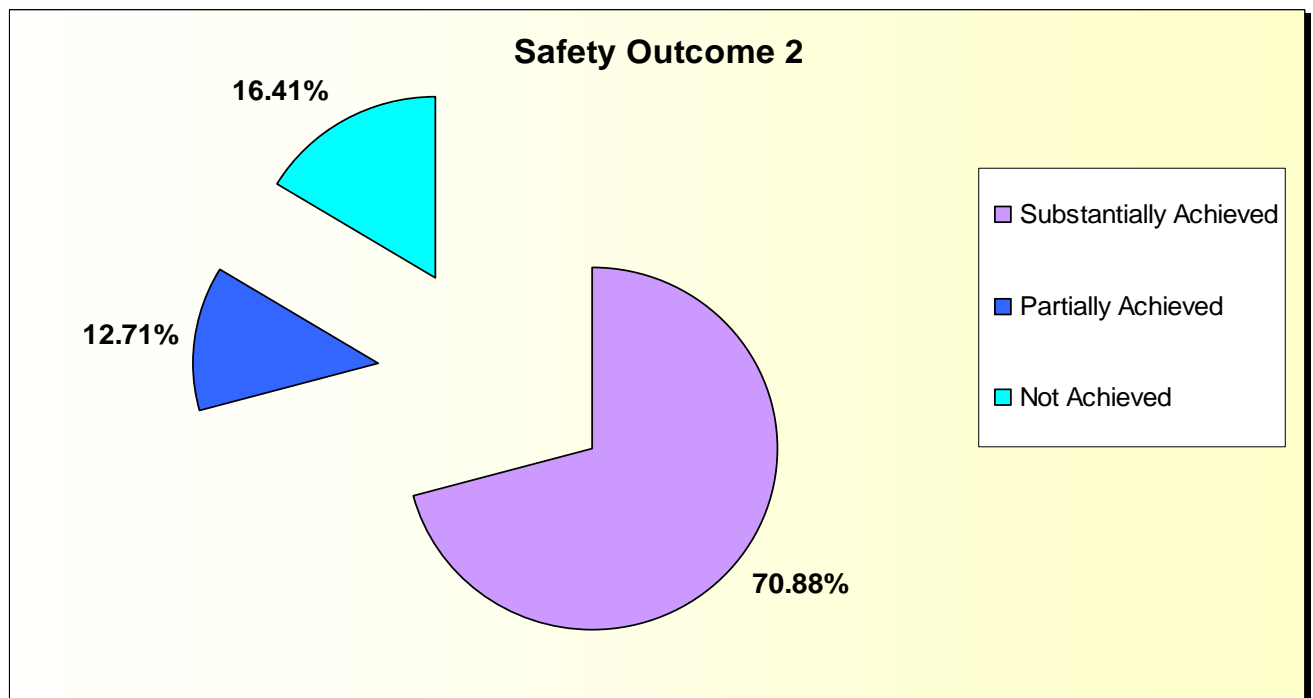
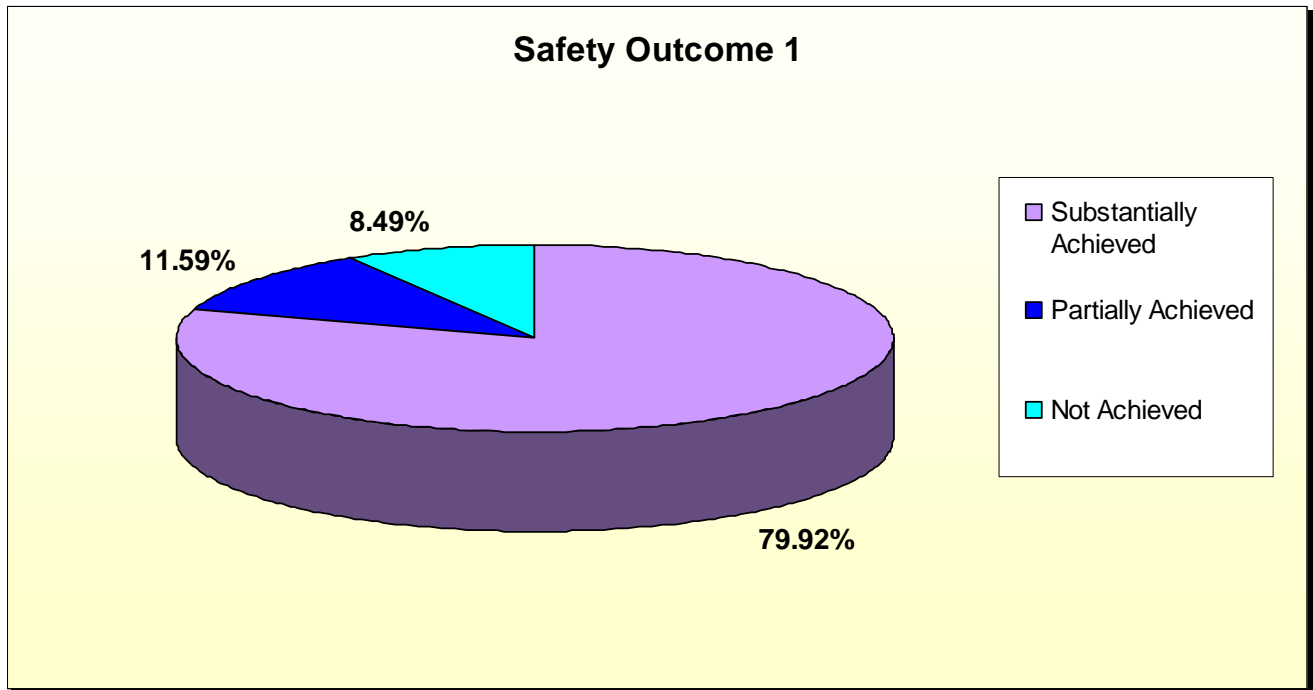




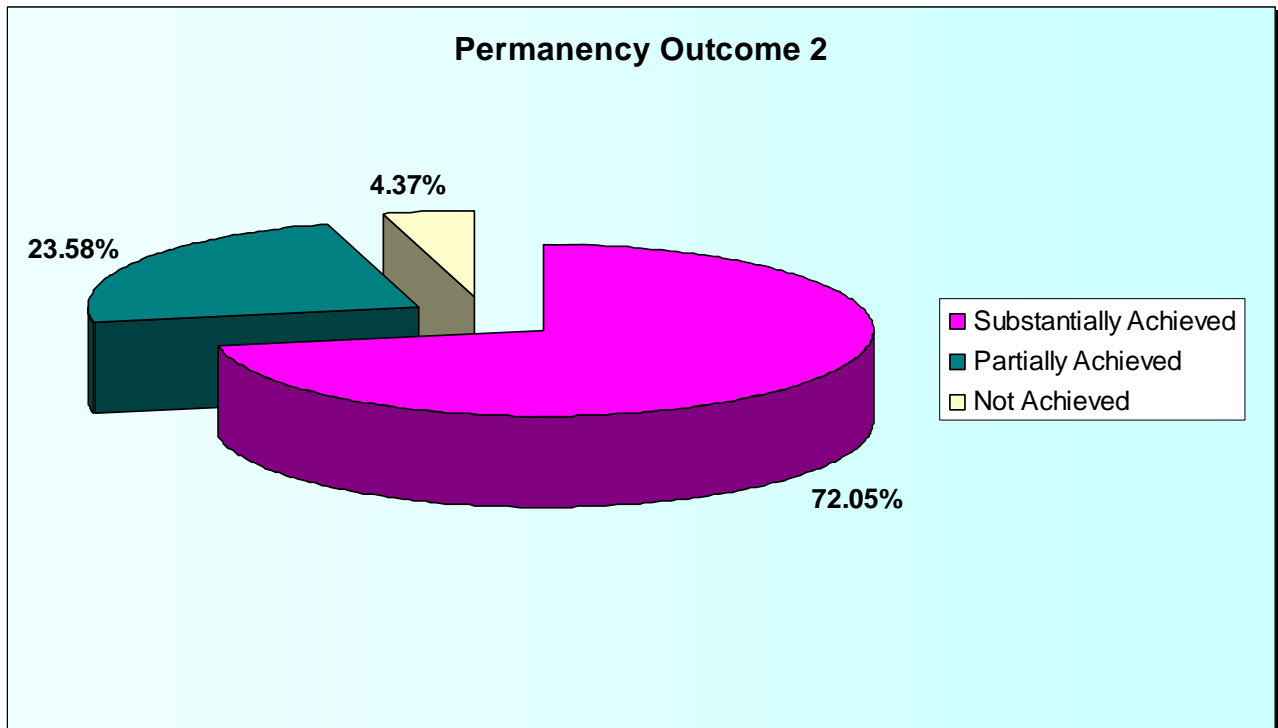
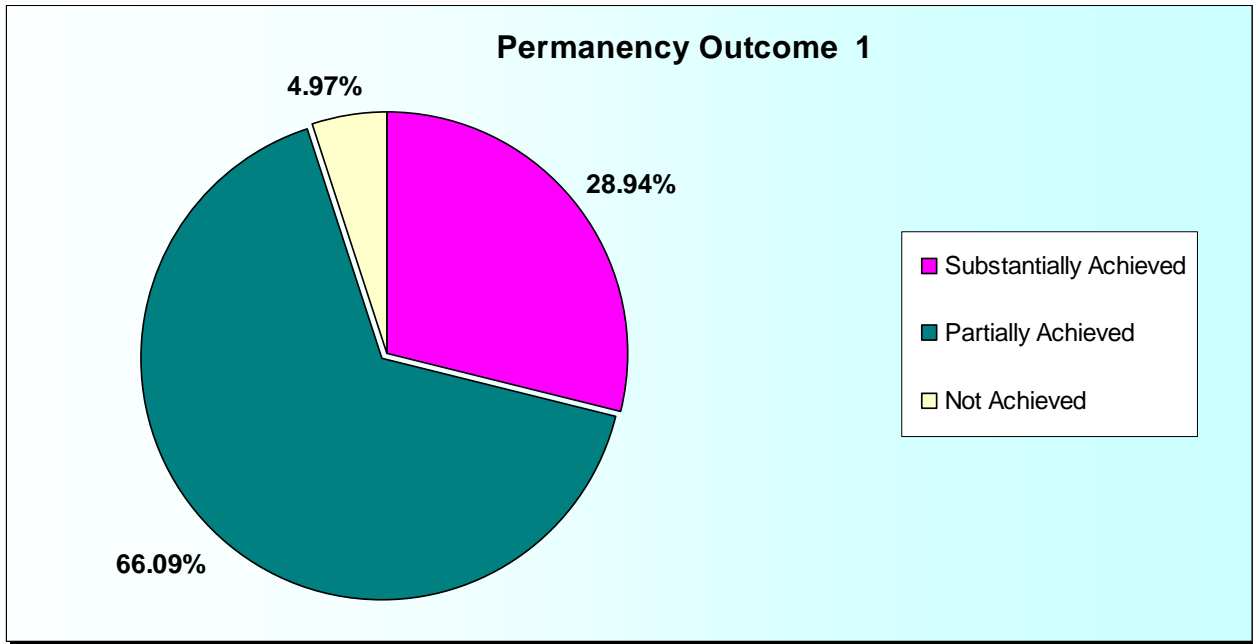


Quality Case Reviews (CFSR) Outcomes - PIP Goal Achievement Rolling Twelve Months and PIP Goals (October 2008 - September 2009) Note: Fulton and DeKalb were not reviewed for Permanency. Wellbeing Outcomes do not include Fulton and DeKalb			
Regions: 3, 4, 5, 6, 7, 8, 9, 11, 13, 14, 15, 16			
SAFETY	PIP GOALS	Rolling 12 Months	TREND
Item 1: Timeliness of initiating investigations of reports of child maltreatment	81.00%	82.40%	1.40%
Item 3: Services to family to protect child(ren) in home and prevent removal or re-entry into foster care	78.90%	79.36%	0.46%
Item 4: Risk assessment and safety management	73.50%	71.63%	-1.87%
PERMANENCY	PIP GOALS	Rolling 12 Months	TREND
Item 7: Permanency goal for child	46.42%	48.60%	2.18%
Item 10: Other planned permanent living arrangement	79.95%	79.37%	-0.58%
CHILD AND FAMILY WELLBEING	PIP GOALS	Rolling 12 Months	TREND
Item 17: Needs and services of child, parents, foster parents	58.94%	57.18%	-1.76%
Item 18: Child and family involvement in case planning	51.09%	57.23%	6.14%
Item 19: Caseworker visits with child	60.73%	70.42%	9.69%
Item 20: Caseworker visits with parent(s)	23.00%	20.83%	-2.17%

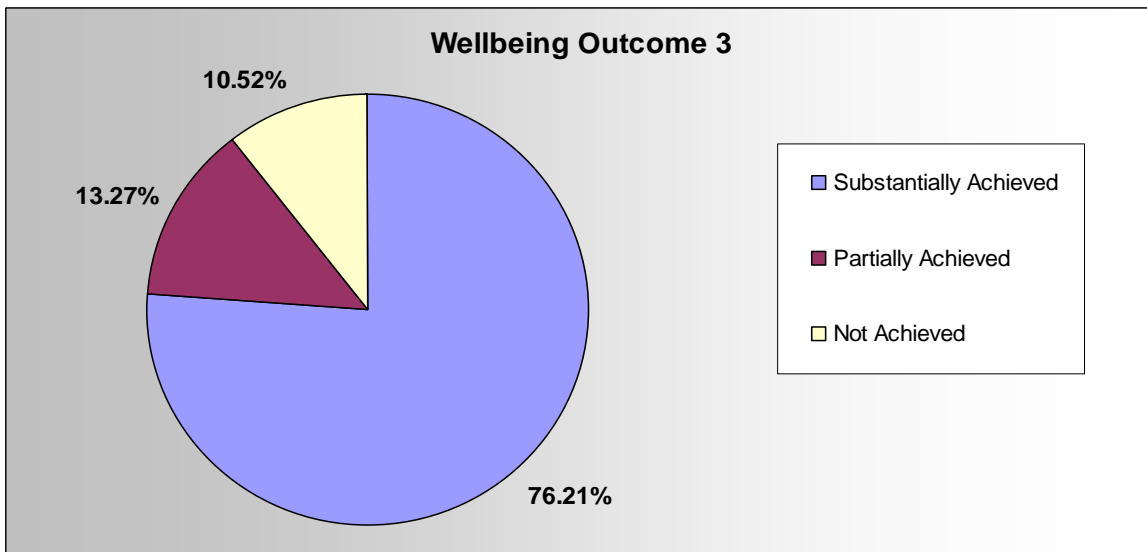
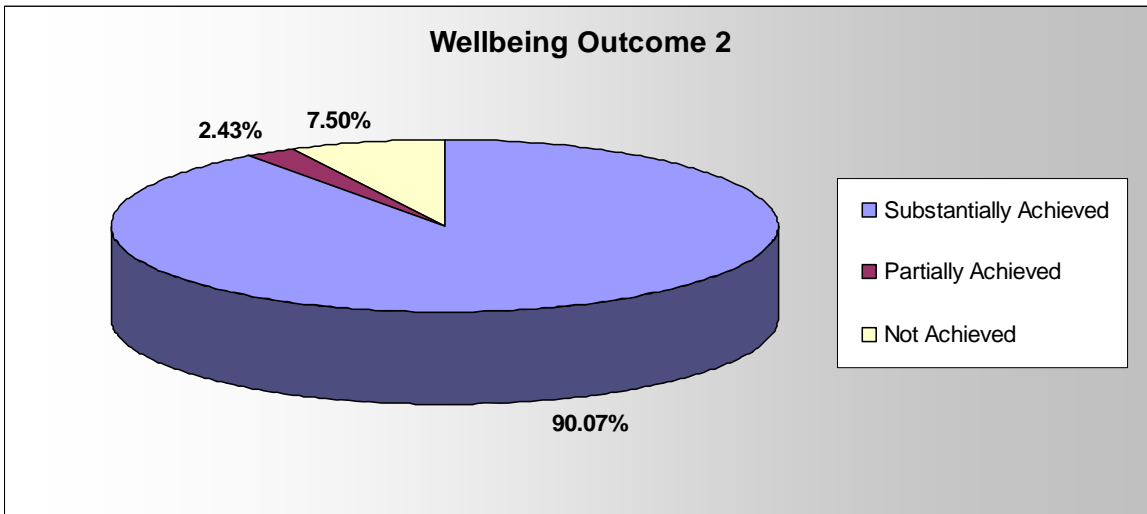
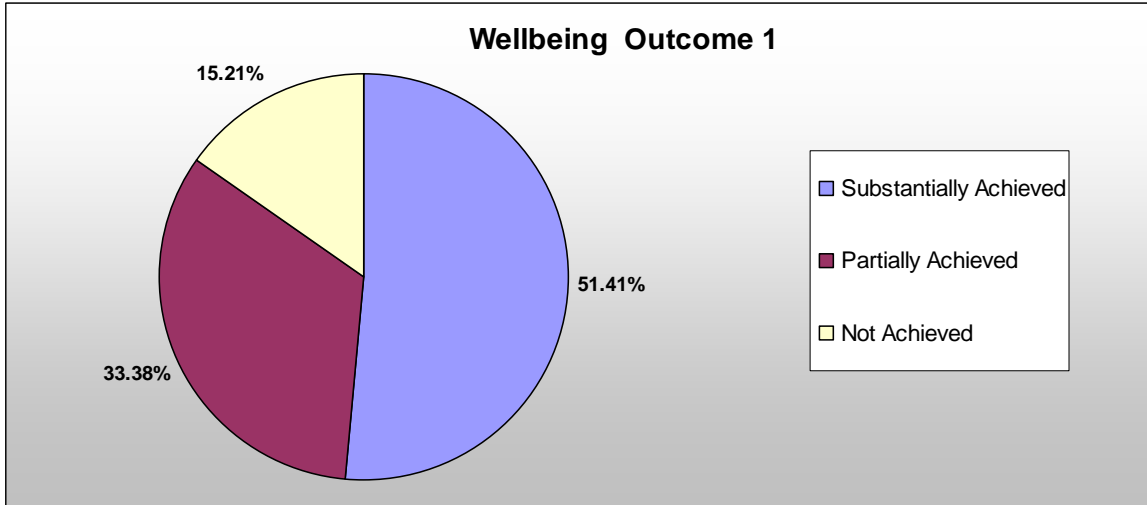
FFY 2009 CFSR Outcome Achievement

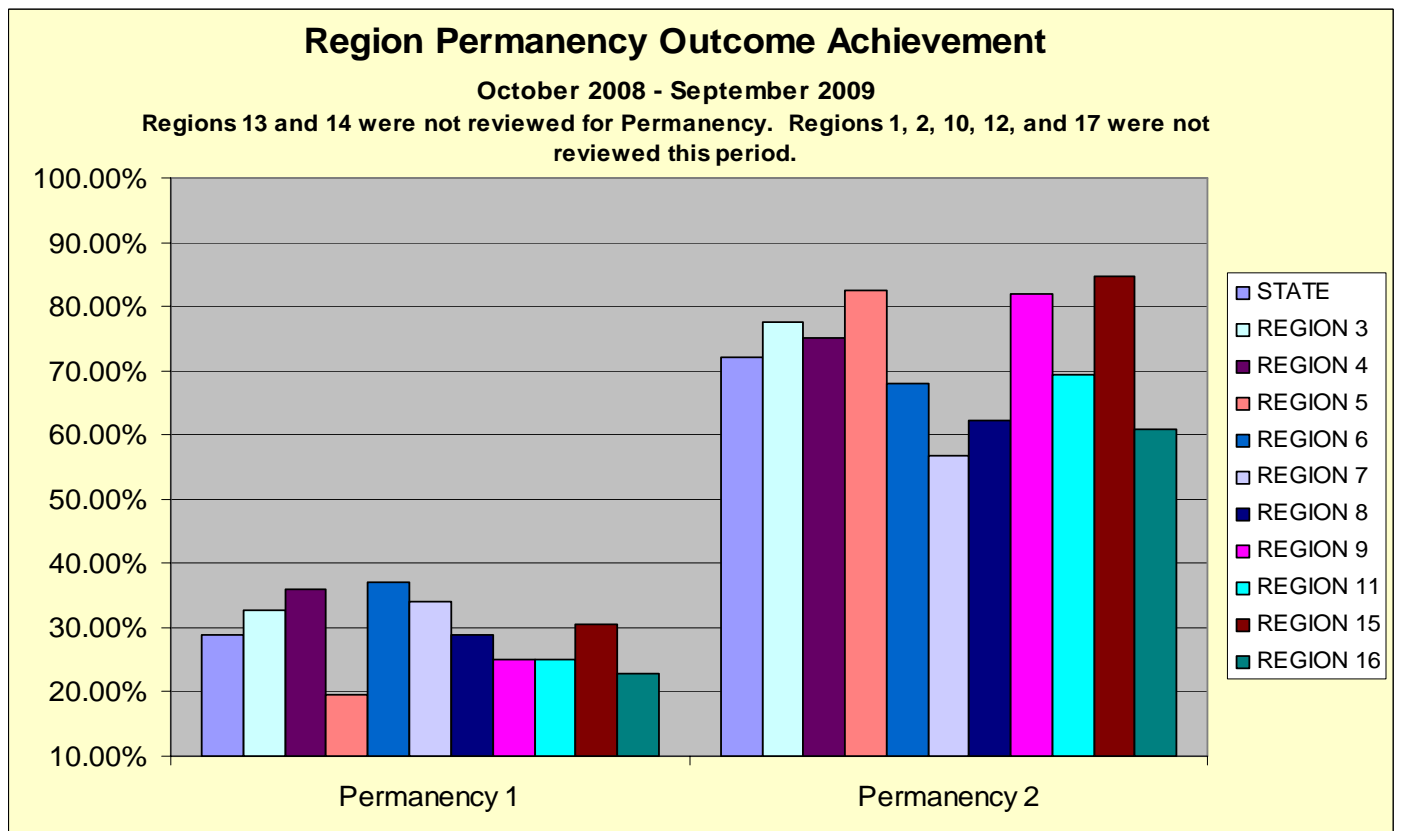
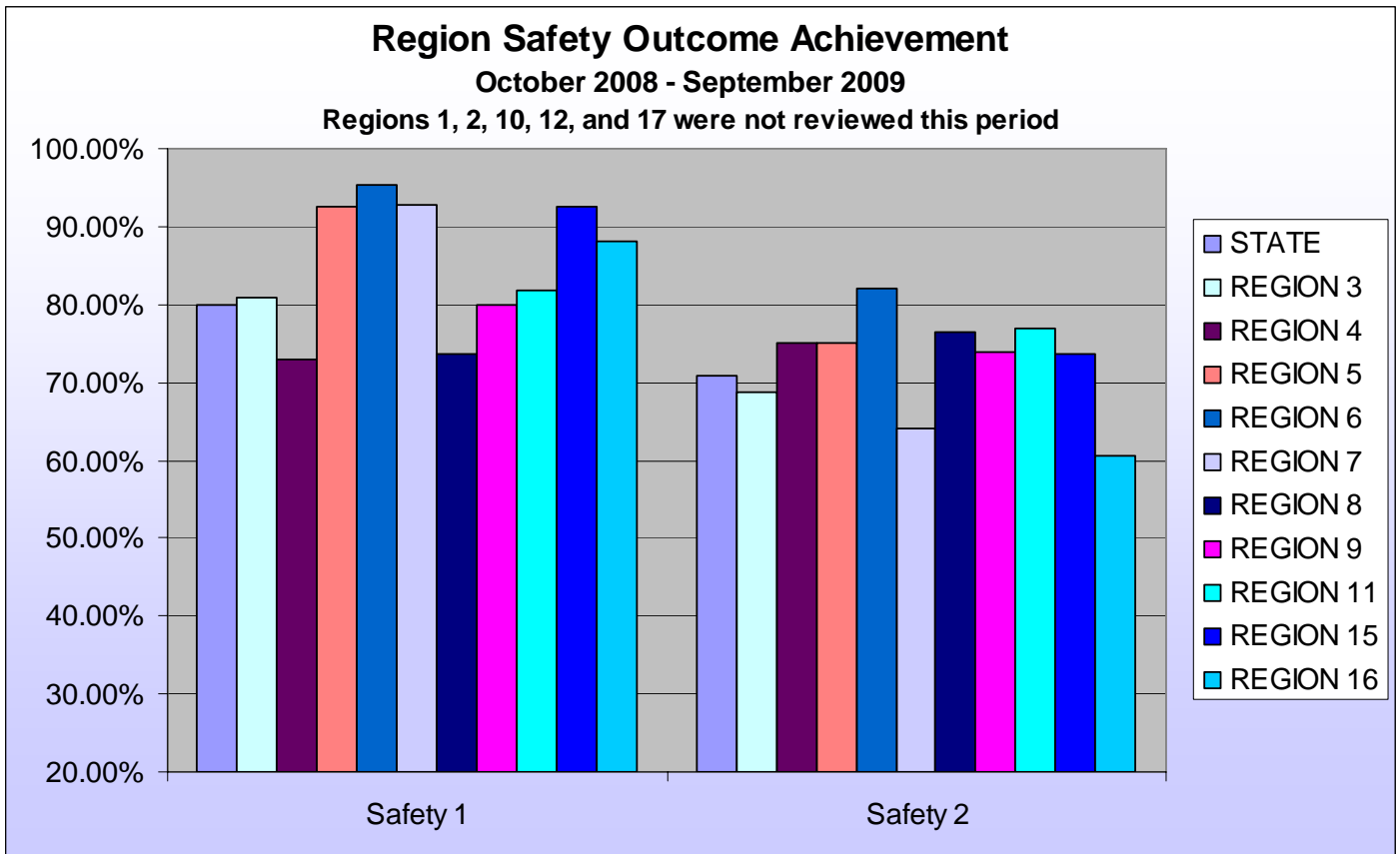


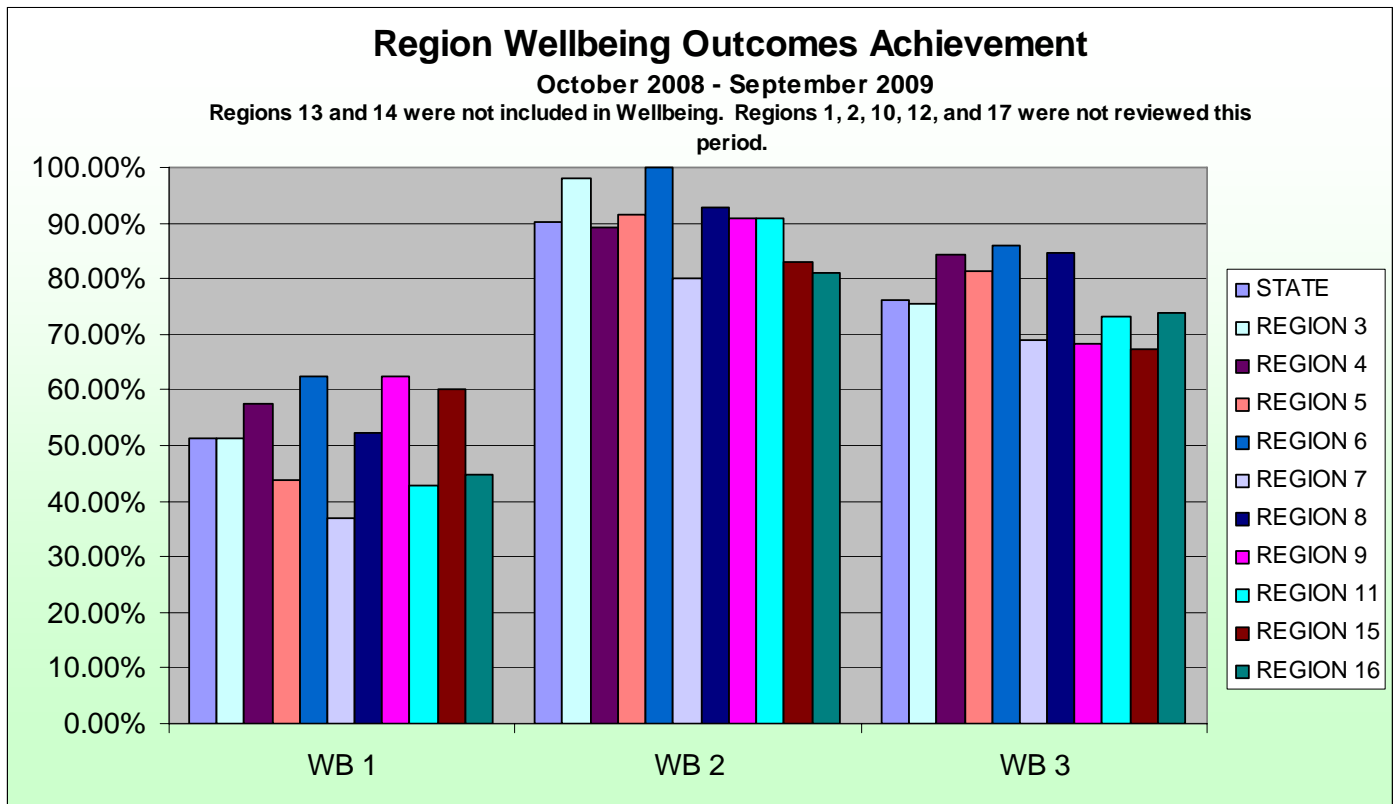
FFY 2009 CFSR Outcome Achievement



FFY 2009 CFSR Outcome Achievement







GEORGIA CHILD AND FAMILY SERVICES REVIEWS				
SHINES Data Review for CPS				
Face Sheet				
Trend Report October 2008 - September 2009				
Regions 3, 4, 5, 6, 7, 8, 9, 11, 13, 14, 15, 16				
Records reviewed were a sub-sample of the cases reviewed by the Social Services Quality Assurance Review Team. Key findings were reflected as strengths or needs. A score of 90% or greater was required for an area to be considered a strength.				
PERSON DETAILS				
Core Questions:			Sep 09 Strength	Sep 09 Need
1	Do the basic demographics for the child (ren) in the case match information known to the Agency from SUCCESS, GHP, or birth verifications?		58%	42%
2	Do the basic demographics for the caretaker(s) and other HH member(s) in the case match information known to the Agency from SUCCESS, GHP, or birth verifications?		64%	36%
3	Are the child characteristics identified in the Safety Plan, Case Plan, Narrative, etc. listed in the Person Detail?		31%	69%
4	Are the caregiver characteristics identified in the Safety Plan, Case Plan, Narratives, etc. listed in the Person Detail?		37%	63%
5	Is there a biological, putative and/or legal father identified in the Person List?		63%	37%
6	Was History/Records Check reviewed and documented on all principals in the case?		26%	74%
7	Is child(ren)'s relationship correctly identified in the person list?		94%	6%
CASE MANAGEMENT				
Answer for all Cases				
Core Questions:			Sep 09 Strength	Sep 09 Need
Legal- this question refers specifically to the removal date				
8	Do all Legal Tabs match? (Look at dates and type.)		33%	67%
Services				
9	Was the Services and Referral Checklist completed?		30%	70%
10	Are there Service Authorizations for the case?		92%	8%
Address				
11	Was the address for the Caregiver(s) and Child(ren) consistent?		73%	27%
12	Was the address type identified?		81%	19%
13	If an address was selected as invalid, was it appropriate? (Should an end date have been used instead)		22%	78%
14	Has a removal address been selected if applicable?		71%	29%
15	If removal address was selected, was it the actual removal address and not the DFCS office, etc.?		95%	5%

Searches and Duplicates			
16	Has a search been completed on all Household members?	87%	13%
17	Have all duplicated persons been merged?	8%	92%
18	Have all duplicated cases been merged?	7%	93%
DATA FIELDS			
Are essential narratives and data fields being completed on the following tabs and sub modules?			
Core Questions:		Sep 09 Strength	Sep 09 Need
19	Demographics (Person Detail Page)	13%	87%
20	Medication Information (Person Detail Page)	29%	71%
21	CRS ID Number (Person Detail Page)	64%	36%
22	Income/Resources (Person Detail Page)	25%	75%
23	Safety Resource	48%	52%
24	Team Meeting/Reviews	51%	49%
25	Contact Detail (Last Month of the Review Period Only)	33%	67%
26	Intake Information (INV Reviews Only)	54%	46%
27	Allegation Detail (INV Reviews Only)	54%	46%
28	Investigation Conclusion (INV Review Only)	76%	24%
MALTREATMENT			
Core Questions:		Sep 09 Strength	Sep 09 Need
29	Is the relationship of the maltreater to child coded correctly?	90%	10%
30	Is the Location of Maltreatment coded correctly on the Allegation Detail Page?	83%	17%
31	Was the response time reported correctly on the Risk Assessment?	85%	15%
STAGE PROGRESSION			
Core Questions:		Sep 09 Strength	Sep 09 Need
32	Did the case progress from Intake to Investigations timely?	71%	29%
33	Did the supervisor approve the Investigation Conclusion timely?	95%	5%
34	Did the case progress from Investigations or FPS to other services (FPS or FC) timely?	95%	5%

**GEORGIA CHILD AND FAMILY SERVICES REVIEWS
SHINES Data Review for Placement
Face Sheet**

Trend Report October 2008 - September 2009

Region 3, 4, 5, 6, 7, 8, 9, 11, 13, 14, 15, 16

Regions 13 and 14 had no placement cases reviewed by this unit during this time period so there is no data for those regions.

Records reviewed were a sub-sample of the cases reviewed by the Social Services Quality Assurance Review Team. Key findings were reflected as strengths or needs. A score of 90% or greater was required for an area to be considered a strength.

PERSON DETAILS

Core Questions:		Sep 09 Strength	Sep 09 Need
1	Do the basic demographics for the child match information known to the Agency from SUCCESS, GHP, or birth verifications?	79%	21%
2	Do the basic demographics for the caretaker(s) match information known to the Agency from SUCCESS, GHP, or birth verifications?	64%	36%
3	Is the removal address selected the actual removal address and not the DFCS office, etc.?	95%	5%
4	Are the child characteristics identified in the Person Detail?	77%	23%
5	Is there a biological, putative and/or legal father identified in the Person List?	81%	19%
6	Are the relationship codes in the FCF stage in relation to the child in care?	21%	79%
7	Are the relationship codes in the FCC stage in relation to the child in care?	94%	6%
8	If the child has ever been adopted, has it been identified? (2 applicable cases)	0%	100%
9	Is prior CPS or PLC history for the child documented on the History/Record Check tab?	17%	83%
10	Has the Diligent Search tab been completed?	77%	23%

CASE MANAGEMENT

Core Questions:		Sep 09 Strength	Sep 09 Need
Legal			
11	Do the dates child entered foster care match on all Legal Tabs?	46%	54%
12	Is the Custody Expiration Date within one year of the Status Effective Date on the Legal Status tab?	57%	43%
Case Plans			
13	Is case plan being updated per policy?	71%	29%
14	If case plan type is non-reunification, has the non-reunification section of the child plan been completed?	63%	37%
15	If child is 14 years or older, has a WTLP tab been completed?	89%	11%

Placement Information			
16	Has a current placement for the child been entered in placement information?	97%	3%
17	Have placements been entered continuously since the child entered care?	83%	17%
18	If child is placed with a relative, has the information been entered on the Relative Assessment tab?	42%	58%
19	If foster caretaker's marital status is married couple, is information entered for two foster caretakers?	84%	16%
Searches and Duplicates			
20	Has a search been completed on all Household members?	45%	55%
21	Have all duplicated persons been merged?	12%	88%
22	Have all duplicated cases been merged?	7%	93%
DATA FIELDS			
Core Questions:		Sep 09 Strength	Sep 09 Need
23	Tribal Information (Person Detail Page)	89%	11%
24	Physical Description (Person Detail Page)	18%	82%
25	Medication (Person Detail Page)	46%	54%
26	CRS ID # (Person Detail Page)	100%	0%
27	Medicaid # (Person Detail Page)	81%	19%
28	Income and Resources (Person Detail Page)	93%	7%
29	Education (Person Detail Page) <i>This section applies for all children in care whether school age or not</i>	39%	61%
30	Birth Information	49%	51%
31	Health Log	11%	89%
32	Youth Detail	53%	47%
33	Placement Information	33%	67%
34	Legal Actions	10%	90%
35	Contact Detail <i>(Last Month of the review period only)</i>	31%	69%