



**NC Department of Health and Human Services
Division of Social Services**

CFSR Round 4 Update

**Presenter: Michael Ward, Program Manager
Child and Family Services Review and
Constituent Concerns**

January 10, 2024

Child and Family Services Review

What is the purpose of the Child and Family Services Reviews?

The CFSRs enable the Children's Bureau to:

ENSURE conformity with federal child welfare requirements.



DETERMINE what is happening to children and families in the child welfare system.




ASSIST states in enhancing their capacity to achieve safety, permanency, and well-being for children and families.



CFSR Process and Steps


→ 01

Statewide Assessment




→ 02

Case Review



→ 03

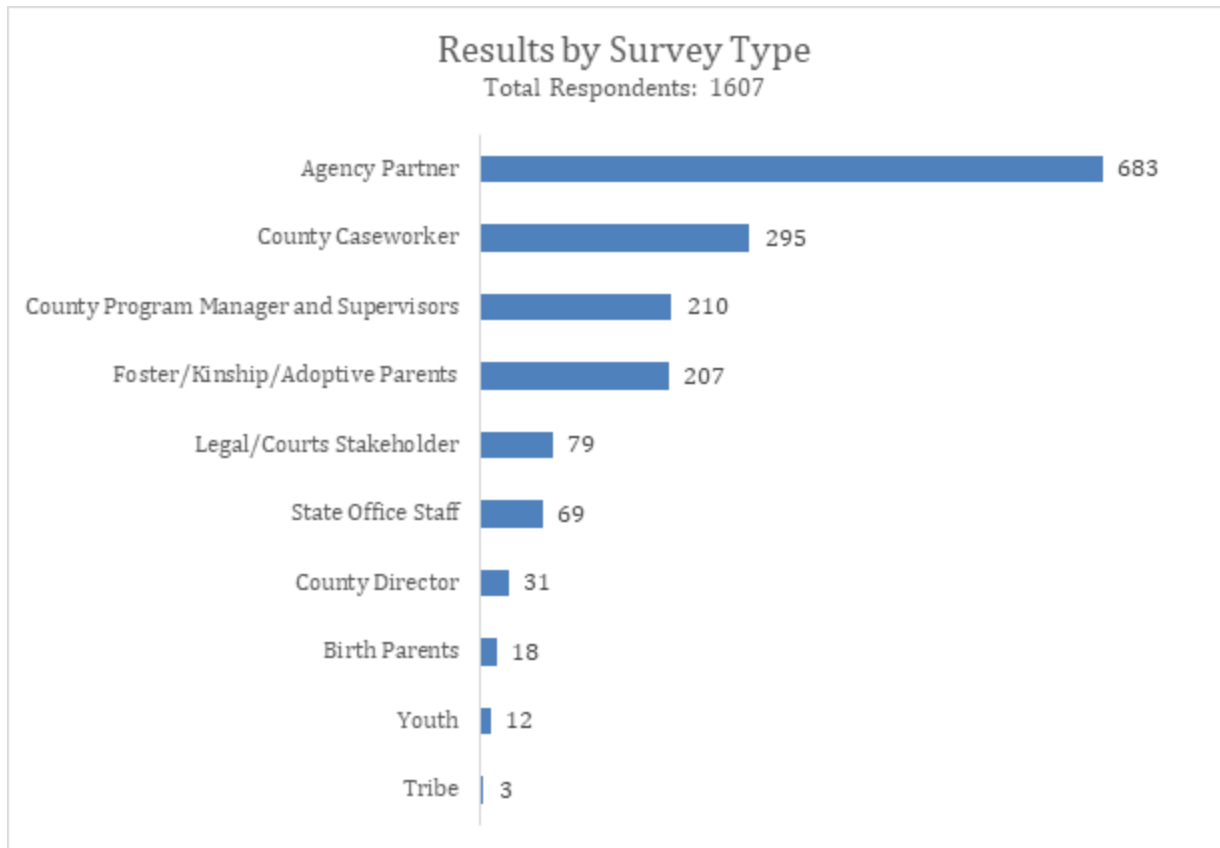
Program Improvement Plan



Statewide Assessment(SWA)

- Initial phase of CFSR Process
 - Measurement of 7 Outcomes and 7 Systemic Factors
 - Collection of data(administrative data, survey's, focus groups) to assess the functioning of the Child Welfare System.
- NC DSS in the process of completing/finalizing statewide assessment
 - SWA Due to CB February 1st
- 1067 persons Completed Surveys
- NCDSS , UNC and Public Knowledge facilitated 42 Focus Groups with 259 participants from October 5, 2023, through December 20, 2023, with 115 DSS agency staff and 144 Stakeholders) feedback on the following:
 - Parent and Youth Involvement
 - Staff and Foster Parent Training
 - Service Array and Individualized Services
 - Working with Courts, Hearing Notices, and Court Participation
 - DSS Engagement, Information Sharing, Feedback, and CQI

Survey Results



Themes from Survey and Focus Groups

Workforce Challenges

More Trauma informed Training

Behavioral Health Services Limitations

More services for transition age youth

CFSR Case Review Update

- State-Led review of a statewide random sample of 65 cases (40 FC and 25 IH)
- CFSR Case review period is April 1, 2024-September 30, 2024
 - Period under review(PUR) April 1, 2023.
- Review will be conducted by NC DSS CFSR Quality Assurance Staff.
- **Reminder CFSR Case review of outcomes and items are measure of county performance(work directly with children and families.**

CFSR Next Steps

- Stakeholder Interview Prep
- NC DSS has engaged the Capacity Building Center for States to assist with stakeholder engagement and prep
- Stakeholder Interviews with the Children's Bureau will occur the Week of April 22nd

What can Counties do now to prepare

- Talk/Educate staff and stakeholders about upcoming CFSR process
- Ensure you are meeting all state requirements(training, documentation)
- Review county performance using past case review data and administrative data
- Develop plans for improving performance on areas not meeting goals.

Resources

Children's Bureau website:

<https://www.acf.hhs.gov/cb/monitoring/child-family-services-reviews>

CFSR Portal:

<https://www.cfsrportal.acf.hhs.gov>

Contact Information

Michael Ward, Program Manager, CFSR Unit

Michael.ward@dhhs.nc.gov

919 527-6293