

Child and Family Services Reviews State Planning Package

March 2024

This summary includes a description of each of the Child and Family Services Reviews (CFSR) State Planning documents and their intended purposes, along with information about the CFSR Information Portal, the E-Learning Academy (ELA), the Online Monitoring System (OMS), and other tools and services available to assist in review planning. Additional materials and guidance will be available to states throughout the planning process from the Children's Bureau Central and Regional Offices, the Children's Bureau website, and JBS International, Inc.'s Child Welfare Reviews Project (CWRP). All documents can be accessed via the portal's Resources page, <https://www.cfsrportal.acf.hhs.gov/resources/round-4-resources>.

Procedures Manual

The *CFSR Procedures Manual* offers an overview of the purpose and structure of the reviews, as well as detailed information to assist Children's Bureau staff and state child welfare agencies in planning for, conducting, and participating in a CFSR. It also includes information about the post-review Program Improvement Plan process. State agency administrators are strongly encouraged to share the manual with agency staff, partners, and stakeholders who will play active roles in the CFSR, including Site Coordinators, state Review Team Leaders, state Site Leaders, case review staff, and others participating in the state's review. To support states and the state CFSR team in preparing for their CFSR, an appendix in the manual, Logistics and Planning Materials, includes a detailed planning timeline for reviews. The timeline helps identify due dates for specific tasks based on the date of the onsite review period.

CFSR Instruments, Guidance, and Forms

These instruments and tools are specific to the fourth round of the CFSRs that began in 2022:

- **Statewide Assessment**, which is a template states can use to provide the most current and relevant information for understanding state performance on child welfare outcomes assessed by the CFSR, and evidence required to demonstrate routine statewide functioning of systemic factors. Each section is designed to enable states to gather and document information that is critical to analyzing that capacity and performance during the statewide assessment phase of the CFSR process.
- **Onsite Review Instrument and Instructions (OSRI)**, which is used to review foster care and in-home services cases during the onsite review component of the CFSRs. It is a part of a web-based application, the CFSR Online Monitoring System (OMS), that also includes a variety of reporting tools.
- **Stakeholder Interview Guide (SIG)**, which identifies questions that may be asked in stakeholder interviews and is used to conduct them during the onsite review component of the CFSRs. The purpose of stakeholder interviews is to collect information for evaluating and rating the systemic factors examined during the CFSRs. It is also part of the OMS.

- **Local Site Coordinator Toolkit**, which Local Site Coordinators can use to understand their roles and responsibilities in preparing their review sites for participation in the onsite review.
- **CWRP Logistics Support Fact Sheet**, which outlines the logistical support CWRP provides throughout the review process.
- **CF SR Equipment Fact Sheet**, which outlines the receipt, use, and return of equipment provided by CWRP during the onsite review.
- **O MS User Request Form**, which states use to request their state team members' user accounts on the portal and state team member access to the ELA and OMS. This form is also where states designate an ELA Manager and OMS State Administrator(s).

CF SR Information Portal and E-Learning Academy

The CF SR Information Portal (<http://www.cfsrportal.acf.hhs.gov>) provides general and state-specific CF SR information and resources. It contains both password-protected information for approved participants and publicly available information.

The password-protected section of the portal provides a single point of access to state-specific review information, the ELA, and the OMS, where the CF SR case review will be conducted. CWRP assists the state with these websites by:

- Providing State Review Team members with portal accounts
- Providing State Review Team members access from the portal to the ELA and OMS
- Posting and updating state-specific content related to the reviews on the portal
- Setting up and facilitating the state's CF SR, Program Improvement Plan, and continuous quality improvement reviews in the OMS
- Offering all portal, ELA, and OMS users live support via the CWRP Help Desk

Access to the state-specific section of the portal requires a username and password, which CWRP provides to those identified to participate in an onsite review as well as to individuals who request an account and are approved by the Children's Bureau. Portal-specific support information will be sent from admin@cfsrportal.org. If a state team member contacts the CWRP Help Desk with a question or request, the response will come from cwrp-helpdesk@cfsrportal.org.

In addition to the password-protected section, CWRP updates and maintains the Resources and OSRI Frequently Asked Questions (FAQs) sections of the portal:

- The Resources section provides information and tools for planning, conducting, and participating in the CF SRs. The instruments and tools referenced in this package can be accessed in the Resources section via the CF SR Round 4 Resources page.

- The OSRI FAQ page is where users can submit questions and review answers provided by the Children’s Bureau regarding the OSRI. Round 4 FAQs will be added to the portal as questions and Children’s Bureau responses are collected.

Finally, the ELA is designed to provide federal and state review team members with the information and skills needed to participate in the CFSRs. The ELA serves as both a supplement to live State Team Trainings for CB-Led Reviews and a critical component of state training plans developed by states conducting their own case reviews for their CFSRs. The Round 4 ELA is accessible once users log into their portal accounts. To access it, click “E-Learning” on the home page, then click “Round 4 E-Learning Academy.” The Round 4 ELA, which is hosted on the Adobe Learning Manager learning platform, will open in a new window.

Because Adobe Learning Manager enables each state to have its own private user group within the larger learning platform, each state will be required to appoint an ELA Manager. The ELA Manager will be able to monitor learner activities and access detailed reports. A state will appoint its ELA Manager on the OMS User Request Form used to identify its portal, ELA, and OMS users. This role is separate from the OMS State Administrator role. The latter will work closely with CWRP staff to manage their state’s portal, ELA, and OMS user access and review setup. Unlike the ELA Manager role, states may designate as many individuals as needed in the OMS State Administrator role. The same individual can be assigned both the ELA Manager and OMS State Administrator roles.

CFSR Planning

As states and the Children’s Bureau prepare for the onsite reviews, a variety of tools and services are available to assist in review planning and post-review activities. As discussed above, all CFSR resources can be accessed via the Resources tab on the portal. The Resources page is organized into five sections.

- **CFSR Round 4 Process:** This section includes the *CFSR Procedures Manual* and information on logistics, recruitment, and state planning. This is also where the state can find the National Calls, the Fact Sheets that can be used to educate stakeholders about the CFSRs, and all review planning forms.
- **CFSR Round 4 Instruments, Tools, and Guides:** This section includes the Onsite Review Instrument and Instructions, Statewide Assessment, Stakeholder Interview Guide, and related guidance materials.
- **CFSR Round 4 Statewide Data Indicators:** This section includes Federal Register notices, presentations, and related information specific to the CFSR statewide data indicators and national standards.
- **CFSR Round 4 Technical Bulletins:** This section includes the technical bulletins created by the Children’s Bureau to supplement official guidance and assist states in understanding and preparing for child welfare monitoring reviews.
- **CFSR Round 4 Program Improvement Planning Tools:** This section includes tools for use in developing, monitoring, and reporting on Program Improvement Plans.

Technical Assistance Services and Support

For states conducting their own reviews (State-Led), CWRP offers OMS and Training consultations. These consultations are intended to provide concrete guidance to states as they set up their own processes to train staff and conduct a review. Consultations can be scheduled by contacting your program specialist.

Technical assistance resources are also available through the [Capacity Building Collaborative](#), including the Capacity Building Centers for States, Courts, and Tribes:

- The **Capacity Building Center for States** (Center for States) offers a robust continuum of services and support for states engaged in the CFSR. Options range from widely accessible tools and informational resources to individualized technical assistance support for jurisdictions at any phase of the CFSR process, from initial statewide assessment planning through Program Improvement Plan development and implementation. The Center for States provides direct, hands-on support that can help jurisdictions in their efforts to include young people and families in all phases of the CFSR; develop effective data plans; conduct root cause analyses; and engage stakeholders in understanding and using data and evidence at each step of the process. For more information on the CFSR resources and technical assistance available through the Center for States, please contact your Liaison at <https://capacity.childwelfare.gov/map> or see <https://capacity.childwelfare.gov/about/cb-priorities/cfsr-pip-development>.
- The **Capacity Building Center for Courts** (Center for Courts) is a partnership of the American Bar Association, the National Council of Juvenile and Family Court Judges, the National Association of Counsel for Children, Public Knowledge, and Westat. The Center for Courts designs products to increase awareness, understanding, and engagement among a broad audience of legal and judicial professionals across the country; enhance knowledge, skills, and relationships among groups of professionals and peer groups; and help individual jurisdictions assess their needs, develop the capacities necessary to improve their performance, and achieve outcomes for children and families. Additional information can be obtained via <https://capacity.childwelfare.gov/courts>.
- The **Capacity Building Center for Tribes** (Center for Tribes) is a federally funded resource that supports American Indian and Alaska Native child welfare programs that receive title IV-B or IV-E funding to build staff capacity, strengthen organizational systems, enhance programs, and improve Tribal-state working relationships. The Center for Tribes offers an array of services, such as products and tools, peer networking activities, and individualized expert consultation. Services are available at no cost to assist Tribal organizations with improving child welfare practice and performance. Additional information can be obtained via <https://capacity.childwelfare.gov/tribes>.

More Information

For more information, or if you have questions about resources to assist in planning for the CFSR, please contact the Child Welfare Reviews Project at cw@jbsinternational.com or your Children's Bureau Regional Office. We look forward to working with you to make your CFSR a success.