

# Children's Bureau Child and Family Services Reviews Logistics Support Fact Sheet

March 2024

JBS International, Inc.'s Child Welfare Reviews Project (CWRP) provides support to the Children's Bureau (CB) in administering the Child and Family Services Reviews (CFSRs). This document provides information on logistical planning for CB-Led and State-Led Reviews. CWRP assigns a Project Coordinator (PC) to each state (for both CB-Led and State-Led Reviews) at least 9 months before the review period start date. The PC is the main logistics point of contact for CB and states and is responsible for all logistical planning.

## CB-Led Review Planning

The PC participates in the regular CFSR planning calls with the state and CB to address logistical planning to ensure a successful review. Targeted logistics calls with specific site coordinators and state IT staff may also be held during the planning period. Planning topics include:

- Review site preparation, including equipment, technology support, and space requirements
- Review team selection
- State Team Training
- Hotel selection and travel
- Considerations for conducting the review virtually in case the need arises
- Collection of review planning forms and documents

## Review Site Preparation

The state works with the CB to identify the three sites for the onsite review (metro and 2 rural sites), plus the location of the stakeholder interviews. The metro site consists of two full teams that can be hosted in one location or split into two locations. In selecting the physical location within each site for reviews, the following needs should be considered:

- Workspace for each reviewer pair, preferably with privacy so they can work without interruption.
- Space for case-related interviews with privacy to ensure confidentiality.
- Space for entrance conference and debriefing to accommodate entire review team.
- One room with tables to accommodate 8 to 10 people (Quality Assurance (QA) staff, site leaders, and state/local staff). If the metro site is hosted in the same location, the QA/site leaders can be hosted in a single room large enough for 12 to 16 people or split into two rooms. This can be the same room used for the entrance conference and debriefing.
- Access to several power outlets in the rooms designated for use by the review team. CWRP provides power strips and extension cords for the QA/site leaders' room and for stakeholder interviews.
- Access to restrooms and drinking water.
- Parking and building access (security requirements, access to assigned spaces and restrooms).

- Lunch arrangements: The state facilitates lunch arrangements at each site. If there are no lunch options within a short walking distance of the site location, arrangements will need to be made to bring lunch to the site. The state will need to identify options and meal runners to pick up the orders. CWRP recommends offering no more than two restaurant options per day from which the team can order. Restaurants that allow individual online orders (with each person paying when they order) are strongly recommended. The federal team pays for their own lunch.
- Internet access: A high-speed wireless internet connection to allow all review participants to connect to the internet is required at each site. The wireless connection must be accessible in the room(s) where the review participants will work during the onsite review. If any of these are not readily available at a local site, please immediately inform the CWRP Project Coordinator assigned to your state, who will help to determine alternative options before the review. CWRP will send MiFis to supplement internet access.
- Stakeholder interviews are often held at the metro site but can also be hosted at another location. The physical space must be adequate to meet the needs of the stakeholder groups plus the federal team (4 to 5 staff, plus a note-taker) with a separate space for note-takers to work in between interviews. If the state plans to have participants join interviews remotely, a stable internet connection and virtual platform must be provided.

## **Review Team Selection**

CWRP assists the Children's Bureau by:

- Recruiting, managing, and training a pool of CFSR Reviewers, QA Specialists, and Note-Taking Specialists to supplement the Federal Review Team.
- Working with the Children's Bureau to identify 32 CFSR Reviewers, 16 QA Specialists, and 2 Note-Taking Specialists for each review and assigning them to specific sites.
- Requesting information from the state about any conflicts of interest for CFSR Reviewers, QA Specialists, and Note-Taking Specialists identified to participate in the review.
- Developing and posting the final team pairings chart on the state review page on the portal. The final chart includes the state-federal reviewer pairings.

## **State Team Training**

For those states undergoing a CB-Led Review, CWRP trains up to 45 state team staff and 5 alternates (50 state staff total) approximately 2 weeks before the onsite review.

The training provides guidance on the instruments, the automated system, roles, responsibilities, review week processes and activities, and other CFSR-related information needed to conduct an onsite review. Also, participants can practice working with the automated Onsite Review Instrument and Instructions (OSRI).

CWRP works with the state about 8 months before the State Team Training to identify and schedule the training location and provide the State Team Leader with information about their role in the training. There is no cost to the state for meeting rooms and training supplies; however, the state is responsible for travel and related costs for State Review Team members. CWRP provides computers for trainees to use to access the OSRI.

## **Hotel Selection and Travel Coordination**

Once review sites are confirmed, CWRP works with state agency staff and Children's Bureau Regional Office staff no later than 6 months before the onsite review to research and choose suitable hotels for each review site. CWRP coordinates with federal staff and states to ensure that, when possible, CFSR Reviewers, QA Specialists, Note-Taking Specialists, and CB and CWRP staff stay in the same hotel at each site. It is recommended that State Review Team members stay at the same hotel, if feasible for the state. CWRP assists the teams by:

- Determining the number of hotel sleeping rooms needed for federal staff during the review week.
- Securing rooms for CFSR Reviewers, QA Specialists, Note-Taking Specialists, and CB and CWRP staff at a hotel that has sufficient room for the Federal Review Team and charges the federal government rate.
- Providing hotel contact information to Federal Review Team staff. CB staff are responsible for working directly with the hotel to provide payment.

CWRP also arranges for rental cars, as needed, for CFSR Reviewers, QA Specialists, and Note-Taking Specialists, which are used to transport the federal team between the hotel and review site. Rental cars also can be used to supplement transportation the state may have available to transport review teams to and from case-related interviews.

## **Collecting and Compiling Review Planning Information**

CWRP works with the state and the Children's Bureau to collect the following documentation/information before the onsite review. CWRP posts all of these materials on the state review portal page before the review:

- Statewide Assessment
- CFSR State Policy Documents
- State and Federal Team Pairings Chart (site assignments)
- Review week schedules
- Onsite logistical documents

## **Review Materials and Equipment**

The Online Monitoring System (OMS) is used to collect review data and can be used on any PC or laptop with internet access. CWRP reviewers use laptops provided by CWRP. States should ensure their reviewers have a computer that can access the state's electronic case record system. CWRP assists the Children's Bureau by:

- Providing laptops and all related equipment (e.g., power cords, extension cords) as needed.
- Providing onsite technical assistance for the laptops, related equipment, OMS, and automated instruments and reports at each site throughout the review week (see Equipment Fact Sheet for details).
- Before the review, coordinating with the state IT contact to ensure a stable wireless internet connection at each site. CWRP sends MiFis to each site to serve as backup internet access.

## State-Led Reviews

For states engaged in State-Led Reviews, CWRP provides the following support as needed:

- CWRP works with the state and the Children’s Bureau to collect documentation/information before the review. CWRP posts all of these materials on the state review portal page before the review:
  - Statewide Assessment
  - CFSR State Policy Document
- Stakeholder Interviews:
  - The federal team holds stakeholder interviews to collect information to assess the functioning of the CFSR systemic factors. CWRP supports these interviews by providing 2 trained note-takers to capture the information shared during each interview. CWRP also provides power strips, extension cords, and MiFis for the federal team’s use on site.
  - The state determines the location of the interviews in consultation with the federal planning team. Interviews can be held in person, virtually, or a combination thereof, as determined by the planning team.
  - If the interviews are being held in person, the state is responsible for providing a physical space adequate for the federal team (5 to 6 staff) and in-person interviewees that ensures confidentiality.
  - If there will be a virtual component to any of the interviews, the state must ensure a stable wireless internet connection and provide a virtual meeting platform, plus IT support to troubleshoot any issues that may arise.

## More Information

For more information regarding review logistics, please email the Child Welfare Reviews Project at [cw@jbsinternational.com](mailto:cw@jbsinternational.com), or contact your Children’s Bureau Regional Office.