

Child and Family Services Reviews Update

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Technical Bulletin #12 Issued

This Technical Bulletin (TB) announces the next round of Child and Family Services Reviews (CFSRs) the Children's Bureau plans to begin in federal fiscal year 2022. The bulletin provides a high-level overview of the reviews, outlines improvements to strengthen the CFSR process, and provides preliminary information on the scheduling of reviews for CFSR Round 4. The Children's Bureau will provide future guidance and hold calls with states to share more information about the process and procedures before the start of the reviews. TB #12 can be accessed via:

- CB website:
<https://www.acf.hhs.gov/cb/resource/cfsr-technical-bulletin-12>
or (scroll down to Technical Bulletins):
<https://www.acf.hhs.gov/cb/resource/cfsr-legislation-policy-tb>
- CFSR Information Portal (click on 2020 to expand):
<https://www.cfsrportal.acf.hhs.gov/resources/technical-bulletins>

Systemic Factors Report for Round 3 Released

Systemic Factors—Results From the CFSRs: 2015–2018 presents findings on the systemic factors based on data collected during the CFSRs. Overall, this report reveals a need for improvement in systemic factor functioning. It also highlights the importance of collecting and using quality data and information so that child welfare agencies and their partners are able to assess and routinely monitor statewide functioning of systemic factors. Results and examples in this report do not cover or apply to all states and all items. The report will be available shortly via:

- CB website (to be posted shortly):
<https://www.acf.hhs.gov/cb/monitoring/child-family-services-reviews/round3>
- CFSR Information Portal (now available on Round 3 Resources—CFSR Findings):
<https://www.cfsrportal.acf.hhs.gov/resources/cfsr-findings>

Statewide Data Indicators Updated

JBS received updated AFCARS and NCANDS data downloads from the CFSR Data Team on July 1, 2020. We used these data to calculate a new round of states' Observed Performance, Risk-Standardized Performance, and Data Quality for the August Statewide Data Indicators. We submitted a source file containing the results back to the Children's Bureau's CFSR data team who then used that file to generate the Statewide Data Indicator Profiles. After Regional Office review, the Regions then send those files to the states, a process that began in mid-September. Additionally, JBS used the source file to update the Statewide Data Indicator Profile visualizations on the Online Monitoring System (OMS), which went live on September 15, 2020.

CFSR Information Portal Refresh: New Look and Feel!

We are excited to share that we have updated the look and feel of the CSFR Information Portal and E-Training Platform (ETP), now renamed the E-Learning Academy (ELA). The portal is built on a content management system called Drupal. The portal previously ran on Drupal 7 and has been upgraded to Drupal 8.

This was a major update that required rebuilding a lot of the portal infrastructure and programming. Although this update was required for security purposes, it also allowed us to modernize much of the backend and the portal's look and feel. We also improved the layout and experience for users who access the portal from a tablet or mobile device.

As part of this portal refresh, as noted above, the former ETP got a facelift. And the first change you'll notice is that its name changed. The refreshed ELA will continue to serve as the same high-quality online training destination, designed to provide review team members the information and skills they need to successfully participate in the CSFRs as well as in state reviews related to Program Improvement Plans (PIPs) and Continuous Quality Improvement (CQI).

The refreshed ELA has launched with four fully realized online courses, each specifically designed for autonomous, self-directed online learning that, in these days of COVID-19-related social distancing, means you can learn safely, on your own, and at your own pace. State training leads who are designing state training curricula can also integrate ELA content—either components of different courses or entire courses separately—into their own training plans. To support the development of these plans, senior training staff from the Child Welfare Reviews Project (CWRP) are available for customized, one-on-one consultation with any state staff who want to discuss integration and implementation. State training leads interested in learning more about individualized training consultations can email CWRP at cw@jbsinternational.com. You may also reach out directly to your Regional Office for additional information.

The ELA will also continue to offer learners a two-tiered certificate system. For simply completing all activities in a course, learners will be eligible to receive a Certificate of Completion (COC). Certain courses will also offer a Continuing Education Certificate (CEC), which confers contact hours approved by the National Association of Social Workers (NASW). To receive a CEC, learners must first complete and mark as completed all activities in the course, then pass a culminating quiz and complete the course evaluation.

As noted above, the refreshed ELA has launched with four complete courses. They are:

- The OSRI: Provides an introduction and overview of the Round 3 Onsite Review Instrument (OSRI), the federal instrument used to review cases during the CSFRs. It includes a downloadable copy of the OSRI as well as videos on the instrument's layout, its various outcomes, and the Round 3 Quality Assurance (QA) process. For states wishing to require proof of mastery, there will also be an optional quiz. Certificate available: COC.
- In-Home Services Mock Case I (Marsha Taylor): Contains a complete in-home services mock case, Marsha Taylor. The module includes downloadable documents related to the mock case, case-related interviews available as audio files, and a series of rationale videos that explain and justify the item and outcome ratings for the case. It also includes

a three-part video series that provides a detailed overview of case-related interviews and the Case-Related Interview Guides and Instructions document. For states wishing to require proof of mastery, there will also be an optional quiz. Certificate available: COC.

- Foster Care Mock Case II (David Clement): Contains a complete foster care mock case, David Clement, including downloadable documents, audio case-related interviews, and rationale videos. It also includes an interactive simulation of a case-related interview. Certificates available: COC, CEC (4 contact hours approved by NASW).
- Foster Care Mock Case III (Javier Diaz): Contains a complete foster care mock case, Javier Diaz, including downloadable documents, audio case-related interviews, and rationale videos. Certificates available: COC, CEC (4 contact hours approved by NASW).

Other courses are in development, including an all-new course on QA that will offer high-quality explanatory videos, an interactive case review simulation, a series of mock cases designed for hands-on QA practice, and full integration with the OMS—meaning that learners will be able to access their own, private OMS site to support their learning experience.

The Resources and FAQs sections of the portal remain public, meaning users still don't need an account or to log into the portal to view those sections. However, the ELA is now entirely private. Before this refresh, someone without a portal account could access the training materials and complete the courses. However, that anonymous user would not be eligible to take the quizzes at the end of the course or to earn a COC or CEC. Now, the ELA and course materials are only accessible to individuals with a portal account. As more and more states incorporate the ELA course work and training materials into their own staff requirements, this change will help states and their users ensure that they're logged into the ELA and that we can track and verify the completion of their course work and issue certificates appropriately. Portal accounts may be requested for state staff by emailing admin@cfsrportal.org.

You will be required to reset your password and re-accept the System Use Notification and Rules of Behavior before you can log in to the new site, but otherwise all user accounts and existing content, documents, and information have been migrated.