Child and Family Services Reviews   
Program Improvement Plan

**[insert state name]**

**[insert date of submission]**

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# Program Improvement Plan

## Purpose

The Program Improvement Plan (PIP) is designed to create lasting and statewide systemic change in key areas identified in the Child and Family Services Review (CFSR), while also addressing the practice and systemic concerns found during the review that affect the system’s ability to meet the needs of children and families served. As such, the program improvement planning, development, implementation, monitoring, and adjustment process must focus on strengthening child welfare system functioning, which leads to better outcomes for children and families. For more information, see [Guiding Principles, Framework, and Tools for the Program Improvement Plan Development Process](https://public.huddle.com/b/DPovqP/index.html).

## Requirements

The state must submit the PIP to the Children’s Bureau (CB) Regional Office for approval within 90 calendar days from the date the state receives written notification from the CB that it is not operating in substantial conformity with any one of the seven outcomes or seven systemic factors. Consistent with 45 CFR § 1355.35(a)(1) and (d)(4)(e), the PIP must:

* Identify the goals, and strategies or interventions, and how these will improve outcomes identified as not in substantial conformity.
  + Address all case review items rated as Areas Needing Improvement in the Final Report.
  + Address each statewide data indicator with Risk-Standardized Performance (RSP) for applicable reporting periods that is worse than national performance.
  + If performance on a statewide data indicator cannot be calculated due to data quality issues evidenced by the unavailability of data or exceeding data quality limits, address how the state will resolve data quality issue(s).
* Identify the goals, and strategies or interventions, to strengthen each systemic factor identified as “not in substantial conformity” as well as evidence of change resulting from the implemented strategy or intervention. The CB and state negotiate which systemic factor **items** must be addressed based on the state’s CFSR findings and the state’s proposed strategies or interventions to address each systemic factor. States are encouraged to address the most challenging items identified within a systemic factor rather than all items designated as Areas Needing Improvement. The CB encourages states to monitor all systemic factor items in their Annual Progress and Services Reports.
* Identify the key activities, jointly selected with the CB, dates by which each action step is to be completed, and benchmarks of progress for monitoring implementation and improvement.
* Articulate the scope of the program improvement efforts with respect to the state’s target population(s); the geographic scope, including implementation sites; and relevant timeframes—including any plans for phased-in implementation. This can be done at the level of strategies or interventions, or key activities, as appropriate.
* Describe how the plan builds on the state’s prior program improvement plans.
* Identify the state’s capacity and technical assistance needs to support implementation of the PIP.
* Include the progress reporting schedule, and format (e.g., the CB template, state template) that will be used for the duration of the Program Improvement Plan implementation period.[[1]](#footnote-1)
* Include the PIP Measurement Plan—see the Measurement Plan section below, which specifies the required information and elements.

## Template Content

This document provides an optional template that states may use to submit their PIPs to the CB. The sections of the PIP template are outlined below and may be used to provide the most current and relevant information on goals, strategies/interventions, and key activities that address underperformance in identified outcomes, systemic factors, and statewide data indicators.[[2]](#footnote-2) **Areas marked with an asterisk (\*) are required by regulation and must be included in the state’s plan regardless of the format used.** Please see the Round 4 *CFSR Procedures Manual* for additional information on completing the PIP.

Section I: This section includes information about the development of the PIP, including relevant dates.

Section II: This section includes goals, strategies/interventions, and key activities. When developing the proposed PIP, states are encouraged to attend to implementation steps either within their PIP key activities or by developing a companion implementation/work plan. An implementation or work plan is not required to be submitted to the CB. The identification of items, key activities, and measurement should be a joint CB-state effort. It is necessary for the state and the CB to discuss the state’s context and plans over the course of the PIP implementation period.

A **goal** is a broad, positive, and measurable statement expressed in terms of improved practice and/or system performance that supports positive outcomes in the domains of safety, permanency, and well-being for children and their families or systemic functioning of the child welfare system. Goals should be related to the overarching vision of the child welfare system as well as the outcome(s) or systemic factor(s) the system aims to address.

**Strategies or interventions** are the implementation of specific child welfare practices and programs that will be used to make improvements and may affect areas of need across more than one goal. Strategies or interventions answer the question: What will the state do to address areas needing improvement?

**Key activities** represent majoraction steps and include benchmarks or metrics, such as process measures, implementation milestones, or qualitative markers, that answer the question: “How will the state know whether the strategy or intervention is being implemented as planned and having the intended impact?” Key activities must be associated with targeted timeframes for completion. Key activities help the state and the CB determine whether the state is on track to make improvements within the required timeframes and allow for the opportunity to make adjustments to improve performance.[[3]](#footnote-3)

**Timeframes** identify when the state anticipates that a key activity will be achieved; timeframes should be realistic and achievable. Implementation of the PIP must be completed no later than 2 years from the date it is approved by the CB, although not all elements will require this much time to address.

Section III: This section is used to document the PIP Measurement Plan. Measurement requirements are determined by the CB based on findings in the CFSR Final Report and State Data Profiles issued after the Statewide Assessment and before approval of the PIP. Required measures include statewide data indicators with RSP worse than national performance or that cannot be calculated due to data quality concerns, and case review items for Safety Outcomes 1 and 2 and Well-Being Outcome 1 rated as areas needing improvement. For information regarding PIP measurement, see CFSR Technical Bulletin #13A and Chapter 9 of the *CFSR Procedures Manual*.

## Instructions

As noted above, **areas marked with an asterisk (\*) are required by regulation and must be included in the state’s plan regardless of the format used.**

### Section I:

\* Provide the name of the state/territory and record the date the Program Improvement Plan (PIP) is submitted to the Children’s Bureau (CB) for approval. If the state is required to make revisions to the PIP, record the date the PIP was resubmitted. If the state is not required to resubmit, enter NA in the “Date Resubmitted” field. Upon approval of the PIP, the CB will specify the date the PIP is approved, the PIP effective date, the end of the PIP implementation period, and the end of the Post-PIP Evaluation Period. For the “Reporting Schedule and Format,” explain briefly how and when the state will report to the CB on PIP progress.

Provide a list of the stakeholders involved in PIP development; a description of how state child welfare leadership and staff from all levels of the agency, families and youth, the legal and judicial communities, Tribes, and key partners and stakeholders were actively engaged in the development of the PIP; and a summary of the areas to address in the PIP per the Final Report.

### Section II:

Describe the path from an identified problem, need, or opportunity to the desired outcome(s). Be sure to identify the quantitative and/or qualitative data/evidence used to identify the problem. Include a brief description that explains why your goal, strategies, and activities are good solutions to the problem.

\* Identify the goal(s). Be sure to identify in the goal statement the specific outcomes, systemic factors, items, and statewide data indicators that are applicable and required to be addressed. This may be done by specifying the applicable outcome, systemic factor, and items or statewide data indicator in parentheses following the goal statement. Include as many goals as necessary to address areas identified by the CB as needing improvement. Number the goals for ease of reference.

\* Briefly describe the strategy or intervention. The strategy/intervention is the implementation of specific child welfare practices, programs, or policies that will be used to make improvements. Please note whether the strategy/intervention is an evidence-based or promising research program. This may be specified in parentheses following the strategy/intervention. Strategies/interventions may be directed at making improvements under more than one goal. In those circumstances, the state should repeat the strategy under each relevant goal. States may find that there are multiple strategies/interventions and key activities associated with each goal. Include additional strategies/interventions followed by key activities as necessary to accommodate the state’s PIP, and number each strategy/intervention accordingly.

\* Document the key activities associated with the strategy/intervention. When documenting the key activities, briefly name and describe those associated with the strategy or intervention, including a description of the target population(s) and geographic scope. Key activities comprise major action steps and metrics such as a process measure, implementation milestone or benchmark, or interim improvement in outcomes or systemic factors. For each key activity, document the projected completion date. Include additional rows as necessary to accommodate the state’s PIP and number each key activity accordingly. Key activities help the state and CB determine whether the state is on track to make the required changes for implementation of the improvement.

### Section III:

\* Identify the state’s PIP measures, amount of improvement required, methods used to establish baselines and goals, plan to evaluate state progress toward achieving measurement goals, and case review sampling methodology and procedures.

## Program Improvement Plan

### Section I: General Information

#### \*State Information

#### State/Territory: [insert state/territory name]

#### Date Submitted: [insert date submitted]

#### Date Resubmitted: [insert date resubmitted]

#### Date Approved: [insert date approved]

#### PIP Effective Date: [insert PIP effective date]

#### End of PIP Implementation Period: [insert date of end of PIP implementation period]

#### End of Post-PIP Evaluation Period: [insert date of end of Post-PIP Evaluation Period]

#### Reporting Schedule and Format:

[Provide the names and affiliations of the individuals who participated in the Program Improvement Plan process and identify their roles in the process.]

| **Name** | **Role** | **Affiliation** |
| --- | --- | --- |
|  |  |  |
|  |  |  |

### Description of Stakeholder Involvement in PIP Process

[Insert a description of how child welfare leadership and staff from all levels of the agency, families and youth, the legal and judicial communities, Tribes, and other key partners and stakeholders were actively engaged in the PIP process.] For activities and questions to consider in the PIP development document when engaging system partners, see Table 1 in [Guiding Principles, Framework, and Tools for the Program Improvement Plan Development Process](https://public.huddle.com/b/DPovqP/index.html).

### List of Goals to Address Outcomes, Items, and Systemic Factors per the Final Report

| **Goals** | **Outcome/Item/Systemic Factor** |
| --- | --- |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

## Section II: Goals, Strategies/Interventions, and Key Activities

Identify the goal(s). Include as many goals as necessary to address areas identified by the Children’s Bureau as needing improvement. Number the goals for ease of reference.

**Areas marked with an asterisk (\*) are required by regulation and the Round 4 *CFSR Procedures Manual* and must be included in the state’s plan regardless of the format used.**

### Goal 1

[Identify the goal.]

#### Description of the problem, need, or opportunity

[Insert a description of the problem and the path from the identified problem, need, or opportunity to the desired outcome(s). Be sure to identify the quantitative and/or qualitative data/evidence used to identify the problem. Include a brief description that explains why your goal, strategies, and activities are good solutions to the problem.]

### \*Goal, Strategy, and Key Activity Identification

Example (see blank template below these instructions):

|  |
| --- |
| **Goal :** [For each identified Goal, be sure to identify in the goal statement the specific outcomes, systemic factors, items, and statewide data indicators that are applicable and required to be addressed. This may be done by specifying the outcome, systemic factor, and items or statewide data indicator in parentheses following the goal statement.] |
| **Strategy :** [For each identified Strategy, briefly describe the strategy or intervention. Please note whether the strategy/intervention is an evidence-based or promising research program. This may be specified in parentheses following the strategy/intervention. Include additional strategies/interventions followed by key activities as necessary to accommodate the state’s PIP, and number each strategy/intervention accordingly.] |
| **Implementation Sites:** [Insert implementation site(s).] |
| **Activity:** [For each identified Activity, document the activity associated with the strategy/intervention, including briefly naming and describing those associated with the strategy or intervention, and describing the target population(s) and geographic scope. Include additional rows as necessary to accommodate the state’s PIP and number each key activity accordingly, including answering the question: “How will the state assess whether the strategy or intervention is being implemented as planned and having the intended impact?”] |

#### State/Territory: [insert state/territory name]

#### Date: [insert date]

| **Goal:** | **Completed?**  ☐ |
| --- | --- |
| **Strategy:** | **Completed?**  ☐ |
| **Implementation Site(s):** | - |

| **Key Activity:** | **Expected Completion Date:** | **Report of Progress** | **Status of Completion** | **CB Comments** |
| --- | --- | --- | --- | --- |
| **Key Activity:** |  |  |  |  |
| **Key Activity:** |  |  |  |  |

| **Strategy:** | **Completed?**  ☐ |
| --- | --- |
| **Implementation Site(s):** | **-** |

| **Key Activity:** | **Expected Completion Date:** | **Report of Progress** | **Status of Completion** | **CB Comments** |
| --- | --- | --- | --- | --- |
| **Key Activity:** |  |  |  |  |
| **Key Activity:** |  |  |  |  |

## Section III: CFSR Round 4 PIP Measurement Plan

***State/Territory:*** [insert state/territory name]

***Date:*** [insert date]

**Areas marked with an asterisk (\*) are required by regulation and the Round 4 *CFSR Procedures Manual* and must be included in the state’s plan regardless of the format used.**

Measurement requirements are determined by the Children’s Bureau (CB) based on findings in the CFSR Final Report and State Data Profiles issued after the Statewide Assessment and before approval of the Program Improvement Plan (PIP). Required measures include statewide data indicators with Risk-Standardized Performance (RSP) worse than national performance or that cannot be calculated due to data quality concerns, and case review items for Safety Outcomes 1 and 2 and Well-Being Outcome 1 rated as areas needing improvement.

Complete the sections below to identify the state’s PIP measures, amount of improvement required, methods used to establish baselines and goals, plan to evaluate state progress toward achieving measurement goals, and case review sampling methodology and procedures.

For information regarding PIP measurement, see [CFSR Technical Bulletin #13A](https://www.cfsrportal.acf.hhs.gov/document/download/KgWBMO) and Chapter 9 of the [CFSR 4 Procedures Manual](https://www.cfsrportal.acf.hhs.gov/document/download/okgKJj).

### \* Statewide Data Indicators

Complete the table below to identify the statewide data indicators (SWDIs) requiring PIP measurement. The Children’s Bureau will consider the state’s RSP performance for data periods after the Statewide Assessment and before PIP approval to determine final PIP and PIP Measurement Plan requirements. Include baseline observed performance information for each statewide data indicator that requires measurement, the improvement goal and, as applicable, data quality information.

The baseline will be the most recent observed performance for each measure in the data profile scheduled to be released when the CFSR Final Report is issued (periods vary by indicator). Baselines for Final Reports transmitted between March 1 and August 31 will use the most recent 12-month reporting periods in the preceding February profile. Baselines for Final Reports transmitted between September 1 and February 28/29 will use the preceding August profile. Due to the transition to AFCARS 2020, data profiles may be delayed and/or states may be reissued a data profile if a state submits corrected data. In either instance, the designated 12-month reporting period used for baselines will remain the same. The CB calculates and provides to the state the observed performance goal for each SWDI.

States have two pathways to achieve the required amount of improvement for each SWDI included in the PIP Measurement Plan. Achievement of the required amount of improvement for SWDIs is determined by whichever pathway is achieved first.

1. The first pathway is for the state’s observed performance for a 12-month reporting period to meet or exceed the improvement goal.
2. The second pathway is for the state’s RSP for a 12-month reporting period to be better or no different than national performance.

Data quality (DQ) issues must be resolved to determine substantial conformity and to calculate baselines and goals. When state performance on an indicator(s) cannot be calculated due to DQ issue(s), the state will be required to include (a) the indicator in the PIP Measurement Plan, and (b) strategies in the PIP to correct the quality of the data.

**Statewide Data Indicator Measure Information—Observed Performance Goals**

Table 1A. Safety Outcome 1: SWDI Measure Information—Observed Performance Goals

| Statewide Data Indicator1 | PIP Status: PIP or No PIP2 | Baseline 12-Month Reporting Period3 | Baseline Observed Performance4 | Observed Performance Goal5 |
| --- | --- | --- | --- | --- |
| Recurrence of Maltreatment |  |  |  |  |
| Maltreatment in Foster Care |  |  |  |  |

Table 1B. Permanency Outcome 1: SWDI Measure Information and Observed Performance Goals

| Statewide Data Indicator1 | PIP Status: PIP or No PIP2 | Baseline 12-Month Reporting Period3 | Baseline Observed Performance4 | Observed Performance Goal5 |
| --- | --- | --- | --- | --- |
| Permanency in 12 Months (Entries) |  |  |  |  |
| Permanency in 12 Months (12−23 Months) |  |  |  |  |
| Permanency in 12 Months (24+ Months) |  |  |  |  |
| Reentry to Foster Care in 12 Months |  |  |  |  |
| Placement Stability |  |  |  |  |

**Statewide Data Indicator Explanatory Data Notes:**

1*Statewide Data Indicator*: See [CFSR Round 4 Statewide Data Dictionary](https://www.cfsrportal.acf.hhs.gov/document/download/NxyBrq) for measure description and information.

2*PIP Status*:Determination is made by the CB based on the state’s RSP as specified in the CFSR Final Report and State Data Profiles issued after the Statewide Assessment and before CB approval of the PIP.

3*Baseline 12-Month Reporting Period*: Baselines for Final Reports transmitted between March 1 and August 31 will use the most recent 12-month reporting periods in the preceding February profile. Baselines for Final Reports transmitted between September 1 and February 28/29 will use the preceding August profile. Due to the transition to AFCARS 2020, data profiles may be delayed and/or states may be reissued a data profile if a state submits corrected data. In either instance, the designated 12-month reporting period used for baselines will remain the same.

4*Baseline Observed Performance*: The baseline is the observed performance (percent or rate) for the baseline 12-month reporting period for each indicator.

5*Observed Performance Goal*: Established by the CB using an improvement factor based on the state’s past 3 years of observed performance. For a complete description of the methodology used to establish improvement goals, see [CFSR Technical Bulletin #13A](https://www.cfsrportal.acf.hhs.gov/document/download/KgWBMO).

### \* Case Review Items

Complete Tables 2A and 2B below to identify the baseline case review information for each case review item requiring PIP measurement. Measurement Plans must be updated after completion of Measurement Period 1 (baseline), likely after PIP approval, to identify the number of applicable cases, baseline performance information, and the amount of improvement required for each case review item. The CB calculates and provides this information to states based on case review data submitted by the state for Measurement Period 1.

States have two pathways to achieve the required amount of improvement for a case review item measure:

1. The first pathway is to meet or exceed the sustained improvement goal in any three measurement periods.
2. The second pathway is to meet or exceed the high-performance value in any single measurement period.

To determine that a PIP measurement goal is met using case review data, the following measurement criteria must be met: (1) CB confidence in the accuracy of results, (2) significant changes not made to the case review schedule, (3) the minimum number of applicable cases reviewed that were required for each item, and (4) the distribution/ratio of cases from Measurement Period 1 (baseline) maintained. A +/-5% tolerance is provided to the proportion of cases reviewed in the metro site or site with the largest case population and by case type when comparing Measurement Period 1 (baseline) with subsequent measurement periods.

Identify in Table 2A below whether the state will use a statewide aggregate or case review measure for Item 1, Timeliness of Initiating Investigations of Reports of Child Maltreatment, by removing the table and explanatory note for the aggregate measure if not used. As applicable, include a state aggregate measure description in the corresponding data note. For states using a state aggregate measure for Item 1, the CB will determine the required amount of improvement and confirm achievement of the goal when a state meets or exceeds the item measurement goal in any single 12-month measurement period following Measurement Period 1 (baseline).

For more information regarding the methodology used to establish the required amount of improvement, see [CFSR Technical Bulletin #13A](https://www.cfsrportal.acf.hhs.gov/document/download/KgWBMO).

**Measurement Period 1 (Baseline) Case Review Period**1**:** [*identify months/years*]

**Case Review Item Measure Information**

Table 2A−1. Safety Outcome 1: Case Review Item Measure Information—Aggregate Measure

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| CFSR Items Requiring Measurement2 | PIP Status: PIP or No PIP4 | 12-Month Baseline Reporting Period3 | Number of children requiring face-to-face contact 3 | Number of children who received face-to-face contact within required timeframes3 | Measurement Period 1 (Baseline) Performance7 | Item 1 Aggregate Measure Goal10 |
| Item 1 (Aggregate Measure): Timeliness of Initiating Investigations of Reports of Child Maltreatment3 |  |  |  |  |  |  |

**Table 2A−2. Safety Outcome 1: Case Review Item Measure Information—Case Review Measure**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| CFSR Items Requiring Measurement2 | PIP Status: PIP or No PIP4 | Number of Applicable Cases5 | 2% Tolerance Applied to Applicable Cases6 | Number of Cases Rated a Strength | Measurement Period 1 (Baseline) Performance7 | Sustained Improvement Goal8 | High-Performance Value9 |
| Item 1 (Case Review Measure): Timeliness of Initiating Investigations of Reports of Child Maltreatment |  |  |  |  |  |  |  |

Table 2B. Safety Outcome 2: Case Review Item Measure Information

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| CFSR Items Requiring Measurement2 | PIP Status: PIP or No PIP4 | Number of Applicable Cases5 | 2% Tolerance Applied to Applicable Cases6 | Number of Cases Rated as a Strength | Measurement Period 1 (Baseline) Performance7 | Sustained Improvement Goal8 | High-Performance Value9 |
| Item 2: Services to Protect Child(ren) in the Home and Prevent Removal or Re-Entry Into Foster Care |  |  |  |  |  |  |  |
| Item 3: Risk and Safety Assessment and Management |  |  |  |  |  |  |  |

Table 2C. Well-Being Outcome 1: Case Review Item Measure Information

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| CFSR Items Requiring Measurement2 | PIP Status: PIP or No PIP4 | Number of Applicable Cases5 | 2% Tolerance Applied to Applicable Cases6 | Number of Cases Rated as a Strength | Measurement Period 1 (Baseline) Performance7 | Sustained Improvement Goal8 | High-Performance Value9 |
| Item 12: Needs and Services of Child, Parents, and Foster Parents |  |  |  |  |  |  |  |
| Item 13: Child and Family Involvement in Case Planning |  |  |  |  |  |  |  |
| Item 14: Caseworker Visits With Child |  |  |  |  |  |  |  |
| Item 15: Caseworker Visits With Parents |  |  |  |  |  |  |  |

**Case Review Explanatory Notes:**

1*Measurement Period 1*: Identifies the dates on which case reviews were conducted to establish baselines and goals.

2*CFSR Items Requiring Measurement*: For a description of the case review item and rating criteria, see the [CFSR Onsite Review Instrument and Instructions](https://www.cfsrportal.acf.hhs.gov/resources/round-4-resources/cfsr-round-4-instruments-tools-and-guides/onsite-review-instrument-and).

3*Item 1 State Aggregate Measure Description*: The number of children statewide identified in accepted/screened-in CPS reports that require face-to-face contact in a 12-month period that received timely face-to-face contact according to agency policy. The state aggregate measure does not include attempted contacts or delays outside of the agency's control.

4*PIP Status*:Determination is made by CB based on the state’s CFSR onsite case review performance as specified in the CFSR Final Report.

5*Number of Applicable Cases*: Number of cases reviewed that were applicable to (rated for) each item. The number shown is for Measurement Period 1 (baseline). A minimum of 33 applicable cases per case review item are required for the baseline period. The number of applicable cases reviewed for each item must be equal to or greater than the baseline number of applicable cases in order to evaluate goal achievement for ongoing measurement.

6*2% Tolerance Applied to Applicable Cases*: A 2 percent (-2%) tolerance is applied to the number of cases reviewed for the baseline period to establish the minimum number of cases required in each measurement period to evaluate goal achievement.

7*Measurement Period 1 (Baseline) Performance*: Calculated by dividing the number of Strength ratings for the item by the total number of applicable cases reviewed for that item during Measurement Period 1; is expressed as a percentage.

8*Sustained Improvement Goal*: Established by the CB using a scaling factor based on the state’s baseline performance and percentage of applicable cases that would equal a CFSR Strength rating adjusted by 25%. The value is expressed as a percentage, rounded up to the nearest whole number, and capped at the percentage of applicable cases that would equal a CFSR Strength rating. The amount of improvement required is achieved by meeting or exceeding the sustained improvement goal in any three measurement periods.

9*High-Performance Value*: Established by the CB using a scaling factor based on the state’s baseline performance and percentage of applicable cases that would equal a CFSR Strength rating adjusted by 50%. The value is expressed as a percentage, rounded up to the nearest whole number, and capped at the percentage of applicable cases that would equal a CFSR Strength rating. The amount of improvement required is achieved by meeting or exceeding the high-performance value in any single measurement period.

10*Item 1 State Aggregate Measure Goal*: Established by the CB using a scaling factor based on the state's baseline performance and a maximum amount of improvement of 3%. The value is expressed as a percentage, rounded to the nearest tenth of a percent, and capped at the percentage of applicable cases that would equal a CFSR Strength rating. The amount of improvement required is achieved when a state meets or exceeds the item measurement goal in any single 12-month measurement period following Measurement Period 1 (baseline).

For a complete description of measurement requirements, measures, and methodologies to establish and meet the required amount of improvement, see [CFSR Technical Bulletin #13A](https://www.cfsrportal.acf.hhs.gov/resources/round-4-resources/2022/technical-bulletin-13a).

### \* Case Review Sampling Methodology

1. PIP Measurement sites and explanation of how these align with PIP implementation sites: [List PIP Measurement sites and explain how they align with PIP implementation sites]
2. Total number of cases to be reviewed in each measurement period (sample size): [insert total number]
3. Length of each measurement period (e.g., month, quarter, 6 months): [insert length of each measurement period]
4. Fill out Table 3 to identify the sites, case review dates, and number/percent of cases to be reviewed by case type and site (sample stratification) for Measurement Period 1 (baseline period). If the number of cases will increase in subsequent measurement periods, add more tables to identify this information for those periods:

**Table 3: Case Review Schedule for Measurement Period 1 (Baseline)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sites | Dates\* | Foster Care Cases | In-Home Services Cases | Total Cases |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| Total |  |  |  |  |

*Note:* *The schedule will be replicated until all case review goals are achieved or the end of the Post-PIP Evaluation Period, whichever date occurs first.*

1. Sampling Approach:

☐ Rolling Monthly ☐ Rolling Quarterly ☐ Fixed ☐ Other:

1. Length of Period Under Review (PUR): [insert length of PUR]
2. Sampling Periods and PUR Dates:

**Table 4. Measurement Period 1 (Baseline) Sampling Periods and PURs**

| **Case Review Period** *When case reviews will be conducted* | **Sampling Periods\*** *Time period cases are drawn from* | **Period Under Review (PUR)** *Identify dates using first day of sampling period to date of review* |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

*-\*\*Instructions: Identify sampling periods for both foster care and in-home services, noting specific dates, and whether dates are the same for both case type populations or if the IHS sampling period will extend for an additional 45 days.*

Note: The dates in the table will be replicated until all case review goals are achieved or the end of the Post-PIP Evaluation Period, whichever date occurs first, by advancing sampling periods and PURs for each case review period at the interval shown in the table.

1. Description of foster care case population: [insert description]
2. Description of in-home services case population: [insert description]
3. Case elimination criteria—

Federal criteria:

* An in-home services case open for fewer than 45 consecutive days during the PUR
* An in-home services case in which any child/youth in the family was in foster care for more than 24 hours during the PUR
* An in-home services case in which a child was on a trial home visit (THV—placement at home) at the start of the sampling period and the THV was fewer than 45 consecutive days
* A foster care case in which the child/youth was in foster care for fewer than 24 hours during the sampling period
* A foster care case in which the target child/youth reached the age of 18 before the PUR
* A foster care case in which the selected child/youth is or was in the care and responsibility of another state, and the state being reviewed is providing supervision through an Interstate Compact on the Placement of Children (ICPC) agreement
* A foster care case in which the child’s/youth’s adoption or guardianship was finalized before the PUR and the child/youth is no longer under the care of the state child welfare agency
* A foster care case in which the child/youth was placed for the entire PUR in a locked juvenile facility or other placement that does not meet the federal definition of foster care
* A case open for subsidized adoption payment only and not open to other services
* A case that was discharged or closed according to agency policy before the sample period
* A case appearing multiple times in the sample, such as a case that involves siblings in foster care in separate cases or an in-home services case that was opened more than one time during the sampling period(s)
* A case reviewed in the past 12 months

The following cases are subject to review unless extenuating circumstances warrant exclusion as discussed and agreed to by the CB:

* Cases involving administrative, civil, or criminal litigation
* Cases involving current or former employees of the child welfare agency and contracted provider agencies

State-Specific Case Elimination:

* [insert any proposed state-specific case elimination criteria]

1. Approach to meet minimum applicable case criteria for each item: [insert approach]
2. Identify all Measurement Periods through the end of the Post-PIP Evaluation Period [insert additional rows in Table 5 as needed]

Table 5: PIP Measurement Period Information

|  |  |  |
| --- | --- | --- |
| Measurement Period | Case Review Period | PUR Start Dates |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Note: All case reviews must be completed by the end of the Post-PIP Evaluation Period, including cases reviewed to meet minimum applicable cases.

1. Case Review Procedures

Include as an Appendix A the state’s case review procedures that describes the processes to:

* Ensure accurate and consistent application of the OSRI
* Address and document application of case elimination criteria and the CB consultation/review/approval process
* Avoid conflicts of interest for reviewers and quality assurance team members when assigning cases
* Conduct case-related interviews of key informants on every case to inform the ratings, including the following individuals: child (if school-age and developmentally appropriate), parents, caregiver/foster care provider, and caseworker or supervisor
* Follow a written protocol for acceptable case-specific exceptions to conducting case participant interviews
* Ensure accurate and consistent case review ratings, including training for case reviewers and those conducting quality assurance activities
* Ensure consistency of ratings across multiple sites and reviewers, and third-party (i.e., someone who has not reviewed the case) quality assurance of cases reviewed for accuracy of ratings in accordance with the federal OSRI
* Address safety concerns identified in a case under review

1. States may have different progress report schedules for PIP and PIP measurement data reporting. [↑](#footnote-ref-1)
2. States that choose an alternative format must include all of the required information for the PIP and PIP measurement plan as specified in Chapter 9 of the *CFSR Procedures Manual*, and the PIP must be approved by the Children’s Bureau. [↑](#footnote-ref-2)
3. This definition of key activities varies slightly from the definition in the *CFSR* *Procedures Manual*. [↑](#footnote-ref-3)