



Department of
Children's Services



Child and Family Service Review **PIP Sampling Plan**

Office of Continuous Quality Improvement

Tennessee Department of Children's Services | February 2018



Statewide Representative Sample and Schedule

The Child and Family Service Review (CFSR) will be conducted in each of the twelve service regions each year between April 1, and September 30. The CFSR will become the primary qualitative case review for DCS. The CFSR On Site Review Instrument (OSRI) will be used to complete the case reviews and review data will be collected in the Online Management System (OMS). The data collected during each 6 month period will be used as a measure for conformity for the Tennessee CFSR Performance Improvement Plan. Memphis is the largest metropolitan area in the state. It is located in Shelby County and comprises the Shelby County Region. The Shelby County region will be reviewed during the month of August. Reviews in each region will be for the duration of one week. Foster Care cases will be allotted four days for completion (Monday – Thursday) and Non-custody cases will be allotted three days for completion (Monday – Wednesday).

Daily Activities during Review Week:

- Day one of the review week includes an opening session; hard-copy case file review; and interviews. Reviewers will drive to conduct interviews in person as needed.
- Day two includes completing interviews; entering information into the OSRI; and first level QA.
- Day three includes first level and second level QA sessions and Reviewer corrections in the OSRI.
- Day four includes feedback sessions with the Caseworker and Supervisor on overall performance. Reviewers will leave the review site by Noon once released by the Site Administrator.
- Day five includes a Regional Report-out Session with Leadership, led by the Site Administrator.

Table 1.Review Schedule

2018 Baseline Year

Service Region	Review Date
Smoky Mountain	April 9-13, 2018
Davidson County	April 23-27, 2018
Upper Cumberland	May 7-11, 2018
South Central	May 21-25, 2018
Mid-Cumberland	June 4-8, 2018
Southwest	June 25-30, 2018
Tennessee Valley	July 9-13, 2018
Northeast	July 23-27, 2018
Shelby County	August 13-17, 2018
Knox County	August 27-31, 2018
Northwest	September 10-14, 2018
East Tennessee	September 24-28, 2018

2019 PIP Monitoring Year One¹

Service Region	Review Date
Smoky Mountain	April 8-12, 2019
Davidson County	April 22-26, 2019
Upper Cumberland	May 6-10, 2019
South Central	May 20-24, 2019
Mid-Cumberland	June 3-7, 2019
Southwest	June 24-28, 2019
Tennessee Valley	July 8-12, 2019
Northeast	July 22-26, 2019
Shelby County	August 12-16, 2019
Knox County	August 26-30, 2019
Northwest	September 9-11, 2019
East Tennessee	September 23-27, 2019

2020 PIP Monitoring Year Two

Service Region	Review Date
Smoky Mountain	April 6-9, 2020
Davidson County	April 20-24, 2020
Upper Cumberland	May 4-8, 2020
South Central	May 18-22, 2020
Mid-Cumberland	June 1-4, 2020
Southwest	June 22-26, 2020
Tennessee Valley	July 13-17, 2020
Northeast	July 27-31, 2020
Shelby County	August 10-14, 2020
Knox County	August 24-28, 2020
Northwest	September 14-18, 2020
East Tennessee	September 21-25, 2020

¹ The case review schedule will replicate through the end of the non-overlapping evaluation period or achievement of all PIP measurement goals, whichever date comes first.

Sampling Methodology, Sample Size, and Mix

DCS plans to review 144 cases annually during the Child and Family Service Review PIP. A total of 76 foster care cases and 68 In-home cases will be reviewed. DCS Office of Information Technology (IT) will download required data on all cases open for the sampling period which will be between April 1 and September 30 (plus 45 days for non-custody cases) of the year prior to the review year, using the sampling frames previously approved by the Children's Bureau for the CFSR period. Family Support Service (FSS) cases start date will be calculated from the date the case was opened or transferred from Child Protective Services -Assessment (CPS-A) or Child Protective Services-Investigation (CPS-I). That data will be provided to Vanderbilt University Department of Bio-Statistics.

The period under review (PUR) for each region will correspond to the sampling period, beginning on April 1 of the year prior to the review year and ending the week of each service region's CFSR review. The length of the PUR will vary depending on the review date with the first region's PUR being 12 months and the last region's PUR being 18 months.

The Vanderbilt University Department of Bio-Statistics will provide a fixed non-rolling sample to the Program Evaluation team by two months prior to the review season. This sample will contain the appropriate percentage of cases in each service region by case type so that it is comparable with the percentages for the 2017 CFSR Review. The sample will include additional cases as outlined in Table 2. To ensure the majority of In-Home Services (IHS) cases reviewed are Family Support Services (FSS) cases, the random sample will be limited to no more than 20% of Child Protective Service (CPS) or Juvenile Justice (JJ) cases (10% each). If a selected case meets elimination criteria, the state will select another case from the randomized list of cases until the designated number of cases is selected from the identified regions. Vanderbilt University Department of Bio-Statistics will provide an oversample six-time the size of each case type for replacement.

During the CFSR Baseline Review samples were approved by case type. The state found that under this approach, each sample varied by information provided. In the upcoming data collection process each sample will have the same information provided as listed below:

- Client ID
- Client Name
- Birth Date
- Gender
- Race
- Hispanic/Latino
- Assignment Region
- Team Leader
- FSW
- Case ID
- AFCARS Start Date
- AFCARS Discharge Date

The sample for the In Home Services cases used during the CFSR Baseline Review included cases where the child came into state custody. This variable will be added during future samples.

Each service region will receive its CFSR sample eight weeks prior to the review week. All case eliminations prior to each review and on-site will be determined by the Program Evaluation Team, using the Children's Bureau approved Case Elimination Criteria. Eliminated cases will be tracked with reason for elimination by service region and available for review by the Children's Bureau.

Table 2. Original/Baseline Sample Plan per Region

Region	% of State Caseload	Regional Proportion of 75 CFSR Cases	FC (53%)	IHS (47%)	2 FSS	JJ or CPS
Davidson	8%	6	3	3	2	1
East Tennessee	6%	5	2	2	2	*
Knox	5%	4	2	2	2	*
Mid-Cumberland	13%	10	6	5	3	2
Northeast	11%	8	4	4	3	1
Northwest	6%	5	2	2	2	*
Shelby	8%	6	3	3	2	1
Smoky Mountain	10%	8	4	4	3	1
South Central	7%	5	3	2	2	*
Southwest	7%	5	3	2	2	*
TN Valley	7%	5	3	2	2	*
Upper Cumberland	11%	8	4	4	3	1
Statewide	100%	75	40	35	28 (80%)	7 (20%)

Cases by Population Type

DCS Foster Care cases consist of children and youth who are committed into the custody of the state as Dependent/Neglected, Unruly, or Delinquent. Dependent/Neglected commitments are generally children/youth who were victims of abandonment, abuse or neglect. Youth who were committed to DCS custody as Unruly generally have come before the juvenile court system for runaway, truancy, or their behaviors in the home or school and are then bench ordered into state custody. Youth who are committed Delinquent are minors who have been found guilty of a crime, including felony crimes.

DCS In-Home cases consist of Child Protective Services – Investigations, Child Protective Services – Assessments; Family Support Services; Family Crisis Intervention Program; or Juvenile Justice Probation cases. Child Protective Services cases are assigned through the Tennessee Child Abuse Hotline.

DCS Child Protective Services – Assessments (CPS-A) are cases that do not require intervention of the Child Protective Investigation Team (CPIT). These cases are generally all non-severe abuse and neglect referrals. CPS-A cases can remain open for a maximum of ninety days and may include a thorough assessment of need and linkage to formal and informal services. Child Protective Services – Investigations (CPS-I) are cases that require action from the CPIT in each county. Members of the CPIT team include local law enforcement and the District Attorney General's Office. These cases often lead to criminal charges and prosecution of the alleged perpetrator.

Family Support Services (FSS) cases are opened for longer term services, based on the needs of the family. CPS-I and CPS-A Caseworkers can refer cases to FSS in order to continue providing services. The Juvenile Court can also make a referral directly for a family to receive FSS services. Caseworkers provide services to these families on a long term basis. Service referrals can be made by the FSS Caseworker to provide additional more-intensive services to the family if needed.

Family Crisis Intervention Program (FCIP) cases are referred to DCS through the court. Tennessee Code Annotated defines the service provision for these cases. This service is meant to be short term and provide services to families that are experiencing difficulties due to the behaviors of the youth in the home. These cases will be sampled as FSS cases.

Juvenile Justice Probation cases consist of services provided by DCS that are assigned by the court. These are youth who have been found guilty of a crime, but were not committed into state custody due to the offence not being of the severity to warrant custody. These youth often have community service and restitution which is monitored by the Caseworker. These youth have set Rules of Probation that are determined by the court and monitored by DCS.

Case Elimination

All case elimination decisions will be made by the Program Evaluation Team, and will be documented. Documentation will include the Case Identification Number, Service Region, and Reason for Elimination.

Case elimination may occur under the following circumstances:

- In-home services cases open for fewer than 45 consecutive days during the period under review (PUR).
- In-home services cases where any child/youth in the family under review was in foster care no more than 24 hours during the PUR.
- Foster Care cases open fewer than 24 hours during the PUR.
- Foster Care cases where child/youth were on Trial Home Visit during the entire period of the PUR.
- Foster Care cases that were closed before the sampling period.
- Cases opened for subsidized adoption or guardianship payment only with no services.
- Cases where the target youth reached the age of 18 prior to the PUR.
- ICPC cases placed in Tennessee from another state.
- Cases appearing multiple times in the sample due to multiple siblings receiving services or multiple in-home cases during the sampling period.
- Foster Care cases in which the child's adoption or guardianship was finalized before the PUR and the child is no longer under the care of DCS.
- Cases where youth was placed for the entire PUR in a locked juvenile facility.

Table 3. Case Distribution for PIP (Twelve Cases Each Region):

Region	Percentage of State Caseload (2017)	Region Proportion/Percentage of 144 Cases	Foster Care (53%)	D&N and Unruly	Delinquent	IHS (47%)	FSS	CPSA/CPSI & JJ Probation
Davidson County	8%	12/8.33%	6	6	0	6	5	1 CPS-A
East Tennessee	6%	12/8.33%	6	6	0	6	5	1 CPS-A
Knox County	5%	12/8.33%	6	6	0	6	6	N/A
Mid-Cumberland	13%	12/8.33%	7	5	2	5	3	1 CPS-A 1 CPS-I
Northeast	11%	12/8.33%	7	6	1	5	3	1 CPS-A 1 JJ Prob.
Northwest	6%	12/8.33%	6	4	2	6	6	N/A
Shelby County	8%	12/8.33%	6	6	0	6	5	1 CPS-I
Smoky Mountain	10%	12/8.33%	7	7	0	5	4	1 CPS-A
South Central	7%	12/8.33%	6	6	0	6	5	1 CPS-I
Southwest	7%	12/8.33%	6	6	2	6	5	1 CPS-A
Tennessee Valley	7%	12/8.33%	6	6	0	6	5	1 JJ Prob.
Upper Cumberland	11%	12/8.33%	7	5	2	5	3	1 JJ Prob. 1 CPS-A
Total:	100%	144/99.96%	76	67 (88.2%)	9 (11.8%)	68	55 (80.8%)	13 (19.1%)

Case Distribution Rationale

DCS will distribute all 144 cases equally across the twelve service regions. Each region will have 12 cases reviewed or 8.33% of the total sample. This will keep the percentages of cases reviewed by region within 5% of the baseline CFSR. DCS chose the option of a CFSR Self-Review in order to assess the performance levels of all service regions, as well as, engage and educate stakeholders across all regions in the CFSR and Child and Family Service Plan processes.

DCS made the determination to utilize the CFSR process and OSRI as its qualitative case review measurement moving forward. The Quality Service Review was utilized by DCS from 2005 until 2017. The QSR reviewed 24 cases per region annually. DCS plans to gradually increase the number of cases reviewed in each service region using the CFSR process as our Reviewer capacity grows. Reviewing an equal number of cases, as outlined in Proposal 1, will allow each region to have a more seamless transition to the CFSR as its official annual qualitative review. This will also allow DCS to continue to identify stakeholders, both internal and external, in all service areas to partner with as the CFSR Program Improvement Plan and the upcoming Child and Family Service Plan are developed and implemented.

Other required elements of the case review process are outlined in the TN CFSR Manual which is being submitted with the PIP Measurement Plan.

Items requiring measurement for the PIP:

Although all items in the OSRI will be completed as part of the case review process, items 2, 3, 4, 5, 6, 12, 13, 14, and 15 will be measured for the PIP. Once the baseline is established in 2018, The Children's Bureau will assist in calculating the measurement goals for each item and progress toward those goals will be reported in subsequent PIP progress reports once each measurement period is completed.

Table 4. PIP Measurement Plan Goal Calculation:

Child and Family Services Review (CFSR) Round 3
Tennessee: PIP Measurement Plan Goal Calculation Worksheet
 Case Review Items Requiring Measurement in the PIP
 Prospective Method Using Case Reviews Conducted April 1, 2018 through September 30, 2018 to Establish PIP Baselines & Goals

CFSR Items Requiring Measurement	Item Description	Z value for 80% Confidence Level ¹	Number of applicable cases ²	Number of cases rated a Strength	PIP Baseline ³	Baseline Sampling Error ⁴	PIP Goal ⁵	Adjusted PIP Goal ⁶	CFSR Performance
Item 2	Services to Family to Protect Child(ren) in the Home and Prevent Removal or Re-Entry Into Foster Care	1.28			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	46.7%
Item 3	Risk and Safety Assessment and Management	1.28			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	22.7%
Item 4	Stability of Foster Care Placement	1.28			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	60.0%
Item 5	Permanency Goal for Child	1.28			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	59.0%
Item 6	Achieving Reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement	1.28			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	47.5%
Item 12	Needs and Services of Child, Parents, and Foster Parents	1.28			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	16.0%
Item 13	Child and Family Involvement in Case Planning	1.28			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	41.1%
Item 14	Caseworker Visits With Child	1.28			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	44.0%
Item 15	Caseworker Visits With Parents	1.28			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	29.4%

Explanatory Data Notes:

¹**Z-values:** Represents the standard normal (Z) distribution of a data set and measures the number of standard errors to be added and subtracted in order to achieve the desired confidence level (the percentage of confidence we want in the results). In order to have 80% confidence in the results of the sample data, a Z-value of 1.28 is used to calculate the margin of error.

²**Number of Applicable Cases:** Identifies the minimum number of applicable cases reviewed for the baseline period. Measurement samples must be equal to or greater than the number of applicable cases used to establish the baseline for each item. A two percent (2%) tolerance is applied to the number of cases reviewed to measure goal achievement compared to the number of cases reviewed to establish the baseline.

³**PIP Baseline:** Percentage of applicable cases reviewed rated a strength for the specified baseline period.

⁴**Baseline Sampling Error:** Represents the margin of error that arises in a data collection process as a result of using a sample rather than the entire universe of cases.

⁵**PIP Goal:** Calculated by adding the sampling error to the baseline percentage.

⁶**Adjusted PIP Goal:** Identifies the adjusted improvement goal that accounts for the period of overlap between the baseline period and the PIP implementation period. The adjustment is calculated using an adjustment factor that reduces the sampling error up to one half based on the number of months of overlap, up to 12 months. To determine a PIP measurement goal using case review data is met, CB will also confirm CB has confidence in accuracy of results, significant changes were not made to the review schedule, the minimum number of required applicable cases for each item were reviewed, the ratio of metropolitan area cases to cases from the rest of the state was maintained, and the distribution and ratio of case types was maintained for the measurement period. A five percent (5%) tolerance is applied to the distribution of metropolitan area cases and case types between the baseline and subsequent measurement periods. When a state has an improvement goal above 90% and is able to sustain performance above the baseline for three quarters, the Children's Bureau will consider the goal met even if the state does not meet the actual goal.

⁷**CFSR Performance:** Identifies the percentage of applicable cases reviewed rated a strength based on the state's CFSR onsite review and final report. For reference information only.