



CHILD AND FAMILY SERVICES REVIEWS

Delaware

FINAL REPORT

2023



ADMINISTRATION FOR
CHILDREN & FAMILIES
Administration on Children, Youth and Families
Children's Bureau

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Final Report: Delaware Child and Family Services Review

INTRODUCTION

This document presents the findings of the Child and Family Services Review (CFSR) for the state of Delaware. The CFSRs enable the Children’s Bureau (CB) to: (1) ensure conformity with certain federal child welfare requirements; (2) determine what is happening to children and families as they are engaged in child welfare services; and (3) assist states in enhancing their capacity to help children and families achieve positive outcomes. Federal law and regulations authorize the CB, within the U.S. Department of Health and Human Services’ Administration for Children and Families, to administer the review of child and family services programs under titles IV-B and IV-E of the Social Security Act. The CFSRs are structured to help states identify strengths and areas needing improvement in their child welfare practices and programs as well as institute systemic changes that will improve child and family outcomes.

The findings for Delaware are based on:

- The Statewide Assessment, prepared by the Delaware Department of Services for Children, Youth and Their Families (DSCYF) and submitted to the CB on February 3, 2023. The Statewide Assessment is the state’s analysis of its performance on outcomes and the functioning of systemic factors in relation to title IV-B and IV-E requirements and the title IV-B Child and Family Services Plan.
- The August 2022 State Data Profile, prepared by the CB, which provides the state’s Risk-Standardized Performance (RSP) compared to national performance on 7 statewide data indicators.
- The results of case reviews of 78 cases [40 foster care and 38 in-home], conducted via a State-Led Review process in Sussex, Kent, and New Castle counties in Delaware during April 1, 2023, through September 30, 2023, examining case practices occurring during July 2022 through September 2023.
- Interviews and focus groups with state stakeholders and partners, which included:
 - Parents
 - Youth
 - Foster/adoptive and relative caregivers
 - Caseworkers and supervisors
 - Attorneys for the agency
 - Attorneys for parents
 - Attorneys for the child, Guardians Ad Litem, and Court Appointed Special Advocates (CASA)
 - Judges, judicial officers, and Court Improvement Program (CIP)
 - Contractors or service providers
 - DSCYF Central Office leadership and Strategic Leadership Team
 - Interstate Compact on the Placement of Children (ICPC) staff
 - DSCYF and private agency training staff
 - DSCYF Continuous Quality Improvement staff

Background Information

The Round 4 CFSR assesses state performance with regard to substantial conformity with 7 child and family outcomes and 7 systemic factors. Each outcome incorporates 1 or more of the 18 items included in the case review, and each item is rated as a Strength or Area Needing Improvement based on an evaluation of certain child welfare practices and processes in the cases reviewed in the state. With two exceptions, an item is assigned an overall rating of Strength if 90% or more of the applicable cases reviewed were rated as a Strength. Because Item 1 is the only item for Safety Outcome 1 and Item 16 is the only item for Well-Being Outcome 2, the requirement of a 95% Strength rating applies to those items. For a state to be in substantial conformity with a particular outcome, 95% or more of the cases reviewed must be rated as having substantially achieved the outcome. In addition, for Safety Outcome 1 and Permanency Outcome 1, the state’s RSP on applicable statewide data indicators must be better than or no different than national performance. This

determination for substantial conformity is based on the data profile transmitted to the state to signal the start of that state’s CFSR. The state’s RSP in subsequent data profiles will be factored into the determination of indicators required to be included in the state’s Program Improvement Plan (PIP).

Eighteen items are considered in assessing the state’s substantial conformity with the 7 systemic factors. Each item reflects a key federal program requirement relevant to the Child and Family Services Plan (CFSP) for that systemic factor. An item is rated as a Strength or an Area Needing Improvement based on how well the item-specific requirement is functioning. A determination of the rating is based on information provided by the state to demonstrate the functioning of the systemic factor in the Statewide Assessment and, as needed, from interviews with stakeholders and partners. For a state to be in substantial conformity with the systemic factors, no more than 1 of the items associated with the systemic factor can be rated as an Area Needing Improvement. For systemic factors that have only 1 item associated with them, that item must be rated as a Strength for a determination of substantial conformity. An overview of the pathways to substantial conformity for the CFSR outcomes and systemic factors is in Appendix B of the Round 4 *CFSR Procedures Manual*.

The CB made several changes to the CFSR process, items, and indicators that are relevant to evaluating performance, based on lessons learned during the third round of reviews. As such, a state’s performance in the fourth round of the CFSRs may not be directly comparable to its performance in the third round.

I. SUMMARY OF PERFORMANCE

Delaware 2023 CFSR Assessment of Substantial Conformity for Outcomes and Systemic Factors

The CB has established high standards of performance for the CFSR based on the belief that because child welfare agencies work with our country’s most vulnerable children and families, only the highest standards of performance should be considered acceptable. The high standards ensure ongoing attention to achieving positive outcomes for children and families regarding safety, permanency, and well-being. This is consistent with the CFSR’s goal of promoting continuous improvement in performance on these outcomes. A state must develop and implement a PIP to address the areas of concern identified for each outcome or systemic factor for which the state is found not to be in substantial conformity. The CB recognizes that the kinds of systemic and practice changes necessary to bring about improvement in some outcome areas often take time to implement. The results of this CFSR are intended to serve as the basis for continued improvement efforts addressing areas where a state still needs to improve.

Table 1 provides a quick reminder of how case review items and statewide data indicators are combined to assess substantial conformity on each outcome:

Table 1. Outcomes, Case Review Items, and Statewide Data Indicators

Outcome	Case Review Item(s)	Statewide Data Indicators
Safety Outcome 1	Item 1	Maltreatment in foster care Recurrence of maltreatment
Safety Outcome 2	Items 2 and 3	N/A
Permanency Outcome 1	Items 4, 5, and 6	Permanency in 12 months for children entering foster care Permanency in 12 months for children in foster care 12–23 months Permanency in 12 months for children in care 24 months or more Reentry to foster care in 12 months Placement stability
Permanency Outcome 2	Items 7, 8, 9, 10, and 11	N/A

Outcome	Case Review Item(s)	Statewide Data Indicators
Well-Being Outcome 1	Items 12, 13, 14, and 15	N/A
Well-Being Outcome 2	Item 16	N/A
Well-Being Outcome 3	Items 17 and 18	N/A

Delaware was found in substantial conformity with none of the 7 outcomes:

The following 3 of the 7 systemic factors were found to be in substantial conformity:

- Quality Assurance System
- Agency Responsiveness to the Community
- Foster and Adoptive Parent Licensing, Recruitment, and Retention

CB Comments on State Performance

The following are the CB’s observations about cross-cutting systemic and practice themes for the DSCYF Division of Family Services (DFS) Round 4 CFSR:

In its Round 3 CFSR in 2015, Delaware was in substantial conformity with one outcome, Well-Being 2: Children receive appropriate services to meet their educational needs, and three Systemic Factors: Statewide Information System; Agency Responsiveness to the Community; and Foster and Adoptive Parent Licensing, Recruitment, and Retention. Delaware entered a PIP to address the areas of nonconformity and successfully completed implementation of its PIP. Following its Round 4 State-Led Review, conducted April 1, 2023, through September 30, 2023, Delaware was found to be out of conformity with all outcomes and in conformity with three Systemic Factors: Quality Assurance System; Agency Responsiveness to the Community; and Foster and Adoptive Parent Licensing, Recruitment, and Retention.

The Round 4 CFSR results indicate that Delaware has many strong practices. These include the ongoing commitment of DFS staff, attorneys who represent children and families, and judges in the child welfare system who support positive outcomes for children and their families. Delaware performed well with providing services to the family to protect children in the home and to prevent removal or re-entry into foster care. Some examples of those services include assisting relatives in obtaining guardianship of children to prevent foster care entry and assisting with obtaining substance use treatment and housing services. While concerted efforts were made, the state should focus on the level of engagement needed by staff to ensure parents become active participants in services. Additionally, Delaware demonstrated concerted efforts to maintain a child’s important connections when in foster care such as placement within a reasonable geographic proximity to their community and family of origin. Most notable in the applicable cases reviewed were the connections that continued with extended relatives, school, faith, and culture.

Delaware’s child welfare system also faces several challenges in achieving positive outcomes for children and families. Over the past few years, a substantial number of child welfare workers left their positions. The recruitment and retention of child welfare workers has been challenging. This left DFS facing a staffing shortage and increased caseloads of those workers who remained in their positions. Additional areas identified as challenges include a lack of foster families to serve the unique needs of the children and youth entering Delaware’s foster care system and insufficient services necessary to provide for the unique needs of the children and families, specifically mental/behavioral health services.

Delaware also faces challenges in ongoing safety and risk assessments. Initial safety and risk assessments were taking place; however, ongoing assessment of safety and risk was challenging, primarily due to the lack of visits, which occurred more often in in-home than foster care cases. One of the contributing factors to this was Delaware’s child welfare worker shortage, which resulted in overwhelming caseloads leading to decisions to prioritize foster care cases over in-home cases. As a result, the children and parents in in-home cases were not routinely visited, and ongoing safety and risk assessment did not occur. Parents who didn’t receive sufficient visits did not have their needs assessed accurately on an ongoing basis in both foster care and in-home cases. Mothers appeared to have their needs assessed more often than fathers. Improvement efforts

should focus on comprehensive assessments that accurately assess both parents' needs. When no discussion of the case plan with children or parents was reported in the cases reviewed, this was often due to insufficient visit frequency. These areas should be a focus for program improvement planning.

Delaware showed many strong practices in the achievement of timely and appropriate permanency. For most cases reviewed, permanency goals (and concurrent goals, if applicable) were established timely and appropriate to the child's needs and matched the circumstances of the cases. In most cases, concerted efforts were made to achieve permanency in a timely manner. The strong practices evidenced by both DFS and the legal and judicial professionals in the cases reviewed included but were not limited to:

- Frequent review, permanency, and post-permanency hearings;
- Implementing concurrent planning and making concerted efforts toward both the permanency goal and concurrent goal;
- Promptly changing permanency goals based on the child's need for permanency and case circumstances and considering all permanency goals; and
- Making concerted efforts to achieve reunification, guardianship, adoption, or another planned permanent living arrangement (APPLA) timely by:
 - Engaging, locating, and providing services to parents to address any underlying issues that led to a child's removal;
 - Locating relative resources as a permanency option, and supporting the finalization of guardianship;
 - Locating adoptive homes and timely finalizing adoptions once parental rights have been terminated; and
 - Placing a youth with a goal of APPLA in a living arrangement that is considered permanent until discharge from foster care.

However, these strong practices were not present across all the reviewed cases. In 8 of the 40 foster care cases reviewed, the permanency goal was not established timely and permanency goals were not appropriate to a child's need for permanency and circumstances of the case. Most of these eight cases involved teenagers where APPLA either was not considered when changing the goal or should have been established sooner as the permanency goal given the case circumstances. There were also instances in these 8 cases where all possible permanency goals were not explored when a change to the permanency goal was discussed, e.g., the goal of either guardianship or adoption was not considered when it should have been. All paternal and maternal relatives were not explored in some cases, even though some relatives had already identified themselves as willing to be permanent resources. The results suggest that in some cases, efforts to achieve permanency and/or the concurrent goal were not made, or concurrent plans were not implemented when it was appropriate given the circumstances of the case. Finally, case review findings revealed that in multiple cases, 3 to 8 months passed between the Permanency Planning Committee recommending changes to the permanency goal and the court either approving or denying the changes. During those times, it was not clear whether concerted efforts were consistently made toward achieving the recommended permanency goal or why several months would elapse when stakeholders reported that review, permanency, and post-permanency review hearings are held at least every 6 months, if not more frequently. Continued collaboration between DFS and legal and judicial professionals is necessary to identify the key factors that support and impede the achievement of timely and appropriate permanency, including implementing concurrent planning, for children and families. This should be an area of focus for program improvement planning.

Delaware is not in conformity with the Service Array systemic factor. This is another major challenge that should be addressed in its PIP. Limited services are available outside of the Wilmington metropolitan area and even fewer services are available in the southern, more rural part of the state. This often translates into waitlists, transportation barriers, and staffing and provider network issues that affect timely delivery of services and service quality as families struggle to address the challenges that brought them to the attention of the child welfare agency. Delaware will need to address the expansion of the general service array beyond the

Wilmington metropolitan area. State administrators should review contracts with all service providers for opportunities to improve service delivery, with particular attention to gaps in services and barriers to access due to either location or waitlists. Outcomes improve when children and families receive relevant services in a timely manner. Stakeholders interviewed identified specific service needs, such as transportation, housing, substance use treatment for parents, psychological evaluations and mental health assessments, and placement resources for children and youth in foster care, especially for older youth and children/youth with behavioral problems.

In CFSR Round 3, Delaware was not in substantial conformity with the Quality Assurance System systemic factor; however, Delaware has shown improvement in its quality assurance system, which is guided by a Continuous Quality Improvement (CQI) Steering Committee. This committee is composed of various levels of agency staff and community partners who operate as a multidisciplinary team. Delaware shares data with stakeholders and discusses strengths and barriers/areas of growth identified from these data reports. The state has established a number of subgroups that have been identified to address improvements based on findings from the CQI data. Delaware should continue using this process as their system evolves to assist in improvement efforts across the entire child welfare system.

One area noted for improvement efforts centers around the engagement of individuals with lived experience, especially parents and caregivers who receive services. Delaware's Quality Assurance System will have an important role in identifying and examining underlying causes of practice and systemic concerns. Similarly, the state's Quality Assurance System plays an important role in highlighting strengths and identifying solutions that will contribute to program improvements.

Equity Observations and Considerations

Ensuring that child welfare is serving all people equitably and with respect for all individuals is essential to the work in child welfare and is a focused priority at the CB. To create a system that is effective and equitable for all, states must pay particular attention to variation in performance metrics because disparity in outcomes could signal inequity that should be explored and addressed. During Round 4 of the CFSR, there is a focus on using data and evidence to identify disparities in services and outcomes; to understand the role that child welfare programs, policies, and practices may play in contributing to those disparities; and to inform and develop system improvements to address them.

As noted below in the sections on notable changes and observations in performance on the Safety Outcome 1 and Permanency Outcome 1 data indicators during Round 4, the data for some of these statewide indicators showed the following notable performance-related information by race/ethnicity in Delaware:

Recurrence of maltreatment: The number of Black children who were victims of a substantiated or indicated report of maltreatment increased about 22%, while the percentage of Black children who experienced recurrence of maltreatment consistently decreased over the last 3 reporting years. The percentage of White children who experienced a recurrence of victimization remained steady during that 3-year span, but they comprised a greater proportion of all recurring victims (43.5%) than their proportion of the total number of initial victims (33.6%).

Timeliness to permanency: Black children were over-represented in the proportion of children entering foster care compared to the overall child population, consistently experienced the greatest number of days in foster care, and were under-represented in the percentage of children who exit foster care within 12 months of having been in care 12–23 months.

Placement stability: In the past 3 reporting years, Black children experienced a substantial increase in the number of placement moves, the highest rate of placement moves per 1,000 days in foster care, and a disproportionate percentage of moves compared to their total days in foster care.

II. KEY FINDINGS RELATED TO OUTCOMES

For each outcome, we provide the state’s performance on the applicable statewide data indicators from the data profile that was transmitted to the state to signal the launch of the CFSR and performance summaries from the case review findings of the onsite review. Results have been rounded to the nearest whole number. A summary of the state’s performance for all outcomes and systemic factors is in Appendix A. Additional information on case review findings, including the state’s performance on case review item rating questions, is in the state’s practice performance report in Appendix B.

Safety Outcome 1: Children are, first and foremost, protected from abuse and neglect.

The CB determines whether a state is in substantial conformity based on the state’s RSP on two statewide data indicators and the state’s performance on Item 1: Timeliness of initiating investigations of reports of child maltreatment.

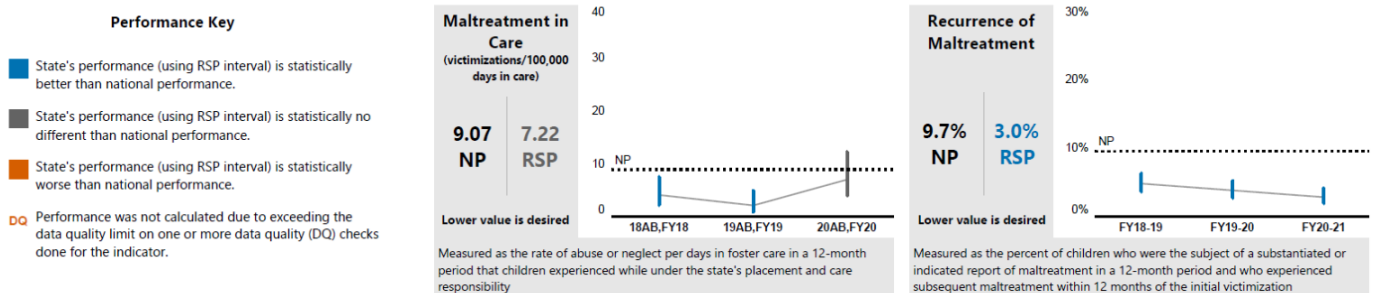
The state’s policy requires that DFS initiate investigations within the below timeframes by having a face-to-face interview/observation with the identified victim(s) in the report, and any other victims identified during the initial contact, as follows.

- Within 24 hours for reports assigned for a Priority 1 response
- Within 3 calendar days for reports assigned for a Priority 2 response
- Within 10 calendar days for reports assigned for a Priority 3 response

Statewide Data Indicators

The chart below shows the state’s performance from the August 2022 data profile that signaled the start of the statewide assessment process and was used to determine substantial conformity for Safety Outcome 1.

Figure 1. State’s Performance on Safety Outcome 1 Indicators



Case Review

Figure 2. Performance on Safety Outcome 1 and Supporting Items



Delaware was found not to be in substantial conformity with Safety Outcome 1:

- The state’s performance on the “maltreatment in foster care” data indicator was statistically no different than national performance.
- The state’s performance on the “recurrence of maltreatment” data indicator was statistically better than national performance.
- Less than 95% of the cases were rated as a Strength on Item 1.

Notable Changes and Observations in Performance on the Safety Outcome 1 Data Indicators During Round 4

Table 2. Risk-Standardized Performance Compared to National Performance—Safety 1 Data Indicators

Statewide Data Indicator	Data Profile Transmitted With Statewide Assessment and Used to Determine Substantial Conformity	February 2023 Profile	Inclusion in PIP?
Maltreatment in Foster Care	No Different	No Different	No
Recurrence of Maltreatment in 12 months	Better	Better	No

Delaware has consistently performed statistically better or no different than national performance on both Safety Outcome 1 statewide data indicators.

For Maltreatment in Care, the total number of days in foster care decreased 28% in the past 3 reporting years, while the rate of victimizations per 100,000 days in care increased. It is noteworthy that a very small number of children experienced victimizations while in care in Delaware—10 victimizations or fewer in each of the past 3 reporting years.

- The most victimizations while in care were in the metro county (New Castle).

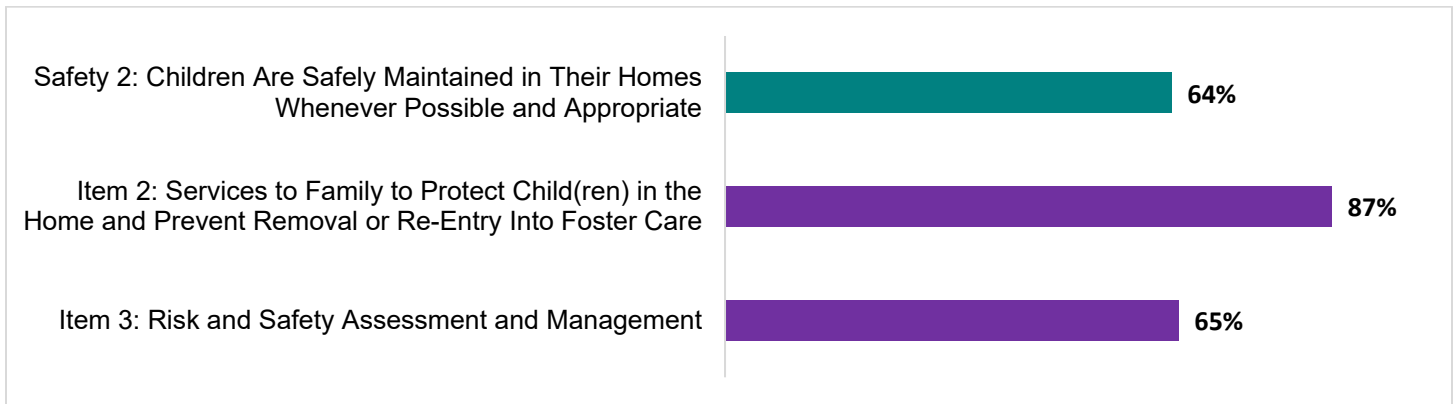
The number of children experiencing recurrence of maltreatment remained small (less than 45) and decreased by 46% between FYs 2018–19 and FYs 2020–21. The state’s rate of recurrence of maltreatment also decreased during that period.

Safety Outcome 2: Children are safely maintained in their homes whenever possible and appropriate.

The CB determines whether a state is in substantial conformity based on the state’s performance on Items 2 and 3.

Case Review

Figure 3. Performance on Safety Outcome 2 and Supporting Items



Delaware was found not to be in substantial conformity with Safety Outcome 2:

- Less than 95% of the cases reviewed were substantially achieved.
 - Less than 90% of the cases were rated as a Strength on Item 2.
 - Less than 90% of the cases were rated as a Strength on Item 3.

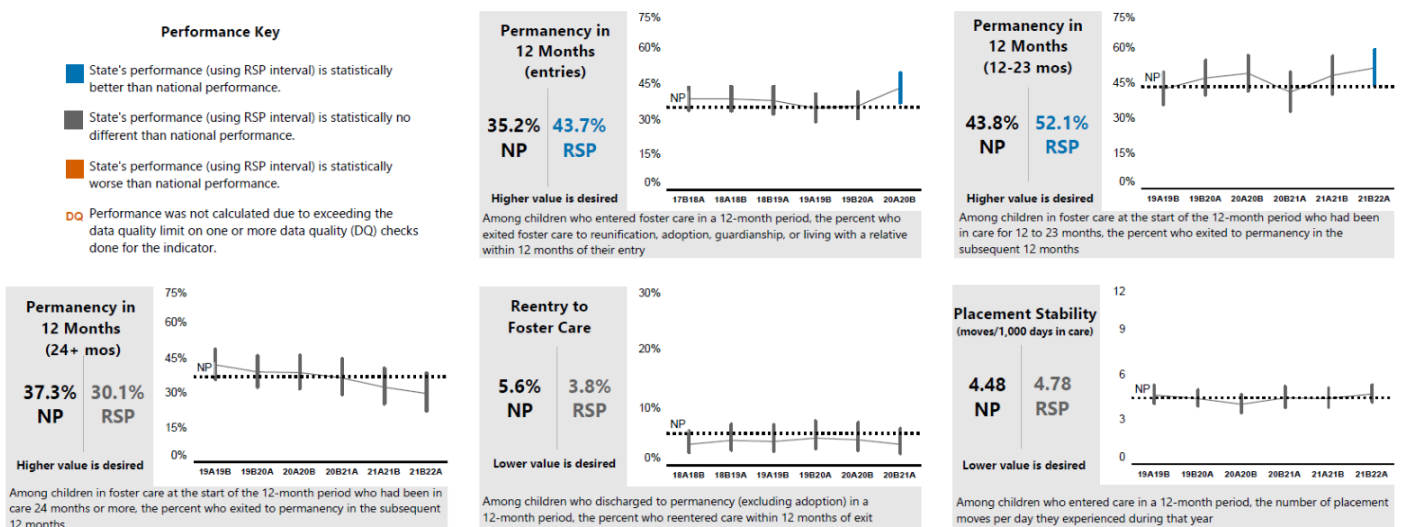
Permanency Outcome 1: Children have permanency and stability in their living situations.

The CB determines whether a state is in substantial conformity based on the state’s RSP on 5 statewide data indicators and the state’s performance on Items 4, 5, and 6.

Statewide Data Indicators

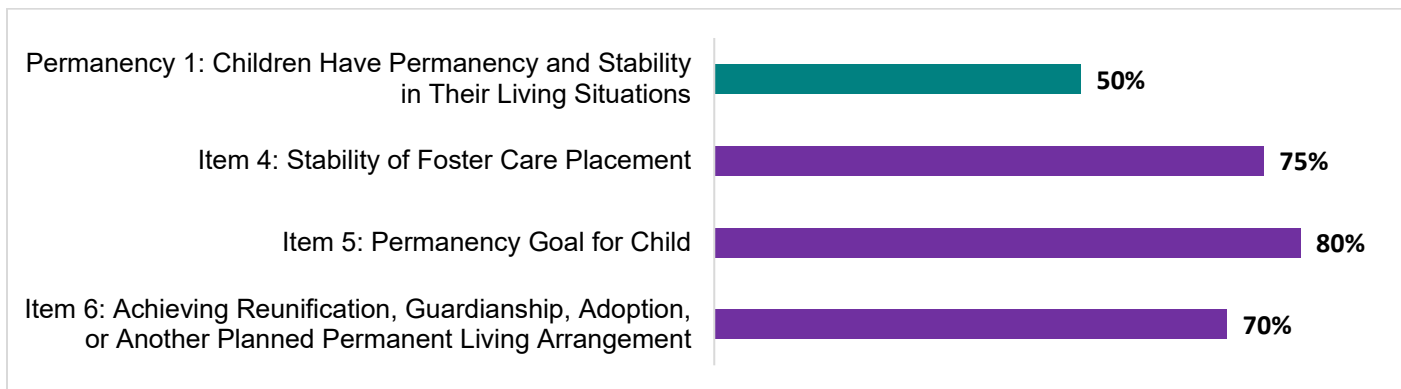
The chart below shows the state’s performance from the August 2022 data profile that signaled the start of the statewide assessment process and was used to determine substantial conformity for Permanency Outcome 1.

Figure 4. State’s Performance on Permanency Outcome 1 Indicators



Case Review

Figure 5. Performance on Permanency Outcome 1 and Supporting Items



Delaware was found not to be in substantial conformity with Permanency Outcome 1:

- The state’s performance on the “permanency in 12 months for children entering foster care” data indicator was statistically better than national performance.
- The state’s performance on the “permanency in 12 months for children in foster care 12–23 months” data indicator was statistically better than national performance.
- The state’s performance on the “permanency in 12 months for children in foster care 24 months or more” data indicator was statistically no different than national performance.
- The state’s performance on the “reentry to foster care in 12 months” data indicator was statistically no different than national performance.
- The state’s performance on the “placement stability” data indicator was statistically no different than national performance.
- Less than 95% of the cases reviewed were substantially achieved.
 - Less than 90% of the cases were rated as a Strength on Item 4.
 - Less than 90% of the cases were rated as a Strength on Item 5.
 - Less than 90% of the cases were rated as a Strength on Item 6.

Notable Changes and Observations in Performance on the Permanency Outcome 1 Data Indicators During Round 4

Table 3. Risk-Standardized Performance Compared to National Performance—Permanency 1 Data Indicators

Statewide Data Indicator	Data Profile Transmitted With Statewide Assessment and Used to Determine Substantial Conformity	February 2023 Profile	Inclusion in PIP?
Permanency in 12 months for children entering care	Better	Better	No
Permanency in 12 months for children in care 12–23 months	Better	No Different	No

Statewide Data Indicator	Data Profile Transmitted With Statewide Assessment and Used to Determine Substantial Conformity	February 2023 Profile	Inclusion in PIP?
Permanency in 12 months for children in care 24 months or more	No Different	No Different	No
Reentry to foster care in 12 months	No Different	No Different	No
Placement stability	No Different	No Different	No

Delaware consistently performs statistically no different or better than the nation in the achievement of permanency in 12 months for children in foster care regardless of their length of time in care.

While Delaware is not required to include the permanency in 12 months indicators in its PIP, it is noteworthy that the percentage of children achieving permanency within 12 months of entering care increased over the last 3 reporting periods, while performance for children in care 1 year or more substantially decreased.

- Children aged 11 and older consistently experienced the lowest percentage of exits to permanency across all three permanency in 12 months indicators.
- Black children were over-represented in the proportion of children entering foster care compared to the overall child population, consistently experienced the greatest number of days in foster care, and were under-represented in the percentage of children who exit foster care within 12 months of having been in care 12–23 months.
- There is substantial variation in the achievement of permanency across the three counties in Delaware. New Castle County (metro) performs higher than the state and other counties on permanency in 12 months for children entering care, while Sussex performed substantially lower. For children in care 12–23 months, Sussex performed substantially higher than the state and other counties, and there was a decrease of 78% in the percentage of children in care 12–23 months. Kent County performed higher than the state and other counties on the achievement of permanency for children in care 2 years or longer, while Sussex performed substantially lower.

Over the last 3 reporting years, the number of children in the state exiting to reunification, to live with relatives, and to guardianship decreased by 14%, while the number of children reentering care remained low (four to six children per year), resulting in a lower percentage of children re-entering care overall.

While performance on placement stability has fluctuated in the past 3 reporting years, the total number of foster care days for children who entered care and the number of placement moves they experienced substantially increased, by 36% and 31%, respectively.

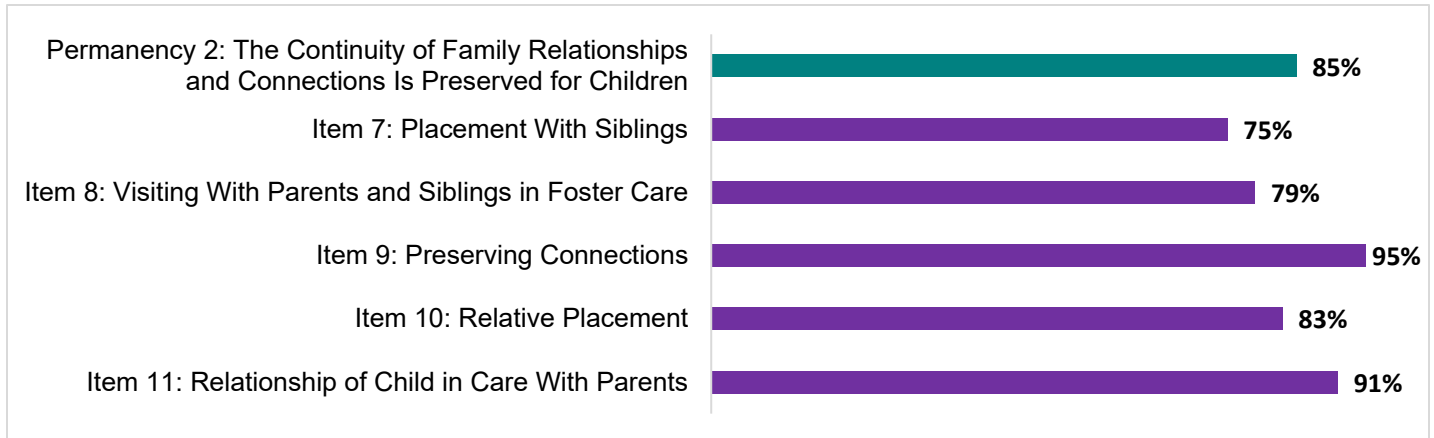
- Children entering care aged 11–16 years experienced the highest rate of placement moves per 1,000 days in care and a disproportionate number of moves compared to their total days in care. It is noteworthy that over the past 3 reporting years, children aged 1–5 and 6–10 years experienced an increase in the number of placement moves per 1,000 days in care.
- In the past 3 reporting years, Black children experienced a substantial increase in the number of placement moves, the highest rate of placement moves per 1,000 days in foster care, and a disproportionate percentage of moves compared to their total days in foster care.
- There were no meaningful differences in county performance.

Permanency Outcome 2: The continuity of family relationships and connections is preserved for children.

The CB determines whether a state is in substantial conformity based on the state's performance on Items 7, 8, 9, 10, and 11.

Case Review

Figure 6. Performance on Permanency Outcome 2 and Supporting Items



Delaware was found not to be in substantial conformity with Permanency Outcome 2:

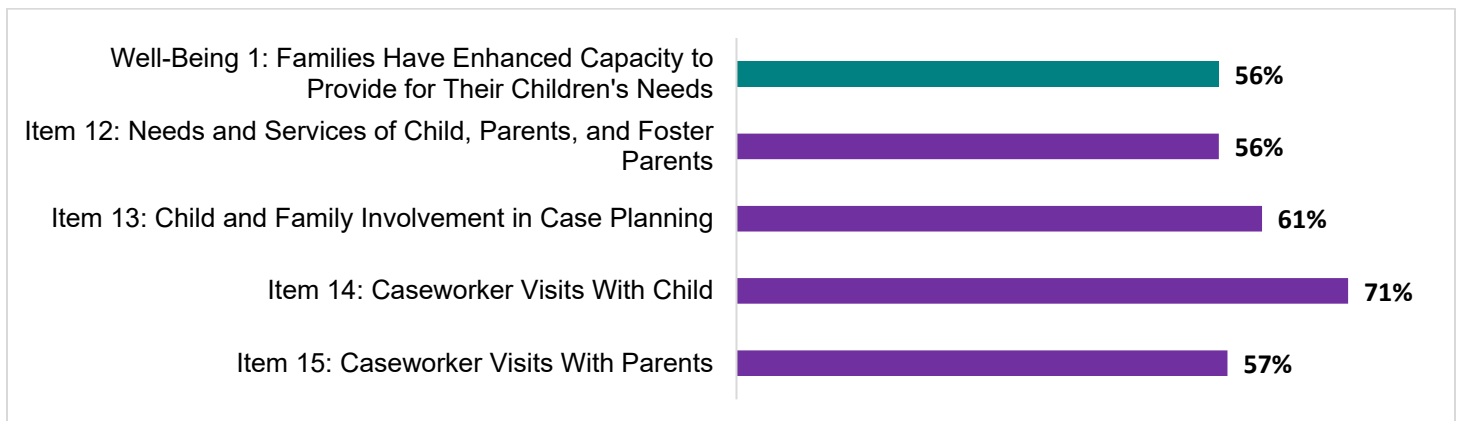
- Less than 95% of the cases reviewed were substantially achieved.
 - Less than 90% of the cases were rated as a Strength on Item 7.
 - Less than 90% of the cases were rated as a Strength on Item 8.
 - More than 90% of the cases were rated as a Strength on Item 9.
 - Less than 90% of the cases were rated as a Strength on Item 10.
 - More than 90% of the cases were rated as a Strength on Item 11.

Well-Being Outcome 1: Families have enhanced capacity to provide for their children's needs.

The CB determines whether a state is in substantial conformity based on the state's performance on Items 12, 13, 14, and 15.

Case Review

Figure 7. Performance on Well-Being Outcome 1 and Supporting Items



Delaware was found not to be in substantial conformity with Well-Being Outcome 1:

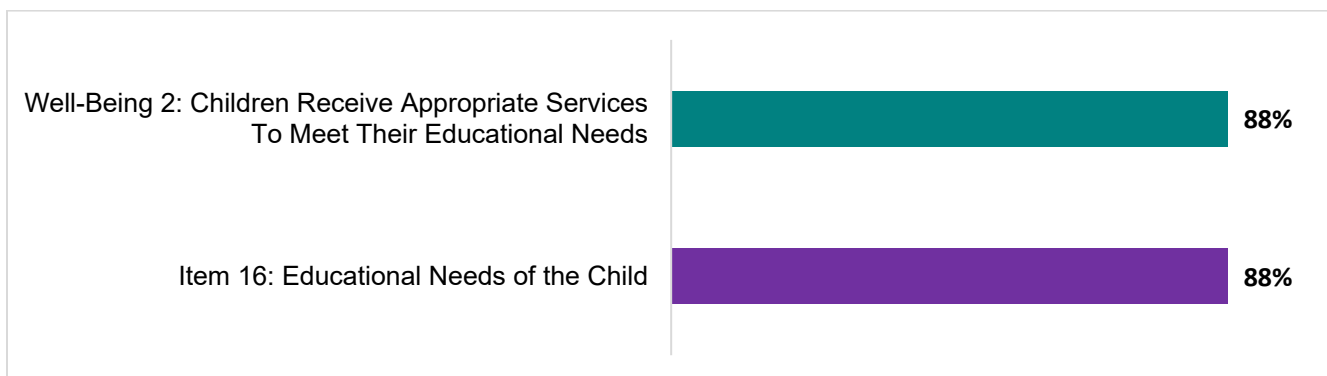
- Less than 95% of the cases reviewed were substantially achieved.
 - Less than 90% of the cases were rated as a Strength on Item 12.
 - Less than 90% of the cases were rated as a Strength on Sub-Item 12A.
 - Less than 90% of the cases were rated as a Strength on Sub-Item 12B.
 - More than 90% of the cases were rated as a Strength on Sub-Item 12C.
 - Less than 90% of the cases were rated as a Strength on Item 13.
 - Less than 90% of the cases were rated as a Strength on Item 14.
 - Less than 90% of the cases were rated as a Strength on Item 15.

Well-Being Outcome 2: Children receive appropriate services to meet their educational needs.

The CB determines whether a state is in substantial conformity based on the state's performance on Item 16.

Case Review

Figure 8. Performance on Well-Being Outcome 2 and Supporting Items



Delaware was found not to be in substantial conformity with Well-Being Outcome 2:

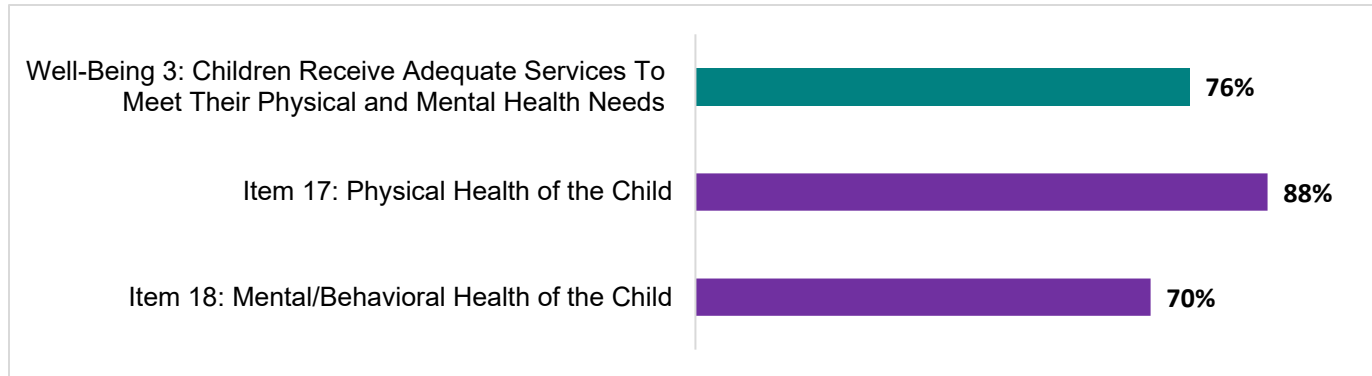
- Less than 95% of the cases were rated as a Strength on Item 16.

Well-Being Outcome 3: Children receive adequate services to meet their physical and mental health needs.

The CB determines whether a state is in substantial conformity based on the state's performance on Items 17 and 18.

Case Review

Figure 9. Performance on Well-Being Outcome 3 and Supporting Items



Delaware was found not to be in substantial conformity with Well-Being Outcome 3:

- Less than 95% of the cases reviewed were substantially achieved.
 - Less than 90% of the cases were rated as a Strength on Item 17.
 - Less than 90% of the cases were rated as a Strength on Item 18.

III. KEY FINDINGS RELATED TO SYSTEMIC FACTORS

The CB determines whether a state is in substantial conformity with federal requirements for the 7 systemic factors based on the level of functioning of each systemic factor across the state. The CB determines substantial conformity with the systemic factors based on ratings for the item or items within each factor. Performance on 5 of the 7 systemic factors is determined based on ratings for multiple items or plan requirements. For a state to be found in substantial conformity with these systemic factors, the CB must find that no more than 1 of the required items for that systemic factor fails to function as required. For a state to be found in substantial conformity with the 2 systemic factors that are determined based on the rating of a single item, the CB must find that the item is functioning as required. For each systemic factor below, we provide performance summaries and a determination of whether the state is in substantial conformity with that systemic factor. In addition, we provide ratings for each item.

Statewide Information System

The CB determines whether a state is in substantial conformity based on the state’s performance on Item 19.

Item	Rating
Item 19: Statewide Information System	Area Needing Improvement

Delaware was found not to be in substantial conformity with the systemic factor of Statewide Information System.

Item 19: Statewide Information System

Description of Systemic Factor Item: The statewide information system is functioning statewide to ensure that, at a minimum, the state can readily identify the status, demographic characteristics, location, and goals for the placement of every child who is (or, within the immediately preceding 12 months, has been) in foster care.

- Delaware received an overall rating of Area Needing Improvement for Item 19 based on information from the Statewide Assessment and stakeholder interviews.
- Identifying information, and input and accuracy of placements, were not consistent. In a periodic review of the Kids in Custody Report, the agency may identify 40 to 50 missing pieces of placement data. Missing data could include events such as child/youth has run away, child has exited placement but waiting for Final Order of Adoption, and a caregiver is waiting for social security numbers, which delays placement information. Although it is easy to update a placement, different individuals must complete several steps for the placement to be finalized, thus preventing the system from being current with placement information.

Case Review System

The CB determines whether a state is in substantial conformity based on the state’s performance on Items 20, 21, 22, 23, and 24.

Items	Rating
Item 20: Written Case Plan	Area Needing Improvement
Item 21: Periodic Reviews	Strength
Item 22: Permanency Hearings	Strength
Item 23: Termination of Parental Rights	Area Needing Improvement
Item 24: Notice of Hearings and Reviews to Caregivers	Area Needing Improvement

Delaware was found not to be in substantial conformity with the systemic factor of Case Review System.

Item 20: Written Case Plan

Description of Systemic Factor Item: The case review system is functioning statewide to ensure that each child has a written case plan that is developed jointly with the child's parent(s) and includes the required provisions.

- Delaware received an overall rating of Area Needing Improvement for Item 20 based on information from the Statewide Assessment.
- Information reported in the Statewide Assessment showed that written case plans for the most part are developed timely, but there was limited information to demonstrate that case plans are routinely developed jointly with parents. Delaware provided case review data, and during case reviews they asked 20 parents with children in foster care if they were actively involved in their case plan development. Ten indicated they were not. Also, the other case review data provided did not include the number of cases reviewed during each review period or information regarding whether it was a representative statewide sample.

Item 21: Periodic Reviews

Description of Systemic Factor Item: The case review system is functioning statewide to ensure that a periodic review for each child occurs no less frequently than once every 6 months, either by a court or by administrative review.

- Delaware received an overall rating of Strength for Item 21 based on information from the Statewide Assessment and stakeholder interviews.
- Information in the Statewide Assessment and collected during interviews with stakeholders reported that periodic reviews were occurring routinely across the state. The courts are typically holding periodic reviews at least every 6 months, and some courts often hear cases more frequently. The court's case management system tracks the timeliness of periodic reviews, the Court Improvement Program (CIP) runs reports to determine the timeliness of periodic review hearings, and the CIP data team, which includes representation from DFS, meets quarterly to review hearing timeliness.

Item 22: Permanency Hearings

Description of Systemic Factor Item: The case review system is functioning statewide to ensure that each child has a permanency hearing in a qualified court or administrative body that occurs no later than 12 months from the date the child entered foster care and no less frequently than every 12 months thereafter.

- Delaware received an overall rating of Strength for Item 22 based on information from the Statewide Assessment and stakeholder interviews.
- Information in the Statewide Assessment and collected during interviews with stakeholders reported that permanency hearings were routinely occurring across the state. The courts routinely hold the first permanency hearings at 12 months and post-permanency hearings at least every 6 months, if not more frequently. The court's case management system tracks permanency hearing timeliness, and the CIP runs reports to determine the timeliness of permanency hearings and regularly reviews the data during CIP steering committee and data committee meetings.

Item 23: Termination of Parental Rights

Description of Systemic Factor Item: The case review system is functioning statewide to ensure that the filing of termination of parental rights proceedings occurs in accordance with required provisions.

- Delaware received an overall rating of Area Needing Improvement for Item 23 based on information from the Statewide Assessment and stakeholder interviews.

- Information in the Statewide Assessment and collected during interviews with stakeholders indicated that it was unclear whether the timely filing of termination of parental rights (TPR) petitions and documentation of compelling reasons not to file is occurring consistently throughout the state. Delaware has a process in place to have cases referred to the Permanency Planning Committee (PPC) when a child has been in foster care for 10 out of 15 months. The PPC discusses and examines case progress, efforts to identify relatives for placement and/or support, permanency goal changes, and the need to file for TPR. Delaware typically documents in the meeting notes any exceptions, including compelling reasons. Additionally, some agency attorneys track exceptions to file on a case-by-case basis and exceptions are also documented in court orders. However, Delaware does not have a systematic process in place to identify and track children who have been in care 15 of the most recent 22 months, children who meet other Adoption and Safe Families Act requirements, or exceptions, including documented compelling reasons not to file. There were no data to demonstrate these elements because the data provided indicated the number of TPR petitions filed but not the number that should have been filed.

Item 24: Notice of Hearings and Reviews to Caregivers

Description of Systemic Factor Item: The case review system is functioning to ensure that foster parents, pre-adoptive parents, and relative caregivers of children in foster care are notified of, and have a right to be heard in, any review or hearing held with respect to the child.

- Delaware received an overall rating of Area Needing Improvement for Item 24 based on information from the Statewide Assessment and stakeholder interviews.
- Information in the Statewide Assessment and collected during interviews with stakeholders showed that the state does not have a consistent process for notifying foster parents, pre-adoptive parents, and relative caregivers of periodic reviews and permanency hearings, including notification of the right to be heard. Stakeholders indicated multiple methods for providing notice of court hearings. Some stakeholders indicated that notice of hearings was not consistently provided for hearings and that hearing notices did not include informing foster parents of their right to be heard. There is also no process for tracking whether foster parents, pre-adoptive parents, and caregivers receive court notifications that include the right to be heard.

Quality Assurance System

The CB determines whether a state is in substantial conformity based on the state’s performance on Item 25.

Item	Rating
Item 25: Quality Assurance System	Strength

Delaware was found to be in substantial conformity with the systemic factor of Quality Assurance System.

Item 25: Quality Assurance System

Description of Systemic Factor Item: The quality assurance system is functioning statewide to ensure that it (1) is operating in the jurisdictions where the services included in the Child and Family Services Plan (CFSP) are provided, (2) has standards to evaluate the quality of services (including standards to ensure that children in foster care are provided quality services that protect their health and safety), (3) identifies strengths and needs of the service delivery system, (4) provides relevant reports, and (5) evaluates implemented program improvement measures.

- Delaware received an overall rating of Strength for Item 25 based on information from the Statewide Assessment and stakeholder interviews.

- Information in the Statewide Assessment and collected during interviews with stakeholders showed that Delaware’s quality assurance (QA) system is guided by a CQI Steering Committee composed of various levels of agency staff and community partners, which operates as a multidisciplinary team. This assures that vast representation of statewide stakeholders and partners is included in the CQI process. Delaware shares reports with stakeholders and discusses strengths and barriers/challenges identified in these reports. Various subgroups have been identified to act based on data. An example included a subgroup on improving post-adoption work that examined children coming back into care from disrupted adoptions, specifically, the impact on the children/youth and cost to the agency given that most of these children/youth were placed in institutions. The work of the subgroup resulted in important initiatives and changes, including provision of training to all staff in the Adoption Competency model and the addition of two provider agencies, resulting in a total of three that provide post-adoption services. Delaware’s QA review team conducts 90 randomized statewide treatment (in-home treatment and foster care) and differential response Family Assessment and Intervention Response (FAIR) case reviews using the federal Onsite Review Instrument and Instructions (OSRI) for identified periods under review every 6 months, which results in 15 reviews per month.

Staff and Provider Training

The CB determines whether a state is in substantial conformity based on the state’s performance on Items 26, 27, and 28.

Items	Rating
Item 26: Initial Staff Training	Area Needing Improvement
Item 27: Ongoing Staff Training	Area Needing Improvement
Item 28: Foster and Adoptive Parent Training	Area Needing Improvement

Delaware was found not to be in substantial conformity with the systemic factor of Staff and Provider Training.

Item 26: Initial Staff Training

Description of Systemic Factor Item: The staff and provider training system is functioning statewide to ensure that initial training is provided to all staff who deliver services pursuant to the CFSP that includes the basic skills and knowledge required for their positions.

- Delaware received an overall rating of Area Needing Improvement for Item 26 based on information from the Statewide Assessment and stakeholder interviews.
- Delaware requires new employees to complete 15 courses over 4 to 5 months. The Statewide Assessment indicated that in a 2022 Comprehensive Survey, 50% of existing DFS staff (N=80) agreed or strongly agreed that family service training provided new caseworkers the basic skills and knowledge required to do their jobs. During the stakeholder interviews, it was learned that initial training focuses on job duties related to investigations, and workers going to other departments, such as treatment or adoptions, have to learn their job duties once training is complete and they have a caseload. Staff also indicated that initial training focuses on theory versus offering an abundance of hands-on learning opportunities. In addition, all new employees are supposed to be assigned a mentor, but due to worker shortages, there aren’t enough mentors to go around.

Item 27: Ongoing Staff Training

Description of Systemic Factor Item: The staff and provider training system is functioning statewide to ensure that ongoing training is provided for staff that addresses the skills and knowledge base needed to carry out their duties with regard to the services included in the CFSP.

- Delaware received an overall rating of Area Needing Improvement for Item 27 based on information from the Statewide Assessment and stakeholder interviews.

- Caseworkers in Delaware require 28 hours of ongoing training each year. Completion of annual training is loosely tied to annual performance reviews, and enforcement is at the discretion of the supervisor. In Delaware’s 2022 Comprehensive Survey, 68.75% of staff surveyed indicated that ongoing training improved their skills and knowledge to complete their job duties. Through interviews, it was discovered that many workers did not feel they had time to complete the required training hours each year due to high caseloads and competing demands. A six-session training for supervisors exists, but it was cited as being more about the theory of supervision versus day-to-day aspects of the job. Supervisors cited peer-to-peer learning as more useful.

Item 28: Foster and Adoptive Parent Training

Description of Systemic Factor Item: The staff and provider training system is functioning statewide to ensure that training is occurring statewide for current or prospective foster parents, adoptive parents, and staff of state licensed or approved facilities (that care for children receiving foster care or adoption assistance under title IV-E) that addresses the skills and knowledge base needed to carry out their duties with regard to foster and adopted children.

- Delaware received an overall rating of Area Needing Improvement for Item 28 based on information from the Statewide Assessment.
- Delaware reported data and information in its Statewide Assessment indicating that the state is unable to track foster and adoptive parent training hours on an annual basis. Therefore, Delaware is unable to determine if training prepares foster parents with the skills and knowledge needed to carry out their duties.

Service Array and Resource Development

The CB determines whether a state is in substantial conformity based on the state’s performance on Items 29 and 30.

Items	Rating
Item 29: Array of Services	Area Needing Improvement
Item 30: Individualizing Services	Area Needing Improvement

Delaware was found not to be in substantial conformity with the systemic factor of Service Array and Resource Development.

Item 29: Array of Services

Description of Systemic Factor Item: The service array and resource development system is functioning to ensure that the following array of services is accessible in all political jurisdictions covered by the CFSP: (1) services that assess the strengths and needs of children and families and determine other service needs, (2) services that address the needs of families in addition to individual children in order to create a safe home environment, (3) services that enable children to remain safely with their parents when reasonable, and (4) services that help children in foster and adoptive placements achieve permanency.

- Delaware received an overall rating of Area Needing Improvement for Item 29 based on information from the Statewide Assessment and stakeholder interviews.
- Information in the Statewide Assessment and stakeholder interviews noted waitlists and geographic gaps, particularly in Sussex County, and staffing challenges within DFS/DSCYF, the provider network, and community-based agencies that affect timely delivery of services and service quality. The services most affected by staff challenges have been case management and mental and behavioral health services for children and adults. Also, services used to enable children to safely remain in their homes have waitlists and referral restrictions. Further, stakeholders reported limited transportation, housing, and shelter options, and service gaps identified in areas of substance use treatment for parents,

waitlists to obtain psychological evaluations and mental health assessments, and not enough open beds at in-state psychiatric hospitals. Information in the Statewide Assessment and stakeholder interviews also noted insufficient placement resources for children and youth in foster care, especially for older youth, children/youth with behavior problems, and juvenile sex offenders. When there isn't a placement option for children and youth, Delaware relies on DSCYF facilities and/or youth and children sleeping in offices as emergency and temporary placements.

Item 30: Individualizing Services

Description of Systemic Factor Item: The service array and resource development system is functioning statewide to ensure that the services in Item 29 can be individualized to meet the unique needs of children and families served by the agency.

- Delaware received an overall rating of Area Needing Improvement for Item 30 based on information from the Statewide Assessment and stakeholder interviews.
- The ability to individualize services in Delaware is limited. Language barriers were reported throughout the state. Children and families statewide have insufficient access to services that meet their individual needs culturally, linguistically, and cognitively. With an increase in Spanish-speaking families in the state, families in Delaware have limited access to caseworkers, attorneys, court interpreters, documents, and services available to them in their native language. Additionally, there is also limited availability of and access to crisis intervention services, medication monitoring, and public and private transportation.

Agency Responsiveness to the Community

The CB determines whether a state is in substantial conformity based on the state's performance on Items 31 and 32.

Items	Rating
Item 31: State Engagement and Consultation With Stakeholders Pursuant to CFSP and APSR	Area Needing Improvement
Item 32: Coordination of CFSP Services With Other Federal Programs	Strength

Delaware was found to be in substantial conformity with the systemic factor of Agency Responsiveness to the Community.

Item 31: State Engagement and Consultation With Stakeholders Pursuant to CFSP and APSR

Description of Systemic Factor Item: The agency responsiveness to the community system is functioning statewide to ensure that, in implementing the provisions of the CFSP and developing related Annual Progress and Services Reports (APSRs), the state engages in ongoing consultation with Tribal representatives, consumers, service providers, foster care providers, the juvenile court, and other public and private child- and family-serving agencies and includes the major concerns of these representatives in the goals, objectives, and annual updates of the CFSP.

- Delaware received an overall rating of Area Needing Improvement for Item 31 based on information from the Statewide Assessment and stakeholder interviews.
- Information in the Statewide Assessment and collected during interviews with stakeholders showed that there is insufficient evidence to support that the state is responsive and engages various stakeholders, including parent attorneys, foster/adoptive parents, and internal DSCYF staff, in ongoing consultation. Although the Statewide Assessment notes that input into the CFSP/APSR is provided by stakeholders, it is unclear how that information affects, informs, or modifies, where necessary, the identified goals or strategies in the CFSP/APSR. Responses in the Statewide Assessment and during stakeholder interviews do not speak to what processes are in place when stakeholders are not routinely present

when CFSP/APSR goals and strategies are created and modified, or updates are provided, and how their input is sought.

Item 32: Coordination of CFSP Services With Other Federal Programs

Description of Systemic Factor Item: The agency responsiveness to the community system is functioning statewide to ensure that the state’s services under the CFSP are coordinated with services or benefits of other federal or federally assisted programs serving the same population.

- Delaware received an overall rating of Strength for Item 32 based on information from the Statewide Assessment and stakeholder interviews.
- Information in the Statewide Assessment and collected during interviews with stakeholders showed that the state has many memoranda of understanding in place with programs such as the Office of the Child Advocate (OCA) and OCA’s Office of the Investigation Coordinator, Department of Education, Delaware Criminal Justice Information System, Holcomb Behavioral Health Systems, Multidisciplinary Response to Child Abuse and Neglect, Dover Air Force Base, Department of Justice, and others. Delaware DFS leadership participates on a Governor’s Commission with representatives from Medicaid, housing, education, workforce, and job-related services. Delaware also has a multi-system action committee, which includes county-based meetings with the Division of Substance Abuse and Mental Health, home visiting, the Department of Health and Human Services, and child welfare staff. This committee meets quarterly to discuss resources and coordination among agencies.

Foster and Adoptive Parent Licensing, Recruitment, and Retention

The CB determines whether a state is in substantial conformity based on the state’s performance on Items 33, 34, 35, and 36.

Items	Rating
Item 33: Standards Applied Equally	Strength
Item 34: Requirements for Criminal Background Checks	Strength
Item 35: Diligent Recruitment of Foster and Adoptive Homes	Strength
Item 36: State Use of Cross-Jurisdictional Resources for Permanent Placements	Strength

Delaware was found to be in substantial conformity with the systemic factor of Foster and Adoptive Parent Licensing, Recruitment, and Retention.

Item 33: Standards Applied Equally

Description of Systemic Factor Item: The foster and adoptive parent licensing, recruitment, and retention system is functioning statewide to ensure that state standards are applied to all licensed or approved foster family homes or child care institutions receiving title IV-B or IV-E funds.

- Delaware received an overall rating of Strength for Item 33 based on information from the Statewide Assessment and stakeholder interviews.
- Both public and private child-placing agencies have equal minimum standards for approval. These standards are defined for private child-placing agencies in the DELACARE Regulations for Child Placing Agencies issued by the Office of Child Care Licensing. DFS approves homes, and licenses are reviewed annually for compliance. Delaware no longer allows for provisional approvals. Foster parents must be fully licensed to have children placed with them, with the exception of the worker-approved placements when alternative caregivers are identified for children who need to be informally placed outside their homes for safety reasons.

Item 34: Requirements for Criminal Background Checks

Description of Systemic Factor Item: The foster and adoptive parent licensing, recruitment, and retention system is functioning statewide to ensure that the state complies with federal requirements for criminal background clearances as related to licensing or approving foster care and adoptive placements and has in place a case planning process that includes provisions for addressing the safety of foster care and adoptive placements for children.

- Delaware received an overall rating of Strength for Item 34 based on information from the Statewide Assessment and stakeholder interviews.
- State regulation and policy requires every adult in a prospective foster home to be fingerprinted and successfully complete a criminal background check before the home can be licensed. These checks occur regardless of the type of home, and no waivers or variances are allowed for this requirement. For all older youth living in the foster home, a fingerprint-based criminal record check must be completed before they turn 18. In addition, if a foster parent or other adult living in the foster home is arrested after the foster home has been approved, the state police will inform the agency of the crime that occurred. This can happen within hours. There were only four cases in the last 12 months in which a foster parent was arrested, and DFS was notified in each circumstance. If a safety situation occurs while a child is in a foster home, DFS and all state child-placing agencies have procedures in place to handle such concerns, usually starting with an immediate conversation with the foster parent. From there, a safety plan may be put into effect, the children may be put into respite care for the duration of the investigation, and/or a household member may move out of the home, depending on the circumstances.

Item 35: Diligent Recruitment of Foster and Adoptive Homes

Description of Systemic Factor Item: The foster and adoptive parent licensing, recruitment, and retention system is functioning to ensure that the process for ensuring the diligent recruitment of potential foster and adoptive families who reflect the ethnic and racial diversity of children in the state for whom foster and adoptive homes are needed is occurring statewide.

- Delaware received an overall rating of Strength for Item 35 based on information from the Statewide Assessment and stakeholder interviews.
- Information provided in the Statewide Assessment and during stakeholder interviews indicates that the state has a process in place for ensuring the diligent recruitment of potential foster and adoptive families who reflect the ethnic and racial diversity of children in the state for whom foster and adoptive homes are needed. Based on data presented from the state's information system, the racial and ethnic makeup of foster homes is almost identical to that of the foster care population.

Item 36: State Use of Cross-Jurisdictional Resources for Permanent Placements

Description of Systemic Factor Item: The foster and adoptive parent licensing, recruitment, and retention system is functioning to ensure that the process for ensuring the effective use of cross-jurisdictional resources to facilitate timely adoptive or permanent placements for waiting children is occurring statewide.

- Delaware received an overall rating of Strength for Item 36 based on information from the Statewide Assessment and stakeholder interviews.
- Delaware has a process in place for ensuring the effective use of cross-jurisdictional resources to facilitate timely adoptive or permanent placements for waiting children. The state is over 95% compliant with the 60-day ICPC home study requirement. To recruit adoptive families in other states, DFS uses national adoption exchanges to search for families and provide information about waiting children in Delaware. These entities include the Adoption Center, AdoptUSKids, A Family for Every Child, and the Delaware Heart Gallery.

IV. APPENDIX A

Summary of Delaware 2023 Child and Family Services Review Performance

I. Ratings for Safety, Permanency, and Well-Being Outcomes and Items and Performance on Statewide Data Indicators

Outcome Achievement: Outcomes may be rated as in substantial conformity or not in substantial conformity. 95% of the applicable cases reviewed must be rated as having substantially achieved the outcome for the state to be in substantial conformity with the outcome.

Item Achievement: Items may be rated as a Strength or as an Area Needing Improvement. For an overall rating of Strength, 90% of the cases reviewed for the item (with the exception of Item 1 and Item 16) must be rated as a Strength. Because Item 1 is the only item for Safety Outcome 1 and Item 16 is the only item for Well-Being Outcome 2, the requirement of a 95% Strength rating applies.

Statewide Data Indicators: For Safety Outcome 1 and Permanency Outcome 1, the state's performance is also considered against the national performance for each statewide data indicator. State performance may be statistically better, worse, or no different than the national performance. If a state did not provide the required data or did not meet the applicable item data quality limits, the CB did not calculate the state's performance for the statewide data indicator.

RSP (Risk-Standardized Performance) is derived from a multi-level statistical model, reflects the state's performance relative to states with similar children, and takes into account the number of children the state served, the age distribution of these children and, for some indicators, the state's entry rate. It uses risk adjustment to minimize differences in outcomes due to factors over which the state has little control and provides a fairer comparison of state performance against national performance.

RSP Interval is the 95% confidence interval estimate for the state's RSP. The values shown are the lower RSP and upper RSP of the interval estimate. The interval accounts for the amount of uncertainty associated with the RSP. For example, the CB is 95% confident that the true value of the RSP is between the lower and upper limit of the interval.

Data Period(s) Used refers to the initial 12-month period and the period(s) of data needed to follow the children to observe their outcomes. The FY or federal fiscal year refers to NCANDS data, which spans the 12-month period October 1–September 30. All other periods refer to AFCARS data. "A" refers to the 6-month period October 1–March 31. "B" refers to the 6-month period April 1–September 30. The 2-digit year refers to the calendar year in which the period ends.

SAFETY OUTCOME 1: CHILDREN ARE, FIRST AND FOREMOST, PROTECTED FROM ABUSE AND NEGLECT.

Data Element	Overall Determination	State Performance
Safety Outcome 1: Children are, first and foremost, protected from abuse and neglect.	Not in Substantial Conformity	81% Substantially Achieved
Item 1: Timeliness of investigations	Area Needing Improvement	81% Strength

DATA INDICATORS FOR SAFETY OUTCOME 1

Statewide Data Indicator	National Performance	Overall Determination	Direction of Desired Performance	RSP	RSP Interval	Data Period(s) Used
Maltreatment in foster care (victimizations per 100,000 days in care)	9.07	No Different Than National Performance	Lower	7.22	4.19–12.46	20A-20B, FY20-21
Recurrence of maltreatment	9.7%	Better Than National Performance	Lower	3.0%	2.1%–4.3%	FY20-21

SAFETY OUTCOME 2: CHILDREN ARE SAFELY MAINTAINED IN THEIR HOMES WHENEVER POSSIBLE AND APPROPRIATE.

Data Element	Overall Determination	State Performance
Safety Outcome 2: Children are safely maintained in their homes whenever possible and appropriate.	Not in Substantial Conformity	64% Substantially Achieved
Item 2: Services to protect child(ren) in the home and prevent removal or re-entry into foster care	Area Needing Improvement	87% Strength
Item 3: Risk and safety assessment and management	Area Needing Improvement	65% Strength

PERMANENCY OUTCOME 1: CHILDREN HAVE PERMANENCY AND STABILITY IN THEIR LIVING SITUATIONS.

Data Element	Overall Determination	State Performance
Permanency Outcome 1: Children have permanency and stability in their living situations.	Not in Substantial Conformity	50% Substantially Achieved
Item 4: Stability of foster care placement	Area Needing Improvement	75% Strength
Item 5: Permanency goal for child	Area Needing Improvement	80% Strength
Item 6: Achieving reunification, guardianship, adoption, or another planned permanent living arrangement	Area Needing Improvement	70% Strength

DATA INDICATORS FOR PERMANENCY OUTCOME 1

Statewide Data Indicator	National Performance	Overall Determination	Direction of Desired Performance	RSP	RSP Interval	Data Period(s) Used
Permanency in 12 months for children entering foster care	35.2%	Better Than National Performance	Higher	43.7%	37.6%–50%	20A-22A
Permanency in 12 months for children in foster care 12–23 months	43.8%	Better Than National Performance	Higher	52.1%	44.2%–59.9%	21B-22A
Permanency in 12 months for children in foster care 24 months or more	37.3%	No Different Than National Performance	Higher	30.1%	22.6%–38.9%	21B-22A
Re-entry to foster care in 12 months	5.6%	No Different Than National Performance	Lower	3.8%	2.2%–6.6%	20B-22A
Placement stability (moves per 1,000 days in care)	4.48	No Different Than National Performance	Lower	4.78	4.24–5.39	21B-22A

PERMANENCY OUTCOME 2: THE CONTINUITY OF FAMILY RELATIONSHIPS AND CONNECTIONS IS PRESERVED FOR CHILDREN.

Data Element	Overall Determination	State Performance
Permanency Outcome 2: The continuity of family relationships and connections is preserved for children.	Not in Substantial Conformity	85% Substantially Achieved
Item 7: Placement with siblings	Area Needing Improvement	75% Strength
Item 8: Visiting with parents and siblings in foster care	Area Needing Improvement	79% Strength
Item 9: Preserving connections	Strength	95% Strength
Item 10: Relative placement	Area Needing Improvement	83% Strength
Item 11: Relationship of child in care with parents	Strength	91% Strength

WELL-BEING OUTCOME 1: FAMILIES HAVE ENHANCED CAPACITY TO PROVIDE FOR THEIR CHILDREN'S NEEDS.

Data Element	Overall Determination	State Performance
Well-Being Outcome 1: Families have enhanced capacity to provide for their children's needs.	Not in Substantial Conformity	56% Substantially Achieved
Item 12: Needs and services of child, parents, and foster parents	Area Needing Improvement	56% Strength
Sub-Item 12A: Needs assessment and services to children	Area Needing Improvement	71% Strength
Sub-Item 12B: Needs assessment and services to parents	Area Needing Improvement	56% Strength
Sub-Item 12C: Needs assessment and services to foster parents	Strength	95% Strength
Item 13: Child and family involvement in case planning	Area Needing Improvement	61% Strength
Item 14: Caseworker visits with child	Area Needing Improvement	71% Strength
Item 15: Caseworker visits with parents	Area Needing Improvement	57% Strength

WELL-BEING OUTCOME 2: CHILDREN RECEIVE APPROPRIATE SERVICES TO MEET THEIR EDUCATIONAL NEEDS.

Data Element	Overall Determination	State Performance
Well-Being Outcome 2: Children receive appropriate services to meet their educational needs.	Not in Substantial Conformity	88% Substantially Achieved
Item 16: Educational needs of the child	Area Needing Improvement	88% Strength

WELL-BEING OUTCOME 3: CHILDREN RECEIVE ADEQUATE SERVICES TO MEET THEIR PHYSICAL AND MENTAL HEALTH NEEDS.

Data Element	Overall Determination	State Performance
Well-Being Outcome 3: Children receive adequate services to meet their physical and mental health needs.	Not in Substantial Conformity	76% Substantially Achieved
Item 17: Physical health of the child	Area Needing Improvement	88% Strength
Item 18: Mental/behavioral health of the child	Area Needing Improvement	70% Strength

II. Ratings for Systemic Factors

The CB determines whether a state is in substantial conformity with federal requirements for the 7 systemic factors based on the level of functioning of each systemic factor across the state. The CB determines substantial conformity with the systemic factors based on ratings for the item or items within each factor. Performance on 5 of the 7 systemic factors is determined on the basis of ratings for multiple items or plan requirements. For a state to be found in substantial conformity with these systemic factors, the CB must find that no more than 1 of the required items for that systemic factor fails to function as required. For a state to be found in substantial conformity with the 2 systemic factors that are determined based on the rating of a single item, the CB must find that the item is functioning as required.

STATEWIDE INFORMATION SYSTEM

Data Element	Source of Data and Information	State Performance
Statewide Information System	Statewide Assessment and Stakeholder Interviews	Not in Substantial Conformity
Item 19: Statewide Information System	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement

CASE REVIEW SYSTEM

Data Element	Source of Data and Information	State Performance
Case Review System	Statewide Assessment and Stakeholder Interviews	Not in Substantial Conformity
Item 20: Written Case Plan	Statewide Assessment	Area Needing Improvement
Item 21: Periodic Reviews	Statewide Assessment and Stakeholder Interviews	Strength
Item 22: Permanency Hearings	Statewide Assessment and Stakeholder Interviews	Strength
Item 23: Termination of Parental Rights	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement
Item 24: Notice of Hearings and Reviews to Caregivers	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement

QUALITY ASSURANCE SYSTEM

Data Element	Source of Data and Information	State Performance
Quality Assurance System	Statewide Assessment and Stakeholder Interviews	Substantial Conformity
Item 25: Quality Assurance System	Statewide Assessment and Stakeholder Interviews	Strength

STAFF AND PROVIDER TRAINING

Data Element	Source of Data and Information	State Performance
Staff and Provider Training	Statewide Assessment and Stakeholder Interviews	Not in Substantial Conformity

Data Element	Source of Data and Information	State Performance
Item 26: Initial Staff Training	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement
Item 27: Ongoing Staff Training	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement
Item 28: Foster and Adoptive Parent Training	Statewide Assessment	Area Needing Improvement

SERVICE ARRAY AND RESOURCE DEVELOPMENT

Data Element	Source of Data and Information	State Performance
Service Array and Resource Development	Statewide Assessment and Stakeholder Interviews	Not in Substantial Conformity
Item 29: Array of Services	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement
Item 30: Individualizing Services	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement

AGENCY RESPONSIVENESS TO THE COMMUNITY

Data Element	Source of Data and Information	State Performance
Agency Responsiveness to the Community	Statewide Assessment and Stakeholder Interviews	Substantial Conformity
Item 31: State Engagement and Consultation With Stakeholders Pursuant to CFSP and APSR	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement
Item 32: Coordination of CFSP Services With Other Federal Programs	Statewide Assessment and Stakeholder Interviews	Strength

FOSTER AND ADOPTIVE PARENT LICENSING, RECRUITMENT, AND RETENTION

Data Element	Source of Data and Information	State Performance
Foster and Adoptive Parent Licensing, Recruitment, and Retention	Statewide Assessment and Stakeholder Interviews	Substantial Conformity
Item 33: Standards Applied Equally	Statewide Assessment and Stakeholder Interviews	Strength
Item 34: Requirements for Criminal Background Checks	Statewide Assessment and Stakeholder Interviews	Strength
Item 35: Diligent Recruitment of Foster and Adoptive Homes	Statewide Assessment and Stakeholder Interviews	Strength
Item 36: State Use of Cross-Jurisdictional Resources for Permanent Placements	Statewide Assessment and Stakeholder Interviews	Strength

APPENDIX B: PRACTICE PERFORMANCE REPORT Delaware CFSR (State-Led) 2023

The Practice Performance Report provides an aggregated summary of practice performance for all 18 items in the Onsite Review Instrument and Instructions (OSRI) for all approved and final cases from all the sites in the Delaware CFSR State-Led) and includes a breakdown of performance by case type. Please refer to the Rating Criteria section at the end of each item in the OSRI to identify which responses to questions will result in a Strength rating. For more information on the OSRI, see <https://www.cfsrportal.acf.hhs.gov/resources/round-4-resources/cfsr-round-4-instruments-tools-and-guides>

Safety Outcome 1: Children are, first and foremost, protected from abuse and neglect.

Item 1: Timeliness of Initiating Investigations of Reports of Child Maltreatment

Practice Description	All Case Types— Performance of Applicable Cases
(Question 1A) Investigations or assessments were initiated in accordance with the state’s timeframes and requirements in cases.	90.48% (38 of 42)
(Question 1B) Face-to-face contact with the child(ren) who is (are) the subject of the report were made in accordance with the state’s timeframes and requirements in cases.	73.81% (31 of 42)
(Question 1C) Reasons for delays in initiation of investigations or assessments and/or face-to-face contact were due to circumstances beyond the control of the agency.	27.27% (3 of 11)
Item 1 Strength Ratings	80.95% (34 of 42)

Safety Outcome 2: Children are safely maintained in their homes whenever possible and appropriate.

Item 2: Services to Family to Protect Child(ren) in the Home and Prevent Removal or Re-Entry Into Foster Care

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	In-Home Services AR/DR— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Questions 2A and 2B) Agency made concerted efforts to provide or arrange for appropriate services for the family to protect the children and prevent their entry or reentry into foster care.	30% (6 of 20)	88.89% (8 of 9)	100% (1 of 1)	50% (15 of 30)
(Questions 2A and 2B) Although the agency did not make concerted efforts to provide or arrange for appropriate services for the family to protect the children and prevent their entry into foster care, the child(ren) was removed from the home because this action was necessary to ensure the child’s safety.	40% (8 of 20)	Not Applicable	Not Applicable	40% (8 of 20)

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	In-Home Services AR/DR— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Questions 2A and 2B) Agency did not make concerted efforts to provide services and the child was removed without providing appropriate services.	10% (2 of 20)	Not Applicable	Not Applicable	10% (2 of 20)
(Questions 2A and 2B) Concerted efforts were not made to provide appropriate services to address safety/risk issues and the child(ren) remained in the home.	5% (1 of 20)	11.11% (1 of 9)	0% (0 of 1)	6.67% (2 of 30)
Item 2 Strength Ratings	85% (17 of 20)	88.89% (8 of 9)	100% (1 of 1)	86.67% (26 of 30)

Item 3: Risk and Safety Assessment and Management

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services — Performance of Applicable Cases	In-Home Services AR/DR— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 3A1) There were no maltreatment allegations about the family that were not formally reported or formally investigated/assessed.	100% (40 of 40)	100% (28 of 28)	100% (10 of 10)	100% (78 of 78)
(Question 3A1) There were no maltreatment allegations that were not substantiated despite evidence that would support substantiation.	100% (40 of 40)	96.43% (27 of 28)	100% (10 of 10)	98.72% (77 of 78)
(Question 3A) The agency conducted an initial assessment that accurately assessed all risk and safety concerns.	84.62% (11 of 13)	87.5% (7 of 8)	90% (9 of 10)	87.1% (27 of 31)
(Question 3B) The agency conducted ongoing assessments that accurately assessed all risk and safety concerns.	82.5% (33 of 40)	39.29% (11 of 28)	80% (8 of 10)	66.67% (52 of 78)
(Question 3C) When safety concerns were present, the agency developed an appropriate safety plan with the family and continually monitored the safety plan as needed, including monitoring family engagement in safety-related services.	75% (6 of 8)	69.23% (9 of 13)	100% (3 of 3)	75% (18 of 24)
(Question 3D) There were no safety concerns pertaining to children in the family home that were not adequately or appropriately addressed by the agency.	95% (19 of 20)	93.33% (14 of 15)	100% (3 of 3)	94.74% (36 of 38)

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services — Performance of Applicable Cases	In-Home Services AR/DR— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 3E) There were no concerns related to the safety of the target child in foster care during visitation with parent(s)/caregiver(s) or other family members that were not adequately or appropriately addressed by the agency.	94.29% (33 of 35)	Not Applicable	Not Applicable	94.29% (33 of 35)
(Question 3F) There were no concerns for the target child's safety in the foster home or placement facility that were not adequately or appropriately addressed by the agency.	97.5% (39 of 40)	Not Applicable	Not Applicable	97.5% (39 of 40)
Item 3 Strength Ratings	80% (32 of 40)	39.29% (11 of 28)	80% (8 of 10)	65.38% (51 of 78)

Permanency Outcome 1: Children have permanency and stability in their living situations.

Item 4: Stability of Foster Care Placement

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 4B) Placement changes for the child were planned by the agency in an effort to achieve the child's case goals or to meet the needs of the child.	37.5% (6 of 16)	37.5% (6 of 16)
(Question 4C) The child's current or most recent placement setting is stable.	85% (34 of 40)	85% (34 of 40)
Item 4 Strength Ratings	75% (30 of 40)	75% (30 of 40)

Item 5: Permanency Goal for Child

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 5A3) Permanency goal(s) is (are) specified in the case file.	100% (40 of 40)	100% (40 of 40)
(Question 5B) Permanency goals in effect during the period under review were established in a timely manner.	87.5% (35 of 40)	87.5% (35 of 40)
(Question 5C) Permanency goals in effect during the period under review were appropriate to the child's needs for permanency and to the circumstances of the case.	87.5% (35 of 40)	87.5% (35 of 40)
(Question 5D) Child has been in foster care for at least 15 of the most recent 22 months.	50% (20 of 40)	50% (20 of 40)
(Questions 5E and 5F) Child meets other Adoption and Safe Families Act criteria for termination of parental rights (TPR).	5% (1 of 20)	5% (1 of 20)
(Questions 5F and 5G) The agency filed or joined a TPR petition before the period under review (PUR) or in a timely manner during the PUR or an exception applied.	95% (19 of 20)	95% (19 of 20)
Item 5 Strength Ratings	80% (32 of 40)	80% (32 of 40)

Item 6: Achieving Reunification, Guardianship, Adoption, or Another Planned Permanent Living Arrangement

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Questions 6A4 and 6B) The agency and court made concerted efforts to achieve reunification in a timely manner.	87.5% (7 of 8)	87.5% (7 of 8)
(Questions 6A4 and 6B) The agency and court made concerted efforts to achieve guardianship in a timely manner.	66.67% (6 of 9)	66.67% (6 of 9)
(Questions 6A4 and 6B) The agency and court made concerted efforts to achieve adoption in a timely manner.	72.73% (8 of 11)	72.73% (8 of 11)
(Questions 6A4 and 6C) The agency and court made concerted efforts to place a child with a goal of Another Planned Permanent Living Arrangement (APPLA) in a living arrangement that can be considered permanent until discharge from foster care.	80% (4 of 5)	80% (4 of 5)
(Questions 6A4 and B or 6A4 and C) The agency and court made concerted efforts to achieve concurrent goals. If one of two concurrent goals was achieved during the period under review, rating is based on the goal that was achieved.	42.86% (3 of 7)	42.86% (3 of 7)
Item 6 Strength Ratings	70% (28 of 40)	70% (28 of 40)

Permanency Outcome 2: The continuity of family relationships and connections is preserved for children.

Item 7: Placement With Siblings

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 7A) The child was placed with all siblings who also were in foster care.	35.71% (10 of 28)	35.71% (10 of 28)
(Question 7B) When all siblings were not placed together, there was a valid reason for the child's separation from siblings in placement.	61.11% (11 of 18)	61.11% (11 of 18)
Item 7 Strength Ratings	75% (21 of 28)	75% (21 of 28)

Item 8: Visiting With Parents and Siblings in Foster Care

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 8A1) The usual frequency of visits between the child and mother was more than once a week.	8.7% (2 of 23)	8.7% (2 of 23)
(Question 8A1) The usual frequency of visits between the child and mother was once a week.	43.48% (10 of 23)	43.48% (10 of 23)
(Question 8A1) The usual frequency of visits between the child and mother was less than once a week but at least twice a month.	4.35% (1 of 23)	4.35% (1 of 23)
(Question 8A1) The usual frequency of visits between the child and mother was less than twice a month but at least once a month.	8.7% (2 of 23)	8.7% (2 of 23)

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 8A1) The usual frequency of visits between the child and mother was less than once a month.	21.74% (5 of 23)	21.74% (5 of 23)
(Question 8A1) Child never had visits with mother.	13.04% (3 of 23)	13.04% (3 of 23)
(Question 8A) Concerted efforts were made to ensure that the frequency of visitation between the mother and child was sufficient to maintain or promote the continuity of the relationship.	86.96% (20 of 23)	86.96% (20 of 23)
(Question 8C) Concerted efforts were made to ensure that the quality of visitation between the mother and child was sufficient to maintain or promote the continuity of the relationship.	100% (19 of 19)	100% (19 of 19)
(Questions 8A and 8C) The frequency and quality of visitation between the child and mother was sufficient to maintain and promote the continuity of the relationship.	86.96% (20 of 23)	86.96% (20 of 23)
(Question 8B1) The usual frequency of visits between the child and father was more than once a week.	7.69% (1 of 13)	7.69% (1 of 13)
(Question 8B1) The usual frequency of visits between the child and father was once a week.	38.46% (5 of 13)	38.46% (5 of 13)
(Question 8B1) The usual frequency of visits between the child and father was less than once a week but at least twice a month.	7.69% (1 of 13)	7.69% (1 of 13)
(Question 8B1) The usual frequency of visits between the child and father was less than twice a month but at least once a month.	7.69% (1 of 13)	7.69% (1 of 13)
(Question 8B1) The usual frequency of visits between the child and father was less than once a month.	30.77% (4 of 13)	30.77% (4 of 13)
(Question 8B1) Child never had visits with father.	7.69% (1 of 13)	7.69% (1 of 13)
(Question 8B) Concerted efforts were made to ensure that the frequency of visitation between the father and child was sufficient to maintain or promote the continuity of the relationship.	84.62% (11 of 13)	84.62% (11 of 13)
(Question 8D) Concerted efforts were made to ensure that the quality of visitation between the father and child was sufficient to maintain or promote the continuity of the relationship.	100% (12 of 12)	100% (12 of 12)
(Questions 8B and 8D) The frequency and quality of visitation between the child and father was sufficient to maintain and promote the continuity of the relationship.	84.62% (11 of 13)	84.62% (11 of 13)
(Question 8E1) The usual frequency of visits between the child and siblings in foster care was more than once a week.	0% (0 of 18)	0% (0 of 18)
(Question 8E1) The usual frequency of visits between the child and siblings in foster care was once a week.	27.78% (5 of 18)	27.78% (5 of 18)
(Question 8E1) The usual frequency of visits between the child and siblings in foster care was less than once a week but at least twice a month.	5.56% (1 of 18)	5.56% (1 of 18)
(Question 8E1) The usual frequency of visits between the child and siblings in foster care was less than twice a month but at least once a month.	27.78% (5 of 18)	27.78% (5 of 18)
(Question 8E1) The usual frequency of visits between the child and siblings in foster care was less than once a month.	22.22% (4 of 18)	22.22% (4 of 18)

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 8E1) Child never had visits with siblings in foster care.	16.67% (3 of 18)	16.67% (3 of 18)
(Question 8E) Concerted efforts were made to ensure that the frequency of visitation between the child and siblings in foster care was sufficient to maintain or promote the continuity of the relationship.	83.33% (15 of 18)	83.33% (15 of 18)
(Question 8F) Concerted efforts were made to ensure that the quality of visitation between the child and siblings in foster care was sufficient to maintain or promote the continuity of the relationship.	100% (15 of 15)	100% (15 of 15)
(Questions 8E and 8F) The frequency and quality of visitation with siblings in foster care was sufficient to maintain and promote the continuity of the relationship.	83.33% (15 of 18)	83.33% (15 of 18)
Item 8 Strength Ratings	79.31% (23 of 29)	79.31% (23 of 29)

Item 9: Preserving Connections

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 9A) Concerted efforts were made to maintain the child's important connections (for example, neighborhood, community, faith, language, extended family members including siblings who are not in foster care, Tribe, school, and/or friends).	95% (38 of 40)	95% (38 of 40)
Item 9 Strength Ratings	95% (38 of 40)	95% (38 of 40)

Item 10: Relative Placement

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 10A1) The child's current, or most recent, placement was with a relative.	15% (6 of 40)	15% (6 of 40)
(Question 10A2) The child's current or most recent placement with a relative was appropriate to the child's needs.	100% (6 of 6)	100% (6 of 6)
(Question 10B) Cases in which concerns existed due to a lack of concerted efforts to Identify maternal relatives.	16.67% (1 of 6)	16.67% (1 of 6)
(Question 10B) Cases in which concerns existed due to a lack of concerted efforts to Locate maternal relatives.	33.33% (2 of 6)	33.33% (2 of 6)
(Question 10B) Cases in which concerns existed due to a lack of concerted efforts to Inform maternal relatives.	33.33% (2 of 6)	33.33% (2 of 6)
(Question 10B) Cases in which concerns existed due to a lack of concerted efforts to Evaluate maternal relatives.	100% (6 of 6)	100% (6 of 6)
(Question 10C) Cases in which concerns existed due to a lack of concerted efforts to Identify paternal relatives.	66.67% (4 of 6)	66.67% (4 of 6)
(Question 10C) Cases in which concerns existed due to a lack of concerted efforts to Locate paternal relatives.	50% (3 of 6)	50% (3 of 6)
(Question 10C) Cases in which concerns existed due to a lack of concerted efforts to Inform paternal relatives.	50% (3 of 6)	50% (3 of 6)
(Question 10C) Cases in which concerns existed due to a lack of concerted efforts to Evaluate paternal relatives.	83.33% (5 of 6)	83.33% (5 of 6)

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
Item 10 Strength Ratings	82.5% (33 of 40)	82.5% (33 of 40)

Item 11: Relationship of Child in Care With Parents

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 11A) Concerted efforts were made to promote, support, and otherwise maintain a positive, nurturing relationship between the child in foster care and his or her mother.	95.65% (22 of 23)	95.65% (22 of 23)
(Question 11B) Concerted efforts were made to promote, support, and otherwise maintain a positive, nurturing relationship between the child in foster care and his or her father.	92.31% (12 of 13)	92.31% (12 of 13)
Item 11 Strength Ratings	91.3% (21 of 23)	91.3% (21 of 23)

Well-Being Outcome 1: Families have enhanced capacity to provide for their children's needs.

Item 12: Needs and Services of Child, Parents, and Foster Parents

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	In-Home Services AR/DR— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
Item 12 Strength Ratings	70% (28 of 40)	32.14% (9 of 28)	70% (7 of 10)	56.41% (44 of 78)

Sub-Item 12A: Needs Assessment and Services to Children

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	In-Home Services AR/DR— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 12A1) The agency conducted formal or informal initial and/or ongoing comprehensive assessments that accurately assessed the children's needs.	85% (34 of 40)	42.86% (12 of 28)	90% (9 of 10)	70.51% (55 of 78)
(Question 12A2) Appropriate services were provided to meet the children's needs.	94.12% (32 of 34)	83.33% (15 of 18)	100% (4 of 4)	91.07% (51 of 56)
Sub-Item 12A Strength Ratings	85% (34 of 40)	42.86% (12 of 28)	90% (9 of 10)	70.51% (55 of 78)

Sub-Item 12B: Needs Assessment and Services to Parents

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	In-Home Services AR/Dr— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 12B1) The agency conducted formal or informal initial and/or ongoing comprehensive assessments that accurately assessed the mother's needs	71.88% (23 of 32)	51.85% (14 of 27)	100% (9 of 9)	67.65% (46 of 68)
(Question 12B3) Appropriate services were provided to meet the mother's needs.	92.31% (24 of 26)	68% (17 of 25)	88.89% (8 of 9)	81.67% (49 of 60)
(Questions 12B1 and B3) Concerted efforts were made to assess and address the needs of mothers.	68.75% (22 of 32)	48.15% (13 of 27)	88.89% (8 of 9)	63.24% (43 of 68)
(Question 12B2) The agency conducted formal or informal initial and/or ongoing comprehensive assessments that accurately assessed the father's needs.	75% (15 of 20)	26.67% (4 of 15)	71.43% (5 of 7)	57.14% (24 of 42)
(Question 12B4) Appropriate services were provided to meet the father's needs.	86.67% (13 of 15)	41.67% (5 of 12)	85.71% (6 of 7)	70.59% (24 of 34)
(Questions 12B2 and 12B4) Concerted efforts were made to assess and address the needs of fathers.	70% (14 of 20)	26.67% (4 of 15)	71.43% (5 of 7)	54.76% (23 of 42)
Sub-Item 12B Strength Ratings	63.64% (21 of 33)	37.04% (10 of 27)	80% (8 of 10)	55.71% (39 of 70)

Sub-Item 12C: Needs Assessment and Services to Foster Parents

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 12C1) The agency adequately assessed the needs of the foster or pre-adoptive parents related to caring for children in their care on an ongoing basis.	94.59% (35 of 37)	94.59% (35 of 37)
(Question 12C2) The agency provided appropriate services to foster and pre-adoptive parents related to caring for children in their care.	96.55% (28 of 29)	96.55% (28 of 29)
Sub-Item 12C Strength Ratings	94.59% (35 of 37)	94.59% (35 of 37)

Item 13: Child and Family Involvement in Case Planning¹

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	In-Home Services AR/DR— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 13A) The agency made concerted efforts to actively involve the child in the case planning process.	81.82% (18 of 22)	36.36% (8 of 22)	100% (7 of 7)	64.71% (33 of 51)
(Question 13B) The agency made concerted efforts to actively involve the mother in the case planning process.	73.33% (22 of 30)	51.85% (14 of 27)	100% (9 of 9)	68.18% (45 of 66)
(Question 13C) The agency made concerted efforts to actively involve the father in the case planning process.	70% (14 of 20)	26.67% (4 of 15)	71.43% (5 of 7)	54.76% (23 of 42)
Item 13 Strength Ratings	71.79% (28 of 39)	37.04% (10 of 27)	80% (8 of 10)	60.53% (46 of 76)

Item 14: Caseworker Visits With Child

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	In-Home Services AR/DR— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 14A1) The typical pattern of visits between the caseworker and child(ren) was more than once a week.	2.5% (1 of 40)	0% (0 of 28)	0% (0 of 10)	1.28% (1 of 78)
(Question 14A1) The typical pattern of visits between the caseworker and child(ren) was once a week.	10% (4 of 40)	0% (0) of 28)	0% (0 of 10)	5.13% (4 of 78)
(Question 14A1) The typical pattern of visits between the caseworker and child(ren) was less than once a week but at least twice a month.	25% (10 of 40)	3.57% (1 of 28)	50% (5 of 10)	20.51% (16 of 78)
(Question 14A1) The typical pattern of visits between the caseworker and child(ren) was less than twice a month but at least once a month.	52.5% (21 of 40)	39.29% (11 of 28)	40% (4 of 10)	46.15% (36 of 78)
(Question 14A1) The typical pattern of visits between the caseworker and child(ren) was less than once a month.	10% (4 of 40)	53.57% (15 of 28)	0% (0 of 10)	24.36% (19 of 78)

¹ One case was overridden for this item. Data from cases with overridden ratings are not included in the question-level results.

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	In-Home Services AR/DR— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 14A1) Caseworker never had visits with child(ren).	0% (0 of 40)	3.57% (1 of 28)	10% (1 of 10)	2.56% (2 of 78)
(Question 14A) The typical pattern of visits between the caseworker and the child (ren) was sufficient.	87.5% (35 of 40)	42.86% (12 of 28)	90% (9 of 10)	71.79% (56 of 78)
(Question 14B) The quality of visits between the caseworker and the child(ren) was sufficient.	90% (36 of 40)	70.37% (19 of 27)	100% (9 of 9)	84.21% (64 of 76)
Item 14 Strength Ratings	85% (34 of 40)	42.86% (12 of 28)	90% (9 of 10)	70.51% (55 of 78)

Item 15: Caseworker Visits With Parents

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	In-Home Services AR/DR— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 15A1) The typical pattern of visits between the caseworker and mother was more than once a week.	3.33% (1 of 30)	0% (0 of 27)	0% (0 of 9)	1.52% (1 of 66)
(Question 15A1) The typical pattern of visits between the caseworker and mother was once a week.	6.67% (2 of 30)	0% (0) of 27)	0% (0 of 9)	3.03% (2 of 66)
(Question 15A1) The typical pattern of visits between the caseworker and mother was less than once a week but at least twice a month.	0% (0 of 30)	3.7% (1 of 27)	66.67% (6 of 9)	10.61% (7 of 66)
(Question 15A1) The typical pattern of visits between the caseworker and mother was less than twice a month but at least once a month.	53.33% (16 of 30)	44.44% (12 of 27)	33.33% (3 of 9)	46.97% (31 of 66)
(Question 15A1) The typical pattern of visits between the caseworker and mother was less than once a month.	36.67% (11 of 30)	40.74% (11 of 27)	0% (0 of 9)	33.33% (22 of 66)
(Question 15A1) Caseworker never had visits with mother.	0% (0 of 30)	11.11% (3 of 27)	0% (0 of 9)	4.55% (3 of 66)
(Question 15A2) The typical pattern of visits between the caseworker and the mother was sufficient.	76.67% (23 of 30)	48.15% (13 of 27)	100% (9 of 9)	68.18% (45 of 66)

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	In-Home Services AR/DR— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 15C) The quality of visits between the caseworker and the mother was sufficient.	86.67% (26 of 30)	82.61% (19 of 23)	100% (9 of 9)	87.1% (54 of 62)
(Questions 15A2 and 15C) Both the frequency and quality of caseworker visitation with the mother were sufficient.	76.67% (23 of 30)	48.15% (13 of 27)	100% (9 of 9)	68.18% (45 of 66)
(Question 15B1) The typical pattern of visits between the caseworker and father was more than once a week.	0% (0 of 20)	0% (0 of 15)	0% (0 of 7)	0% (0 of 42)
(Question 15B1) The typical pattern of visits between the caseworker and father was once a week.	5% (1 of 20)	0% (0 of 15)	0% (0 of 7)	2.38% (1 of 42)
(Question 15B1) The typical pattern of visits between the caseworker and father was less than once a week but at least twice a month.	5% (1 of 20)	0% (0 of 15)	57.14% (4 of 7)	11.9% (5 of 42)
(Question 15B1) The typical pattern of visits between the caseworker and father was less than twice a month but at least once a month.	30% (6 of 20)	20% (3 of 15)	14.29% (1 of 7)	23.81% (10 of 42)
(Question 15B1) The typical pattern of visits between the caseworker and father was less than once a month.	55% (11 of 20)	66.67% (10 of 15)	28.57% (2 of 7)	54.76% (23 of 42)
(Question 15B1) Caseworker never had visits with father.	5% (1 of 20)	13.33% (2 of 15)	0% (0 of 7)	7.14% (3 of 42)
(Question 15B2) The typical pattern of visits between the caseworker and the father was sufficient.	75% (15 of 20)	26.67% (4 of 15)	71.43% (5 of 7)	57.14% (24 of 42)
(Question 15D) The quality of visits between the caseworker and the father was sufficient.	83.33% (15 of 18)	53.85% (7 of 13)	100% (7 of 7)	76.32% (29 of 38)
(Question 15B2 and 15D) Both the frequency and quality of caseworker visitation with the father were sufficient.	70% (14 of 20)	26.67% (4 of 15)	71.43% (5 of 7)	54.76% (23 of 42)
Item 15 Strength Ratings	67.74% (21 of 31)	37.04% (10 of 27)	80% (8 of 10)	57.35% (39 of 68)

Well-Being Outcome 2: Children receive appropriate services to meet their educational needs.

Item 16: Educational Needs of the Child

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	In-Home Services AR/DR— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 16A) The agency made concerted efforts to accurately assess the children's educational needs.	100% (29 of 29)	66.67% (2 of 3)	0	96.88% (31 of 32)
(Question 16B) The agency made concerted efforts to address the children's educational needs through appropriate services.	89.29% (25 of 28)	50% (1 of 2)	0	86.67% (26 of 30)
Item 16 Strength Ratings	89.66% (26 of 29)	66.67% (2 of 3)	0	87.5% (28 of 32)

Well-Being Outcome 3: Children receive adequate services to meet their physical and mental health needs.

Item 17: Physical Health of the Child

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	In-Home Services AR/DR— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 17A1) The agency accurately assessed the children's physical health care needs.	100% (40 of 40)	100% (6 of 6)	100% (4 of 4)	100% (50 of 50)
(Question 17B1) The agency provided appropriate oversight of prescription medications for the physical health issues of the target child in foster care.	87.5% (14 of 16)	Not Applicable	Not Applicable	87.5% (14 of 16)
(Question 17B2) The agency ensured that appropriate services were provided to the children to address all identified physical health needs.	97.44% (38 of 39)	100% (4 of 4)	100% (3 of 3)	97.83% (45 of 46)
(Question 17A2) The agency accurately assessed the children's dental health care needs.	89.74% (35 of 39)	100% (1 of 1)	0	90% (36 of 40)

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	In-Home Services AR/DR— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 17B3) The agency ensured that appropriate services were provided to the children to address all identified dental health needs.	89.47% (34 of 38)	100% (1 of 1)	0	89.74% (35 of 39)
Item 17 Strength Ratings	85% (34 of 40)	100% (6 of 6)	100% (4 of 4)	88% (44 of 50)

Item 18: Mental/Behavioral Health of the Child

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	In-Home Services AR/DR— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 18A) The agency accurately assessed the children's mental/behavioral health needs.	92% (23 of 25)	81.82% (9 of 11)	100% (1 of 1)	89.19% (33 of 37)
(Question 18B) The agency provided appropriate oversight of prescription medications for the mental/behavioral health issues of the target child in foster care.	92.31% (12 of 13)	Not Applicable	Not Applicable	92.31% (12 of 13)
(Question 18C) The agency ensured that appropriate services were provided to the children to address all identified mental/behavioral health needs.	70.83% (17 of 24)	72.73% (8 of 11)	100% (1 of 1)	72.22% (26 of 36)
Item 18 Strength Ratings	72% (18 of 25)	63.64% (7 of 11)	100% (1 of 1)	70.27% (26 of 37)