



Office of Children and Family Services

Oswego County 2021 Program Quality Review

**Review Completed: December 2021
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**NYS Office of Children and Family Services
Sheila Poole, Commissioner**

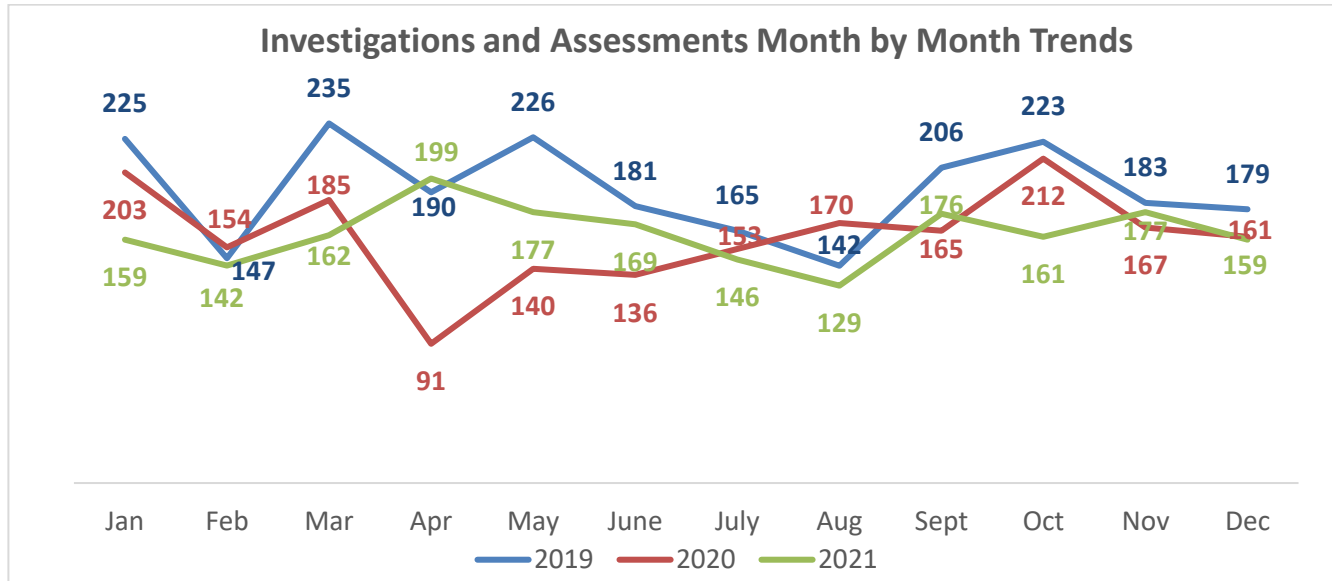
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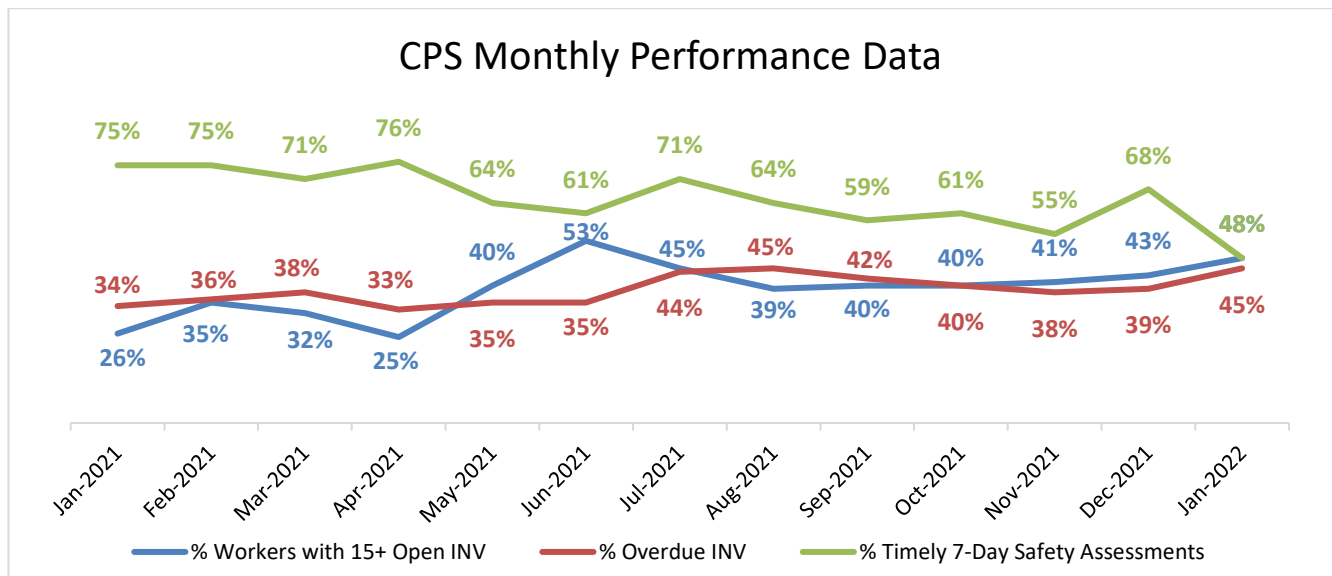
I. Overall Summary

A. Highlight of Findings:

Child Protective Services: Oswego, like most other districts, saw a decline in SCR intakes from March-June 2020. The graph below shows that intakes have increased since July 2020 but have remained lower than pre-Covid rates.



Key Data Metrics: The number of investigations, in relation to staffing levels, can have a direct impact on CPS performance indicators, such as caseload size, timeliness of 7-day safety assessments, and overdue CPS investigations. However, as illustrated in the graph below, as investigation numbers declined from April 2021-August 2021, the percent of workers with 15+ open investigations and the percentage of overdue investigations both increased. The timeliness of the 7-day safety assessments has fallen each month during this time period, significantly lower than the Statewide rate of 88%.



Recurrence of Child Abuse/Maltreatment: According to the Administration for Children and Families, the Oswego Wave 7 recurrence rate is 36.5%; this is higher (worse) than NYS' Recurrence rate of 18.1%.

Other Data Metrics: In 2020, Oswego County indicated 34% of the determined reports, which is higher than the 28% NYS indication rate.

An analysis of the case-level risk assessment (RAP) of 2020 indicated reports shows the following top five identified risk elements:

- Q7: DV/Dysfunctional Adult Relationships is identified (50%)
- Q10: Mental Health (47%)
- Q14: Child's Needs Not Prioritized (41%)
- Q9: Drug (40%)
- Q13: Lack of Realistic Expectations

Case Reviews: 26 Investigations

Twenty-six (26) CPS investigations that were closed between May 1, 2021 – October 31, 2021 were reviewed. Of the twenty-six investigations, sixteen were open longer than 60 days. The average number of days open was 98.

In the case review of CPS investigations, there were five investigations where OCFS identified significant gaps in casework that would cause concern for the children and there were no cases requiring a referral to the district with safety concerns. Strengths were identified in many areas including gathering case related information to make safety, risk, and determination decisions, completing the RAP consistent with case circumstances and planning with families around safety and risk. Additionally, it was noted by reviewers that in investigations S5 and S6, home visits were well documented and thorough.

Specific areas needing improvement were identified and include:

- Documenting CPS history checks within regulatory timeframes
- Documenting all safety factors in the determination safety assessment

Preventive/Protective Services: In Oswego Co., proportional to the number of children in the county, more children are involved in authorized preventive services cases than in Rest of State. In this county, 17.21 children per 1000 children in the county are involved in a new (authorized) Preventive Services case; in Rest of State, the rate is 8.2 children per 1000. Rest of State data includes data from all counties outside NYC.

	# Preventive Services Authorized in Year Shown		2019 Rate of Authorizations/ 1,000 Children in County	365 Days after Preventive Services Authorization	
	2018	2019		% Entered Foster Care	% with Substantiated Allegation
Oswego	433	432	17.21	16.4% (71 of 433)	24.5% (106 of 433)
Rest of State (ROS)			8.2	8.8%	14.9%
Statewide			10.78	5.5%	12.8%

According to NYS Social Services Law (SSL §409), one purpose of preventive services is to avert an impairment or disruption of a family which will or could result in the placement of a child in foster care (preventing foster care placement). OCFS tracks children in authorized Preventive Services to determine if a foster care placement occurred within 365 days of the authorization. In Oswego County, 16.4% of the children in authorized preventive services entered foster care within 365 days, which is significantly higher than the ROS percent of 8.8%.

Preventive/Protective Services Case Reviews: 12 Cases. The period under review was November 1, 2020 – October 31, 2021.

Based upon a review of twelve (12) open services cases, strengths noted by reviewers were in the areas of assessing and addressing the identified needs of mothers and involving mothers in case planning.

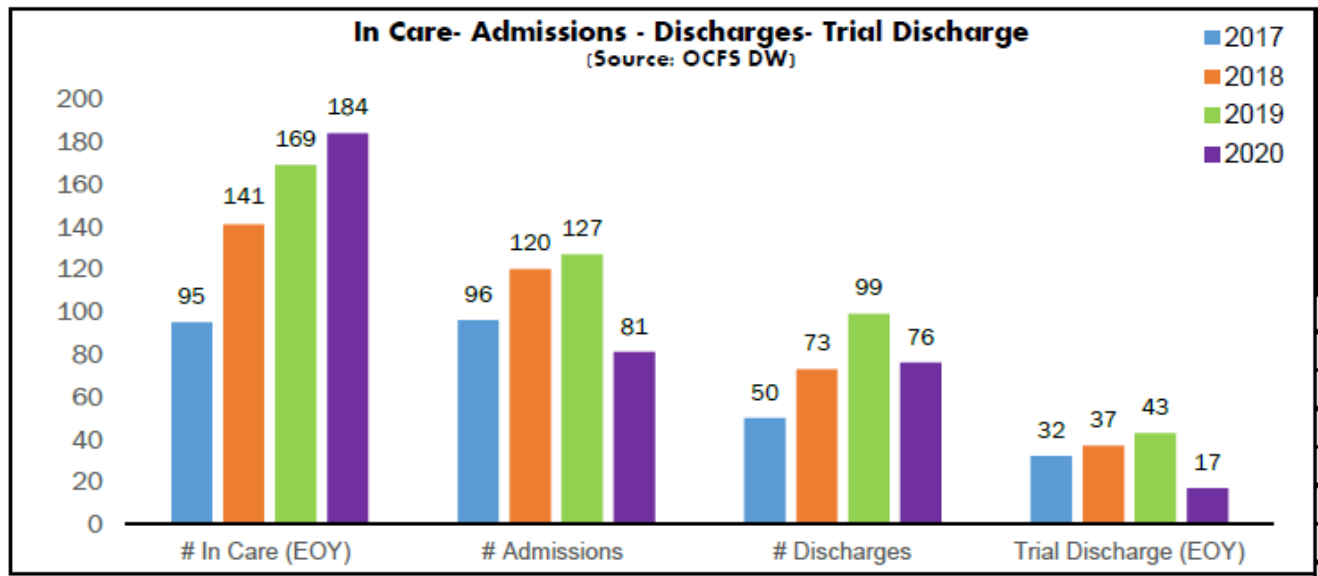
It was noted by reviewers that progress notes were not entered contemporaneously in many cases. Some cases had progress notes consistently entered months late and in other cases many months lapsed before notes were entered (P3, P4, P9). Though there is not a regulatory number of days progress notes must be entered, it is expected that they are entered more frequently than what was observed during this review.

Specific areas needing improvement include:

- Initial and ongoing risk and safety assessments
- Initial and ongoing assessment of the needs of children and fathers
- Involving children and fathers in case planning
- Frequency and quality of caseworker visits with children and fathers
- Providing children and fathers with services to meet identified needs

Foster Care: Admissions to foster care have increased each year from 2017 to 2019 and then fell significantly in 2020. Discharges from foster care have shown the same trend. Per CONNECTIONS, there were 184 children in care on 12/31/20 which is the highest number in the past 4 years.

Of the children in foster care on 12/31/21, 46.2% were placed with kin and 11.1% were placed in a congregate care setting. The statewide target is at least 50% of the children in care will be placed with kin, and no more than 12% will be in an institution/group care setting on the last day of each year.



Foster Care Case Reviews: 12 Cases. The period under review was November 1, 2020 – October 31, 2021.

Based on a review of twelve (12) foster care cases, strengths were identified in gathering case related information to assess safety and risk, and to assess the needs of children, mothers and foster parents. Additionally, strengths were noted in involving children, mothers and fathers in case planning, and providing services to maintain relationships with children and parents and siblings. It is noted by case reviewers, in Sample FC10, once the child was freed for adoption, the adoption occurred very quickly.

Similar to what was noted in Prevention, progress notes in many foster care cases were not entered timely and many FASPs were up to six months late. Specific areas needing improvement include:

- Initial and ongoing assessments of the needs of fathers
- Appropriately addressing safety concerns when they arise
- Permanency goals established timely
- Frequency of casework visits with mothers and fathers
- Permanency goals achieved timely
- Providing services to meet identified needs of fathers

B. Highlight of the Case Review Process:

This case review was conducted in OCFS' Rensselaer, NY office using the case records in CONNECTIONS, and any external documentation provided by the county. The review team consisted of six OCFS case reviewers. One hundred percent (100%) of the CPS cases and 100% of the services and foster care cases underwent a quality control review.

Case Review Instrument(s)

Two case review instruments were used during this review: Ongoing Monitoring Assessment Instrument (OMA) and the Child and Family Services Review Instrument (OSRI)

Ongoing Monitoring Assessment Instrument (OMA): The OMA consists of 60+ questions designed to understand local practice of investigating suspected child abuse and maltreatment and of providing protection for the child or children from further abuse or maltreatment as well as rehabilitative services for the child or children and parents or caregivers involved. CPS is the sole public organizational entity responsible for the child protective activities that include, but are not limited to, receiving reports of abuse and maltreatment; investigating such reports, or, in certain cases, providing a family assessment response to such reports; providing, or arranging for and coordinating, the provision of rehabilitative services to families and children in indicated cases; and monitoring the services if the CPS worker is not the primary services provider for the case [18 NYCRR 432.2(b)(1)].

Child and Family Services Review Instrument (OSRI): The OSRI is the tool used to review in-home cases (preventive, protective services) and foster care cases. And is comprised of three outcome domains: safety, permanency, and child and family well-being. The instrument consists of 18 items, 10 applicable to preventive and protective cases and 18 applicable to foster care cases. In both instances, reviewers must assess events that took place during the period under review, which may be different than events that took place over the life of the case.

Report Organization

The findings from the OCFS case review in the areas of CPS, Preventive/Protective Services, and Foster Care, are organized within this report around the following Caseworker Practice Skills:

Gathering Case Related Information - The agency gathers sufficient information from various sources to adequately understand child(ren) and families' strengths and needs.

Decision Making - When sufficient information is gathered during the course of an investigation, the agency documents appropriate safety, risk and determination decisions.

Case Planning - The agency, with concerted efforts to include children, parents, family and community supports, develops an appropriate plan, consistent with case circumstances, to address safety, permanency and well-being of children.

Services Provision - When needed, the agency provided or made concerted efforts to provide needed services to children, parents, family and community supports.

The Performance Summary presents the percent of cases that substantially achieved these practice skills in each program area. These findings are intended to assist the agency in identifying skill areas in need of development. When addressing the key findings outlined within this report, the district should include strategies that build practice skills that need improvement.

Skills Areas - Each program area; CPS, Preventive Protective Services and Foster Care, are then broken down into Practice Skills areas. Each breakdown presents the items from the review instrument that apply to the skill area and the number cases that were evaluated for each item. Each question with a score below 75% has the sample numbers not meeting the standard listed.

Sample Stratification

OCFS reviewed a total of 50 Cases: 26 CPS, 12 Preventive/Protective, 12 Foster Care

CPS Sample Stratification: 26 Cases, all determined within a 6-month period
(May 1, 2021 – October 31, 2021)

- 4 with Parental Drug Use allegation: **(S3-S6)**
- 2 POSC: **(S1, S2)**
 - Rationale: OCFS is interested in evaluating the appropriateness of plans of safe care
- 2 with High/Very High RAP scores: **(S7, S8)**
- 18 Randomly selected Investigations **(S9-S26)**

Preventive/Protective Services Sample: 12 cases,
PUR November 1, 2020 – October 31, 2021

- 1 Case with children in 1017 Placements **(P6)**
- 11 Randomly selected cases **(P1-P5, P7-P12)**

Foster Care Sample: 12 cases, PUR November 1, 2020 – October 31, 2021

- 5 Kinship Placements: Rationale **(FC3-FC5, FC8, FC9)**
- 2 Institution Placements **(FC1, FC2)**
- 5 Certified Foster Home Placements **(FC6, FC9-FC12)**

A. Case Review Results: Performance Summary

Practice Skills	Percent Substantially Achieved			Definition	Standard
	<u>CPS</u>	<u>Preventive Protective</u>	<u>Foster Care</u>		
Gathering Case Related Information	<u>85%</u>	<u>75%</u>	<u>89%</u>	The agency gathers sufficient information from various sources to adequately understand child(ren) and families’ strengths and needs.	NYCRR 432.2 (b) (3) NYCRR 432.2 (b) (4) NYCRR 432.2 (d) NYCRR 432.3 (c) SSL 424 (6)(a); SSL 409-A
Decision Making Skills-Safety	<u>78%</u>			The agency documents appropriate safety decisions, chooses appropriate safety factors, and when appropriate, opens an FSS stage with an appropriate program choice, based on information gathered during the investigation.	NYCRR 432.2 (b) (3) NYCRR 432.3 (c) SSL 424 (3), (6)(a), (9)
Decision Making Skills-Risk	<u>88%</u>			The agency documents appropriate risk elements consistent with case circumstances and makes appropriate closure decisions based on the information gathered during the investigation.	NYCRR 432.2 (b) (3) NYCRR 432.2 (d) SSL 424
Decision Making Skills-Determination	<u>98%</u>			The agency appropriately substantiated/unsubstantiated allegations based on the information gathered during the investigation.	NYCRR 432.2 (b) (3) NYCRR 432.2 (c) NYCRR 432.3 (c) SSL 424 (7)
Case Planning Skills	<u>87%</u>	<u>65%</u>	<u>79%</u>	When needed, the agency developed an appropriate plan, consistent with case circumstances, to address safety and risk concerns as they arise throughout the case.	NYCRR 432.2 (b) (3) NYCRR 432.2 (b) (4) NYCRR 432.2 (d) NYCRR 432.3 (p) SSL 424 (9)(10); SSL 409-A
Service Provision		<u>64%</u>	<u>83%</u>	When needed, the agency provided or made concerted efforts to provide needed services to children, parents, and foster parents.	FCA1015-A

Key
100%-85% Strength
84%- 75% Recommended area for Corrective Action
74% and Below Requires Corrective Action

B. CPS Performance Reviewed with the OMA Case Review Instrument

1. Gathering Case Related Information (per OMA Instrument): 85%

Gathering case related information encompasses all avenues of gathering information during an investigation. All cases were evaluated for the caseworker’s ability to gather information necessary to make decisions about the case and to planning for future risk and safety. It should be noted that question that Question 23 evaluates the caseworker’s ability to identify and document signs of domestic violence. The sample size for this item is the number of cases DV was identified by the OCFS reviewer.

Category	% Strength	# Strengths	Question
History	49%	9 of 26	Q.1a Within one business day of the oral report date, the LDSS reviewed State Central Register records pertaining to all prior reports involving members of the family. (35%) Samples 1,2,4,7,11,12,13,14,15,16,17,18,19,20,24,25,26
		16 of 26	Q.1b Within the first five business days of intake, were all prior child protective services records, including legally sealed unfounded reports reviewed? (62%) Samples 1,2,10,11,12,13,16,17,24,25
24 Hour Safety Assessment	92%	24 of 26	Q.4 Was there an adequate assessment of immediate or impending danger to ALL children named in the report and in the household within 24 hours? Samples 2,26
7 Day Safety Assessment	79%	25 of 26	Q.7 Was sufficient information gathered to assess safety for all children in the household at the time of the approved the 7-safety assessment. (96%) Sample 21
		62%	Timeliness of 7-Day safety assessment. Source: Average of 6/1/2021 – 11/30/2021 CPS Performance report.
Safety Decision at the time of the Determination	92%	24 of 26	Q.14 Was sufficient information gathered to assess safety for all children in report and household at the time of the approved Determination Safety Assessment? Samples 7,10
Risk Assessment	85%	22 of 26	Q.28 During the course of the investigation, was sufficient information gathered to assess risk to all children in the household? Samples 2,4,8,10
Domestic Violence	100%	2 of 2	Q23 When the reviewer identified signs of domestic violence in the case record, did the caseworker appropriately identify (and document) the signs of domestic violence?
Services	85%	22 of 26	Q.32 Was there an adequate assessment of the family’s need for services? Samples 2,4,8,10
Determination	96%	25 of 26	Q.38 Was sufficient information gathered to make a determination for all allegations including those on the intake report was well as any identified during the course of the investigation? Sample 2

2. Decision Making Skills - Safety (per OMA Instrument): 78%

For cases that enough information was gathered to make an assessment of safety at the 7-day assessment (25 cases) and at determination (24 cases), an evaluation of the caseworker’s ability to choose the appropriate safety decision was completed. For cases with a safety decision of 2,3,4,5, an evaluation of the caseworker’s ability to choose the correct safety factors at the 7-day assessment (14 Cases) and at determination (12 cases) was completed.

Category	% Strengths	# Strengths	Question
Safety Decision at 7 Day Assessment	80%	20 of 25	Q.8 Was the safety decision on the approved 7-day safety assessment consistent with case circumstances? Samples 7,9,19,25,26
Safety Factors at 7 Day Assessment	86%	11 of 14	Q.9 Were the safety factors consistent with case circumstances at the time of the 7-day assessment? (78%) Samples 2,8,13
		13 of 14	Q.10 Were all the comments associated with the safety factors consistent with case circumstances (93%) Sample 7
Safety Decision at Determination	79%	19 of 24	Q.15 Was the safety decision on the approved determination safety assessment consistent with case circumstances? Samples 1,4,9,14,26
Safety Factors at Determination	67%	6 of 12	Q.16 For cases with safety factors identified, were the safety factors consistent with case circumstances? (50%) Samples 2,4,8,13,14,16
		10 of 12	Q.17 Were all the comments associated with the safety factors consistent with case circumstances (83%) Samples 4,19

3. Decision Making - Risk (per OMA Instrument): 88%

For cases that enough information was gathered to assess risk factors (22 cases), an evaluation of the caseworker’s ability to complete the Risk Assessment Profile (RAP) accurately was completed.

Category	% Strengths	# Strengths	Question
Risk Assessment	86%	19 of 22	Q.31 Were the primary and secondary caregivers correctly identified in the RAP? Samples 16,19,21
Risk Assessment	89%	17 of 19	Q.31 When the primary and secondary caregivers were correctly identified, was the RAP completed accurately based on case circumstances? Samples 7,20

4. Decision Making at Determination (per OMA Instrument): 98%

For cases that enough information was gathered to make a determination about allegations and case determination (25 cases), an evaluation of the caseworker’s ability to make the correct decision based on case circumstances was made.

Category	% Strengths	# Strengths	Question
Allegation Determinations	96%	24 of 25	Q.39 Was each allegation appropriately substantiated/unsubstantiated for all subjects in the case, including allegations identified during the course of the investigation? Sample 16
Case Determination	100%	25 of 25	Q.40 Was the case determination to unfound or indicate is consistent with case circumstances?

5. Case Planning (per OMA Instrument): 87%

When safety concerns were identified at any point throughout the case (24-hour -3 cases, 7-day assessment - 3 cases and determination- 4 cases), the safety plan developed by the caseworker was evaluated.

In addition, when adequate information was gathered (16 cases) that required follow up, the caseworker's timely follow up was evaluated. In cases with emerging safety and risk concerns (16 cases), the caseworker's response is evaluated. Additionally, case planning around risk (20 cases sufficient information was gathered and there was risk identified) and services was evaluated (24 cases) had sufficient information gathered to identify service needs

Category	% Strength	# Strengths	Question
Safety Plan at 24 Hour	81%	2 of 3	Q.6 For reports that documented the existence of safety factors that placed the children in immediate or impending danger of serious harm at the completion of the 24-Hour assessment, (Safety Decision 3, 4, or 5) was an appropriate Safety Plan was put in place (67%) Sample 6
Safety Plan at 7 Day assessment		3 of 3	Q.12 If safety factors existed that placed the children in immediate or impending danger of serious harm at the completion of the 7-day assessment, (Safety Decision 3, 4, or 5) was an appropriate Safety Plan put in place? (100%)
Safety Plan at Determination		3 of 4	Q.19 For reports that documented the existence of safety factors that placed the children in immediate or impending danger of serious harm at the completion of the determination safety assessment, (Safety Decision 3, 4, or 5) was an appropriate Safety Plan was put in place? (75%) Sample 2
Information from Collaterals Addressed Timely	88%	14 of 16	Q.27 Was information gathered from collaterals that required follow up activity addressed in a timely manner? Samples 2,19
Emerging Safety and Risk Concerns	78%	12.5 of 16	Q.21r During the course of the investigation, did the caseworker respond to emerging safety and risk concerns in a timely manner? Samples 2,4,19; Partial – Sample 16
Risk addressed	100%	20 of 20	Q.30 Is there documentation that the caseworker engaged the family to address any potential risk elements identified in the Risk Assessment Profile (RAP) before concluding the investigation?
Services Offered	88%	21 of 24	Q.33 Were needed services offered prior to closure of investigation? Samples 2,14,21
FSS Stage with Protective Program Choice	86%	6 of 7	Q43. For cases that warrant opening a protective services case due to continuing protective concerns, was an FSS stage opened with a protective program choice? Sample 2

C. Preventive/Protective Services Performance Reviewed with the CF SR Case Review Instrument

1. Gathering Case Related Information (Preventive & Protective Services Cases): 75%

The area of Gathering Case Related Information in preventive and protective services cases evaluates the ability to accurately assess children(s) and parent’s needs.

Category	% Strength	# Strength	CF SR Case Review Instrument Question
Risk and Safety Assessment (Item 3)	59%	3 of 5	Q3A: Did the agency conduct an initial assessment that accurately assessed all of the risk and safety concerns for the target child in foster care and/or any child(ren) in the family remaining in the home? (60%) P1, P9
		7 of 12	Q3B: Did the agency conduct ongoing assessments that accurately assessed all of the risk and safety concerns for the child in foster care and/or any child(ren) in the family remaining in the home? (58%) P1, P2, P6, P7, P9
Initial and Ongoing Assessment of Child-ren(s) Needs (Item 2)	67%	8 of 12	Q12A1: Did the agency conduct a formal or informal initial and/or ongoing comprehensive assessment that accurately assessed the children’s needs? P1, P2, P7, P9
Initial and Ongoing Assessment of Mother’s Needs (Item 12)	100%	12 of 12	Q12B1: Did the agency conduct a formal or informal initial and/or ongoing comprehensive assessment that accurately assessed the <u>mother’s</u> needs?
Initial and Ongoing Assessment of Father’s Needs (Item 12)	56%	5 of 9	Q12B2: Did the agency conduct a formal or informal initial and/or ongoing comprehensive assessment that accurately assessed the <u>father’s</u> needs? P2, P4, P8, P9
Assessing Educational, Physical and Dental Health Needs of the Child (Item 16 and 17)	92%	5 of 6	Q16A: Did the agency make concerted efforts to accurately assess the children’s <u>educational</u> needs? (83%) P1
		1 of 1	Q17A1: Did the agency accurately assess the children’s <u>physical health</u> care needs? (100%)
		N/A	Q17A2: Did the agency accurately assess the children’s <u>dental health</u> care needs?
Assessing Mental Health Needs of Child (Item 18)	78%	7 of 9	Q18A: Did the agency conduct an accurate assessment of the children’s <u>mental/behavioral health</u> needs either initially or on an ongoing basis to inform case planning decisions? P1, P9

2. Case Planning (Prevention & Protective Services Cases): 65%

The area of planning for future safety and support evaluates the ability to, when needed, develop an appropriate safety plan consistent with case circumstances, and address safety and risk concerns as they arise throughout a case and at case determination, based on the information gathered during the investigation.

Category	% Strength	# Strength	CFSR Case Review Instrument Question
Safety Management (Item 3)	45%	2 of 5	Q3C: Did the agency: (1) develop an appropriate safety plan with the family and (2) continually monitor and update the safety plan as needed, including monitoring family engagement in any safety-related services? (40%) P3, P6, P7
		3 of 6	Q3D: Were safety concerns pertaining to the target child in foster care and/or any child(ren) in the family remaining in the home adequately or appropriately addressed by the agency? (50%) P3, P6, P7
Child and Family Involvement in Case Planning (Item 13)	71%	5 of 7	Q13A: Did the agency make concerted efforts to actively involve the <u>child</u> in the case planning process? P4, P9
	92%	11 of 12	Q13B: Did the agency make concerted efforts to actively involve the <u>mother</u> in the case planning process? P12
	44%	4 of 9	Q13C: Did the agency make concerted efforts to actively involve the <u>father</u> in the case planning process? P3, P4, P8, P9, P12
Caseworker Visits with Child (Item 14)	67%	8 of 12	Q14A: Was the <u>frequency</u> of the visits between the caseworker (or other responsible party) and the child(ren) sufficient to address issues pertaining to the safety, permanency, and well-being of the child and promote achievement of case goals? (67%) P2, P3, P4, P9
		8 of 12	Q14B: Was the <u>quality</u> of the visits between the caseworker and the child(ren) sufficient to address issues pertaining to the safety, permanency, and well-being of the child(ren) and promote achievement of case goals (for example, did the visits between the caseworker or other responsible party and the child(ren) focus on issues pertinent to case planning, delivery, and goal achievement)? (67%) P1, P4, P5, P9

Caseworker Visits with Parents (Item 15)	79%	9 of 12	Q15A2: Was the <u>frequency</u> of the visits between the caseworker (or other responsible party) and the <u>mother</u> sufficient to (1) address issues pertaining to the safety, permanency, and well-being of the child and (2) promote achievement of case goals? (75%) P2, P3, P12
		10 of 12	Q15C: Was the <u>quality</u> of the visits between the caseworker (or other responsible party) and the <u>mother</u> sufficient to address issues pertaining to the safety, permanency, and well-being of the child and promote achievement of case goals? (83%) P1, P12
	56%	3 of 9	Q15B2: Was the <u>frequency</u> of the visits between the caseworker (or other responsible party) and the <u>father</u> sufficient to address issues pertaining to the safety, permanency, and well-being of the child and promote achievement of case goals? (33%) P2, P3, P4, P8, P9, P12
		7 of 9	Q15D: Was the <u>quality</u> of the visits between the caseworker (or other responsible party) and the <u>father</u> sufficient to address issues pertaining to the safety, permanency, and well-being of the child and promote achievement of case goals? (78%) P4, P12

3. Service Provision (Prevention & Protective Services Cases): 64%

The area of service provision evaluates the agency’s ability to, when needed, provide or make concerted efforts to provide needed services to children, parents, and foster parents.

Category	% Strength	# Strength	CFSR Case Review Instrument Question
Efforts to Provide/Arrange for Appropriate Services (Item 2)	100%	5 of 5	Q2A: During the period under review, did the agency make concerted efforts to provide or arrange for appropriate services for the family to protect the children and prevent their entry into foster care or re-entry into foster care after a reunification?
Services to Children and Parents (Item 12)	60%	6 of 10	Q12A2: Were appropriate services provided to meet the children’s identified needs? P1, P2, P7, P9
	92%	11 of 12	Q12B3: Did the agency provide appropriate services to the <u>mother</u> to meet identified needs? P12
	38%	3 of 8	Q12B4: Did the agency provide appropriate services to the <u>father</u> to address identified needs? P2, P4, P8, P9, P12
Services to Address Children’s Educational, Physical and Dental Needs (Item 16, 17)	25%	3 of 6	Q16B: Did the agency engage in concerted efforts to address the children’s <u>educational needs</u> through appropriate services? (50%) P1, P3, P9
		0 of 1	Q17B2: Did the agency ensure that appropriate services were provided to the children to address all identified <u>physical health</u> needs? P4
		N/A	Q17B3: Did the agency ensure that appropriate services were provided to the children to address all identified <u>dental health</u> needs?
Services to Address Children’s Mental Health Needs (Item 18)	67%	6 of 9	Q18C: Did the agency provide appropriate services to address the children’s <u>mental/behavioral</u> health needs? P1, P4, P9

D. Foster Care Performance Reviewed with the CFSR Case Review Instrument

1. Gathering Case Related Information (Foster Care Cases): 89%

The area of Gathering Case Related Information in foster care cases evaluates the ability to accurately assess children(s) and parent's needs.

Category	% Strength	# Strength	CFSR Case Review Instrument Question
Risk and Safety Assessment (Item 3)	92%	1 of 1	Q3A: Did the agency conduct an initial assessment that accurately assessed all of the risk and safety concerns for the target child in foster care and/or any child(ren) in the family remaining in the home? (100%)
		10 of 12	Q3B: Did the agency conduct ongoing assessments that accurately assessed all of the risk and safety concerns for the child in foster care and/or any child(ren) in the family remaining in the home? (83%) FC2, FC6
Initial and Ongoing Assessment of Children(s) Needs (Item 12)	100%	12 of 12	Q12A1: Did the agency conduct a formal or informal initial and/or ongoing comprehensive assessment that accurately assessed the <u>children's</u> needs?
Initial and Ongoing Assessment of Parent's, Foster and Pre-Adoptive Parent's Needs (Item 12)	90%	9 of 10	Q12B1: Did the agency conduct a formal or informal initial and/or ongoing comprehensive assessment that accurately assessed the <u>mother's</u> needs? FC6
	70%	7 of 10	Q12B2: Did the agency conduct a formal or informal initial and/or ongoing comprehensive assessment that accurately assessed the <u>father's</u> needs? FC6, FC7, FC12
	90%	9 of 10	Q12C1: Did the agency adequately assess the needs of the foster for pre-adoptive parents on an ongoing basis (with respect to services they need in order to provide appropriate care and supervision to ensure the safety and well-being of the children in their care)? FC12
Assessing Educational, Physical and Dental Health Needs of the Child (Item 16 and 17)	83%	11 of 11	Q16A: Did the agency make concerted efforts to accurately assess the children's <u>educational</u> needs? (100%)
		9 of 12	Q17A1: Did the agency accurately assess the children's <u>physical health</u> care needs? (75%) FC2, FC5, FC11
		9 of 12	Q17A2: Did the agency accurately assess the children's <u>dental health</u> care needs? (75%) FC3, FC5, FC11
Assessing Mental Health Needs of Child (Item 18)	100%	8 of 8	Q18A: Did the agency conduct an accurate assessment of the children's <u>mental/behavioral health</u> needs either initially or on an ongoing basis to inform case planning decisions?

2. Case Planning Skills (Foster Care Cases): 79%

The area of planning for future safety and support evaluates the ability to, when needed, develop an appropriate safety plan consistent with case circumstances, and address safety and risk concerns as they arise throughout the period under review based on the information gathered during the investigation.

Category	% Strength	# Strength	CFSR Case Review Instrument Question
Safety Management (Item 3)	50%	2 of 4	Q3C: When safety concerns were present, did the agency develop an appropriate safety plan with the family and continually monitor the safety plan as needed, including monitoring family engagement in safety-related services? (50%) FC2, FC6
		2 of 4	Q3D: Were safety concerns pertaining to the child in foster care and/or any child(ren) in the family remaining in the home adequately or appropriately addressed by the agency? (50%) FC2, FC6
Stability Planning (Item 4)	50%	1 of 2	Q4B: Were all placement changes during the PUR planned by the agency in an effort to achieve the child’s case goals or to meet the needs of the child? FC12
Child’s Permanency Goal (Item 5)	73%	8 of 12	Q5B: Were all permanency goals that were in effect during the PUR established in a timely manner? (67%) FC1, FC5, FC10, FC12
		9 of 12	Q5C: Were all permanency goals in effect during the PUR appropriate to the child’s needs for permanency and to the circumstances of the case? (75%) FC1, FC6, FC10
		7 of 9	Q5F: Did the agency either file or join a termination of parental rights petition in a timely manner or an exception applied? (78%) FC1, FC10
Placement with Siblings (Item 7)	100%	5 of 5	Q7B: If the child was not placed with all siblings who were also in foster care, was there a valid reason for the child’s separation from the siblings?
Child and Family Involvement in Case Planning (Item 13)	100%	7 of 7	Q13A: Did the agency make concerted efforts to actively involve the <u>child</u> in the case planning process?
	90%	9 of 10	Q13B: Did the agency make concerted efforts to actively involve the <u>mother</u> in the case planning process? FC6
	80%	8 of 10	Q13C: Did the agency make concerted efforts to actively involve the <u>father</u> in the case planning process? FC6, FC12

Caseworker Visits with Child (Item 14)	92%	12 of 12	Q14A: Was the frequency of the visits between the caseworker (or other responsible party) and the child(ren) sufficient to address issues pertaining to the safety, permanency, and well-being of the child and promote achievement of case goals? (100%)
		10 of 12	Q14B: Was the quality of the visits between the caseworker and the child(ren) sufficient to address issues pertaining to the safety, permanency, and well-being of the child(ren) and promote achievement of case goals (for example, did the visits between the caseworker or other responsible party and the child(ren) focus on issues pertinent to case planning, delivery, and goal achievement)? (83%) FC2, FC7
Caseworker Visits with Parents (Item 15)	80%	7 of 10	Q15A2: Was the <u>frequency</u> of the visits between the caseworker (or other responsible party) and the <u>mother</u> sufficient to (1) address issues pertaining to the safety, permanency, and well-being of the child and (2) promote achievement of case goals? (70%) FC6, FC11, FC12
		9 of 10	Q15C: Was the <u>quality</u> of the visits between the caseworker (or other responsible party) and the <u>mother</u> sufficient to address issues pertaining to the safety, permanency, and well-being of the child and promote achievement of case goals? (90%) FC6
	75%	6 of 10	Q15B2: Was the <u>frequency</u> of the visits between the caseworker (or other responsible party) and the <u>father</u> sufficient to address issues pertaining to the safety, permanency, and well-being of the child and promote achievement of case goals? (60%) FC6, FC7, FC11, FC12
		9 of 10	Q15D: Was the <u>quality</u> of the visits between the caseworker (or other responsible party) and the <u>father</u> sufficient to address issues pertaining to the safety, permanency, and well-being of the child and promote achievement of case goals? (90%) FC6

3. Service Provision (Foster Care Cases): 83%

The area of service provision evaluates the agency's ability to, when needed, provide or make concerted efforts to provide needed services to children, parents, and foster parents.

Category	% Strength	# Strength	CFSR Case Review Instrument Question
Efforts to Provide/Arrange for Appropriate Services (Item 2)	33%	1 of 3	Q2A: Did the agency make concerted efforts to provide or arrange for appropriate services for the family to protect the children and prevent their entry into foster care or re-entry into foster care after a reunification? FC2, FC6
Stability Planning (Item 4)	92%	11 of 12	4C: Is the child's current placement setting (or most recent placement if the child is no longer in foster care) stable? FC12
Achieve Permanency or APPLA (Item 6)	88%	9 of 12	Q6B: The agency and court made concerted efforts to achieve permanency in a timely manner. Reunification: 5 of 6; Guardianship: 1 of 1; Adoption: 3 of 5 (75%) FC6, FC7, FC10
		1 of 1	Q6C: Did the agency and court make concerted efforts to place the child in a living arrangement that can be considered permanent until discharge from foster care? (N/A) Applicable only for PPG's other than reunification, guardianship and adoption. (100%)
Services to Maintain Relationships with Siblings and Parents (Item 8)	90%	4 of 5	Q8E: Were concerted efforts made to ensure that visitation (or other forms of contact if visitation was not possible) between the child and his or her sibling(s) was of sufficient frequency to maintain or promote the continuity of the relationship? (80%) FC12
		5 of 5	Q8F: Were concerted efforts made to ensure that the quality of visitation between the child and his or her sibling(s) was sufficient to promote the continuity of their relationships? (100%)
	95%	9 of 10	Q8A: Were concerted efforts made to ensure that visitation (or other forms of contact if visitation was not possible) between the child and his or her mother was of sufficient <u>frequency</u> to maintain or promote the continuity of the relationship? (90%) FC7
		8 of 8	Q8C: Were concerted efforts made to ensure that the quality of visitation between the child and the mother was sufficient to maintain or promote the continuity of the relationship? (100%)
	88%	6 of 8	Q8B: Were concerted efforts made to ensure that visitation (or other forms of contact if visitation was not possible) between the child and his or her father was of sufficient frequency to maintain or promote the continuity of the relationship? (75%) FC7, FC12

		6 of 6	Q8D: Were concerted efforts made to ensure that the <u>quality</u> of visitation between the child and the <u>father</u> was sufficient to maintain or promote the continuity of the relationship? (100%)
Preserving Connections (Item 9)	92%	11 of 12	9A: Were concerted efforts made to maintain the child's important connections (for example, neighborhood, community, faith, language, extended family members including siblings who are not in in foster care, Tribe, school, and/or friends)? FC7
Preserving Connections to Family (Item 10)	100%	4 of 4	Q10A2: If the child's current or most recent placement is with a relative, is (or was) this placement stable and appropriate to the child's needs? (100%)
		7 of 7	Q10B: Were there concerted efforts to identify, locate, inform, and evaluate maternal relatives as potential placements for the child with the result that <u>maternal relatives</u> were ruled out as placement resources (due to fit, relative's unwillingness, or child's best interests) during the PUR? (100%)
		6 of 6	Q10C: Were there concerted efforts to identify, locate, inform, and evaluate paternal relatives as potential placements for the child with the result that <u>paternal relatives</u> were ruled out as placement resources (due to fit, relative's unwillingness, or child's best interests) during the PUR? (100%)
Relationship of Child in Care (Item 11)	78%	8 of 10	Q11A: Were 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? (During PUR) (In applicable cases) (80%) FC7, FC12
		6 of 8	Q11B: Were 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? (During PUR) (In applicable cases) (75%) FC7, FC12
Services to Children, Parents and Foster Parents (Item 12)	86%	6 of 7	Q12A2: Were appropriate services provided to meet the children's identified needs? FC2
	80%	8 of 10	Q12B3: Did the agency provide appropriate services to the <u>mother</u> to meet identified needs? FC6, FC12
	67%	6 of 9	Q12B4: Did the agency provide appropriate services to the <u>father</u> to address identified needs? FC6, FC7, FC12
	80%	4 of 5	Q12C2: Were the foster or pre-adoptive parents provided with appropriate services to address identified needs that pertained to their capacity to provide appropriate care and supervision of the children in their care? FC12

Services to Address Children’s Educational, Physical, and Dental Health Needs (Item 16 and 17)	89%	9 of 9	Q16B: Did the agency engage in concerted efforts to address the children’s educational needs through appropriate services? (100%)
		1 of 1	Q17B1: Did the agency provide appropriate oversight of prescription medications for physical health issues? (100%)
		9 of 11	Q17B2: Did the agency ensure that appropriate services were provided to the children to address all identified physical health needs? (82%) FC2, FC11
		8 of 11	Q17B3: Did the agency ensure that appropriate services were provided to the children to address all identified dental health needs? (73%) FC2, FC3, FC11
Services to Address Children’s Mental Health Needs (Item 18)	94%	4 of 4	Q18B: Did the agency provide appropriate oversight of prescription medications for mental/behavioral health issues? (100%)
		7 of 8	Q18C: Did the agency provide appropriate services to address the children’s mental/behavioral health needs? (88%) FC2

E. Summary of Required Actions:

A Program Improvement Plan (PIP) must be developed to address the following items that scored below 75%. OCFS encourages the agency to develop a PIP that addresses the primary factors that contribute to performance. The PIP must also include metrics to monitor the implementation of the strategies and evaluate practice improvement.

The tables below provide additional information for each practice skill and represent categories that must be addressed in an agency PIP. Detailed comments are provided within a separate document. These confidential documents provide case identifying information.

Child Protective Services		
Practice Skill	Category	Comments
Gathering Case Related Information	CPS History Check	Documented CPS history checks were not timely in Sample 1, 2,4,7,11,12, 13,14,15,16,17,18,19,20,24,25,26.
Decision Making: Safety Risk Determination	Safety Factors at Determination	In Samples 2,4,8,13,14,16 there was sufficient information to identify safety factors at the time of the determination safety assessment, however one or more safety factors were either not identified or incorrectly identified based on case circumstances.

Preventive/Protective Services		
Practice Skill	Category	Comments
Gathering Case Related Information:	Risk and Safety Assessments Initial and Ongoing	<p>Safety/Risk: Initial (P1, P9) and Ongoing (P1, P2, P6, P7, P9) assessment of risk and safety. Safety Plans are developed and monitored, and safety concerns are appropriately addressed based on case circumstances (P3, P6, P7)</p>
	Assessments of Children and Fathers	
Case Planning	Management of Safety Concerns	<p>Children: Initial and ongoing assessments of the needs of all children in the case (P1, P2, P7, P9) were not documented (Gathering information). Frequency (P2, P3, P4, P9) and quality (P1, P4, P5, P9) of casework visits with children were not sufficient to address case goals with children. Identified services to meet identified needs were not provided (P1, P2, P7, P9) Identified educational (P1, P3, P9) and mental health (P1, P4, P9) services were not provided to meet identified needs (Service Provision).</p> <p>Fathers: Initial and ongoing assessments of needs (P2, P4, P8, P9) were not documented (Gathering information). Concerted efforts to involve fathers in case planning was not adequate (P3, P4, P8, P9, P12) (Case Planning). Frequency (P2, P3, P4, P8, P9, P12) of casework visits with fathers were not sufficient to address case goals. Identified services were not provided to meet identified needs (P2, P4, P8, P9, P12) (Service Provision).</p>
	Involving Children and Fathers in Case Planning	
Service Provision	Frequency and Quality of Casework Visits with Children and Frequency of Casework Visits with Fathers	
	Services to Children and Fathers	
	Educational and Mental Health Services to	

Foster Care		
Practice Skill	Category	Comments
Gathering Case Related Information	Assessments of Fathers Needs	Safety: Safety Plans are developed and monitored, and safety concerns are appropriately addressed based on case circumstances (FC2, FC6). Services to address safety concerns were not documented (FC2, FC6).
Case Planning	Management of Safety Concerns	Permanency: All goals were not established timely (FC1, FC5, FC10, FC12). Stability: All placement changes during the PUR were not planned by the agency to achieve case goals (FC12) Mothers: Frequency (FC6, FC7, C11, FC12) of visits were not sufficient to address case goals (Case Planning).
	Stability Planning	
	Permanency Goals	
	Frequency of Casework Visits with Mothers and Fathers	
Service Provision	Services to Address Safety Concerns	Fathers: Initial and ongoing assessments of the needs of fathers were not documented (FC6, FC7, FC12) (Gathering information). Frequency (FC6, FC7, C11, FC12) of visits were not sufficient to address case goals (Case Planning). Identified services were not provided to meet identified needs (FC6, FC7, FC12) (Service Provision). Dental Health services were not documented (FC2, FC3, FC11)
	Services to Fathers	
	Dental Health Services	

III. Demographic and Performance Data

Oswego County Department of Social Services

2020 Disparity Rate* source: OCFS			
	Black	Hispanic	Nat. American
SCR Reports:	1.0	1.5	N/A
Indicated Reports:	1.0	1.7	N/A
FC Admissions:	N/A	2.4	N/A
In Foster Care:	2.5	1.3	N/A

*Disparity rate: Ratio of the rate/1,000 unique children by race/ethnicity, to white children in same child welfare decision point.
Source: OCFS Disproportionate Minority Representation Data Packet

2019 County Demographics	
Total Population	117,124
Youth Population	20.9%
Poverty (all ages)	15.6%
NYS Poverty	13.0%
Source: US Census Bureau	

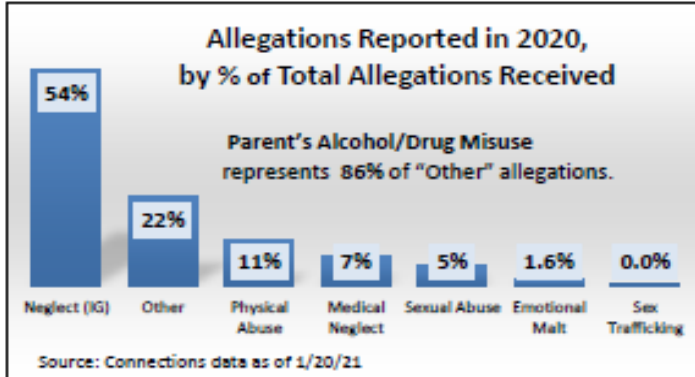


Child Protective Services

CFSR Safety Indicators Source: Federal ACF/Children's Bureau	County Wave 5	County Wave 6	County Wave 7	NYS Wave 7	National Average Wave 7
S1: Maltreatment in Foster Care*	75.5	43.4	38.5	23.5	9.5
S2: Recurrence of Abuse/Maltreatment**	30.1%	31.5%	36.5%	18.1%	9.7%

*Maltreatment in Foster Care Rate: # of children in foster care in indicated reports per 100,000 days in foster care.
**Recurrence: % of children who were involved in a second indicated report within 12 months of the first indicated report.

Outcome data as of 3/5/20	LDSS		NYS
	2019	2020	2020
Indicated	37%	34%	28%
Unfounded	63%	66%	66%
FAR	0%	0%	7%



Indicated Reports (2020) Five Most Frequently Identified RAP Elements	
DV/Dysfunctional Adult Relationships	50%
Mental Health	47%
Child's Needs Not Prioritized	41%
Drug	40%
Lack of Realistic Expectations	38%

	Children in Authorized Preventive Services		2019 Rate of Authorizations/ 1,000 Children in County	365 Days after 2018 Preventive Services Authorization	
	2018	2019		% Entered Foster Care	% with Substantiated Allegation
Oswego	433	432	17.21	16.4% (71 of 433)	24.50% (106 of 433)
Rest of State (ROS)			8.2	8.8%	14.9%
Statewide			10.78	5.5%	12.8%

Source: 2019 Bright Spots Data Package - Preventive

