

Michigan's Measurement Plan

Case Review Item	Baseline	Improvement Goal
Item 1 a. CPS Face to Face Investigations	All baselines will be established.	To be determined after baselines have been established.

Data Source and Approach to Measurement

Baseline: Retroactively established using calendar year 2018 (1/1/18 – 12/31/18). Michigan will provide the syntax to MASC.

Ongoing PIP measurement: Via percentage of investigative cases compliant with Michigan policy regarding 24/72-hour Face to Face contacts with victims.

Priority One Response

Priority one response requires face-to-face contact with each alleged child victim within 24 hours.

Priority Two Response

Priority two response requires face-to-face contact with each alleged child victim within 72 hours.

Measurement method: Method #3 in Technical Bulletin #9, Use of state data collected from the Statewide Automated Child Welfare Information System (SACWIS) or other case management data.

Data source and collection instrument: Michigan's statewide MiSACWIS via Data Warehouse's DTMB Data Marts.

PIP measurement periods for the span of the PIP/non-overlapping period and reporting schedule:

Reporting will begin the first full quarter following the end of calendar year 2019, when four quarters' worth of data for 2019 is available.

Quarters are divided as follows: January 1 – March 31; April 1 – June 30; July 1 – September 30; and October 1 – December 31.

Subsequent reporting quarters will also provide aggregate data covering 12-month periods on a quarterly rolling basis for the entirety of the PIP and non-overlapping period or until successfully achieved and criteria met.

Alignment with ongoing CQI processes in the state: Michigan already produces this data for field use in the Monthly Management Report that can be drilled down to specific agencies in order to monitor their compliance on this and a variety of other metrics.

Case Review Item	Baseline	Improvement Goal
Item 2 Item 3 Item 4 Item 5 Item 6 Item 12 Item 13 Item 14 Item 15	All baselines will be established using the prospective method.	To be determined after baselines have been established.

Data Source and Approach to Measurement

Baseline establishment: A baseline will be established beginning with PIP implementation and completed within the first year of PIP implementation. Results will consist of nine months of practice findings for 100 cases, made up of 64 foster care cases and 36 in-home cases. One prevention case will be reviewed in place of one CPS case annually.

Ongoing PIP measurement: The Onsite Review Instrument (OSRI) will be used to determine compliance in both the baseline and further sampling to report goal achievement.

Measurement method: Method #2 in Technical Bulletin #9, Prospective data with baseline and goal establishment during PIP implementation.

Data collection instrument: Data will be collected in the Online Monitoring System (OMS).

Data/Sample source: MiSACWIS via Data Warehouse. There currently exists capabilities to produce mirror data files of AFCARS and NCANDS from MiSACWIS from which the samples will be pulled.

Locations to be reviewed: The state will review a statewide sample.

Sample frame parameters - universe of cases, any stratification being proposed, sampling approach, sample period and PURs for the entire PIP measurement period, sample size, metro and case type ratios, case elimination criteria:

- Michigan will produce two random samples, one for foster care cases and one for CPS cases. Randomization is established through a random number generator in SQL.

- At least 100 cases will be reviewed per year: 64 foster care and 36 CPS.
- The samples will be distributed across Michigan’s five Business Service Centers to ensure statewide representation. As such, the rolling quarter’s 25 cases will have 16 foster care cases distributed among the BSCs based on the percentage they represent in the overall population and 9 in-home cases distributed among the BSCs based on the percentage they represent in the overall population. Stratified random sampling ensures that each subgroup (BSC) of a given population is adequately represented within the whole sample population. Case distribution was calculated across each BSC and Wayne County (the largest metropolitan county) for all CPS in-home cases opened for case management and foster care (FC) cases by quarters and averaged beginning 10/1/17 to 3/1/19. These percentages were then used to distribute the cases to be reviewed per BSC and Wayne County each quarter of both case types to ensure its representative of the population:

BSC / County	Percent of CPS In-Home Cases	CPS In-Home Quarterly Sample Representation	Percent of FC Cases	FC Quarterly Sample Representation
1	11.79%	1	9.81%	1
2	17.67%	2	17.83%	2
3	27.07%	2	25.73%	3
4	8.68%	1	10.3%	2
5	35.51%	3	55.52%	8
Wayne County	13.51% out of BSC 5’s 35.51%	1 of BSC 5’s 3 cases	28.8% out of BSC 5’s 55.52%	4 of BSC 5’s 8 cases
Total	100%	9	100%	16

- Michigan has a prevention service in Wayne County from which referrals can be accepted from outside of the CSA program. In order to represent these in the sample distribution, one quarter out of every review year, the Wayne County CPS case will be replaced with a prevention case. As prevention cases are not tracked or recorded within MiSACWIS, Wayne County will supply a list of the cases referred for services from which to draw the sample including an oversample to assist with case elimination.
- Each BSC will be given an oversample of cases based on proportion to original sample size to fill behind cases that meet elimination criteria. Elimination criteria is as follows:

IN-HOME SAMPLING CRITERIA	FOSTER CARE SAMPLING CRITERIA
<ul style="list-style-type: none"> • CPS case categories (level) 1 through 3* open for case management at least 45 consecutive days beginning from the disposition date within the rolling quarter; this would include open/closed cases. • Includes Juvenile Justice cases. • At least one child in the home must be age 17 or under for 45 days in the sample period. • No child in the family was in foster care for 24 hours or more during any portion of the review period. 	<ul style="list-style-type: none"> • Child in AFCARS placement for at least 24 hours during the sampling period. • Target child must not have reach age 18 before the period under review. • Includes Juvenile Justice cases. • Case must not: <ol style="list-style-type: none"> 1. Have an adoption or guardianship finalized before the PUR. 2. Be an Interstate Compact Placement of Children case being supervised by Michigan. 3. Be in trial home visit status during the entire PUR.

- Only one case per family will be reviewed per measurement period.

*Note that three CPS investigation disposition types qualify for review:

- Category 1: Court involvement – agency petitions for removal from family home.
- Category 2: High level of risk with no court involvement.
- Category 3: Low to moderate risk with no court involvement and no one placed on child abuse/neglect Central Registry.

Investigation disposition types that do not qualify for review because they are not open for ongoing case management include:

- Category 4: No preponderance of evidence. Not open for services. A community service referral could be made by the caseworker.
- Category 5: No evidence of child abuse or neglect.

Prevention services are offered in Wayne County. These are voluntary and referrals are accepted from multiple sources either within or outside of CSA. Not all prevention referrals are provided case services. A prevention case will be eliminated if there were no services provided.

4. Be open only for subsidy payments.
5. A sibling to another case already being reviewed during the quarter.
6. Be a case in which the child was placed for the entirety of the PUR in a locked juvenile facility or other placement that does not meet the federal definition of foster care.

Case review and PIP measurement periods for the PIP and non-overlapping period: The Period Under Review will begin on the first date of the sample period and extend through the date of review. The schedule will replicate until measurement goals are achieved or the end of the non-overlapping evaluation period, whichever occurs first.

Quarter	Review Dates	Rolling Quarterly Sample Periods	Periods Under Review
1	5/1/19 – 7/31/19	10/1/18 – 3/31/19	10/1/18 to Date of Review
2	8/1/19 – 10/31/19	1/1/19 – 6/30/19	1/1/19 to Date of Review
3	11/1/19 – 1/31/20	4/1/19 – 9/30/19	4/1/19 to Date of Review
4	2/1/20 – 4/30/20	7/1/19 – 12/31/20	7/1/19 to Date of Review
5	5/1/20 – 7/31/20	10/1/19 – 3/31/20	10/1/19 to Date of Review
6	8/1/20 – 10/31/20	1/1/20 – 6/30/20	1/1/20 to Date of Review
7	11/1/20 – 1/31/21	4/1/20 – 9/30/20	4/1/20 to Date of Review
8	2/1/21 – 4/30/21	7/1/20 – 12/31/21	7/1/20 to Date of Review

Case review schedule for the 2-year implementation period plus the non-overlapping period: Case reads will occur in rolling quarters of 25 cases: 16 foster care and 9 in-home.

Alignment with ongoing CQI processes in the state: MiTEAM Quality Assurance (QA) analysts are assigned to BSCs and are involved in the local CQI processes. Assignment of these analysts to perform the reviews will directly involve the local CQI teams in identifying trends, areas for improvement, and related ongoing training needs.

Case Review Procedures

Reviewers are to first use MiSACWIS to complete a cursory review of the case information either onsite at the local agency office or remotely. MiSACWIS holds the state's electronic case file. Subsequently, interviews with key participants in a location that accommodates the participant. A local agency office visit may occur to review any paper case files if documentation was not found in MiSACWIS.

Reviewer Participants and Conflicts of Interest

The MiTEAM QA analysts are assigned to specific BSCs for CQI activities and, as they are not caseload-carrying, have no vested interest in the outcome of the reviews except to identify areas needing improvement and work to bring needed change. Until the MiTEAM QA analysts are fully-trained, it may be necessary for Division of Continuous Quality Improvement (DCQI) staff to perform the reviews. If the reviewer has previously worked with any family members identified as key participants on the case in a caseworker capacity during the period under review, the analyst shall not be assigned the case. They may also self-identify any conflicts of interest, such as knowing the key participants personally, and shall not be assigned the case.

Safety Concerns

All suspected child abuse or neglect concerns will require a reviewer to immediately file a Child Abuse and/or Neglect report to Centralized Intake (1-855-444-3911). Any safety concern or flag identified by reviewers is to be immediately brought to the attention of a DCQI manager who will contact the county or PAFC director. In addition, a safety concern form must be completed by the reviewers.

Quality Assurance

The first level QA process will be implemented by DCQI, a centralized group who will work to ensure proper implementation of the OSRI and instructions by reviewing behind the assigned reviewers for all cases. Second level QA will be performed by DCQI managers on 30% of the cases reviewed in a quarter to ensure consistency of the application of ratings across cases. Until the MiTEAM QA analysts are fully-trained, it will be necessary for DCQI staff to perform the reviews. In this case, first QA will be performed by peer DCQI staff and secondary QA will be performed at the DCQI supervisory level and both will be performed remotely.

Interviews

Michigan intends to follow pages 36 through 38 of the CFSR Procedures Manual published November of 2015 pertaining to interview procedures. Interviews will be conducted with key participants in-person at an agreed-upon location that accommodates the participant. When an in-person interview is not feasible or reasonable for a key participant, a telephone interview will be conducted. Key participants include caseworkers, biological parents if their rights were intact within the Period Under Review, caregivers if the child was in an out-of-home placement during the Period Under Review, and children of school age who are developmentally appropriate. Definitions of these key participants will follow the OSRI's guidelines for that item. Telephone calls may be made to key participants after the review as the need for clarification arises during the QA process.

Case Elimination

Michigan intends to follow pages 27 and 28 of the CFSR Procedures Manual published November of 2015 regarding case elimination. The case must meet sampling criteria established in the table above. DCQI will provide the list of cases identified for review to the local agency office with the most recent case responsibility. The local agency and/or DCQI will then complete a review of the cases to ensure they meet sampling criteria. Any concerns or questions regarding the inclusion of a case will be discussed. Ultimately, DCQI will determine the appropriateness of the case to be included in the review. If a case is eliminated, it will then be recorded on a replica of the elimination sheet used in the CFSR onsite review identified using MiSACWIS case and person ID's rather than federal AFCARS/NCANDS ID's. For the prevention cases, cases will be eliminated if there were no services provided and the case will be recorded and noted as such on the elimination sheet.

IN-HOME SAMPLING CRITERIA	FOSTER CARE SAMPLING CRITERIA
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Child and Family Services Review (CFSR) Round 3
Michigan: Program Improvement Plan (PIP) Measurement Plan Goal Calculation Worksheet

Case Review Items Rated an Area Needing Improvement (ANI) and Requiring Measurement Based on CFSR Findings and Technical Bulletin #9

Prospective Method Used to Establish PIP Baselines and Goals Using Case Reviews Conducted May 1, 2019 – April 30, 2020

CFSR Items Requiring Measurement	Item Description	Z value for 80% Confidence Level ¹	Number of applicable cases ²	Number of cases rated a Strength	PIP Baseline ³	Baseline Sampling Error ⁴	PIP Goal ⁵	Adjusted PIP Goal ⁶
Item 1 ⁷	Timeliness of Initiating Investigations of Reports of Child Maltreatment	1.96	TBD	TBD	TBD	TBD	TBD	TBD
Item 2	Services to Family to Protect Child(ren) in the Home and Prevent Removal or Re-Entry Into Foster Care	1.28	TBD	TBD	TBD	TBD	TBD	TBD
Item 3	Risk and Safety Assessment and Management	1.28	TBD	TBD	TBD	TBD	TBD	TBD
Item 4	Stability of Foster Care Placement	1.28	TBD	TBD	TBD	TBD	TBD	TBD
Item 5	Permanency Goal for Child	1.28	TBD	TBD	TBD	TBD	TBD	TBD
Item 6	Achieving Reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement	1.28	TBD	TBD	TBD	TBD	TBD	TBD
Item 12	Needs and Services of Child, Parents, and Foster Parents	1.28	TBD	TBD	TBD	TBD	TBD	TBD
Item 13	Child and Family Involvement in Case Planning	1.28	TBD	TBD	TBD	TBD	TBD	TBD
Item 14	Caseworker Visits With Child	1.28	TBD	TBD	TBD	TBD	TBD	TBD
Item 15	Caseworker Visits With Parents	1.28	TBD	TBD	TBD	TBD	TBD	TBD

Explanatory Data Notes:

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

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

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

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

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

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

⁷Item 1 Measurement: Michigan is using state aggregate data as measurement method for Item 1. A 95% confidence level is applied (Z value = 1.960) for state aggregate data as a lower confidence level would yield minimal improvement goals. State provided aggregate data for face-to-face contact with children who are the subject of accepted CPS reports received for the baseline period CY2018. Performance was calculated based on (detail to be inserted based upon measure definition and description on page 1 of the PIP measurement plan). The measure does not account for attempted contacts or delays outside of the agency's control.