

Michigan Services Review (MSR)

DCQI implemented a combined review utilizing the Quality Service Review (QSR) and Child Family Service Review (CFSR) assessment tools known as the Michigan Services Review (MSR). Case selection for the review is governed by the state's current CFSR Program Improvement Plan (PIP) Measurement Plan sample methodology in which foster care and in-home services cases statewide are randomly selected within contiguous BSCs. In Fiscal Year (FY) 2020, the Division of Continuous Quality Improvement implemented the first MSR in Business Service Centers (BSCs) 3 and 4. In June 2020 DCQI completed a second MSR in BSCs 4 and 5. In September and October 2020 DCQI completed a third MSR in BSCs 1 and 2. Due to the pandemic, all MSR reviews were conducted virtually. DCQI will continue MSR reviews in FY 2021.

For FY 2020 a total of 73 cases were reviewed for the purpose of reporting to the CFSR PIP. Forty of those cases were completed as part of the Michigan Service Review (MSR). Each team applied interviews completed to both the QSR and CFSR review tools to assess case practice of the state child welfare system. To ensure compliance with federal guidelines an additional 33 cases were assessed using only the CFSR on-line tool.

The MSR annual report summarizes both the QSR and CFSR assessments. Each review will be reported separately. The data under the QSR and CFSR sections will include cases meeting criteria for each assessment.



Fiscal Year (FY) 2020 Michigan Services Review Report

Quality Service Review (QSR) Results

The QSR uses two distinct domains, or sets of indicators, "Child and Family Status Indicators" and "Case Practice Performance Indicators." Child and Family Status Indicators assess child and family functioning at the time of the review. The length of time a case is open may impact a rating which is considered in the overall assessment.

Case Practice Performance Indicators are a set of activities that correlate with seven MiTEAM competencies and is the primary tool used to measure how well the child welfare community is implementing Michigan's case practice. The practice indicators are assessed based on (1) whether the strategies and supports are being provided in an adequate manner; (2) whether the strategies and supports are working or not based on the progress being made; and (3) whether the intended outcome has been met. A total of 40 randomly selected cases were reviewed in FY 2020. *Please note: COVID-19 had a dramatic impact on service delivery as in-home service providers were not completing traditional in-home servicing.*

Practice Performance Indicator Annual Comparison

Indicator	2020	2019	2018	2017
Engagement	68.9%	59.4%	58.8%	65.0%
Teaming	30.0%	35.4%	25.0%	37.4%
Assessment & Understanding	67.8%	57.0%	55.1%	64.4%
Long-term View	65.0%	53.2%	50.0%	64.4%
Case Planning	66.4%	53.4%	58.3%	80.0%
Implementing Interventions	60.9%	52.0%	56.3%	74.4%
Tracking & Adjustment	55.0%	50.6%	43.8%	52.2%

2020 QSR County Participants

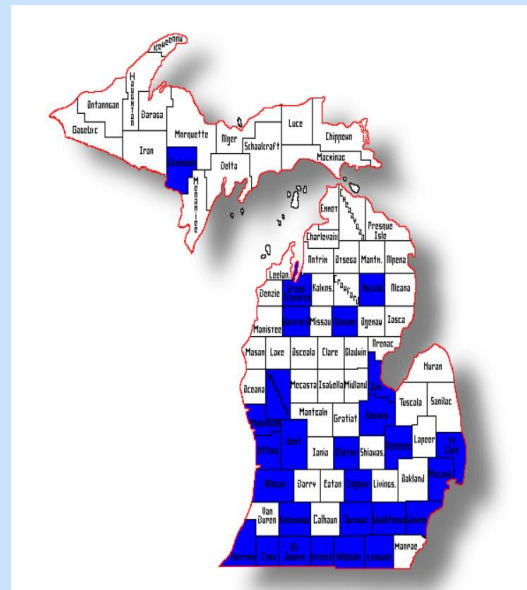
Michigan reviewed contiguous counties within all five Business Service Centers completing three QSRs in 27 counties.

- BSC 3 and 4: In March/April 2020, Allegan, Berrien, Cass, Kalamazoo, Muskegon, Newago, Ottawa, St. Joseph Counties twelve (12) cases were reviewed.
- BSC 4 and 5: In June 2020, Branch Genesee, Hillsdale, Jackson, Kent, Lenawee, Macomb, Washtenaw, Wayne Counties seventeen (17) cases were reviewed.
- BSC 1 and 2: In September/October 2020, Bay, Clinton, Dickinson, Grand Traverse, Ingham, Oscoda, Roscommon, Saginaw, St. Clair, Wexford Counties eleven (11) cases were reviewed.

2020 QSR Demographics

Thirty-seven foster care and three CPS ongoing cases were selected for review which included 264 case interviews. Each case was randomly selected from a sample approved by the Children's Bureau outlined in the state's CFSR PIP Measurement Plan. The sample is not representative of each BSC's current child welfare population.

Michigan is a state-run child welfare service agency made of up of 83 counties which are organized into five unique Business Service Centers (BSC) by geographic location or urban communities. The MSR is completed by region. Each region includes two bordering BSCs.



The counties highlighted represent participation in the Michigan Service Review during fiscal year 2020. Please note other counties may have been included in the CFSR portion of the review only. Those cases are not included in this graphic.

Would you like to be a reviewer?

If you are interested becoming a MSR reviewer or want additional information about the DCQI please visit our website at:

https://www.michigan.gov/mdhhs/0,5885,7-339-71551_11120_77826_78617_78618---,00.html

FY 2020 QSR Demographics

STATEWIDE RESULTS	
Age of Children	Number of Cases
0 to 4 years old	13
5 to 9 years old	14
10 to 13 years old	5
14 to 17 years old	8
18 to 21 years old	0
TOTAL	40

Time in Care	Number of Cases
0-3 months	0
4 to 6 months	3
7 to 9 months	2
10 to 12 months	2
13 to 18 months	16
19 to 36 months	12
37 months or more	5
TOTAL	40

Type of Placement	Number of Cases
Parental Home	7
Unlicensed Relative	8
Licensed Relative	4
Unrelated Licensed Foster Home	10
Pre-Adoptive	7
Residential	1
Independent Living	3
TOTAL	40

How does the QSR fit into Michigan’s continuous quality improvement (CQI) process?

(1) The QSR focuses on qualitative performance rather than quantitative which is a rich resource for improvement.

(2) The QSR provides a robust picture of child welfare services in each community and is one of the tools used to enhance Michigan’s child welfare reform efforts.

How data can be helpful?

Child Welfare is unique because our data represents people. Behind every percentage there is child, parent, or family. Assessing quality in addition to quantitative data improves metrics. An increase in metrics leads to positive outcomes for children and families. The list below overviews several data tools:

(1) The **MiTEAM Fidelity** tool is intended to be used as a coaching tool for field supervisors. The tool informs supervisors about their field staff’s ability to implement Michigan’s case practice.

(2) **Key Practice Performance Indicators (KPIs)** provides a summary of practice and performance benchmarks that demonstrate excellence or require attention. KPI’s are drivers for the desired outcomes measured by the CFSR and set by CSA.

(3) **Child and Family Service Review Outcomes** provide an assessment of systemic factors and how they impact service delivery in the Child Welfare Community. The CFSR assesses the outcomes of services provided to children and families. The CFSR assists with determining next steps in achieving positive outcomes for children and families.

The MiTEAM Fidelity Tool, QSR, Key Practice Performance Indicators (KPIs), and CFSR are all used to assess overall statewide child welfare performance.

Comparison Charts:

Data totals will not equal 100% in the charts. The data represents evaluations only for acceptable case practices. Acceptable cases are cases assessed as a 4, 5 or 6 in the protocol.

Time in Care Comparison

Indicator	18 months or under	19 months +
Engagement	66.0%	74.1%
Teaming	20.8%	43.8%
Assessment and Understanding	65.0%	74.3%
Long-Term View	58.3%	75.0%
Case Planning	63.8%	72.2%
Implementing Interventions	57.0%	69.4%
Tracking and Adjusting	45.8%	68.8%

Race Comparison (All overall case scores with a white or non-white target child)

Indicator	White	Non-White
Engagement	71.1%	62.1%
Teaming	37.5%	12.5%
Assessment and Understanding	75.4%	61.2%
Long-Term View	79.2%	37.5%
Case Planning	74.6%	57.1%
Implementing Interventions	66.7%	56.3%
Tracking and Adjusting	62.5%	50.0%

Age Comparison (All overall case scores with a target child ten years of age or under or eleven years of age or older)

Indicator	Ten and under	Eleven and above
Engagement	71.1%	58.1%
Teaming	22.2%	38.5%
Assessment and Understanding	72.2%	54.1%
Long-Term View	63.0%	69.2%
Case Planning	72.5%	54.1%
Implementing Interventions	64.6%	48.6%
Tracking and Adjusting	55.6%	46.2%

FY2020 Child and Family Service Review Results

Michigan identified four cross cutting issues to positively impact safety, permanency and wellbeing outcomes for children and families. The Michigan Department of Health and Human Services has until October 2022 to meet the outlined standards of achievement.

Cross Cutting Goal	Completed Strategy	Current Focus
Engagement	CQI teams, county self-assessments, assessed fidelity tool, contracted resource family training	Fidelity tool modifications, resource family support/mentor contract
Workforce	Reduction of policy requirements	Culture climate, leadership development and mentoring
Assessment and Services	Safety plan policy, NCCD validation	Assessment tool development
Quality Legal Representation	Pilots identified, statewide IVE match grants, training curriculum	Measurement strategies, evaluation

CFSR Case Review Items Baseline Establishment	PIP Goals	Q5	Q6
Item 1 Timeliness of Initiating Investigations of Reports of Child Maltreatment	94.20%	100%	91.60%
Item 2 Services to Family to Protect Child(ren) in the Home and Prevent Removal or Re-Entry into Foster Care	86.00%	80.00%	77.20%
Item 3 Risk and Safety Assessment and Management	71.00%	70.80%	65.20%
Item 4 Stability of Foster Care Placement	90.00%	94.10%	78.50%
Item 5 Permanency Goal for Child	87.00%	76.50%	64.20%
Item 6 Achieving Reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement	65.00%	58.80%	56.50%
Item 12 Needs and Services of Child, Parents, and Foster Parents	51.00%	50.00%	57.10%
Item 13 Child and Family Involvement in Case Planning	60.00%	41.70%	78.20%
Item 14 Caseworker Visits with Child	82.00%	75.00%	78.20%
Item 15 Caseworker Visits with Parent	52.00%	40.00%	42.10%

To receive federal funding for child welfare services under Title IV-E and IV-B of the federal Social Security Act, a state must submit a five-year Child and Family Services Plan and Annual Progress and Services Reports. The Child and Family Services Plan is a strategic plan that outlines initiatives and activities that the state will carry out over the next five years to administer and integrate programs and services that promote the safety, permanency and well-being of children and families. The Annual Progress and Services Report provides an annual update on the progress made toward the goals and objectives in Child and Family Services Plan and outlines the planned activities for the upcoming fiscal year. For more information:

https://www.michigan.gov/mdhhs/0,5885,7-339-73970_61179_8367---,00.html

The CFSR is a comprehensive federal review of the state child welfare system, for compliance and determination of Title IV-E funds as outlined in the Social Security Act. The review includes a statewide self-assessment, on-site review and stakeholder interviews and focus groups. Michigan has undergone CFSRs in 2002, 2009 and most recently in August 2018. Michigan entered a CFSR Program Improvement Plan (PIP) with the Children's Bureau on May 1, 2019. The PIP will conclude on October 31, 2022.

CFSR Results

ITEM	FY 2020 RESULTS
Item 1: Timeliness of Initiating Investigations of Reports of Child Maltreatment.	93.5%
Item 2: Services to Family to Protect Child(ren) in the home and Prevent Removal or Re-Entry into Foster Care.	75.9%
Item 3: Risk and Safety Assessment and Management.	65.8%
Item 4: Stability of Foster Care Placement.	89.6%
Item 5: Permanency Goal for Child.	87.2%
Item 6: Achieving Reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement.	67.4%
Item 7: Placement with Siblings.	97.1%
Item 8: Visiting with Parents and Siblings in Foster Care.	70.3%
Item 9: Preserving Connections.	87.2%
Item 10: Relative Placement.	79.5%
Item 11: Relationship of Child in Care with Parents.	71.0%
Item 12: Needs and Services of Child, Parent, and Foster Parents.	56.2%
Item 13: Child and Family Involvement in Case Planning.	56.1%
Item 14: Caseworker Visits with Child.	77.8%
Item 15: Caseworker Visits with Parents.	45.0%
Item 16: Educational Needs of the Child.	85.4%
Item 17: Physical Health Needs of the Child.	72.9%
Item 18: Mental/Behavioral Health of the Child.	71.8%

*The following data reflects the percentage of cases scored as a strength. Standard of achievement is 90 percent for all items. This data includes all 73 CSFR cases. *

For additional resources visit the DCQI website at:
https://www.michigan.gov/mdhhs/0,5885,7-339-71551_11120_77826_78617_78618---,00.html

QSR Participant Breakdown (FY 2020)

Indicator	Child	Mother	Father	Caregiver
Engagement	66.7%	50.0%	54.5%	86.7%
Assessment and Understanding	79.5%	45.8%	44.4%	90.0%
Case Planning	80.0%	37.5%	44.4%	90.0%
Implementing Interventions	80.0%	20.0%	38.9%	86.2%

Percentage of acceptable cases, cases scoring a 4,5, or 6

CFSR Participant Breakdown

ITEM	FY 2020 RESULTS
Item 12a: Needs and Services of Child.	86.3%
Item 12b: Needs and Services of Parents.	53.4%
Item 12c: Needs and Services of Foster Parents.	82.6%

* The following data reflects the percentage of cases scored as a strength. Standard of achievement is 90 percent for all items on all 73 cases. *

Recommendations

(1) When field staff and supervisors embrace existing case practice assessment data, strategies for engagement and teaming can be developed and utilized in practical situations. Broad implementation of motivational interviewing will improve family assessments and case planning strategies to support child and families reaching desired outcomes.

2) Development of a training focused on teaming. Discussing team formation, functioning, and coordination. Outline alternatives to ensure all team members participate (i.e., zoom meetings).

(3) Identify barriers to providing timely and quality visitation between caseworker, children, and parents. Develop a plan to address each barrier and ensure visitation is occurring to meet all participants needs.