

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 was governed by the state’s CFSR PIP Measurement Plan sample methodology in which foster care and in-home services cases statewide are randomly selected within contiguous BSCs. In FY 2022, the Division of Continuous Quality Improvement completed four MSRs in all five BSCs. All MSR reviews were conducted remotely.

For Fiscal Year (FY) 2022 a total of 75 cases were reviewed for the purpose of reporting to the CFSR Program Improvement Plan. Forty of those cases were completed as part of the Michigan Service Review (MSR). Each team used interviews completed simultaneously and applied both the QSR and CFSR review protocols to assess case practice within the state child welfare system. To ensure compliance with federal guidelines an additional 25 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.



2022 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 75 randomly selected cases were reviewed in 2022.

Annual Comparison

Indicator	2022	2021	2020	2019	2018	2017
Engagement	68%	71%	69%	59%	59%	65%
Teaming	33%	47%	30%	35%	25%	37%
Assessment & Understanding	61%	66%	68%	57%	55%	64%
Long-term View	51%	64%	65%	53%	50%	64%
Case Planning	67%	66%	66%	53%	58%	80%
Implementing Interventions	65%	62%	61%	52%	56%	74%
Tracking & Adjustment	49%	65%	55%	51%	44%	52%

BSC Comparison in 2022

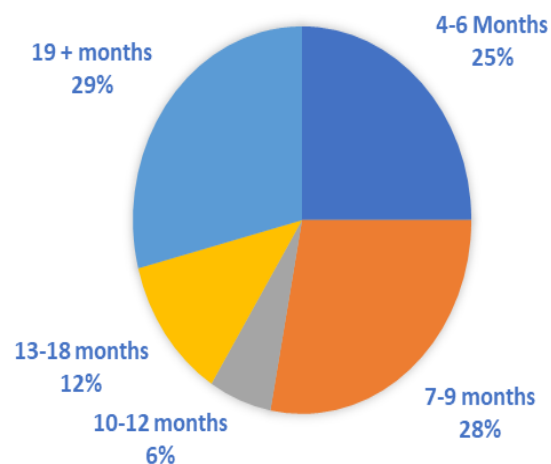
Indicator	BSC 1	BSC 2	BSC 3	BSC 4	BSC 5
Safety: Exposure to Threats	89%	96%	90%	81%	90%
Safety: Behavioral Risk	75%	92%	88%	93%	91%
Stability	73%	87%	92%	85%	86%
Permanency	75%	78%	63%	60%	73%
Living Arrangement	100%	93%	93%	100%	97%
Physical Health	100%	93%	100%	100%	87%
Emotional Functioning	86%	90%	77%	100%	86%
Learning & Development	100%	93%	73%	86%	100%
Independent Living Skills	100%	100%	75%	NA	86%
Voice and Choice	73%	73%	86%	62%	54%
Family Functioning/Resourcefulness	60%	56%	58%	57%	47%
Family Connections	50%	63%	50%	80%	73%

Indicator	BSC 1	BSC 2	BSC 3	BSC 4	BSC 5
Engagement	73%	70%	86%	62%	56%
Teaming	25%	47%	33%	29%	30%
Assessment & Understanding	44%	67%	66%	71%	56%
Long-term View	25%	60%	47%	43%	57%
Case Planning	70%	69%	75%	65%	60%
Implementing Interventions	48%	76%	66%	75%	62%
Tracking & Adjustment	25%	50%	47%	71%	50%

Data Summary

Sixty-two percent of cases reviewed were open for 12 months or less. Permanency was assessed at 71 percent demonstrating that efforts are being taken to achieve permanency timely. Improvement is still needed in assisting parents in obtaining independence as Family Functioning and Resourcefulness was scored at 57 percent, indicating parents need to be less dependent on the agency for services and gain skills to be resourceful on their own. Overall, progress has been made in obtaining permanency for children.

LENGTH OF STAY



2022 QSR County Participants

Michigan reviewed contiguous counties within all five Business Service Centers completing four Quality Service Reviews in 36 counties.

FY 2022 QSR Demographics

Age of Children	# Cases
0 to 4 years old	24
5 to 9 years old	24
10 to 13 years old	12
14 to 17 years old	15
18 to 21 years old	0
TOTAL	75

Time in Care	# Cases
1 to 3 months	1
4 to 6 months	19
7 to 9 months	21
10 to 12 months	5
13 to 18 months	9
19 to 36 months	11
37 months +	9
TOTAL	75

Type of Placement	# Cases
Parental Home	27
Unlicensed Relative/Fictive Kin	26
Licensed Relative	1
Unrelated Licensed Foster Home	18
Pre-Adoptive	1
Residential	2
Independent Living	0
TOTAL	75

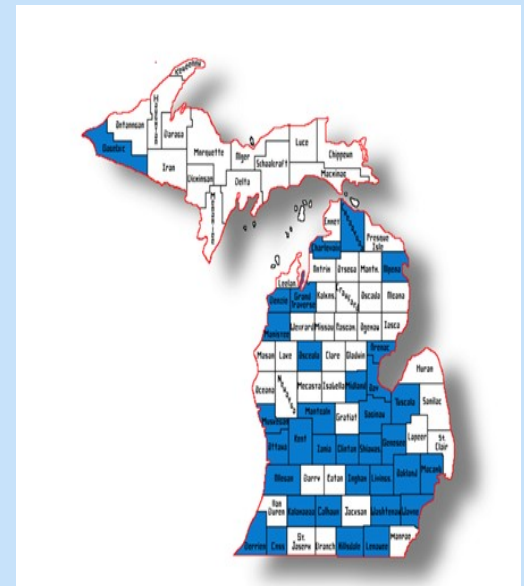


As demonstrated in the table above, children are being placed in relative's home whenever possible providing Stability and Emotional Functioning as demonstrated in the rating of 86 percent.

2022 QSR Demographics

Fifty-two foster care and 23 CPS ongoing cases were selected for review which included 460 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 2022. 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 MSR please visit: [MDHHS - Division of Continuous Quality Improvement \(michigan.gov\)](https://www.michigan.gov/mdhhs)

Connecting Local CQI to Data

Time in Care Comparison

Indicator	12 months or under	13 months +
Engagement	70%	65%
Teaming	33%	33%
Assessment and Understanding	60%	62%
Long-Term View	49%	53%
Case Planning	65%	69%
Implementing Interventions	63%	69%
Tracking and Adjusting	41%	60%

Race Comparison

Indicator	White	BIPOC
Engagement	73%	63%
Teaming	26%	43%
Assessment and Understanding	57%	66%
Long-Term View	42%	60%
Case Planning	66%	66%
Implementing Interventions	62%	69%
Tracking and Adjusting	41%	57%

Age Comparison

Indicator	Nine and under	Ten and above
Engagement	63%	80%
Teaming	34%	42%
Assessment and Understanding	59%	65%
Long-Term View	50%	63%
Case Planning	67%	69%
Implementing Interventions	66%	66%
Tracking and Adjusting	46%	56%

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.

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. Understanding the quality of interactions and service provision in addition to assessing quantitative data leads to actions within the system to support 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.

Data Summary

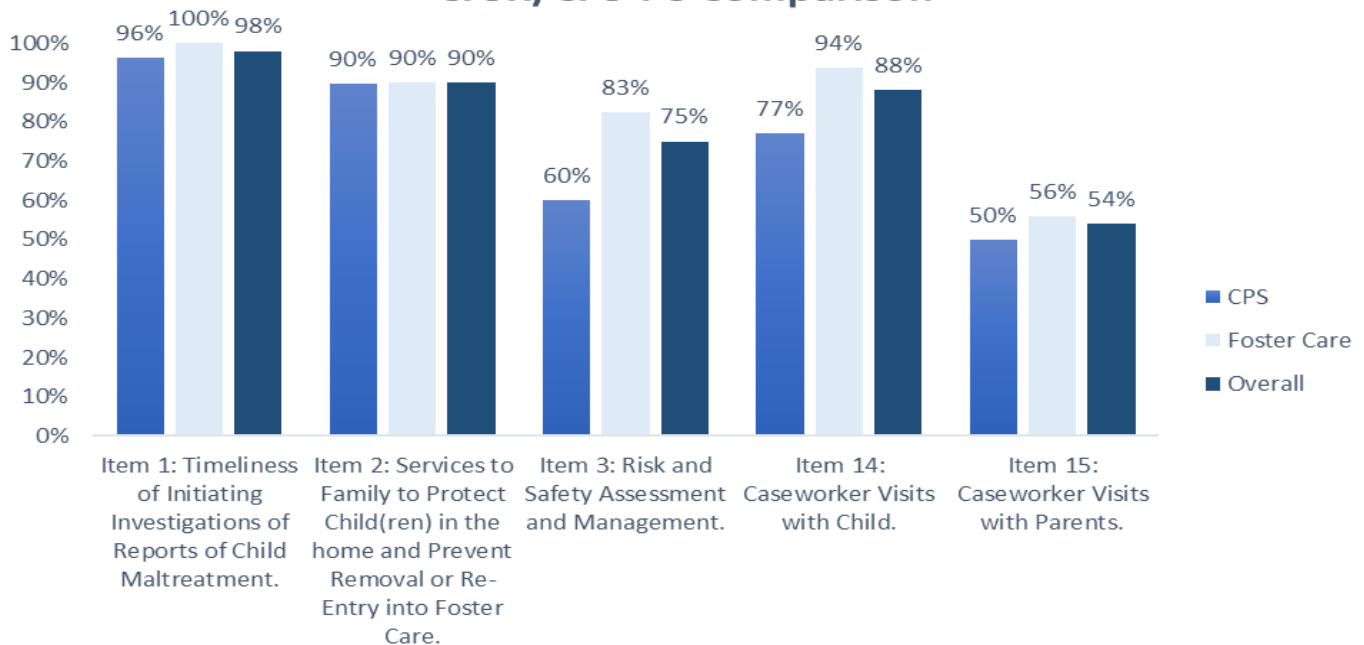
Safety is the primary focus for both CPS and Foster Care. Physical health has been maintained and all focus children appear healthy with all medical and dental services being completed. CPS and foster care workers are engaging with children and having regular contacts with focus children. Family Connections is seen as an opportunity for improvement. Data shows focus is needed for both CPS and Foster Care, although Foster Care did score higher; the child welfare system needs to ensure extended family and kin retain important supportive roles with children while they are involved in services. Family Functioning and Resourcefulness appears to be a focus of CPS and scored much higher than Foster Care. Teaming is seen as an opportunity for improvement for both CPS and Foster Care. Early Engagement is seen as a need for both CPS and Foster Care. Foster care often has more time to establish rapport and complete formal and informal assessment. Case planning should be family centered and include direct feedback from the parents. Tracking and Adjustment would improve if Teaming was used appropriately.

CPS/Foster Care Practice Comparison

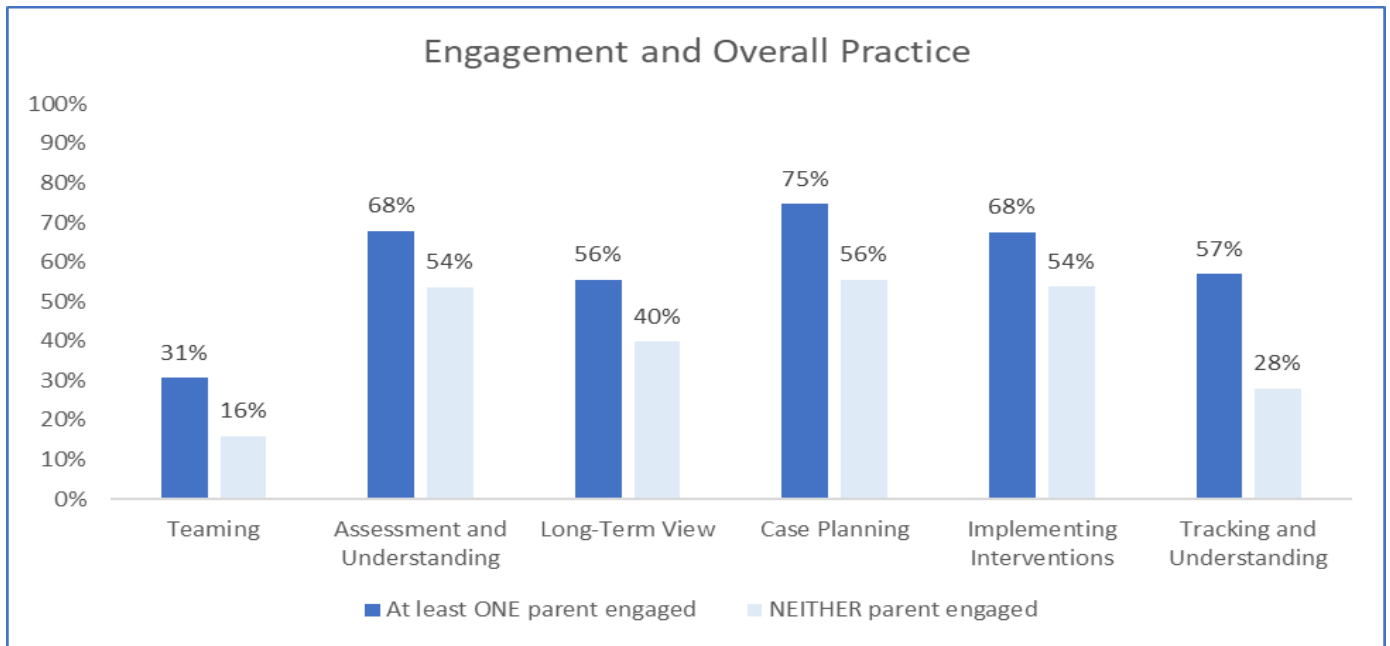
Indicators	CPS	Foster Care
Safety: Exposure to Threats	87%	92%
Safety: Behavioral Risk	91%	86%
Stability	86%	85%
Permanency	100%	71%
Living Arrangement	91%	98%
Physical Health	96%	92%
Emotional Functioning	82%	86%
Learning and Development	83%	96%
Independent Living Skills	89%	86%
Voice and Choice	71%	66%
Family Functioning and Resourcefulness	68%	46%
Family Connections	46%	67%

Indicator	CPS	Foster Care
Engagement	76%	64%
Teaming	22%	39%
Assessment and Understanding	54%	62%
Long-Term View	52%	50%
Case Planning	60%	68%
Implementing Interventions	64%	65%
Tracking and Adjustment	46%	48%

CFSR/CPS-FC Comparison



Engagement and Practice



QSR Participant Breakdown

Indicator	Child	Mother	Father	Caregiver
Engagement	87%	55%	44%	81%
Assessment and Understanding	80%	47%	26%	79%
Case Planning	87%	49%	34%	81%
Implementing Interventions	83%	44%	38%	83%

CFSR Participant Breakdown

ITEM 12: Needs and Services of Child, Parent, and Foster Parents.	FY 2022 RESULTS
Item 12a: Needs and Services of Child.	83%
Item 12b: Needs and Services of Parents.	46%
Item 12c: Needs and Services of Foster Parents.	80%

Data Summary

Engagement plays a key role in understanding and assessing the needs of those the child welfare system serves. The outcome for a child and family is dependent on the interventions intended to change the family or home circumstance. Teaming drastically decreases when we do not engage with parents. When looking at the participants ratings in both the QSR and CFSR protocols, the child and caregiver rate in the acceptable range. Opportunities exist when considering how the child welfare system participates with mothers and fathers. If Michigan is to lower the rate of recurrence and improve the rate for permanency within twelve months, focus on parental interactions should be considered a priority. These findings remain similar from the 2021 report findings. Improvement with parental engagement still remains an opportunity for improvement.

Practice and Fidelity Comparisons

The purpose of the MiTEAM Fidelity Tool is to reinforce and assess the use of MiTEAM Competencies with staff; to provide a process for all levels of leadership to model MiTEAM Competencies within their roles; to build supportive mentor relationships between supervisors and staff; to ensure quality is a priority and focus; and to support a continuous learning culture.

Data Summary

Overall fidelity assessments in all five BSCs are higher than 90 percent, indicating that supervisors rate behaviors of the individual case manager. When assessing the child welfare system as a collective whole using the QSR protocol, all three practice indicators have been scored as an area needing improvement. Teaming continues to be an area that needs to increase; formation and functioning for all key case members. Formal and informal supports must be included in the teaming process. All teams members must be part of the case planning and implementing process.

Explanation of Different Scoring

Outcome	QSR	Fidelity
Method of Data Collection	Interviews with multiple case members, short case record review by reviewers trained in QSR protocol, certification re-	Observation of case-worker, documentation review, interview with key person, monthly supervision by case-worker supervisor.
Time Frames under Review	90-180 days prior to case review/ stakeholder interviews.	One observation + current investigation/case.
Measurement	Assesses case progress considering only current outcomes. Cannot consider team member efforts. Scaled on a 6-point matrix as acceptable or not acceptable based on rigorous criteria following evidenced based methodology.	Assesses caseworker behaviors associated with MiTEAM competencies and key case-worker activities without considering outcomes experienced by family. Caseworker efforts can be considered. Ratings are given as observed or not observed.



Statewide Quarter 2 Fidelity Comparison with 2022 MSR Data

