

GOVERNMENT OF THE DISTRICT OF COLUMBIA  
Child and Family Services Agency



December 19, 2018

Justin Stephens, Chair  
Citizen's Review Panel  
c/o Center for Child Protection  
714 G. Street S.E., #3  
Washington, DC 20003

The Child and Family Services Agency (CFSA) received *The Citizen's Review Panel-Annual Report 2017-2018* submission. We appreciate the Citizen's Review Panel's (CRP) thoughtful recommendations for system improvement. Members of the CFSA Executive Leadership reviewed the recommendations, and are pleased that for most recommendations, we are aligned, and have previously identified and implemented what the CRP recommended.

This letter will outline the specific recommendations beginning on page 3 of the report and CFSA's responses to them. We are happy to speak with you in detail about any of our responses.

We appreciate your commitment to the children and families of the District of Columbia and look forward to our continued collaboration.

If you have any questions, please contact Michele Rosenberg, the Deputy Director for the Office of Policy, Planning and Program Support at [micheler.rosenber@dc.gov](mailto:micheler.rosenber@dc.gov).

Sincerely,

A handwritten signature in blue ink that reads "Brenda Donald".

Brenda Donald, Director  
DC Child and Family Services Agency

In-home Services Working Group Recommendations	
Recommendation	Response
Define and document policy/practice model	<p>3 Recommendation accepted</p> <p>The In-home policy production process commenced with the time frame for a draft February 2019. The following policies approved in October 2018 address areas for In-home practice:</p> <ul style="list-style-type: none"> <li>Standards for Safe Case Closure <a href="https://cfsa.dc.gov/publication/program-standards-safe-case-closure">https://cfsa.dc.gov/publication/program-standards-safe-case-closure</a></li> <li>Case Management of Children with Siblings in Foster Care <a href="https://cfsa.dc.gov/publication/program-case-management-children-siblings-foster-care">https://cfsa.dc.gov/publication/program-case-management-children-siblings-foster-care</a></li> </ul>
<p>Create more robust data reports</p> <p>a) Generate separate reports for clients served by Collaboratives and clients served by CFSA</p> <p>b) Generate data by service level</p> <p>c) Generate reports that follow each client from case opening to case closure and beyond</p> <p>d) Collect data on specific services</p>	<p>4,5 Recommendation (a) already in place and (b-d) are accepted with some modifications</p> <p>a) Reports are generated separately for clients served by CFSA and by the Collaboratives. CFSA will follow-up with the CRP to determine which reports were reviewed of which the recommendation was based.</p> <p>b) Accepted</p> <p>c) Accepted; able to provide most but not all of requested detailed information</p> <p>d) Accepted</p>
Collect data on specific services	<p>5 Recommendation accepted</p> <p>Each service listed in the report has specific outcomes where data gets collected annually.</p>
Monitor the quality of referrals and services	<p>5 Recommendation already in place</p> <p>See attached document for the process to monitor the quality of referrals and services.</p>
Utilize the Community Papering policy	<p>5 Recommendation already in place</p>
Working group on Young Adults Aging Out of Foster Care Recommendations	
Recommendation	Response
Clarify how CFSA will monitor/assess the effectiveness of the Young Woman's Project (YWP) contract with respect to preparing youth for independence - particularly compared to previous arrangements (CASA, Collaboratives).	<p>8 Recommendation already in place</p> <p>The Office of Youth Empowerment (OYE) staff members and the Contract Monitoring Division (CMD) conduct quarterly record reviews to measure quality. Monthly meetings are held where youth progress is discussed, and on-going support is provided in-between meetings. Technical assistance is provided to the YWP by providing resources, and support and guidance in respect to preparing youth for independence.</p>

DC Child and Family Services Agency Response to the Citizen's Review Panel 2017-2018 Report

<p>Who is doing quality assurance (as opposed to contract adherence) and how?</p>		
<p>Recommend that CFSA require YWP to present a draft evaluation tool for individuals illustrating the progress of youth moving them forward on the "spectrum of growth."</p>	8	<p>Recommendation accepted and complete On Nov. 29, 2018, the Contract Monitoring Division and the Office of Youth Empowerment met with YWP to review the current report format and develop a more accurate reporting tool that will capture youth progress. Ongoing technical assistance has been provided to YWP through the life of their contract and will continue.</p>
<p>Recommend that the Director assign one staff person to oversee and be fully accountable to the Director for the effective implementation of the YWP contract.</p>	8	<p>Recommendation accepted and complete The Contract Administrator (CA) has overseen the YWP program since October 2017. The C.A. in partnership with the Court Monitoring Division provides quarterly reports to the Director on the status of the YWP contract compliance.</p>
<p><b>Kinship Care</b></p>		
<p><b>Recommendation</b></p>		
<p>At a minimum, CFSA should report on the number of children who are diverted to kin each year, as well as on the number of diverted children who later come into the system due to abuse or neglect. CFSA may need to develop new database tracking fields to identify these children. At the end of each year, CFSA should furnish a report to the Council and the CRP that sets forth the results of the information gleaned from the above tracking and monitoring and describes plans to enhance the safety and security of diverted children.</p>	Pg. 9	<p><b>Response</b> Recommendation acknowledged CFSA's current data management system, FACES.NET, is not equipped to track diverted children to relatives. CFSA is in the process of building a new Comprehensive Child Welfare Information System with support from the federal government and will explore how they can build in the capacity to track these families in the future.</p>
<p>We also encourage CFSA to evaluate the social service, financial, and legal needs of diverted children and kin caregivers and whether the needs are being appropriately addressed.</p>	9	<p>Recommendation accepted CFSA, through the Kinship Navigator grant, could potentially explore this data. The program is not operational at this time because CFSA recently won the Children's Bureau funding award.</p>