

## **EXECUTIVE SUMMARY**

### **Final Report: Utah Child and Family Services Review September 2010**

#### **INTRODUCTION**

This document presents the findings of the Child and Family Services Review (CFSR) for the State of Utah. The CFSR is the Federal Government's program for assessing the performance of State child welfare agencies with regard to achieving positive outcomes for children and families. It is authorized by the Social Security Amendments of 1994 requiring the U.S. Department of Health and Human Services (HHS) to promulgate regulations for reviews of State child and family services programs under titles IV-B and IV-E of the Social Security Act. The CFSR is implemented by the Children's Bureau of the Administration for Children and Families within HHS.

The Utah CFSR was conducted the week of June 21, 2010. The period under review for the onsite case review process was from April 1, 2009, through June 25, 2010. The findings were derived from the following documents and data collection procedures:

- The Statewide Assessment prepared by the Utah Division of Child and Family Services (DCFS), Department of Human Services (DHS)
- The State Data Profile prepared by the Children's Bureau, which provides the State's child welfare data for the 12-month CFSR target period ending September 30, 2008
- Reviews of 65 cases (40 foster care and 25 in-home services cases) at three sites: 31 cases in Salt Lake County, 17 cases in Washington County, and 17 cases in Weber County
- Interviews and focus groups (conducted at all three sites and at the State level) with stakeholders including, but not limited to, children, youth, parents, foster and adoptive parents, all levels of child welfare agency personnel, collaborating agency personnel, service providers, court personnel, child advocates, Tribal representatives, and attorneys

#### **Background Information**

The CFSR assesses State performance with regard to its substantial conformity with seven child and family outcomes and seven systemic factors. For the outcome assessments, each outcome incorporates one or more of the 23 items included in the review, and each item is rated as a Strength or Area Needing Improvement based on the results of the case reviews. An item is assigned an overall rating of Strength if 90 percent or more of the applicable cases reviewed were rated as a Strength. The evaluation options for these outcomes are "substantially achieved," "partially achieved," or "not achieved." For a State to be in substantial conformity with a particular outcome, 95 percent or more of the cases reviewed must be rated as having substantially achieved the outcome. Two

outcomes—Safety Outcome 1 and Permanency Outcome 1—also are evaluated based on State performance with regard to six national data indicators. For a State to be in substantial conformity with these outcomes, both the national standards for each data indicator and the case review requirements must be met.

There are 22 items that are considered in assessing the State’s substantial conformity with the seven systemic factors. Each item reflects a key Federal program requirement relevant to the Child and Family Services Plan (CFSP) for that systemic factor. An item is rated as a Strength or an Area Needing Improvement based on whether State performance on the item meets the Federal program requirements. A determination of the rating is based on information provided in the Statewide Assessment and from interviews with stakeholders held during the onsite CFSR. Additional information may come from other Federal reports or assessments.

Overall performance on each systemic factor is based on the ratings for the individual items incorporated in the systemic factor. For any given systemic factor, a State is rated as being either “in substantial conformity” with that factor (a score of 3 or 4) or “not in substantial conformity” with that factor (a score of 1 or 2). Specific requirements for each rating are shown in the table below.

**Rating the Systemic Factor**

<b>Not in Substantial Conformity</b>		<b>In Substantial Conformity</b>	
1	2	3	4
None of the CFSP or program requirements is in place.	Some or all of the CFSP or program requirements are in place, but more than one of the requirements fail to function as described in each requirement.	All of the CFSP or program requirements are in place, and no more than one of the requirements fails to function as described in each requirement.	All of the CFSP or program requirements are in place and functioning as described in each requirement.

A State that is not in substantial conformity with a particular outcome or systemic factor must develop and implement a Program Improvement Plan to address the areas of concern associated with that outcome or systemic factor.

Because many changes were made in the CFSR process based on lessons learned during the first round and in response to feedback from the child welfare field, a State’s performance in the second round of the CFSR is not directly comparable to its performance in the first round. Key changes in the process that make comparing performance difficult across reviews are the following:

- An increase in the sample size from 50 to 65 cases
- Stratification of the sample to ensure a minimum number of cases in key program areas, resulting in variations in the number of cases relevant for specific outcomes and items
- Changes in criteria for specific items to increase consistency and to ensure an assessment of critical areas such as child welfare agency efforts to involve noncustodial parents

The specific findings regarding the State's performance on safety and permanency outcomes are presented in table 1 at the end of the Executive Summary. Findings regarding well-being outcomes are presented in table 2. Table 3 presents the State's performance with regard to the seven systemic factors assessed through the CFSR. In the following sections, key findings are summarized for each outcome and systemic factor. Information also is provided about the State's performance on each outcome and systemic factor during the Federal fiscal year 2003 CFSR.

### **Key CFSR Findings Regarding Outcomes**

The Utah 2010 CFSR identified the following areas of high performance with regard to achieving the outcomes assessed during the review:

- Items pertaining to timeliness of investigations, the incidence of reentry into foster care, the proximity of children's placements to parents or close relatives, and meeting the physical health needs of the child were rated as Strengths for the State.
- The State met the national standard for the data indicator pertaining to timeliness of adoptions.

Although the State's performance on Safety Outcome 1 (Children are, first and foremost, protected from abuse and neglect), Well-Being Outcome 2 (Children receive services to meet their educational needs), and Well-Being Outcome 3 (Children receive services to meet their physical and mental health needs) did not meet the required 95-percent level for substantial conformity, performance on these outcomes was fairly high. Safety Outcome 1 was substantially achieved in 90 percent of the cases; Well-Being Outcome 2 was substantially achieved in 88.4 percent of the cases; and Well-Being Outcome 3 was substantially achieved in 85.2 percent of the cases. In addition, although Utah's performance on the items pertaining to providing services to protect children at home (item 3) and caseworker visits with children (item 19) did not reach the 90-percent level required for an overall rating of Strength, at least 85 percent of the cases reviewed were rated as a Strength for these items.

In addition to these positive CFSR findings, HHS acknowledges Utah's successful exit from the David C lawsuit in June 2007, a child welfare reform class action lawsuit. HHS also recognizes the State's continuing efforts to promote positive outcomes for families by (1) implementing a practice model, (2) enhancing training of workers, (3) decreasing caseloads, (4) building family-centered teams that work with families, (5) ensuring that DCFS practices and performances are consistently assessed to promote the agency's understanding of the outcomes experienced by children and families, and (6) developing program improvement actions to support ongoing enhancement in the level of practice and performance.

Despite these areas of positive performance, the CFSR identified the following key concerns with regard to Utah achieving desired outcomes for children and families:

- The State was not in substantial conformity with Permanency Outcome 1 (Children have permanency and stability in their living situations), with the outcome substantially achieved in only 47.5 percent of applicable cases.

- The State was not in substantial conformity with Permanency Outcome 2 (The continuity of family relationships and connections is preserved), with the outcome substantially achieved in only 52.5 percent of applicable cases.
- The State was not in substantial conformity with Well-Being Outcome 1 (Families have enhanced capacity to provide for children’s needs), with the outcome substantially achieved in only 46.2 percent of applicable cases.
- The items pertaining to stability of foster care placements, maintaining the relationship of the child in foster care with his or her parents, assessing and addressing the needs of children and parents, and caseworker visits with parents were rated as Strengths in fewer than 50 percent of the applicable cases.
- The State did not meet the national standards for five of the six data indicators, specifically the indicators pertaining to the absence of maltreatment recurrence, the absence of maltreatment of children in foster care, the timeliness and permanency of reunifications, achieving permanency for children in foster care for an extended period of time, and placement stability.

The State’s low performance with regard to these CFSR outcomes and national data standards may be attributed in part to the following key factors:

- The requirement that all cases must have a concurrent plan, which appears sometimes to result in children having permanency goals that are not appropriate given the child’s and family’s situation and therefore the concurrent goal becomes a “paper” goal with no efforts made to achieve the goal
- The tendency that when there are concurrent goals, they are worked sequentially, not concurrently
- The lack of sufficient engagement or involvement of noncustodial parents in the agency’s efforts to achieve desired goals and objectives for the children in both the in-home services and foster care cases
- Lack of focus on preserving connections for children and parents

### **Key CFSR Findings Regarding Systemic Factors**

With regard to systemic factors, Utah is in substantial conformity with the systemic factors pertaining to Statewide Information System; Quality Assurance System; Staff and Provider Training; Agency Responsiveness to the Community; and Foster and Adoptive Parent Licensing, Recruitment, and Retention. The State is not in substantial conformity with the systemic factors pertaining to Case Review System and to Service Array and Resource Development.

## I. KEY FINDINGS RELATED TO OUTCOMES

### **Safety Outcome 1: Children are, first and foremost, protected from abuse and neglect**

Safety Outcome 1 incorporates two items. One pertains to the timeliness of initiating a response to a child maltreatment report (item 1), and the other relates to the recurrence of substantiated or indicated maltreatment within a 6-month time period (item 2). Safety Outcome 1 also incorporates two national data indicators for which national standards have been established. These data indicators measure the absence of maltreatment recurrence and the absence of maltreatment of children in foster care by foster parents or facility staff.

Utah is not in substantial conformity with Safety Outcome 1. The outcome was substantially achieved in 90 percent of the cases reviewed. This percentage is less than the 95 percent required for a determination of substantial conformity. The outcome was substantially achieved in 87 percent of Salt Lake County cases, 100 percent of Washington County cases, and 86 percent of Weber County cases. In addition, the State did not meet the national standards for the data indicators pertaining to the absence of maltreatment recurrence within 6 months and the absence of maltreatment of children in foster care by foster parents or facility staff.

The 2010 CFSR case reviews found that, in 90 percent of the cases, the agency initiated a response to a maltreatment report within the timeframes established by State policy. However, the CFSR case reviews also found incidences of recurrence of substantiated maltreatment within a 6-month period.

Utah also was not in substantial conformity with this outcome in its 2003 CFSR and was required to address the outcome in its Program Improvement Plan. The following concerns were identified in the 2003 review:

- The State did not meet the national standard for the percentage of children experiencing more than one substantiated or indicated child maltreatment report within a 6-month period.
- The case reviews revealed inconsistent practices with respect to the timeliness of initiating a response to child maltreatment reports and establishing face-to-face contact with children and families.

To address the identified concerns, the State implemented the following strategies:

- Developed enhancements in the Statewide Automated Child Welfare Information System (called SAFE) to reduce duplication of maltreatment reports and added alerts to monitor timeliness of responses
- Trained staff on SAFE enhancements and on expanded Practice Model assessment skills

## **Safety Outcome 2: Children are safely maintained in their homes when possible and appropriate**

Performance on Safety Outcome 2 is assessed through two items. One item (item 3) assesses State efforts to prevent children's removal from their homes by providing the family with services to ensure children's safety while they remain in their homes. The other item (item 4) assesses efforts to manage safety and reduce risk of harm to children in their own homes and in their foster care placements.

Utah is not in substantial conformity with Safety Outcome 2. The outcome was substantially achieved in 80.0 percent of the cases reviewed. This percentage is less than the 95 percent required for substantial conformity. The outcome was substantially achieved in 74 percent of applicable Salt Lake County cases, 88 percent of applicable Washington County cases, and 82 percent of applicable Weber County cases.

The 2010 CFSR case reviews found that, in many cases, the agency was effective in providing services to the family to prevent the child's removal from the home and in conducting initial and ongoing risk and safety assessments to ensure the child's safety. However, the 2010 CFSR also identified the following concerns in some of the cases reviewed:

- Children remaining in their own homes continued to be at risk because services were not provided to address safety concerns.
- There was a lack of ongoing safety and/or risk assessment in the children's homes.

Utah was in substantial conformity with this outcome in its 2003 CFSR and was not required to address the outcome in its Program Improvement Plan.

## **Permanency Outcome 1: Children have permanency and stability in their living situations**

Six items are incorporated in the assessment of Permanency Outcome 1, although not all of them are relevant for all of the foster care cases reviewed. The items pertain to State efforts to prevent foster care reentry (item 5), ensure placement stability for children in foster care (item 6), and establish appropriate permanency goals for children in foster care in a timely manner as well as seeking termination of parental rights (TPR) in accordance with the requirements of the Adoption and Safe Families Act (ASFA) (item 7). Depending on the child's permanency goal, the remaining items focus on an assessment of State efforts to achieve permanency goals (such as reunification, guardianship, adoption, or permanent placement with relatives) in a timely manner (items 8 and 9) or to ensure that children who have a case goal of other planned permanent living arrangement (OPPLA) are in stable long-term placements and are adequately prepared for eventual independent living (item 10).

Utah is not in substantial conformity with Permanency Outcome 1. The outcome was substantially achieved in 47.5 percent of the cases reviewed. This percentage is less than the 95 percent required for a determination of substantial conformity. The outcome was substantially achieved in 50 percent of Salt Lake County cases, 60 percent of Washington County cases, and 30 percent of Weber

County cases. In addition to case review findings, Utah did not meet the national data indicators pertaining to timeliness and permanency of reunification, permanency for children in foster care for extended time periods, and placement stability. However, Utah met the national standard for the data indicator pertaining to timeliness of adoptions.

The 2010 CFSR case reviews found that foster care reentry did not occur in the cases included in the Onsite Review. However, the 2010 CFSR identified the following concerns in many of the cases reviewed:

- Children lacked placement stability.
- Children's permanency goals were either not appropriate or not established in a timely manner.
- There was a lack of concerted effort to achieve reunification with parents or relatives in a timely manner.

Utah also was not in substantial conformity with this outcome in its 2003 CFSR and was required to address the outcome in its Program Improvement Plan. The following concerns were identified in the 2003 review:

- The State did not meet the national standards for the measures of foster care reentry or placement stability.
- The State was not consistent in its efforts to achieve permanency for children in foster care in a timely manner.
- The State was not consistent in establishing appropriate permanency goals for children in foster care.

To address the identified concerns, the State implemented the following strategies:

- Developed additional supports and improved licensing processes for kinship providers to reduce foster care reentry
- Expanded the use of family assessments to identify needs of youth prior to placement and to identify foster parent abilities with specific types of child behaviors to ensure better matching and therefore greater placement stability
- Updated the agency's Practice Guidelines to address permanency goals of non-relative guardianship and permanency with relatives, and clarified how to plan for proper goal selection and concurrent planning
- Updated Practice Guidelines and provided training on purposeful caseworker visits to facilitate timely achievement of permanency goals

The State met its goals for this outcome by the end of its Program Improvement Plan implementation period.

### **Permanency Outcome 2: The continuity of family relationships and connections is preserved for children**

Permanency Outcome 2 incorporates six items that assess State performance with regard to (1) placing children in foster care near their parents and close relatives (item 11); (2) placing siblings together (item 12); (3) ensuring frequent visitation between children and their parents and siblings in foster care (item 13); (4) preserving connections of children in foster care with extended family, community, cultural heritage, religion, and schools (item 14); (5) seeking relatives as potential placement resources (item 15); and (6) promoting relationships between children and their parents while the children are in foster care (item 16).

Utah is not in substantial conformity with Permanency Outcome 2. The outcome was substantially achieved in 52.5 percent of the foster care cases. This percentage is less than the 95 percent required for a determination of substantial conformity. The outcome was substantially achieved in 65 percent of Salt Lake County cases, 30 percent of Washington County cases, and 50 percent of Weber County cases.

The 2010 CFSR case reviews found that the State was effective with regard to placing children in close proximity to their parents and close relatives. However, the 2010 CFSR also identified the following concerns:

- Concerted efforts were not made consistently to ensure that children were placed with siblings whenever possible.
- The frequency and quality of visitation among children in foster care and their parents and siblings were insufficient to meet the needs of the children and families.
- The agency had not made concerted efforts to search for either maternal or paternal relatives as potential placement resources.
- The agency had not made concerted efforts to support the child's relationships with the mother or father while the child was in foster care.

Utah was not in substantial conformity with Permanency Outcome 2 during its 2003 CFSR and was required to address this outcome in its Program Improvement Plan. The following concerns were identified in the 2003 review:

- DCFS was inconsistent in its efforts to preserve children's connections to their families and to their racial/ethnic and religious heritage.
- DCFS was inconsistent in its efforts to seek out and evaluate relatives as potential placement resources for children in foster care.

To address the identified concerns, the State implemented the following strategies:

- Developed Tribal agreements to ensure Indian Child Welfare Act compliance
- Developed and implemented Practice Guidelines for caseworkers relevant to the importance of maintaining cultural connections
- Trained staff on conducting diligent searches for relatives and required documentation in SAFE to record that diligent searches had been conducted

The State met its goals for this outcome by the end of its Program Improvement Plan implementation period.

### **Well-Being Outcome 1: Families have enhanced capacity to provide for their children's needs**

Well-Being Outcome 1 incorporates four items. One item pertains to State efforts to ensure that the service needs of children, parents, and foster parents are assessed and that the necessary services are provided to meet identified needs (item 17). A second item examines State efforts to actively involve parents and children (when appropriate) in the case planning process (item 18). The two remaining items examine the frequency and quality of caseworker contacts with the children in their caseloads (item 19) and with the children's parents (item 20).

Utah is not in substantial conformity with Well-Being Outcome 1. The outcome was substantially achieved in 46.2 percent of the cases reviewed. This percentage is less than the 95 percent required for substantial conformity. The outcome was substantially achieved in 42 percent of Salt Lake County cases, 35 percent of Washington County cases, and 65 percent of Weber County cases. In addition, the outcome was substantially achieved in 37.5 percent of the 40 foster care cases and 60 percent of the 25 in-home services cases.

The 2010 CFSR case reviews found that for most of the children in the foster care and in-home services cases, the agency was effective in assessing and meeting their service needs, involving them in case planning, and ensuring the frequency and quality of their caseworker contacts and visits. However, the 2010 CFSR also identified the following concerns in many of the cases reviewed:

- The agency did not make concerted efforts to assess and address the service needs of mothers and/or fathers in both the foster care and in-home services cases.
- The agency did not make concerted efforts to assess and address the service needs of many of the foster parents.
- The agency did not make concerted efforts to involve mothers and fathers in case planning in both the foster care and in-home services cases.
- The frequency and quality of caseworker visits with parents, particularly fathers, were not sufficient to monitor the safety and well-being of the child or promote attainment of case goals.

Utah also was not in substantial conformity with Well-Being Outcome 1 during its 2003 CFSR and was required to address the outcome in its Program Improvement Plan. The following concerns were identified in the 2003 CFSR:

- DCFS was not consistent in assessing and addressing the service needs of children and their parents, involving parents and children in the case planning process, and establishing sufficient face-to-face contact with children and parents; DCFS was more consistent in achieving these objectives when the children were in foster care than when the children remained in their homes or in the home of a relative.
- There was a general lack of effort to address the father's needs, involve the fathers in case planning, and establish contact with the fathers.

To address the identified concerns, the State implemented the following strategies:

- Developed and trained on a Managing to Performance model designed to assist supervisors in coaching and mentoring caseworkers in conducting family assessments
- Provided training to supervisors and staff on the benefits of involving children and parents (particularly fathers) in child and family team (CFT) meetings
- Identified specific staff in each region who would be responsible for locating relatives or kin
- Updated the agency's Practice Guidelines on the frequency and quality of caseworker visits with children and parents and developed additional training to staff to support this practice

The State met its goals for this outcome by the end of its Program Improvement Plan implementation period.

### **Well-Being Outcome 2: Children receive appropriate services to meet their educational needs**

Only one item is incorporated under Well-Being Outcome 2. It pertains to State efforts to assess and meet the educational needs of children in foster care and, when relevant, children in the in-home services cases (item 21).

Utah is not in substantial conformity with Well-Being Outcome 2. The outcome was substantially achieved in 88.4 percent of applicable cases. This percentage is less than the 95 percent required for substantial conformity. The outcome was substantially achieved in 86 percent of Salt Lake County cases, 92 percent of Washington County cases, and 90 percent of Weber County cases. In addition, the outcome was substantially achieved in 89 percent of the 35 applicable foster care cases and 87.5 percent of the 8 applicable in-home services cases.

The 2010 CFSR case reviews found that, in general, the educational needs of children in foster care were being assessed and addressed appropriately and adequately. However, in several cases, services were not provided to address identified educational needs.

Utah was in substantial conformity with Well-Being Outcome 2 during its 2003 CFSR and was not required to address the outcome in its Program Improvement Plan.

### **Well-Being Outcome 3: Children receive adequate services to meet their physical and mental health needs**

This outcome incorporates two items pertaining to State efforts to assess and meet the physical health (item 22) and mental health (item 23) needs of children in foster care and children in the in-home services cases, if relevant.

Utah is not in substantial conformity with Well-Being Outcome 3. The outcome was substantially achieved in 85.2 percent of the applicable cases. This percentage is less than the 95 percent required for a determination of substantial conformity. The outcome was substantially achieved in 77 percent of Salt Lake County cases, 93 percent of Washington County cases, and 94 percent of Weber County cases. In addition, the outcome was substantially achieved in 87 percent of the 39 applicable foster care cases and in 82 percent of the 22 applicable in-home services cases.

The 2010 CFSR case reviews found that, for the most part, the physical, dental, and mental health needs of children were appropriately assessed and adequately addressed. However, there were several cases in which physical, dental, or mental health needs were assessed, but services were not provided to address identified needs.

Utah also was not in substantial conformity with Well-Being Outcome 3 during its 2003 CFSR and was required to address the outcome in its Program Improvement Plan. The key concern identified in the 2003 review was that children were being assessed

appropriately for physical and mental health needs, but services to address the needs identified through the assessments were not provided consistently.

To address the identified concerns, the State implemented the following strategies:

- Developed functions in SAFE to allow nursing staff to track the physical and mental health-care services provided to children in foster care and to ensure that identified needs are addressed in a timely manner.
- Developed processes to ensure that youth placed in title IV-E funded placements by the Division of Juvenile Justice have access to appropriate mental health services.

The State met its goals for this outcome by the end of its Program Improvement Plan implementation period.

## **II. KEY FINDINGS RELATED TO SYSTEMIC FACTORS**

### **Statewide Information System**

Substantial conformity with the systemic factor of Statewide Information System is determined by whether the State is operating an information system that can provide accurate and timely information pertaining to the status, demographic characteristics, location, and case goals for the placement of every child in foster care.

Utah is in substantial conformity with the systemic factor of Statewide Information System. The 2010 CFSR determined that Utah's statewide information system incorporates data pertaining to the status, demographic characteristics, location, and case goals of children in foster care and can readily identify that information for any child in foster care.

Utah also was in substantial conformity with this factor in its 2003 CFSR and was not required to address the factor in its Program Improvement Plan.

### **Case Review System**

Five items are included in the assessment of State performance for the systemic factor of Case Review System. The items examine development of case plans and parent involvement in that process (item 25), the consistency of 6-month case reviews (item 26) and 12-month permanency hearings (item 27), implementation of procedures to seek TPR in accordance with the timeframes established in ASFA (item 28), and notification of foster and pre-adoptive parents and relative caregivers about case reviews and hearings to be held regarding the children in their care and about their right to be heard in those proceedings (item 29).

Utah is not in substantial conformity with the systemic factor of Case Review System. The 2010 CFSR determined that the State is holding permanency hearings and 6-month periodic reviews in a timely manner and has a process for filing for TPR in accordance with the provisions of ASFA. However, the CFSR also identified the following concerns:

- Although most children have a case plan and case plans are updated in a timely manner, parents are not consistently involved in the development of the case plan.
- The State does not have a formal or consistent process in place to notify caregivers about hearings and reviews or to ensure that caregivers have the opportunity to be heard in those hearings or reviews.

Utah also was not in substantial conformity with this factor in its 2003 CFSR and was required to address the factor in its Program Improvement Plan. The following concerns were identified in the 2003 review:

- There were inconsistencies in practice with regard to involving parents in the case planning process.
- Case reviews identified a number of children for whom TPR was not sought in accordance with ASFA.

To address these concerns, the State implemented the following strategies:

- Developed Practice Guidelines regarding locating and involving fathers in case planning
- Developed supervisory training curriculum to help supervisors assist caseworkers in implementing Practice Model skills
- Established a practice of involving parents in case planning through the use of CFTs
- Included a prompt in SAFE that notifies caseworkers when a child has been in custody for 12 of 22 months
- Provided training to caseworkers on how to request and document exceptions to filing for TPR

The State met its goals for this systemic factor by the end of its Program Improvement Plan implementation period.

### **Quality Assurance System**

Performance with regard to the systemic factor of Quality Assurance (QA) System is based on whether the State has developed standards that ensure the safety and health of children in foster care (item 30) and whether the State is operating a statewide QA system that evaluates the quality and effectiveness of services and measures program strengths and areas needing improvement (item 31).

Utah is in substantial conformity with the systemic factor of QA System. The 2010 CFSR determined that the State has standards to ensure that children in foster care are provided with quality services that protect their health and safety and has a fully functioning QA system that evaluates the quality and effectiveness of services and program improvement measures that have been implemented.

Utah also was in substantial conformity with this factor in its 2003 CFSR and was not required to address the factor in its Program Improvement Plan.

## **Staff and Provider Training**

The systemic factor of Staff and Provider Training incorporates an assessment of the State's training provided to new caseworkers (item 32), the ongoing training provided to agency staff (item 33), and both initial and ongoing training provided to foster and adoptive parents (item 34). This systemic factor does not assess the training of service providers other than child welfare agency staff unless the service providers are private agency caseworkers operating under a contract with the State who have full case management responsibilities.

Utah is in substantial conformity with the systemic factor of Staff and Provider Training. The 2010 CFSR determined that the State operates initial and ongoing staff development and training programs that support the goals and objectives of the CFSP. The 2010 CFSR also determined that the State ensures that current or prospective foster parents, adoptive parents, and staff of child care facilities receive training that addresses the necessary skills and knowledge.

Utah also was in substantial conformity with this factor in its 2003 CFSR and was not required to address the factor in its Program Improvement Plan.

## **Service Array and Resource Development**

The assessment of the systemic factor of Service Array and Resource Development incorporates answers to three questions: Does the State have in place an array of services that meet the needs of children and families served by the child welfare agency (item 35)? Are the services accessible to families and children throughout the State (item 36)? Can services be individualized to meet the unique needs of the children and family served by the child welfare agency (item 37)?

Utah is not in substantial conformity with the systemic factor of Service Array and Resource Development. The 2010 CFSR determined that the State has an appropriate array of key services to meet the needs of children and families. However, the 2010 CFSR also identified the following concerns:

- Some key services are not available in rural areas of the State.
- A lack of transportation is a barrier to accessing services in some rural and urban areas.
- There is a scarcity of key services, such as mental health and substance abuse treatment services, which results in waiting lists for these services.
- There are insufficient resources to ensure that the unique needs of children and families can be met, particularly for non-English speaking families.

Utah was in substantial conformity with this factor in its 2003 CFSR and was not required to address this factor in its Program Improvement Plan.

## **Agency Responsiveness to the Community**

Performance with regard to the systemic factor of Agency Responsiveness to the Community incorporates an assessment of the State's consultation with external stakeholders in developing the CFSP and producing annual reports (items 38 and 39) and the extent to which the State coordinates child welfare services with services or benefits of other Federal or federally assisted programs serving the same population (item 40).

Utah is in substantial conformity with the systemic factor of Agency Responsiveness to the Community. The 2010 CFSR determined the following:

- The State engages in ongoing consultation with a wide range of stakeholders in developing the goals and objectives for CFSPs and in preparing Annual Progress and Service Reports.
- The State's child welfare agency services are coordinated with the services and benefits of other Federal or federally assisted programs.

Utah also was in substantial conformity with this factor in its 2003 CFSR and was not required to address the factor in its Program Improvement Plan.

## **Foster and Adoptive Parent Licensing, Recruitment, and Retention**

The assessment of this systemic factor focuses on the State's standards for foster homes and child care institutions (items 41 and 42), the State's compliance with Federal requirements for criminal background checks for foster and adoptive parents (item 43), the State's efforts to recruit foster and adoptive parents who reflect the ethnic and racial diversity of foster children (item 44), and the State's activities with regard to using cross-jurisdictional resources to facilitate permanent placements for waiting children (item 45).

Utah is in substantial conformity with the systemic factor of Foster and Adoptive Parent Licensing, Recruitment, and Retention. The 2010 CFSR determined the following:

- The State has implemented licensing standards for foster family homes and child care institutions, and these standards are applied equally to all licensed or approved foster family homes or child care institutions receiving title IV-E or IV-B funds.
- The State complies with Federal requirements for criminal background clearances for foster homes.
- The State has a process in place for ensuring the diligent recruitment of potential foster and adoptive families that reflect the ethnic and racial diversity of children in foster care.
- The State has in place a process for the effective use of cross-jurisdictional resources to facilitate timely adoptive placements.

Utah also was in substantial conformity with this factor in its 2003 CFSR and was not required to address this factor in its Program Improvement Plan.

**Table 1. Utah's 2010 CFSR Ratings for Safety and Permanency Outcomes and Items**

Outcomes and Indicators	Outcome Ratings			Item Ratings	
	In Substantial Conformity?	Percent Substantially Achieved*	Met National Standards?	Rating**	Percent Strength
<b>Safety Outcome 1:</b> Children are, first and foremost, protected from abuse and neglect	No	90.0	No		
Item 1. Timeliness of investigations				Strength	97
Item 2. Repeat maltreatment				ANI	83
<b>Safety Outcome 2:</b> Children are safely maintained in their homes when possible and appropriate	No	80.0			
Item 3. Services to protect children in home				ANI	87.5
Item 4. Risk of harm				ANI	83
<b>Permanency Outcome 1:</b> Children have permanency and stability in their living situations	No	47.5	3 not met 1 met		
Item 5. Foster care reentry				Strength	100
Item 6. Stability of foster care placements				ANI	47.5
Item 7. Permanency goal for child				ANI	77.5
Item 8. Reunification, guardianship, and placement with relatives				ANI	56
Item 9. Adoption				ANI	79
Item 10. Other planned living arrangement				ANI	75
<b>Permanency Outcome 2:</b> The continuity of family relationships and connections is preserved	No	52.5			
Item 11. Proximity of placement				Strength	100
Item 12. Placement with siblings				ANI	76
Item 13. Visiting with parents and siblings in foster care				ANI	55
Item 14. Preserving connections				ANI	74
Item 15. Relative placement				ANI	67
Item 16. Relationship of child in care with parents				ANI	41

\* 95 percent of the applicable cases reviewed must be rated as having substantially achieved the outcome for the State to be in substantial conformity with the outcome.

\*\* Items may be rated as Strengths or as Areas Needing Improvement (ANI). For an overall rating of Strength, 90 percent of the cases must be rated as a Strength.

**Table 2. Utah’s 2010 CFSR Ratings for Child and Family Well-Being Outcomes and Items**

Outcomes and Indicators	Outcome Ratings		Item Ratings	
	In Substantial Conformity?	Percent Substantially Achieved	Rating**	Percent Strength
<b>Well-Being Outcome 1:</b> Families have enhanced capacity to provide for children’s needs	No	46.2		
Item 17. Needs/services of child, parents, and foster parents			ANI	49
Item 18. Child/family involvement in case planning			ANI	55
Item 19. Caseworker visits with child			ANI	88
Item 20. Caseworker visits with parents			ANI	49
<b>Well-Being Outcome 2:</b> Children receive services to meet their educational needs	No	88.4		
Item 21. Educational needs of child			ANI	88
<b>Well-Being Outcome 3:</b> Children receive services to meet their physical and mental health needs	No	85.2		
Item 22. Physical health of child			Strength	92
Item 23. Mental/behavioral health of child			Strength	91

\* 95 percent of the applicable cases reviewed must be rated as having substantially achieved the outcome for the State to be in substantial conformity with the outcome.

\*\* Items may be rated as Strengths or as Areas Needing Improvement (ANI). For an overall rating of Strength, 90 percent of the cases reviewed for the item (with the exception of item 21) must be rated as a Strength. Because item 21 is the only item for Well-Being Outcome 2, the requirement of a 95-percent Strength rating applies.

**Table 3. Utah's 2010 CFSR Ratings for Systemic Factors and Items**

<b>Systemic Factors and Items</b>	<b>Substantial Conformity?</b>	<b>Score*</b>	<b>Item Rating**</b>
<b>Statewide Information System</b>	Yes	4	
Item 24. The State is operating a statewide information system that, at a minimum, can readily identify the status, demographic characteristics, location, and goals for the placement of every child who is (or, within the immediately preceding 12 months, has been) in foster care			Strength
<b>Case Review System</b>	No	2	
Item 25. The State provides a process that ensures that each child has a written case plan to be developed jointly with the child's parent(s) that includes the required provisions			ANI
Item 26. The State provides a process for the periodic review of the status of each child, no less frequently than once every 6 months, either by a court or by administrative review			Strength
Item 27. The State provides a process that ensures that each child in foster care under the supervision of the State has a permanency hearing in a qualified court or administrative body no later than 12 months from the date the child entered foster care and no less frequently than every 12 months thereafter			Strength
Item 28. The State provides a process for termination of parental rights proceedings in accordance with the provisions of the Adoption and Safe Families Act			Strength
Item 29. The State provides a process for foster parents, pre-adoptive parents, and relative caregivers of children in foster care to be notified of, and have an opportunity to be heard in, any review or hearing held with respect to the child			ANI
<b>Quality Assurance System</b>	Yes	4	
Item 30. The State has developed and implemented standards to ensure that children in foster care are provided quality services that protect the safety and health of the children			Strength
Item 31. The State is operating an identifiable quality assurance system that is in place in the jurisdictions where the services included in the Child and Family Services Plan (CFSP) are provided, evaluates the quality of services, identifies strengths and needs of the service delivery system, provides relevant reports, and evaluates program improvement measures implemented			Strength
<b>Staff and Provider Training</b>	Yes	4	
Item 32. The State is operating a staff development and training program that supports the goals and objectives in the CFSP, addresses services provided under titles IV-B and IV-E, and provides initial training for all staff who deliver these services			Strength
Item 33. The State provides for ongoing training for staff that addresses the skills and knowledge base needed to carry out their duties with regard to the services included in the CFSP			Strength
Item 34. The State provides training for current or prospective foster parents, adoptive parents, and staff of State licensed or approved facilities that care for children receiving foster care or adoption assistance under title IV-E that addresses the skills and knowledge base needed to carry out their duties with regard to foster and adopted children			Strength

<b>Systemic Factors and Items</b>	<b>Substantial Conformity?</b>	<b>Score*</b>	<b>Item Rating**</b>
<b>Service Array and Resource Development</b>	No	2	
Item 35. The State has in place an array of services that assess the strengths and needs of children and families and determine other service needs, address the needs of families in addition to individual children in order to create a safe home environment, enable children to remain safely with their parents when reasonable, and help children in foster and adoptive placements achieve permanency			Strength
Item 36. The services in item 35 are accessible to families and children in all political jurisdictions covered in the State's CFSP			ANI
Item 37. The services in item 35 can be individualized to meet the unique needs of children and families served by the agency			ANI
<b>Agency Responsiveness to the Community</b>	Yes	4	
Item 38. In implementing the provisions of the CFSP, the State engages in ongoing consultation with Tribal representatives, consumers, service providers, foster care providers, the juvenile court, and other public and private child- and family-serving agencies and includes the major concerns of these representatives in the goals and objectives of the CFSP			Strength
Item 39. The agency develops, in consultation with these representatives, Annual Progress and Services Reports delivered pursuant to the CFSP			Strength
Item 40. The State's services under the CFSP are coordinated with services or benefits of other Federal or federally assisted programs serving the same population			Strength
<b>Foster and Adoptive Parent Licensing, Recruitment, and Retention</b>	Yes	4	
Item 41. The State has implemented standards for foster family homes and child care institutions that are reasonably in accord with recommended national standards			Strength
Item 42. The standards are applied to all licensed or approved foster family homes or child care institutions receiving title IV-E or IV-B funds			Strength
Item 43. The State complies with Federal requirements for criminal background clearances as related to licensing or approving foster care and adoptive placements and has in place a case planning process that includes provisions for addressing the safety of foster care and adoptive placements for children			Strength
Item 44. The State has in place a process for ensuring the diligent recruitment of potential foster and adoptive families that reflect the ethnic and racial diversity of children in the State for whom foster and adoptive homes are needed			Strength
Item 45. The State has in place a process for the effective use of cross-jurisdictional resources to facilitate timely adoptive or permanent placements for waiting children			Strength

\* Scores range from 1 to 4. A score of 1 or 2 means that the factor is not in substantial conformity. A score of 3 or 4 means that the factor is in substantial conformity.

\*\* Items may be rated as Strengths or as Areas Needing Improvement (ANI).