



National Child Welfare Resource Center for Organizational Improvement

Child and Family Services Reviews

**NRCO
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**CFSR
Comprehensive
Training
and Technical
Assistance
Package**



www.nrcoi.org

Providing free training and technical assistance to State and Tribal child welfare agencies.

Your goal is to help children and families. Our goal is to help you.

The Benefit



The Children's Bureau's network of national resource centers provides training and technical assistance (T/TA) to State and Tribal organizations responsible for the delivery of services to children and families. In recent years much of that T/TA has focused on helping States prepare for and respond to the Federal Child and Family Services Review (CFSR).

The National Child Welfare Resource Center for Organizational Improvement (NRCOI) has worked with other national resource centers (NRCs) to develop a curriculum agencies can use to successfully prepare for the second round of reviews, enhance leadership and management capacity, and achieve better outcomes through systemic change.

Teams used a variety of sources, including lessons learned from the first round of CFSRs, information shared by staff from the Children's Bureau and NRCs, and feedback from States and Tribes, to develop seven modules:

- I. Leading Systemic Change
- II. Strategic Planning
- III. Strengthening Supervision as a Key Practice Change Strategy
- IV. Engaging Community Stakeholders and Building Partnerships
- V. Using Information and Data in Planning and Measuring Progress
- VI. CFSR Kick Off
- VII. Program Improvement Planning

The T/TA helps States use the CFSR and PIP process:

- as a management and supervisory tool;
- as an impetus for system reform;
- as a way to improve case practice;
- as a pathway to achieving positive outcomes for children, youth and families; and
- as a way to engage community stakeholders and consumers in strategic planning.



This T/TA should begin as States start planning for their second CFSR, but it can be accessed at any time a State requests, with the approval of the Regional Office.

The package

Each State can select any of the seven modules offered and modify the material to fit their unique needs. Each module combines training and a working session to plan the State's implementation of the module's content. NRCOI staff can help an agency's executive and leadership team customize this material.

Modules I-V are designed to help State agencies build capacity and prepare for the CFSR. Modules VI and VII are used during the actual CFSR and PIP process, with the agency leading the training, and onsite participation and support by NRCOI, other NRCs, and the Federal Regional Office. Both modules proved helpful in the first round of CFSRs, and we hope Modules I through V will make agencies even more successful in the second round.

I. Leading Systemic Change explores with agency leaders key elements to making and sustaining systemic change, including establishing a common vision and practice priority.

II. Strategic Planning focuses on the “nuts and bolts” of strategic planning and the implications for practice. Because agencies have various planning requirements, it also emphasizes developing integrated plans.

III. Strengthening Supervision as a Key Practice Change Strategy helps State leaders and supervisors understand supervisors' critical roles as change agents.



Modules

IV. Engaging Community Stakeholders and Building Community Partnerships presents stakeholder involvement as a way of life for the agency, and teaches participants how to establish and sustain these important relationships.

Three sub-modules help States engage specific stakeholder groups whose involvement will be emphasized in the second round of CFSRs.

IVA. Engaging Courts and the Legal System illustrates how agencies, the courts and the legal system can work together with a clear understanding of the expectations, roles, and responsibilities of each partner. This module was developed by the National Child Welfare Resource Center on Legal and Judicial Issues.

IVB. State-Tribal Partnerships focuses on improving State-Tribal relations, including this partnership in the CFSR process. As sovereign nations, Tribal governments need to be full partners with the State child welfare agency, both to share responsibility for Native children and families and to fully comply with the Indian Child Welfare Act. The National Indian Child Welfare Association (NICWA) helped develop this module.

IVC. Engaging Family Caregivers and Youth shows participants how to improve the involvement of consumers in the agency's work, including youth who are or who have

been in the child welfare system. Materials developed by the National Child Welfare Resource Center for Youth Development are incorporated into this module.

V. Using Information and Data in Planning and Measuring Progress addresses key issues in using data, data quality, and methods of measuring improvement. All are essential to the CFSR process and to agency planning, decision making and monitoring. This module was developed by the National Resource Center for Child Welfare Data and Technology.

VI. CFSR Kick Off provides an opportunity to build the agency team, engage community partners, and plan how to use the CFSR process to achieve system change.

VII. Program Improvement Planning (PIP) helps the State maintain momentum by bringing key stakeholders together to develop the PIP soon after the CFSR onsite visit.

Regardless of the level and type of adaptation an agency wants to make to this material, the NRCOI will work with the agency's senior administrators, including the child welfare director, to keep them fully engaged in this process—guiding the T/TA customization, participating in the delivery, and committing, personally and organizationally, to model and reinforce the main concepts.

The process

The package is as much technical assistance as it is training. We use the following process when we work with agencies:

- 1** NRCOI staff or consultants meet with the child welfare director to discuss the package and get their ideas and guidance about their agency's strengths and needs.
- 2** We then gather input on these same issues from key staff identified in the first meeting.
- 3** The lead consultant acts as the coordinator for the State throughout the process.
- 4** NRCOI staff, together with the State leadership, develop the final T/TA plan.

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The NRCOI and the other NRCs offer and lead the T/TA designed to help prepare for the CFSR, and then follow up with any approved technical assistance to support States in building capacity.



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The Network

National Child Welfare Resource Center for Organizational Improvement

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National Child Welfare Resource Center on Legal and Judicial Issues

www.abanet.org/child/rcjji • 1-877-222-1800 x1746 • Rennej@staff.abanet.org

National Resource Center for Child Protective Services

www.nrc cps.org • 505-345-2444 • theresa.costello@actionchildprotection.org

National Resource Center for Family-Centered Practice and Permanency Planning

www.nrcfcppp.org • 212-452-7043 • gmallon@hunter.cuny.edu

National Resource Center for Child Welfare Data and Technology

www.nrcwdt.org • 877-672-4829 • nrcwdt@cwla.org

National Child Welfare Resource Center for Adoption

www.nrcadoption.org • 248-443-7080 • NLyons@spaulding.org

National Child Welfare Resource Center for Youth Development

www.nrcys.ou.edu/nrcyd • 918-660-3700 • pcorreia@ou.edu

The Collaboration to AdoptUsKids

www.adoptuskids.org • 303-755-4756 x241 • melody@adoptex.org

Child Welfare Information Gateway

www.childwelfare.gov/ • 800-394-3366 • info@childwelfare.gov

National Abandoned Infants Assistance Resource Center

aia.berkeley.edu • 510-643-8390 • aia@berkeley.edu

FRIENDS National Resource Center for Community-Based Child Abuse Prevention

www.friendsnrc.org • 919-490-5577 • ylayden@chtop.org

National Center on Substance Abuse and Child Welfare

www.ncsacw.samhsa.gov • 714-505-3525 • ncsacw@cffutures.org

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