



Fiscal Year 2025

Annual Review of Utah's Child Welfare Services

Child and Family Services Review and Case Process Review

Executive Summary

By statute [80-2-1102\(4\)](#), the Office of Service Review (OSR), within the Division of Continuous Quality and Improvement, Department of Health and Human Services, conducts qualitative and compliance-based annual performance reviews of the Division of Child and Family Services (DCFS). The purpose of the Case Process Review (CPR) and Child and Family Services Review Plus (CFSR+) is to provide insight into how well DCFS is complying with key policies and performing on their goal to achieve safety, permanency and well-being for the children they serve. They are an important tool for the agency to improve their practice and outcomes for the children and families they serve. The results of these two reviews conducted during fiscal year 2025 are presented in this report.



Case Process Review (CPR)

There were some notable improvements seen this year. The combined in-home services questions improved from 74% to 79%. Within the aforementioned improvements, it's noteworthy to highlight the improvements in the completion of monthly home visits (83% to 90%) and private conversations with children (55% to 64%). However, we did see some declines in the timely completion of initial case plans. Performance in this area declined from 67% to 61% in in-home cases and from 69% to 35% in foster care cases.

Child and Family Service Review (CFSR+)

We are encouraged to see that the majority of indicators in the CFSR+ showed improvement. Of the 23 individual indicators, 18 either improved or remained stable, while only five declined. While this is a great step, some areas still need attention. These include regular and quality visits with parents, safety services to prevent entry into foster care, and teaming.

Based on our analysis of these indicators, we are making the following recommendations.

Recommendation 1: DCFS develop strategies to improve the practice of conducting regular visits with all parents, in particular fathers and non-custodial parents, to better assess their needs and progress towards case goals.

While parent engagement indicators improved, these indicators remain an area requiring continued attention, in particular, the caseworker visits with parents and the assessment of parents' needs and provision of services. The performance was lower for fathers than for mothers. Further analysis of the results showed inadequate efforts to locate, contact and visit with parents who are not the child's primary caregivers (non-custodial parents, stepparents, incarcerated parents, and parents who are not receiving reunification services anymore). Also noted was a lack of quality conversations in the caseworker-parent interactions in several cases.

Recommendation 2: DCFS continue implementing strategies to improve the provision of services and interventions to address child safety, maintain them safely in their home and prevent them from coming into foster care.

Child safety, in particular the provision of services to prevent a child's removal and entry into foster care, is another area needing improvement, with **58%** of the cases reviewed showing a strength rating. In response to OSR's recommendation last year DCFS has included several strategies in their Results-Based Accountability (RBA) plan to improve . OSR recommends that DCFS continue implementing these strategies.

Recommendation 3: To improve teaming practices, DCFS will analyze the root causes for the decline. This practice requires developing a functioning team with and around the family that effectively coordinates the provision of services and achievement of case goals. From this analysis, DCFS will develop strategies to improve this practice.

The indicator of “teaming” has been steadily declining from 69% three years ago to **56%** this year. This indicator measures “whether, during the period under review, concerted efforts were made (or are being made) to build a functioning team around the family, including the family and service providers, that shows a pattern of effective teamwork and collaboration that benefits the child and family. There is effective coordination in the provision of services across all providers.” Analysis identified issues around team membership, family engagement, insufficient meeting frequency and ineffective structure. For more details, see pages 20-21.

Recommendation 4: DCFS analyze the root cause and develop strategies to improve the decline observed in the timely finalization of case plans, in particular initial plans due within 45 days of case opening, in foster care and in-home services.

The timely completion of case plans in foster care and in-home cases is measured in the CPR. These indicators have declined significantly over the last few years: Finalizing an initial plan within 45 days of the case start has declined to **61%** in in-home cases and **35%** in foster care cases. Finalizing an updated plan thereafter also experienced a decline, though a milder one: in in-home cases the performance was **72%** and in foster care cases **81%**. Developing timely plans is essential for the family to know what is expected and start engaging in services. Delays can impact the family’s ability to complete their reunification services in the time frame specified in the federal and state statutes.

Executive Summary.....2

FY2025 Case Process Review (CPR)..... 6

 CPR results and analysis..... 7

 Overall CPR trends.....7

 CPS spotlight.....8

 Removals spotlight..... 9

 Foster care and in-home spotlight..... 10

 CPR analysis: Caseworker visits with children in in-home and foster care services..... 11

 CPR analysis: Caseworker contact with parents in in-home and foster care Services.... 12

Child and Family Services Review Plus (CFSR+)..... 13

 CFSR+ results and analysis..... 14

 Case demographics..... 14

 Safety outcomes..... 16

 Permanency Outcomes..... 17

 Well-being outcomes..... 19

 Additional indicators.....21

DCFS Response to the FY2025 OSR annual report.....23

Appendix A: CPR..... 24

Appendix B: CFSR+.....29

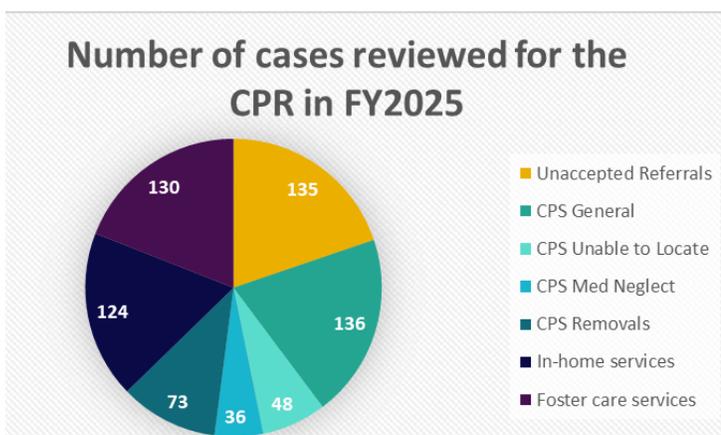


FY2025 Case Process Review (CPR)

In accordance with Utah statute, the OSR conducts an annual review of child welfare cases to determine whether key service activities were completed as outlined in state statute, DCFS policy, and recorded in the file. The CPR is a file review where the evidence for the required activity must be documented in the case file.

A statistically significant number of cases are randomly pulled from each program area and reviewed by trained OSR staff. For the fiscal year 2025, a total of 682 cases were reviewed. The cases are selected from the following case types:

- Referrals of abuse/neglect, specifically referrals that were not accepted for investigations
- Child Protective Services (CPS) cases, including general CPS, unable to locate cases (UTL), medical neglect and CPS cases with a removal of a child
- In-home services
- Foster care services



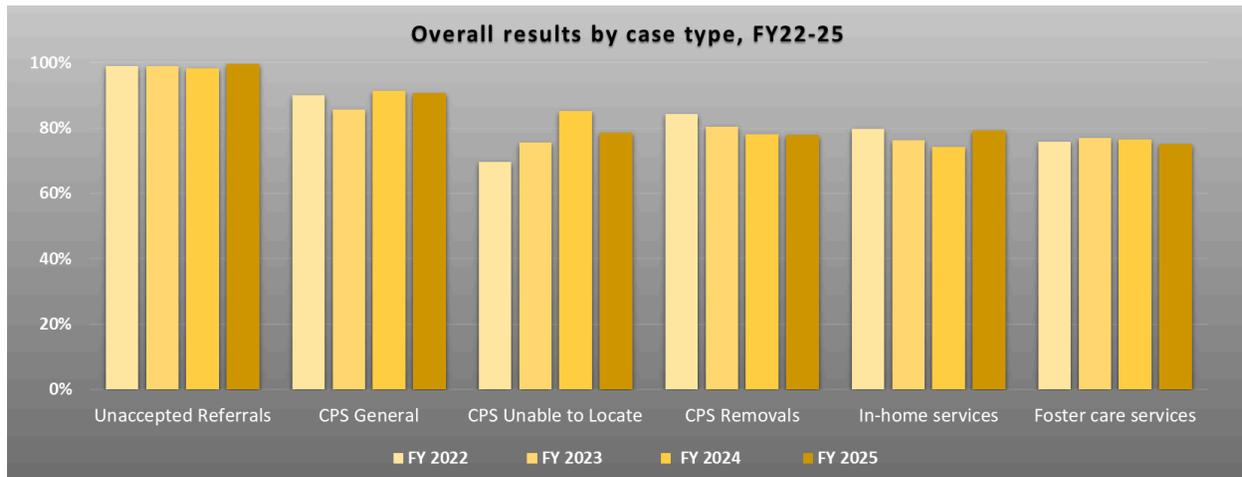
For the full list of CPR questions and performance over the last five years, see Appendix A. Below are selected focus areas that show strong performance and areas identified as opportunities for improvement (see “Spotlight”). The graphs represent the percent of cases which received a “Yes” rating for each indicator.



CPR results and analysis

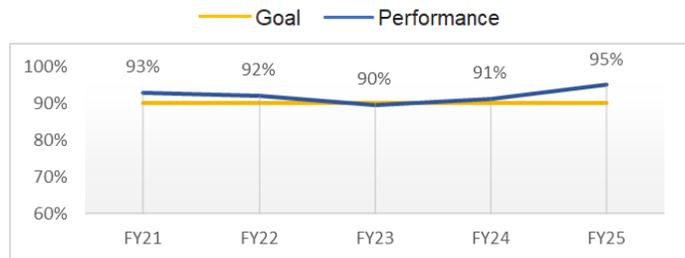
Overall CPR trends

The fiscal year 2025 CPR results for each case type are compared to the results for the three previous years in the graph below. Unaccepted referral questions continue to perform very well at 100% and so do the general CPS questions (91%). Both exceed the goal, which is set at 90%. The most notable improvements were made in the in-home services category. When comparing this year's results with last year's, we note that the performance went from 74% to 79%. While this is a significant improvement, it is still below the goal of 85%. The categories of CPS unable to locate (79%), CPS removal (78%) and foster care (75%) have remained below the goal as well.



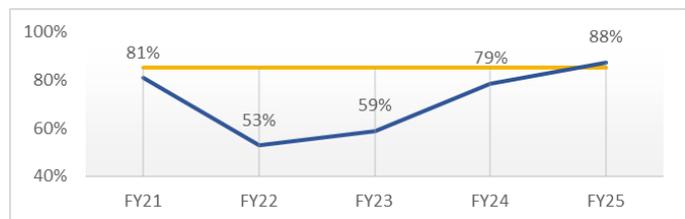
CPS spotlight

CPS.G4 The worker conducted an interview with the child outside the presence of the alleged perpetrator



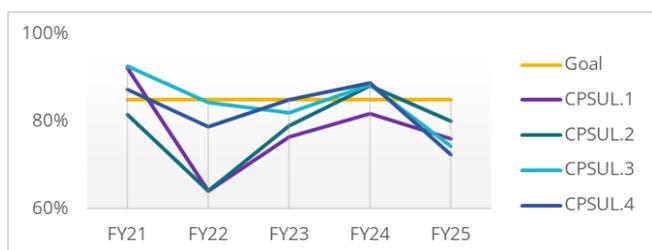
When DCFS investigates alleged child maltreatment, policy requires that the investigating worker conduct an interview with any children identified as alleged victims. It is encouraging to see that the performance on this indicator has remained above the 90% goal and reached a high of **95%** this year.

CPS.UL5 Unable to Locate: The worker checked with the referent for additional address information



When DCFS caseworkers are unable to locate the alleged child victims to conduct their CPS investigation, policy requires them to complete several requirements before they can close the case as “unable to locate.” This includes contacting the referent to see if the referent has any new or additional information about the child’s location. The graph above shows that this indicator improved significantly over the last few years and reached **88%** this year.

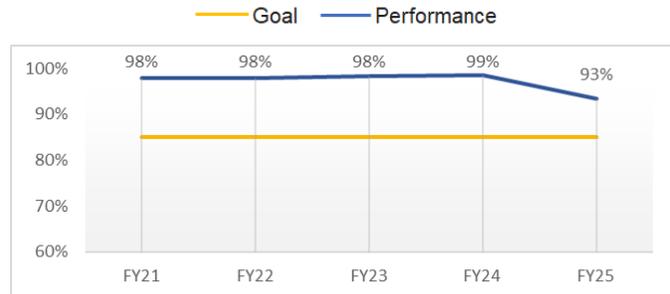
CPS.UL Unable to Locate: The worker 1 - 4 conducted after hours home visits; checked with schools; CLEAR (kin locator) search; eRep (Utah Workforce Department’s electronic eligibility system)



The remaining unable to locate questions however, all declined this year, as can be seen in the graph above and are below the goal. When the DCFS investigating worker is unable to locate the alleged child victim, they are required to conduct an after hours home visit (UL.1), check with the schools (UL.2), conduct a CLEAR search (kin locator - UL.3) and check the public assistance records (Erep - Utah Workforce Department’s electronic eligibility system - UL.4) for information such as new or additional addresses to locate the family. The performance ranged from **73%** to **80%**.

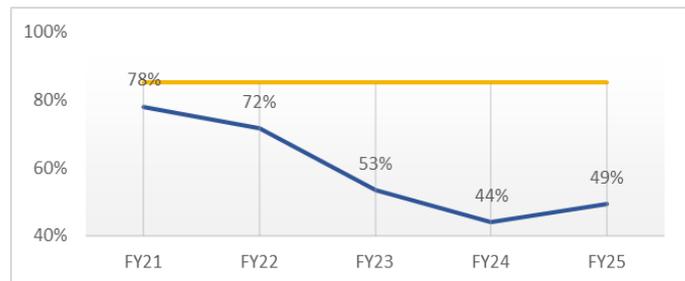
Removals spotlight

CPS.R4 During the CPS investigation, reasonable efforts were made to locate possible kinship placements



When DCFS takes a child into custody, the agency is required to make efforts to identify, locate and contact relatives of the child to explore possible kinship placements. Evidence was found that DCFS made efforts to locate possible kinship placements in **93%** of the cases reviewed this year. This is slightly lower than the previous year, but still above the goal of 85%.

CPS.R3 Within 24 hrs of the child's placement in care, the worker made reasonable efforts to gather information essential to the child's safety and well-being and gave this information to the provider

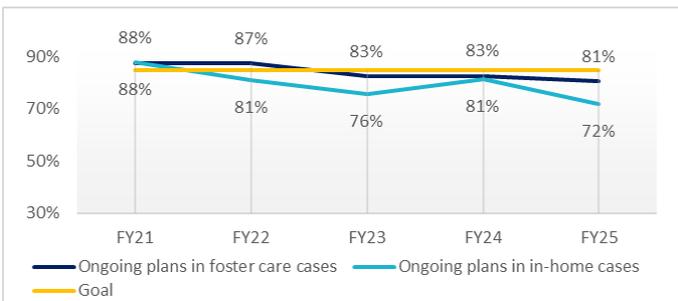


While DCFS has improved performance on this indicator, it is still well below the goal of 85%. This is a two part question where OSR looks for evidence that the CPS caseworker obtained information about the child at the time of removal and then communicated this information to the placement provider. It is essential that foster parents and placement providers be provided this information to ensure the safety and care of the children placed with them. Evidence of these activities was only found in **49%** of the cases.

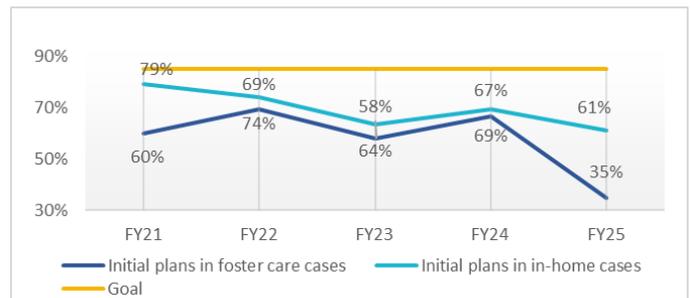
Foster care and in-home spotlight

Policy requires DCFS to engage the family to develop a child and family plan within 45 days of the case start date. Then, a new plan needs to be created with the family's input every six months. Finalizing an initial plan within 45 days of the case start has declined to **61%** in in-home cases and **35%** in foster care cases. Finalizing an updated plan thereafter experienced a decline as well, but a less significant one: **72%** in in-home and **81%** in foster care cases.

IH.1
SCF.D1 The current child and family plan
was created on time



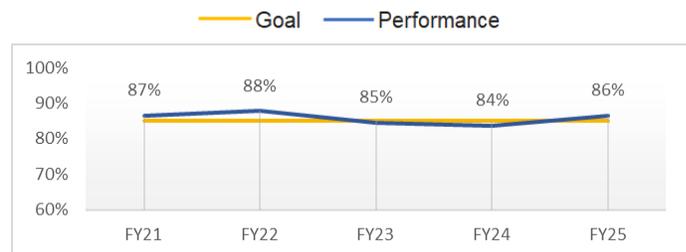
IH.2
SCF.D2 The initial child and family plan
was created within 45 days of
the case start date



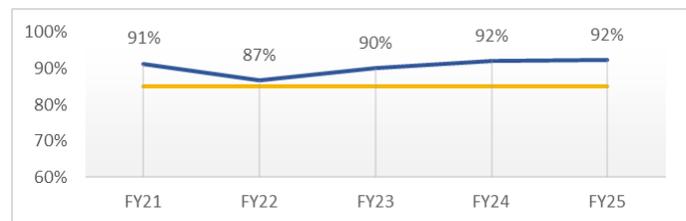
CPR analysis: Caseworker visits with children in in-home and foster care services

Monthly caseworker visits to the home to assess the children's safety and well-being is one of the most important activities in foster care and in-home cases. The following graphs show that this key activity exceeds the goal of 85% this year in both foster care cases (**92%**) and in-home cases (**86%**).

IH.4 The worker had a face-to-face contact with the child at least once during each month of this review period (in-home services)

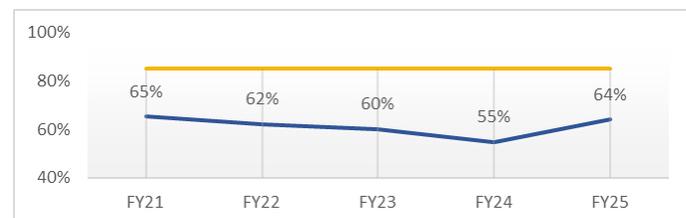


SCF.B2 The worker had a face-to-face contact with the child/youth inside the out-of-home placement at least once during each month of this review period (foster care services)

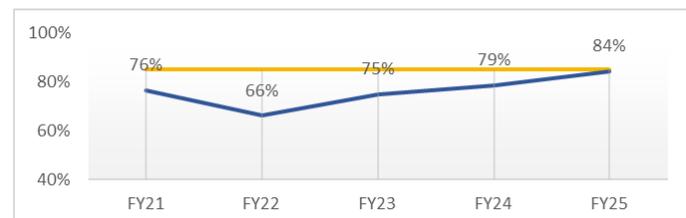


While caseworker visits with children are happening monthly in both case types, improvements were needed in regards to caseworkers documenting that they had a private conversation with each child. The performance for completing a private conversation with the child outside the presence of the caregiver in in-home cases went up from 55% last year to **64%** this year and in foster care cases from 79% to **84%**.

IH.5 The worker had a face-to-face conversation with the child outside the presence of the parent/caregiver at least once during each month of the review period (in-home services)



SCF.B3 The worker had a face-to-face conversation with the child outside the presence of the caregiver at least once during each month of the review period (foster care services)

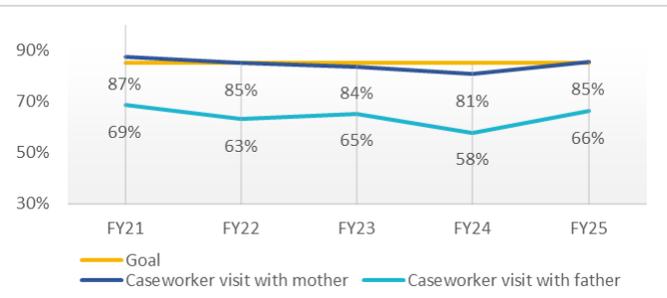


CPR analysis: Caseworker contact with parents in in-home and foster care Services

Involving both parents in the case and meeting with them face-to-face on a monthly basis is a requirement in DCFS' policy. Improvements were seen this year, however, this area is still below the goal. Evidence of monthly caseworker contact with mothers scored better than with fathers. Monthly caseworker visits with mothers were recorded in **85%** of in-home cases and **63%** of foster care cases; with fathers in **66%** and **48%** respectively.

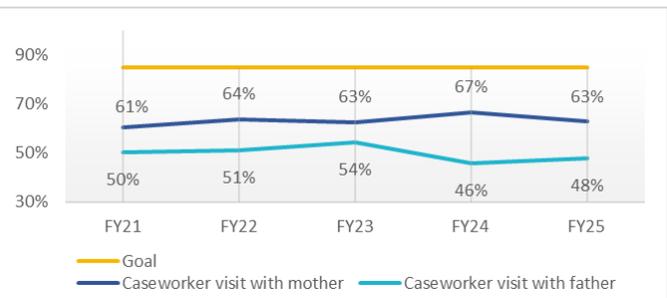
In-Home Services Performance

IH.8 The worker made a face-to-face contact with the mother/father of the child at least once during each month of the review period
 IH.9



Foster Care Services Performance

SCF.B4 The worker made a face-to-face contact with the mother/father of the child at least once during each month of the review period
 SCF.B5



Child and Family Services Review Plus (CFSR+)

OSR uses the federally mandated CFSR as the primary performance measure of Utah's child welfare system. A few elements of the former Qualitative Case Review tool were kept which constitute the "Plus;" the review has since been renamed the CFSR+.

What is the CFSR

Federal statutes mandate a periodic review of states' child welfare services. The Children's Bureau, part of the United States Department of Health and Human Services, administers the review process known as the Child and Family Services Reviews (CFSRs). The CFSRs are an important tool that enables the Children's Bureau to ensure conformity with federal child welfare requirements; (2) determine what is happening to children and families receiving child welfare services; and (3) assist states in enhancing their capacity to help children and families achieve positive outcomes related to safety, permanency and well-being.

Annually, OSR conducts the case review portion of the CFSR which evaluates the state's performance by reviewing a set number of cases using the federal Onsite Review Instrument (OSRI). Reviewers, made up of OSR and DCFS staff, assess practice by examining case records and interviewing case participants, such as parents, children, resource (foster) families and caseworkers. Items are then rated as either a Strength or an Area Needing Improvement. Reviewers look at cases involving children served in their homes as well as cases involving children in foster care.

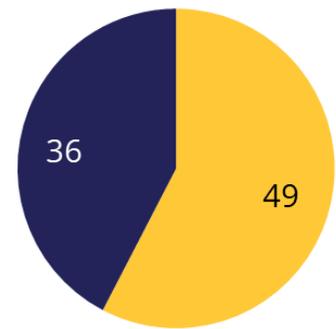
For more information on the CFSR, [click here](#).



CFSR+ results and analysis

For fiscal year 2025, a total of 85 randomly selected cases were reviewed from the five DCFS regions: 49 foster care and 36 in-home cases. The reviewers scored a total of 20 items (18 CFRS and two supplemental items) based on their thorough evaluation of observed case practice. The scores and rationales underwent a thorough quality assurance (QA) process to make sure that the scores were accurate and followed the review guidelines. The findings were then presented to the caseworkers, their supervisors, and DCFS administrators at the end of each review week.

Total CFRS+ cases



- Foster care services cases
- In-home services cases

Total participants interviewed 628

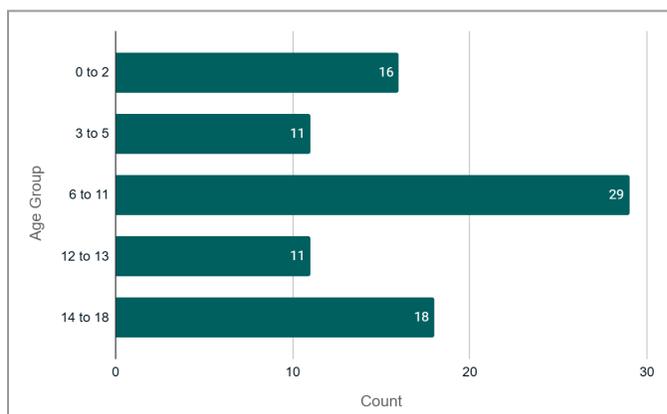
Total children interviewed 92

The following present case demographics and CFRS+ results, grouped by safety, permanency, and well-being outcomes, plus the additional indicators of satisfaction and teaming. Select focus areas (areas that are performing well, improving, and areas that need improvement) are presented below under "Spotlights." For a complete list of results see Appendix B.

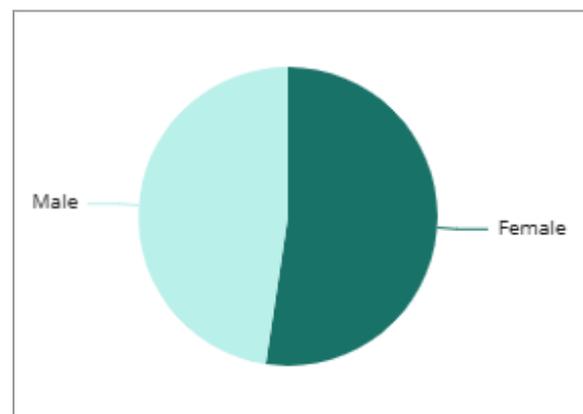
Case demographics

The following charts show select child demographics of the cases reviewed this year.

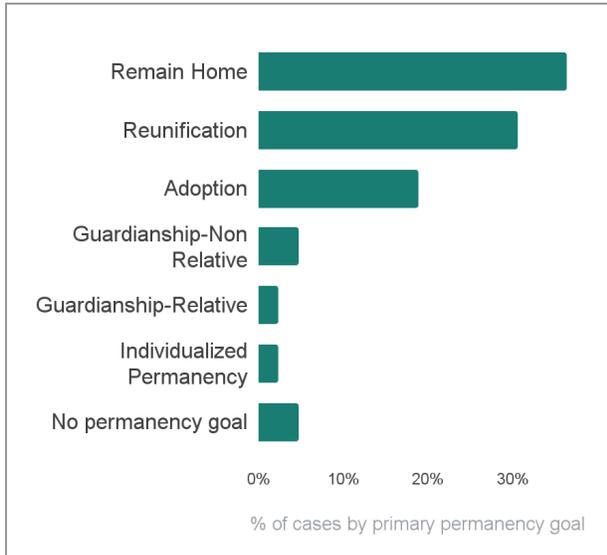
Child's age at time of review



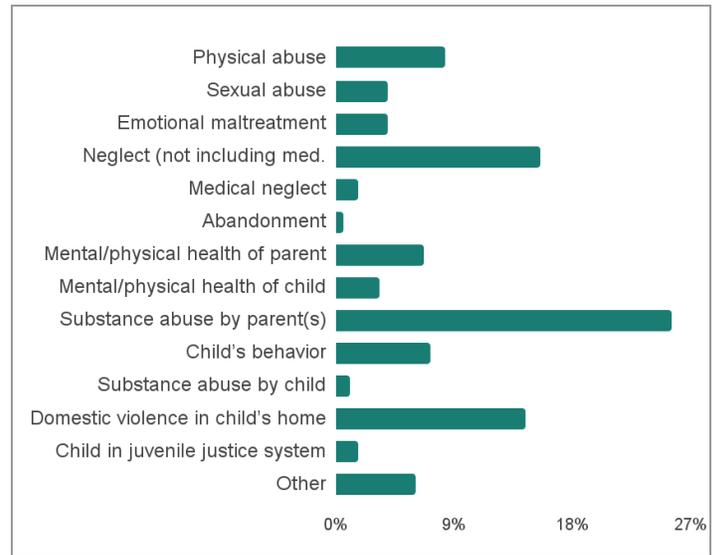
Child's gender



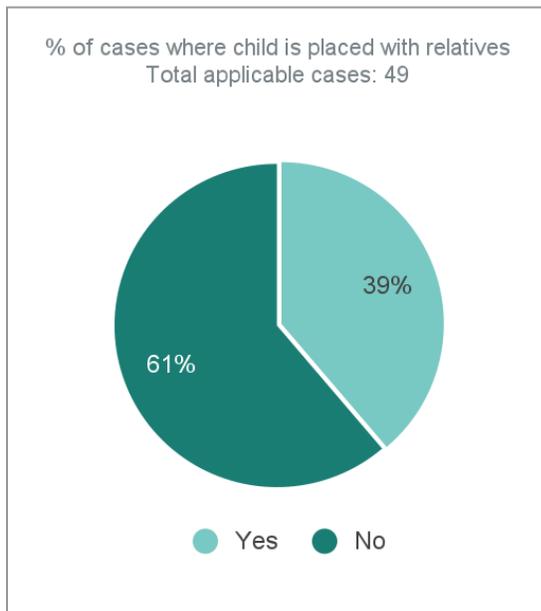
Child's permanency goal at time of review



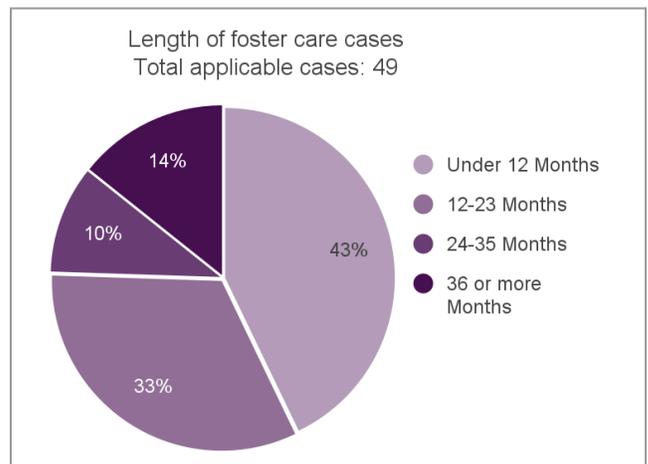
Cases by reason for case opening



Children placed with relatives (foster care only)

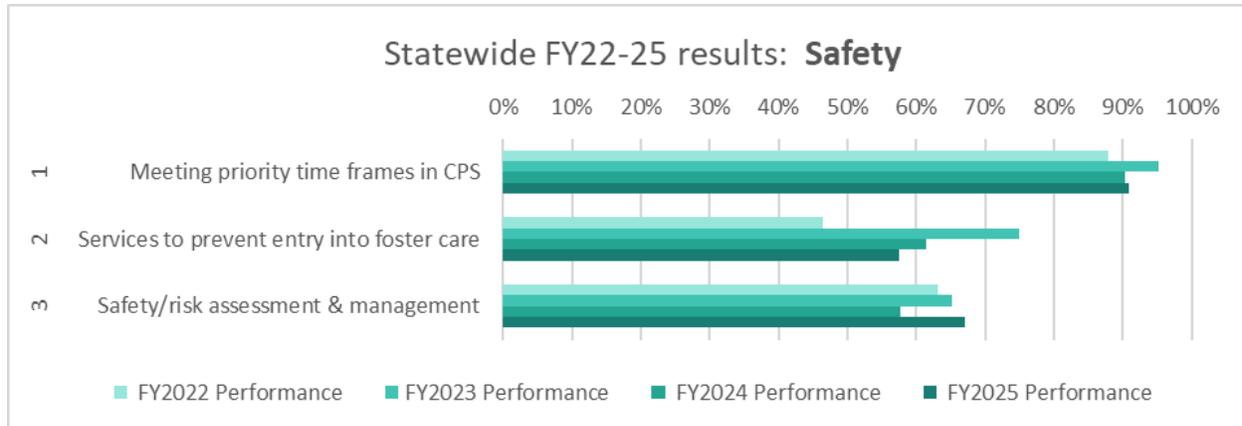


Duration of foster care case at time of review (foster care only)



Safety outcomes

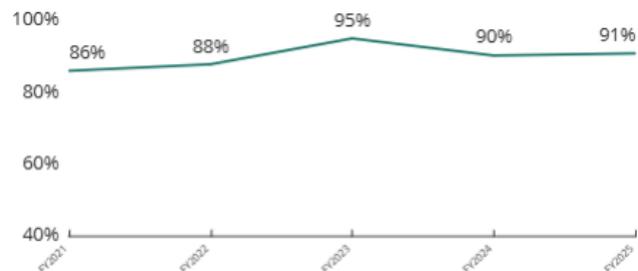
The first three CFSR+ items evaluate the agency's practice of assessing and addressing child safety.



This graph shows the percent of cases which received a "Strength" rating for each indicator.

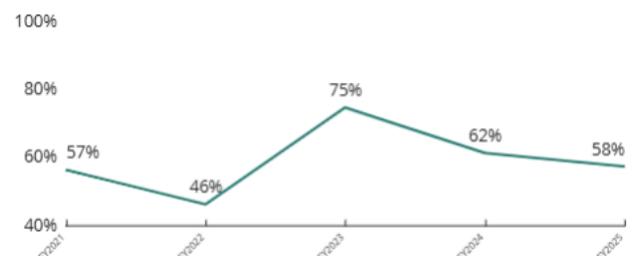
Safety spotlight

Item 1 Responses to all accepted child maltreatment reports were initiated and face-to-face contact with the child(ren) made within the timeframes established by agency policies or state statutes



Item 1 is applicable when there is one or more accepted child maltreatment investigation during the period under review on the foster care or in-home cases selected for review. There were 33 cases applicable this year. Of those, 30 cases (**91%**) rated as a strength. This strong result is similar to the previous years.

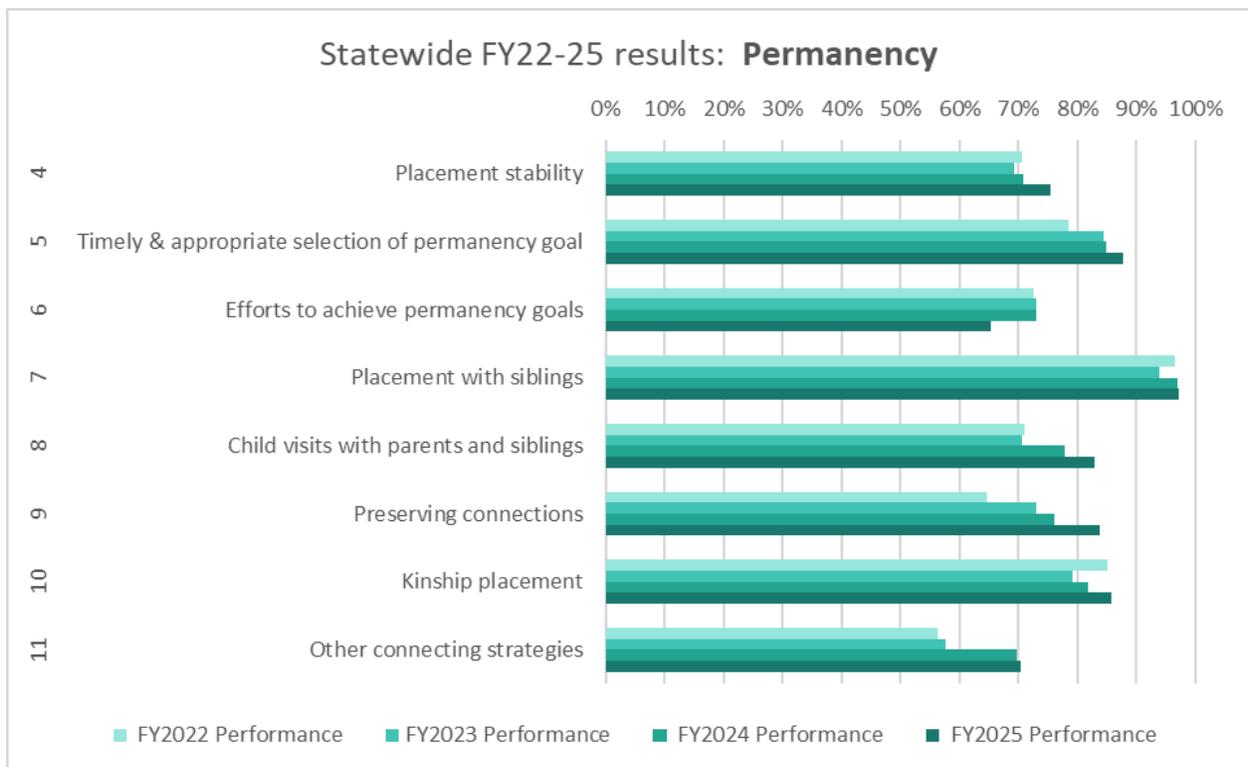
Item 2 The agency made concerted efforts to provide services to the family to prevent children's entry into foster care or re-entry after a reunification



Item 2 looks at the agency’s efforts to provide services to the family to prevent the removal of the children from the parents. Item 2 was applicable in 33 cases. This year’s performance declined to **58%**. Analysis of the cases rated as an Area Needing Improvement (ANI) showed issues with parents not accessing the required services and the caseworker not monitoring this or helping the parents with overcoming barriers. In some cases, the worker didn’t assess all the people living in the home, resulting in potential safety concerns for the children, some cases were closed prematurely, and in some cases, children were returned home while safety concerns remained in the home.

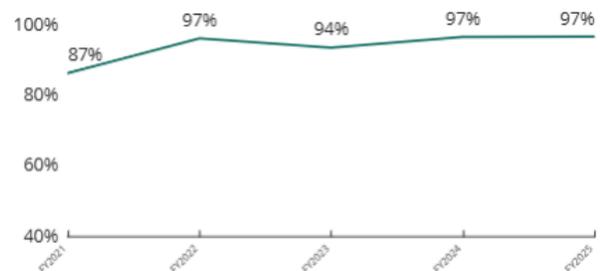
Permanency Outcomes

CFSR Items 4 - 11 are only applicable to foster care cases. The number of applicable cases in the sample was 49. Permanency indicators measure whether children in foster care have permanency and stability and whether their family relationships and connections are preserved.



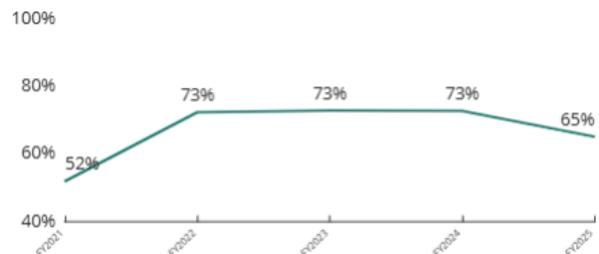
Permanency spotlight

Item 7 The agency made concerted efforts to place siblings in foster care were placed together unless a separation was necessary to meet the needs of one of the siblings



There was evidence in the foster care cases reviewed that the agency made concerted efforts to place siblings together when possible in **97%** of the cases. When siblings had to be placed in separate homes, there were valid reasons to do so. The graph shows that DCFS' performance on this indicator has remained strong for the last four years.

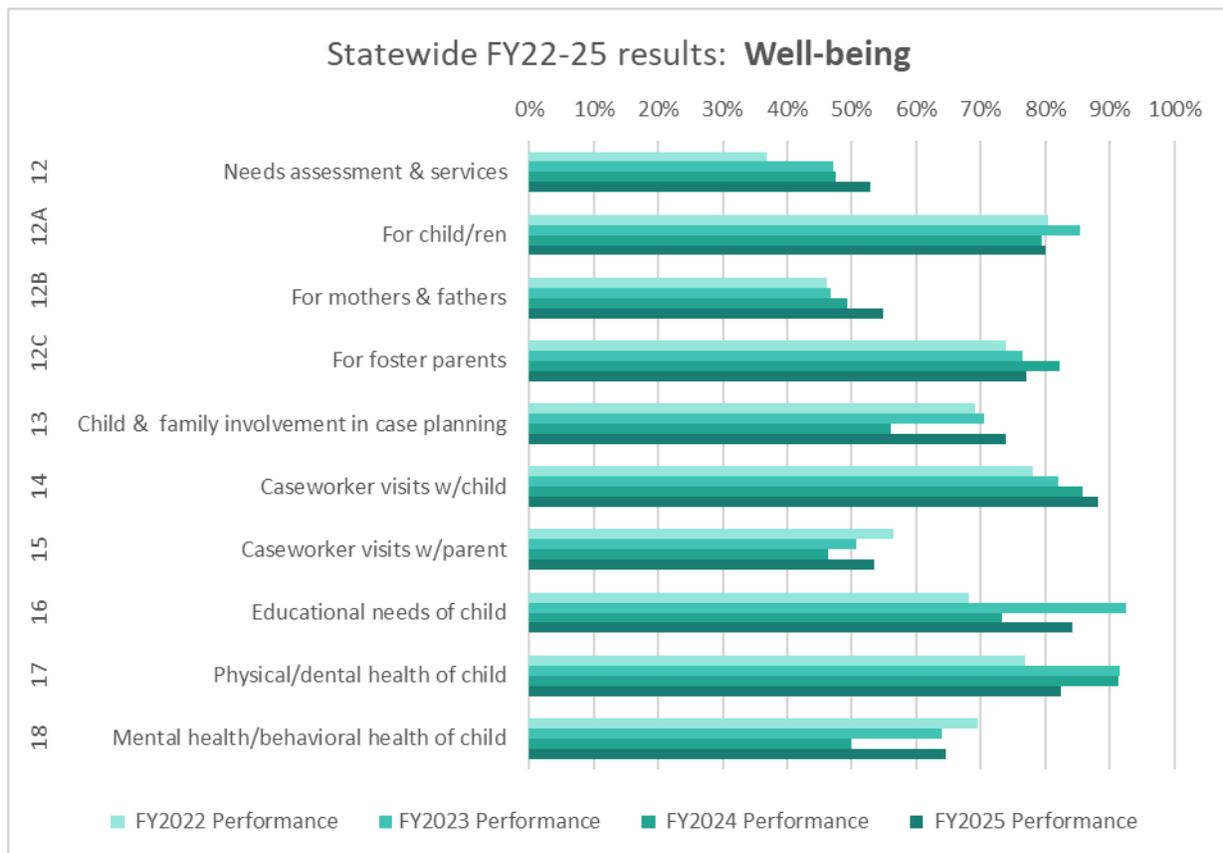
Item 6 The agency made concerted efforts to achieve the permanency goal for the child



Item 6 measures DCFS' efforts to achieve permanency for the child in a timely manner. This can be through one of four permanency goals: reunification, guardianship, adoption, or individual permanency (called "other planned permanent living arrangement" in the CFR). There was a decline this year in the agency's performance on this indicator from 73% to **65%**. When analyzing the results, there are multiple factors that contributed to low scores. These include: Inadequate efforts to communicate with the family and provide the necessary services to achieve reunification or other goals, with parent incarceration as one of the barriers identified; difficulty placing high-needs children with multiple placement disruptions contributing to prolonged time in care; lack of discharge planning for older youth; and court barriers, such as delays in court proceedings and interstate compact (ICPC) issues.

Well-being outcomes

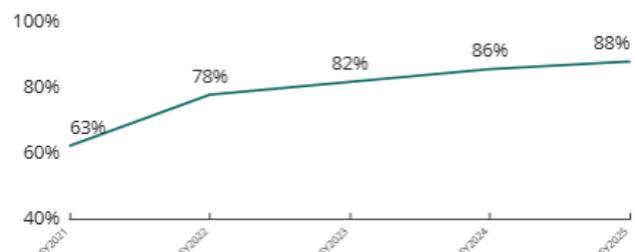
CFSR items 12-18 primarily evaluate DCFS' efforts to assess the needs of the children, parents, and other caregivers and the provision of services to address these needs. It also includes the caseworker's efforts to involve the children and the parents in planning. Both foster care and in-home cases are applicable for these items.



This graph shows the percent of cases which received a "Strength" rating for each indicator.

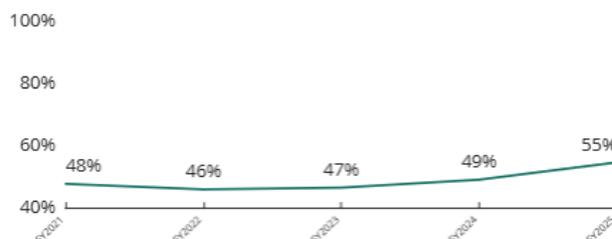
Well-being spotlight

Item 14 The frequency and quality of visits between caseworkers and child(ren) were sufficient to ensure the safety, permanency, and well-being of the child(ren) and promote achievement of case goals



Performance on item 14, which measures the frequency and quality of the caseworker’s visits with the child(ren) placed in foster care and receiving in-home services, has improved steadily from 78% three years ago to **88%** this year. This is a key activity which is required on a monthly basis in DCFS’ practice guidelines to ensure the children’s safety.

Item 12.B The agency made concerted efforts to assess the parents’ needs and provide appropriate services to meet their needs



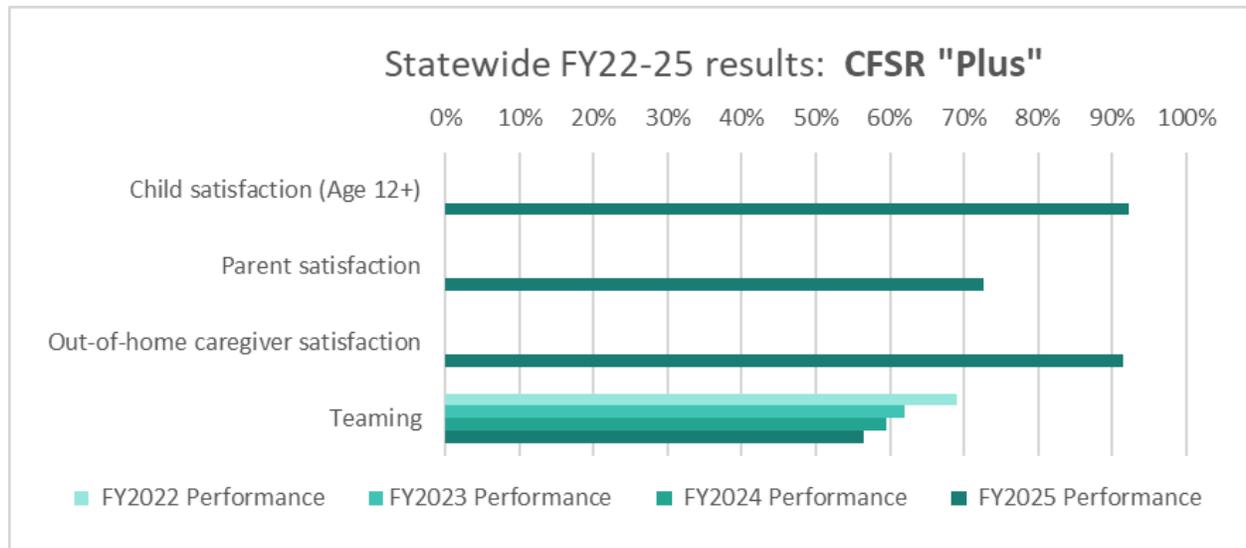
Item 15 The frequency and quality of visits between caseworkers and the parents were sufficient to ensure the safety, permanency, and well-being of the child(ren) and promote achievement of case goals



Item 12.B evaluates DCFS’ efforts to accurately assess the parents’ needs and provide the appropriate services to address these needs. It is encouraging to see a raise on this indicator. But at **55%**, this indicator remains low and is an area needing improvement. Similarly, performance on item 15, which measures the frequency and quality of the caseworker’s visits with mother(s) and father(s), made some gains this year from 46% to **53%** but remains an area needing improvement.

When analyzing the ANI ratings broken into mothers and fathers we see that the performance is slightly lower for fathers. Reviewers noted in several cases insufficient efforts to locate a missing father or contact and involve a non-custodial parent, stepparent, incarcerated parent, and parents who were not receiving reunification services anymore. Caseworker efforts to encourage and support parents who struggled to engage in services seemed inadequate in some cases. The frequency and quality of in-person visits between caseworker and parent(s) was another issue, with a tendency for caseworkers to rely on text messaging and virtual meetings instead of in-person contacts.

Additional indicators



* Satisfaction ratings for previous years are not available, because only an overall rating was gathered then.

A satisfaction survey is conducted with every parent, foster parent and child twelve years and older who is interviewed as part of the CFSR+. Interviewees are asked to rate a range of questions from *"I was treated with courtesy and respect by the worker"* to *"My circumstances are better now than before OR they are getting better because of services/supports."* This year, reviewers were asked to assign a rating based on the answers received for each group: children, parents, and foster parents. This is different from last year where only an overall rating was obtained. This provides us with more detailed results. Satisfaction was high for children served by DCFS (**92%**) and foster parents (**91%**), while **73%** of parents interviewed were satisfied with the services received by DCFS.

Teaming is the second "Plus" indicator added to the CFSR+. Reviewers are asked to determine "whether, during the period under review, concerted efforts were made (or are being made) to build a functioning team around the family, including the family and service providers, that shows a pattern of effective teamwork and collaboration that benefits the child and family. There is effective coordination in the provision of services across all providers." This indicator has been steadily declining. During FY2025 reviewers assigned a strength rating in 48 of the cases or **56%**, down from 69% three years ago. Teaming is a central component of DCFS practice; it needs to occur as often as the case circumstances require it and at least every time a new case plan is being developed. The team needs to include the family, including children old enough to participate, their informal and formal supporters and service providers, Guardian ad litem when available and DCFS. It's where plans are developed, progress is reviewed, and decisions are made about the case.

Analysis of the cases with ANI ratings shows:

1. Lack of comprehensive team membership and family engagement: Many cases with an ANI rating showed that the family was not adequately involved in the teaming process, or that their involvement was limited to only a few meetings. In some cases, the team was heavily weighted towards professionals, with insufficient involvement from the family's informal support system; the absence of key team members included therapists, school, and mentors.
2. Insufficient meeting frequency and ineffective structure: Several cases highlighted a lack of consistent and frequent Child and Family Team Meetings (CFTMs) during the period under review with some cases missing meetings at critical junctures. Meetings were sometimes described as lacking structure (lack of clear communication, information sharing, and coordination, sometimes the meeting looked more like a home visit than a team meeting), to effectively address the complex needs of the case.

DCFS has identified teaming as an area they plan to address in their Results-Based Accountability (RBA) plan.



DCFS Response to the FY2025 OSR annual report



State of Utah

SPENCER J. COX
Governor

DEIDRE M. HENDERSON
Lieutenant Governor

Department of Health & Human Services

TRACY S. GRUBER
Executive Director

DR. STACEY BANK
Executive Medical Director

NATE CHECKETTS
Deputy Director

DAVID LITVACK
Deputy Director

NATE WINTERS
Deputy Director

August 8, 2025

DCFS' response to the FY2025 OSR annual report

The Division of Child and Family Services (DCFS), as a part of the Department of Health and Human Services (DHHS), respectfully acknowledges the FY2025 Office of Services Review's (OSR) annual Report. DCFS diligently uses the OSR annual reports and their recommendations, federal child welfare data, DCFS' internal data, and the department's initiatives and expectations to inform and guide its continuous quality improvement goals. This data also helps DCFS prepare for the upcoming Federal Round 4 Child and Family Services Review (CFSR).

DCFS is dedicated to ongoing quality improvements across all levels of the agency and anticipates continued growth and enhancement in the upcoming FY2026 year.

Respectfully submitted,

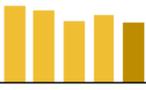
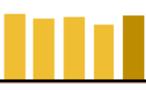


Tonya Myrup, LCSW
Director, Division of Child and Family Services

Appendix A: CPR

Item	Question	Standard	FY21	FY22	FY23	FY24	FY25	5-Year-Trend
CPS General								
CPSG.1	Did the investigating worker see the child within the priority time frame?	90%	90%	89%	89%	87%	87%	
CPSG.2	<i>This question has been discontinued. A new question is being tested and data will be included in next year's report.</i>	90%						
CPSG.3	Was the investigation completed within 30 days of CPS receiving the report from intake or within the extension period granted ?	90%	90%	91%	83%	92%	92%	
CPSG.4	Did the worker conduct the interview with the child outside the presence of the alleged perpetrator?	90%	93%	92%	90%	91%	95%	
CPSG.5	Did the worker interview the child's natural parents or other guardian when their whereabouts are known?	90%	93%	86%	80%	92%	90%	
CPSG.6	Did the worker interview third parties who have had direct contact with the child, where possible and appropriate?	90%	96%	95%	91%	95%	96%	
CPSG.7	Did the CPS worker make a scheduled or an unscheduled home visit during the investigation period?	90%	83%	76%	76%	79%	82%	
CPSG.8	Were the case findings of the report based on facts/information obtained/available during the investigation?	85%	95%	98%	95%	98%	97%	
CPSH.2	If this case involves an allegation of medical neglect, did the worker obtain a medical neglect opinion from a health care provider prior to case closure?	90%	71%	63%	59%	41%	59%	
CPS - Unable to locate								
CPSUL.1	Did the worker visit the home at times other than normal work hours?	85%	92%	64%	76%	82%	76%	
CPSUL.2	If any child in the family was school age, did the worker check with local schools for contact/location information about the family?	85%	82%	64%	79%	88%	80%	
CPSUL.3	Did the worker send the name and any other information regarding the family to the CLEAR (kin locator) license holder in the region for an internet search for additional address information?	85%	93%	84%	82%	88%	74%	
CPSUL.4	Did the worker check Erep (Utah's electronic eligibility system) for additional address or contact information?	85%	87%	79%	85%	89%	73%	
CPSUL.5	Did the worker check with the referent for additional address information?	85%	81%	53%	59%	79%	88%	

Item	Question	Standard	FY21	FY22	FY23	FY24	FY25	5-Year-Trend
CPS - Removals								
R.1	Did the worker visit the child in the placement by midnight of the second day after the date of removal from the child's home?	85%	89%	87%	89%	84%	84%	
R.2	After the first required visit, did the worker (CPS or ongoing worker) visit the child in the placement at least weekly for a total of three weeks?	85%	66%	79%	75%	76%	78%	
R.3	Within 24 hrs of the child's placement in care, did the worker make reasonable efforts to gather information essential to the child's safety and well being and was this information given to the provider?	85%	78%	72%	53%	44%	49%	
R.4	During the CPS investigation, were reasonable efforts made to locate possible kinship placements?	85%	98%	98%	98%	99%	93%	
R.5	Were the child's identified relatives notified within 30 days of the child coming into care?	85%	95%	98%	97%	95%	90%	
Intake - Unaccepted Referrals								
CPSUA.1	Was the nature of the referral documented?	85%	100%	100%	100%	100%	100%	
CPSUA.2	<i>This question has been discontinued.</i>							
CPSUA.3	Does the documentation adequately support the decision not to accept the referral?	85%	100%	98%	99%	95%	99%	

Item	Question	Standard	FY21	FY22	FY23	FY24	FY25	5-Year-Trend
In-Home Cases								
IH.1	Is there a current child and family plan in the file?	85%	88%	81%	76%	81%	72%	
IH.2	Was an initial child and family plan completed for the family within 45 days of the case start date?	85%	79%	74%	64%	69%	61%	
IH.3	Were the mother, father, child, and other caregivers involved in the development of the current child and family plan?	85%	82%	87%	70%	75%	80%	
A	the mother	85%	92%	95%	83%	87%	89%	
B	the father	85%	81%	76%	62%	68%	78%	
C	other caregiver (guardian, step-parent, kinship)?	85%	89%	89%	54%	82%	77%	
D	the child/youth if developmentally appropriate? (generally age 5 and over)	85%	65%	88%	66%	64%	68%	
IH.4	Did the worker have a face-to-face contact with the child at least once during each month of this review period?	85%	87%	88%	85%	84%	86%	
IH.5	Did the worker have a face-to-face conversation with the child outside the presence of the parent or substitute caregiver at least once during each month of the review period?	85%	65%	62%	60%	55%	64%	
IH.6	Did the worker make a face-to-face contact with the substitute caregiver at least once during each month of the review period?	85%	89%	89%	82%	82%	86%	
IH.7	Did the caseworker enter the residence where the child is living at least once during each month of the review period?	85%	84%	87%	86%	83%	90%	
IH.8	Did the worker make a face-to-face contact with the <u>mother</u> of the child at least once during each month of the review period?	85%	87%	85%	84%	81%	85%	
IH.9	Did the worker make a face-to-face contact with the <u>father</u> of the child at least once during each month of the review period?	85%	69%	63%	65%	58%	66%	

Item	Question	Standard	FY21	FY22	FY23	FY24	FY25	5-Year-Trend
Foster Care Cases								
SCF.A.2	Were reasonable efforts made to locate kinship placements?	85%	67%	65%	57%	57%	86%	
SCF.A.3	Prior to the child's placement change, did the worker provide information (essential to the child's safety and well being) to the substitute caregiver provider?	85%	67%	53%	49%	51%	63%	
SCF.B.1	Did the worker make a face-to-face contact with the substitute caregiver at least once during each month of the review period?	85%	93%	91%	93%	93%	94%	
SCF.B.2	Did the worker have a face-to-face contact with the child/youth inside the out-of-home placement at least once during each month of this review period?	85%	91%	87%	90%	92%	92%	
SCF.B.3	Did the worker have a face-to-face conversation with the child outside the presence of the caregiver at least once during each month of the review period?	85%	76%	66%	75%	79%	84%	
SCF.B.4	Did the worker make a face-to-face contact with the <u>mother</u> of the child at least once during each month of the review period?	85%	61%	64%	63%	67%	63%	
SCF.B.5	Did the worker make a face-to-face contact with the <u>father</u> of the child at least once during each month of the review period?	85%	50%	51%	54%	46%	48%	
SCF.C.1	Was an initial or annual Well Child CHEC conducted on time?	85%	76%	85%	86%	82%	84%	
SCF.C.2	Was an initial or annual mental health assessment conducted on time?	85%	84%	65%	53%	57%	57%	
SCF.C.3	Was an initial or annual dental assessment conducted on time?	85%	85%	86%	80%	75%	72%	

Item	Question	Standard	FY21	FY22	FY23	FY24	FY25	5-Year-Trend
Foster Care Cases								
SCF.D.1	Is there a current child and family plan in the file?	85%	88%	87%	83%	83%	81%	
SCF.D.2	Was an initial child and family plan completed for the family within 45 days of the case start date?	85%	60%	69%	58%	67%	35%	
SCF.D.3	Were the mother, father, child and other caregivers involved in the development of the current Child and Family Plan?	85%	83%	79%	78%	77%	78%	
A	the mother	85%	80%	82%	80%	80%	75%	
B	the father	85%	69%	59%	63%	52%	60%	
C	other caregiver (guardian, foster parent, stepparent, kin)?	85%	94%	90%	89%	90%	91%	
D	the child/youth if developmentally appropriate? (generally age 5 and over)	85%	81%	78%	74%	79%	83%	
SCF.D.4	Was the child provided the opportunity to visit with his/her <u>mother</u> weekly, OR is there an alternative visitation plan?	85%	89%	85%	77%	72%	76%	
SCF.D.5	Was the child provided the opportunity to visit with his/her <u>father</u> weekly, OR is there an alternative visitation plan?	85%	77%	75%	70%	53%	66%	
SCF.D.6	Was the child provided the opportunity for visitation with his/her siblings weekly OR is there an alternative visitation plan?	85%	86%	64%	70%	68%	67%	

Appendix B: CFSR+

FY 2025 Statewide CFSR+ Results

Item	Measure	Count	FY2025 Performance	FY2024 Performance	FY2023 Performance	FY2022 Performance
1	Meeting priority time frames in CPS	85	91%	90%	95%	88%
2	Services to prevent entry into foster care	85	58%	62%	75%	46%
3	Safety/risk assessment & management	85	67%	58%	65%	63%
4	Placement stability	49	76%	71%	69%	71%
5	Timely & appropriate selection of permanency goal	49	88%	85%	84%	78%
6	Efforts to achieve permanency goals	49	65%	73%	73%	73%
7	Placement with siblings	49	97%	97%	94%	97%
8	Child visits with parents and siblings	49	83%	78%	71%	71%
9	Preserving connections	49	84%	76%	73%	65%
10	Kinship placement	49	86%	82%	79%	85%
11	Other connecting strategies	49	70%	70%	58%	56%
12	Needs assessment & services	85	53%	47%	47%	37%
12A	For child/ren	85	80%	79%	85%	80%
12B	For mothers & fathers	85	55%	49%	47%	46%
12C	For foster parents	85	77%	82%	76%	74%
13	Child & family involvement in case planning	85	74%	56%	71%	69%
14	Caseworker visits w/child	85	88%	86%	82%	78%
15	Caseworker visits w/parent	85	53%	46%	51%	56%
16	Educational needs of child	85	84%	73%	92%	68%
17	Physical/dental health of child	85	82%	91%	92%	77%
18	Mental health/behavioral health of child	85	65%	50%	64%	70%
	Satisfaction Survey <i>Children (Age 12+)</i>	85	92%			
	<i>Parents</i>	85	73%			
	<i>Out-of-home caregivers</i>	85	91%			
	Overall Satisfaction ('22-'24)			86%	87%	87%
	Teaming	85	56%	59%	62%	69%

For a list of all CFSR Questions click [here](#).