



# CHILD AND FAMILY SERVICES REVIEWS

## Puerto Rico

# FINAL REPORT

## 2023



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# Final Report: Puerto Rico Child and Family Services Review

## INTRODUCTION

This document presents the findings of the Child and Family Services Review (CFSR) for the Commonwealth of Puerto Rico. The CFSRs enable the Children’s Bureau (CB) to: (1) ensure conformity with certain federal child welfare requirements; (2) determine what is happening to children and families as they are engaged in child welfare services; and (3) assist states in enhancing their capacity to help children and families achieve positive outcomes. Federal law and regulations authorize the CB, within the U.S. Department of Health and Human Services’ Administration for Children and Families, to administer the review of child and family services programs under titles IV-B and IV-E of the Social Security Act. The CFSRs are structured to help states identify strengths and areas needing improvement in their child welfare practices and programs as well as institute systemic changes that will improve child and family outcomes.

The findings for Puerto Rico are based on:

- The Statewide Assessment prepared by the Puerto Rico Departamento de la Familia, Administración de Familias y Niños (ADFAN), and submitted to the CB on March 6, 2023. The Statewide Assessment is Puerto Rico’s analysis of its performance on outcomes and the functioning of systemic factors in relation to title IV-B and IV-E requirements and the title IV-B Child and Family Services Plan.
- The August 2022 State Data Profile, prepared by the CB, which provides Puerto Rico’s Risk-Standardized Performance (RSP) compared to national performance on 7 statewide data indicators.
- The results of case reviews of 65 cases (40 foster care and 25 in-home), conducted via a CB-Led Review process at Mayaguez, Guayama, and two San Juan sites in Puerto Rico during May 8–12, 2023, examining case practices occurring during May 2022 through May 2023.
- Interviews and focus groups with stakeholders and partners, which included:
  - Attorneys representing the agency
  - Attorneys representing children
  - Attorneys representing parents
  - Child welfare caseworkers and supervisors
  - Service providers
  - Foster/adoptive parents
  - Judges
  - Agency Administrator, Department Secretary, and regional management
  - Permanency Plan reviewers
  - Parents
  - Youth

## Background Information

The Round 4 CFSR assesses state performance with regard to substantial conformity with 7 child and family outcomes and 7 systemic factors. Each outcome incorporates 1 or more of the 18 items included in the case review, and each item is rated as a Strength or Area Needing Improvement based on an evaluation of certain child welfare practices and processes in the cases reviewed in the state. With two exceptions, an item is assigned an overall rating of Strength if 90% or more of the applicable cases reviewed were rated as a Strength. Because Item 1 is the only item for Safety Outcome 1 and Item 16 is the only item for Well-Being Outcome 2, the requirement of a 95% Strength rating applies to those items. For a state to be in substantial conformity with a particular outcome, 95% or more of the cases reviewed must be rated as having substantially achieved the outcome. In addition, for Safety Outcome 1 and Permanency Outcome 1, the state’s RSP on applicable statewide data indicators must be better than or no different than national performance. This determination for substantial conformity is based on the data profile transmitted to the state to signal the start

of that state’s CFSR. The state’s RSP in subsequent data profiles will be factored into the determination of indicators required to be included in the state’s Program Improvement Plan (PIP).

Eighteen items are considered in assessing the state’s substantial conformity with the 7 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 how well the item-specific requirement is functioning. A determination of the rating is based on information provided by the state to demonstrate the functioning of the systemic factor in the Statewide Assessment and, as needed, from interviews with stakeholders and partners. For a state to be in substantial conformity with the systemic factors, no more than 1 of the items associated with the systemic factor can be rated as an Area Needing Improvement. For systemic factors that have only 1 item associated with them, that item must be rated as a Strength for a determination of substantial conformity. An overview of the pathways to substantial conformity for the CFSR outcomes and systemic factors is in Appendix B of the Round 4 *CFSR Procedures Manual*.

The CB made several changes to the CFSR process, items, and indicators that are relevant to evaluating performance, based on lessons learned during the third round of reviews. As such, a state’s performance in the fourth round of the CFSRs may not be directly comparable to its performance in the third round.

## I. SUMMARY OF PERFORMANCE

### Puerto Rico 2023 CFSR Assessment of Substantial Conformity for Outcomes and Systemic Factors

The CB has established high standards of performance for the CFSR based on the belief that because child welfare agencies work with our country’s most vulnerable children and families, only the highest standards of performance should be considered acceptable. The high standards ensure ongoing attention to achieving positive outcomes for children and families regarding safety, permanency, and well-being. This is consistent with the CFSR’s goal of promoting continuous improvement in performance on these outcomes. A state must develop and implement a PIP to address the areas of concern identified for each outcome or systemic factor for which the state is found not to be in substantial conformity. The CB recognizes that the kinds of systemic and practice changes necessary to bring about improvement in some outcome areas often take time to implement. The results of this CFSR are intended to serve as the basis for continued improvement efforts addressing areas where a state still needs to improve.

Table 1 provides a quick reminder of how case review items and statewide data indicators are combined to assess substantial conformity on each outcome:

**Table 1. Outcomes, Case Review Items, and Statewide Data Indicators**

Outcome	Case Review Item(s)	Statewide Data Indicators
Safety Outcome 1	Item 1	Maltreatment in foster care Recurrence of maltreatment
Safety Outcome 2	Items 2 and 3	N/A
Permanency Outcome 1	Items 4, 5, and 6	Permanency in 12 months for children entering foster care Permanency in 12 months for children in foster care 12–23 months Permanency in 12 months for children in care 24 months or more Reentry to foster care in 12 months Placement stability
Permanency Outcome 2	Items 7, 8, 9, 10, and 11	N/A
Well-Being Outcome 1	Items 12, 13, 14, and 15	N/A

Outcome	Case Review Item(s)	Statewide Data Indicators
Well-Being Outcome 2	Item 16	N/A
Well-Being Outcome 3	Items 17 and 18	N/A

Puerto Rico was found in substantial conformity with none of the 7 outcomes or 7 systemic factors.

## CB Comments on State Performance

The Administration for Children and Families, Children’s Bureau, determined on December 22, 2017, that the Commonwealth of Puerto Rico would not participate in Round 3 of the CFSR due to the island-wide devastation of Hurricanes Irma and Maria in September 2017. However, Puerto Rico completed a Statewide Assessment and submitted it in October 2018. The data for outcomes was based on Puerto Rico’s own quality assurance results using the Onsite Review Instrument and Instructions (OSRI). Based on a comparison of the results on the outcomes reported in the 2018 Statewide Assessment with the outcomes from the Round 4 CFSR, Puerto Rico has made substantial improvements in many areas, including safety assessment, placement stability, and most measures of well-being—especially education, and physical and behavioral health. Puerto Rico has made notable improvements in administrative data collection since 2018, improving its capacity to generate data that is of high enough quality to be able to consistently calculate Statewide Data Indicators, which Puerto Rico achieved for the first time in 2021. However, Puerto Rico has had a substantial decrease in permanency outcome achievement, specifically related to timeliness.

The Round 4 CFSR results indicate that the child welfare system in Puerto Rico has many strengths. First is the commitment of the ADFAN staff, attorneys who represent children and families, and judges in the child welfare system to supporting positive outcomes for children and their families. Puerto Rico also does well with coordinating educational supports and services for children, in addition to providing excellent services to older youth emancipating from foster care to develop and improve their independent living skills. Placement stability is another strength within the child welfare system. This is evidenced in the administrative data and supported by the case review results, specifically the strong work of ADFAN staff to appropriately assess and address the needs of foster parents, thus supporting consistency in placements.

Puerto Rico’s child welfare system faces several challenges in achieving positive outcomes for children and families. Several of these challenges are related to the infrastructure of the system. Since 2017, a substantial number of child welfare workers left the island and relocated to the mainland. This left Puerto Rico understaffed and overburdened with high caseloads and limited ability to support training, quality assurance, and diligent recruitment and retention of foster families, in addition to the services necessary to provide for the needs of children and families. Caseworkers in Puerto Rico typically carry both foster care and family preservation cases, as well as adult services cases. This adds to the burdens of high caseloads and staff turnover. While ADFAN has made great strides with its data system in being able to generate statewide data indicators, the system is cumbersome for staff to use and does not readily generate the reports necessary to support Puerto Rico in data-driven decision-making.

Puerto Rico also faces challenges in ongoing safety assessment and planning. One of the drivers of this, in both foster care and family preservation cases, is worker shortages that contribute to overwhelming caseloads. In turn, this leads to decisions to prioritize foster care cases over family preservation cases. As a result, the children and parents in family preservation cases were not routinely visited, and ongoing safety assessment and safety planning did not occur. Visits with children in foster care cases were consistent and of good quality, but ongoing safety planning and monitoring were challenging and should be areas of focus for program improvement planning.

A primary challenge that Puerto Rico faces in supporting children and families is the achievement of timely permanency. Improving initial safety assessments, increased utilization of safety-related services, and more comprehensive safety planning and monitoring could decrease entry rates to foster care and increase timely reunification. Puerto Rico faces a challenge in the overuse of congregate care settings or institutions. Fifty-five percent (22/40) of the children in the foster care sample were placed in group homes or institutions. Of those, 10 children were under the age of 10. Of those, 4 children had no specialized needs that would warrant

specialized care that a congregate care setting would provide. Increasing the use of kinship care and community-based foster care could support timely permanency.

Another strategy to increase timely permanency is parent engagement. Engaging parents in case planning and in having frequent and safe interactions with their children, and ensuring consistent, high-quality worker visits with parents, can improve outcomes, particularly in achieving timely permanency. Typically, parent engagement activities with mothers are more highly rated than those with fathers; however, in Puerto Rico, worker visits with fathers, fathers' visits with children, and engaging fathers in strengthening relationships with children were rated more highly than those activities with mothers. Service assessment and delivery, and engaging parents in case planning, were rated more highly with respect to mothers. The legal and judicial communities can support parent engagement by encouraging participation in court hearings and providing consistent legal support to parents.

There are practices that are jointly owned by the agency and the legal and judicial system partners that affect the timely achievement of permanency. Some of those practices were observed to be strengths of the system and others were areas needing improvement. A notable strength pertained to periodic review hearings (also called Subsequent Hearings in Puerto Rico). Stakeholders overwhelmingly experienced and expressed that these hearings were regularly held and were of good quality. The case reviews also demonstrated the timeliness of these reviews.

In contrast, because the agency in Puerto Rico lacks the authority to change a permanency goal, in many cases goals were not appropriate to the circumstances of the case. This included cases where parental rights were terminated and lengthy periods of time lapsed before the goal was changed to adoption, which delayed action on the part of the agency to secure adoptive resources. Additionally, concurrent goals were not always established and, when set, were not always worked simultaneously. There were many cases of terminations of parental rights (TPRs) not being filed timely. Puerto Rico's Statewide Assessment asserted that this is an area needing improvement. While the filing of TPR is an agency function, the court can encourage the timely filing and can help to identify when statutorily defined exceptions exist. In addition, the case file review indicated that often when termination petitions are filed, they are not promptly acted upon. It is incumbent upon the court to handle all petitions timely after filing and not delay them. Lastly, permanency goals need to be appropriate to the circumstances of the case and be in accordance with laws and regulations. Attention to timely and quality permanency hearings in accordance with the Adoption and Safe Families Act (ASFA) will assist Puerto Rico in addressing the above challenges.

Additionally, some of the permanency outcomes in the cases reviewed were affected by practices observed in Puerto Rico. For example, there appeared to be a culture of not working with non-respondent parents as a possible permanency resource if the child was not residing with that parent at the time of removal. Further, in cases where there was a missing or unknown parent, neither the agency nor the court or legal partners made consistent efforts to identify and locate those parents. This unnecessarily limited the permanency options available for children. Lastly, the adoption process in Puerto Rico did not appear to allow for continued connections with biological relatives. Because of this, children were languishing when guardianship was not appropriate, but there were strong familial bonds to consider that were preventing cases from moving forward to adoption.

Another area identified both in the case reviews and discussed in stakeholder interviews concerned delays due to parties' retention of private counsel. Many nuances around this issue were discussed in legal partner stakeholder interviews that may warrant further inquiry by Puerto Rico's legal and judicial system partners.

ADFAN enjoys a positive and strong working relationship with the Court Improvement Program in Puerto Rico. This collaboration is a solid foundation to support increased efforts at the local level, despite resource limitations, and can positively influence timely permanency and enhanced well-being for children and families in Puerto Rico's child welfare system.

The service array is another major challenge in Puerto Rico. There are limited services available outside of the San Juan metropolitan area, and often this translates into challenges with transportation, waitlists, and longer stays in foster care, as families struggle to remediate the issues that brought them to the attention of the child welfare system. Puerto Rico will need to address expanding the general array of services beyond the metro area in its PIP. Puerto Rico should review contracts with all service providers for opportunities to improve

service delivery with attention to gaps in services and barriers to access due to either location or waitlists. Stakeholders indicated that the process of contracting is cumbersome and creates challenges in securing additional services for parents and children with specialized needs. Outcomes improve when children and families receive relevant services in a timely manner. Some specific examples of service needs identified from the stakeholders interviewed include parenting classes held more often than every 6 months; more forensic evaluators for alleged victims of sexual abuse, as the waiting list often takes up to 1 year; and improved access to mental health services.

## **Equity Observations and Considerations**

The Adoption and Foster Care Analysis and Reporting System (AFCARS) shows that over 90% of children placed in foster care in Puerto Rico are identified as Hispanic. Demographic data further reveal that among those identified as Hispanic, nearly 20% also identify as Black, and just over 60% also identify as White. These proportions are similar to racial/ethnic distributions in the CFSR case sample for Puerto Rico and to those reported as part of the U.S. 2020 Census. Due to the low counts of the non-Hispanic child population in foster care in Puerto Rico, we are unable to discuss disproportionality and disparity in outcomes by race/ethnicity. However, since the vast majority of children in Puerto Rico are Hispanic, we can derive that Puerto Rico's performance on the statewide data indicators, as detailed on the following pages, largely represents the experiences of Hispanic children.

## **II. KEY FINDINGS RELATED TO OUTCOMES**

For each outcome, we provide Puerto Rico's performance on the applicable statewide data indicators from the data profile that was transmitted to Puerto Rico to signal the launch of the CFSR and performance summaries from the case review findings of the onsite review. Results have been rounded to the nearest whole number. A summary of Puerto Rico's performance for all outcomes and systemic factors is in Appendix A. Additional information on case review findings, including Puerto Rico's performance on case review item rating questions, is in the Practice Performance Report in Appendix B.

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

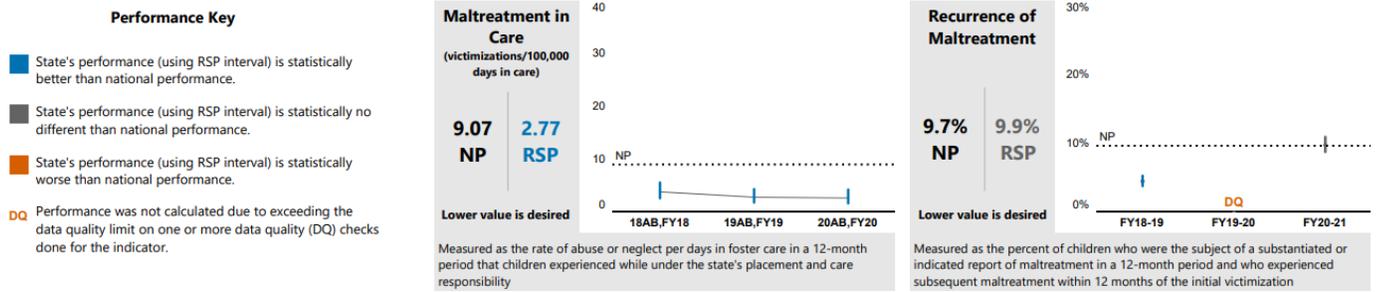
The CB determines whether a state is in substantial conformity based on the state's RSP on two statewide data indicators and the state's performance on Item 1: Timeliness of initiating investigations of reports of child maltreatment.

Puerto Rico's policy requires that ADFAN initiate present danger reports in 0–4 hours, imminent danger reports in 24–48 hours, and allegations of abuse in not more than 4 days. A report is initiated when face-to-face contact is made with the alleged victim child or children.

#### **Statewide Data Indicators**

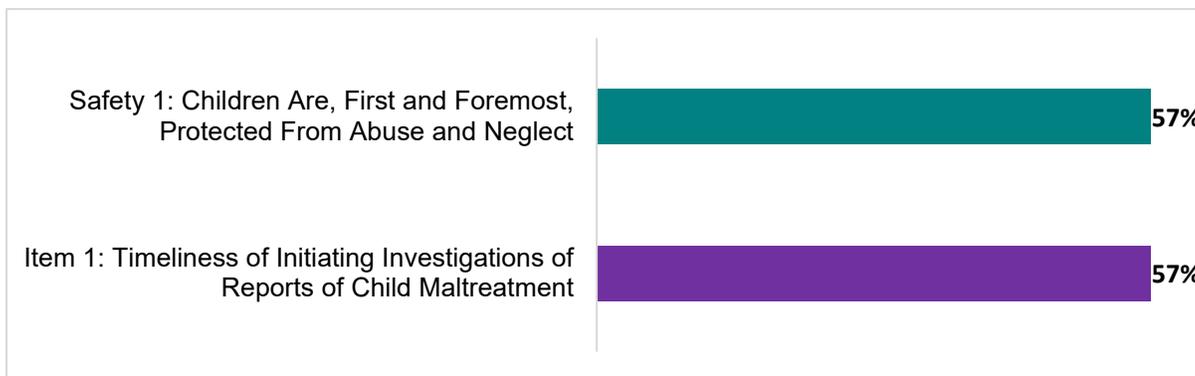
The chart below shows Puerto Rico's performance from the August 2022 data profile that signaled the start of the statewide assessment process and was used to determine substantial conformity for Safety Outcome 1.

**Figure 1. Puerto Rico’s Performance on Safety Outcome 1 Indicators**



**Case Review**

**Figure 2. Performance on Safety Outcome 1 and Supporting Items**



Puerto Rico was found not to be in substantial conformity with Safety Outcome 1:

- Puerto Rico’s performance on the “Maltreatment in Foster Care” data indicator was statistically better than national performance.
- Puerto Rico’s performance on the “Recurrence of Maltreatment” data indicator was no different than national performance.
- Less than 95% of the cases were rated as a Strength on Item 1.

**Notable Changes and Observations in Performance on the Safety Outcome 1 Data Indicators During Round 4<sup>1</sup>**

**Table 2. Risk-Standardized Performance Compared to National Performance—Safety 1 Data Indicators**

Statewide Data Indicator	Data Profile Transmitted With Statewide Assessment and Used to Determine Substantial Conformity	February 2023 Profile	Inclusion in PIP?
Maltreatment in Foster Care	Better	Better	No
Recurrence of Maltreatment in 12 months	No Different	No Different	No

<sup>1</sup> Performance and notable observations are based on Puerto Rico’s August 2022 and February 2023 data profiles and supplemental context data.

For Safety Outcome 1, Puerto Rico has exceeded or maintained the national performance for both safety statewide data indicators over the last 3 reporting periods.

For Maltreatment in Care, Puerto Rico performed well above the national performance in all three of the most recent reporting periods. Although the number of days children spent in care fluctuated during those periods—a 2% increase from fiscal year (FY) 2018 to FY 2019 and a 10% decrease from FY 2019 to FY 2020—victimizations decreased consistently across all periods.

- Children aged 11–16 consistently comprised the age group that had the greatest number of days in care and victimizations, accounting for over half of the state’s total victimizations in the last reporting year.

For Recurrence of Maltreatment, Puerto Rico performed better than the nation during FY 2018–19 and was excluded from performance due to data quality concerns in the subsequent reporting period. For the last reporting period, FY 2020–21, Puerto Rico’s performance was statistically no different than national performance.

Although Puerto Rico is not required to include the Recurrence of Maltreatment indicator in its PIP, it is worth noting that overall, the number of children with an initial substantiated or indicated maltreatment report during the reporting year decreased by 13% between FY 2018–19 and FY 2020–21, but the number of children who experienced recurrence of maltreatment within 12 months increased by 94% during the same timeframe.

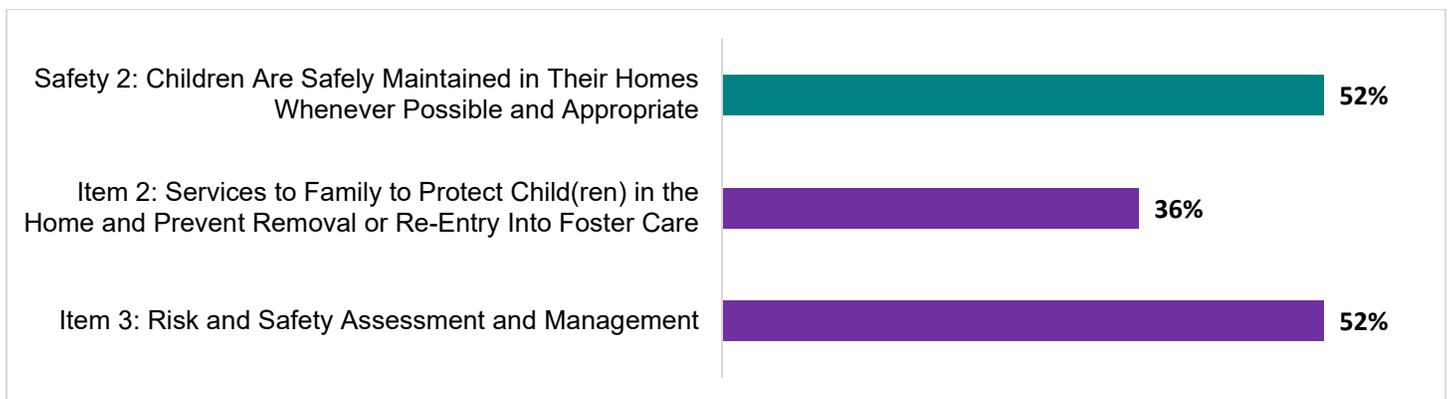
- While the initial victimization counts decreased for children in Puerto Rico, the number and percentage of children experiencing recurrence of maltreatment increased.
- For the most recent reporting year, children aged 1–5 years experienced the greatest number of initial and subsequent victimizations and had the highest percentage of recurrence of maltreatment, followed by children aged 11–16.
- There is substantial variation by municipality in recurrence of maltreatment. San Juan consistently accounts for the vast majority (over 90% percent) of initial and recurrent victimizations.

## Safety Outcome 2: Children are safely maintained in their homes whenever possible and appropriate.

The CB determines whether a state is in substantial conformity based on the state’s performance on Items 2 and 3.

### Case Review

**Figure 3. Performance on Safety Outcome 2 and Supporting Items**



Puerto Rico was found not to be in substantial conformity with Safety Outcome 2:

- Less than 95% or more of the cases reviewed were substantially achieved.
- Less than 90% of the cases were rated as a Strength on Item 2.

- Less than 90% of the cases were rated as a Strength on Item 3.

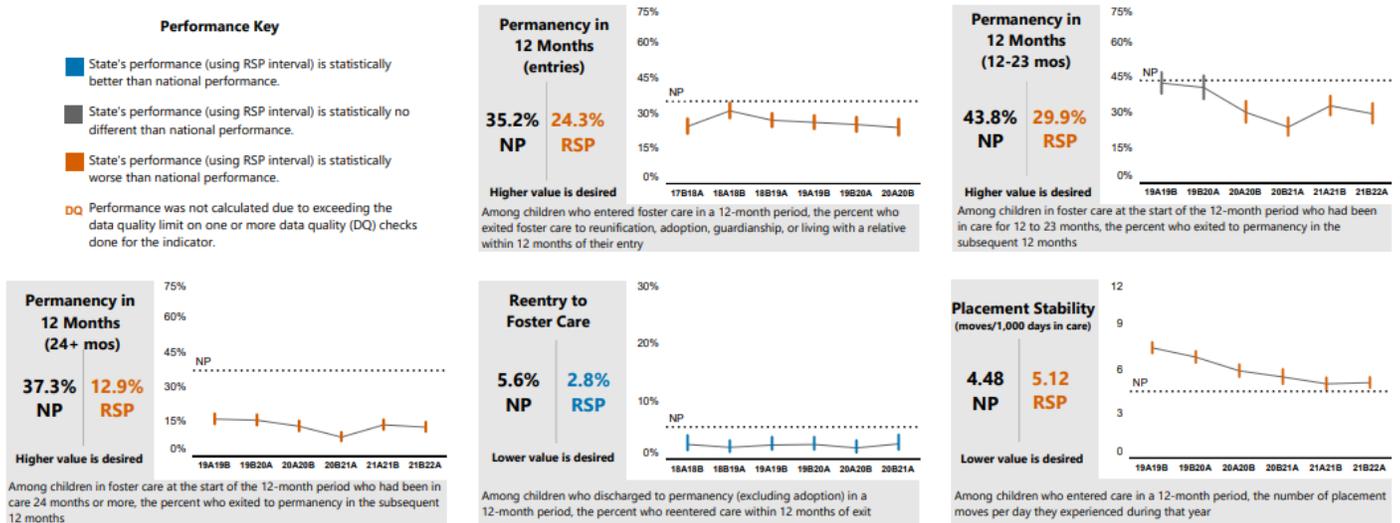
## Permanency Outcome 1: Children have permanency and stability in their living situations.

The CB determines whether a state is in substantial conformity based on the state’s RSP on 5 statewide data indicators and the state’s performance on Items 4, 5, and 6.

### Statewide Data Indicators

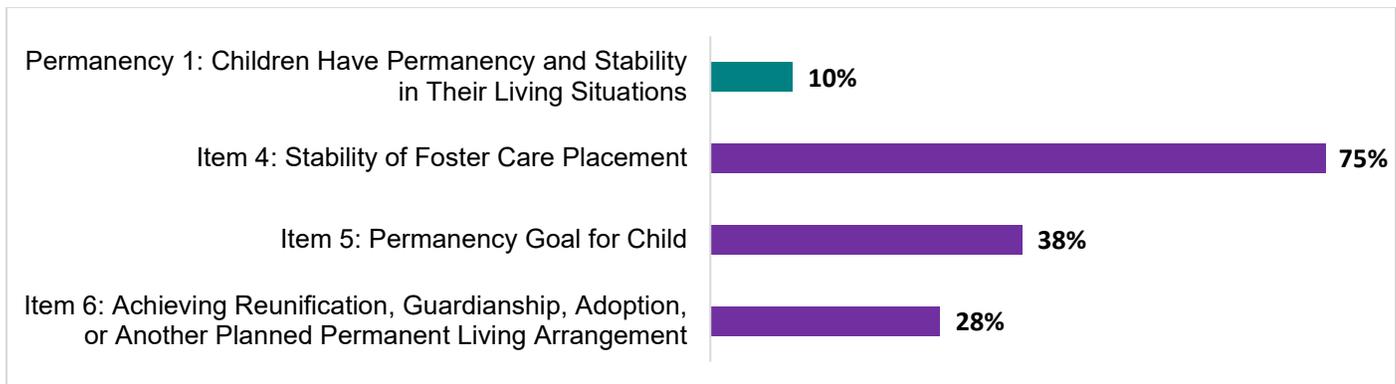
The chart below shows Puerto Rico’s performance, from the August 2022 data profile, that signaled the start of the statewide assessment process and was used to determine substantial conformity for Permanency Outcome 1.

**Figure 4. Puerto Rico’s Performance on Permanency Outcome 1 Indicators**



### Case Review

**Figure 5. Performance on Permanency Outcome 1 and Supporting Items**



Puerto Rico was found not to be in substantial conformity with Permanency Outcome 1:

- Puerto Rico’s performance on the “permanency in 12 months for children entering foster care” data indicator was statistically worse than national performance.

- Puerto Rico’s performance on the “permanency in 12 months for children in foster care 12–23 months” data indicator was statistically worse than national performance.
- Puerto Rico’s performance on the “permanency in 12 months for children in foster care 24 months or more” data indicator was statistically worse than national performance.
- Puerto Rico’s performance on the “reentry to foster care in 12 months” data indicator was statistically better than national performance.
- Puerto Rico’s performance on the “placement stability” data indicator was statistically worse than national performance.
- Less than 95% or more of the cases reviewed were substantially achieved.
- Less than 90% of the cases were rated as a Strength on Item 4.
- Less than 90% of the cases were rated as a Strength on Item 5.
- Less than 90% of the cases were rated as a Strength on Item 6.

### Notable Changes and Observations in Performance on the Permanency Outcome 1 Data Indicators During Round 4<sup>2</sup>

**Table 3. Risk-Standardized Performance Compared to National Performance—Permanency 1 Data Indicators**

Statewide Data Indicator	Data Profile Transmitted With Statewide Assessment and Used to Determine Substantial Conformity	February 2023 Profile	Inclusion in PIP?
Permanency in 12 months for children entering care	Worse	Worse	Yes
Permanency in 12 months for children in care 12–23 months	Worse	Worse	Yes
Permanency in 12 months for children in care 24 months or more	Worse	Worse	Yes
Reentry to foster care in 12 months	Better	Better	No
Placement stability	Worse	No Different	No

Across all reporting periods, Puerto Rico continues to struggle to achieve permanency in 12 months, regardless of children’s time in care, with performance statistically worse than national performance on all three “permanency in 12 months” indicators. Notably, over the last 6 reporting periods, the number of children entering care, in care 12–23 months, and 24 months or more decreased by 31%, 13%, and 12%, respectively. For the same timeframe, the number and percentage of exits to permanency fluctuated from year-to-year for children entering foster care and children in care 1 year or more. While the data show that the percentage of children exiting to permanency is low, the percentage increased during the last 3 reporting years.

- Children aged 11–16 comprised the greatest number of children entering care, almost half of the children in care 24 months or more, and experienced a low percentage of exits to permanency.

<sup>2</sup> Performance and notable observations are based on Puerto Rico’s August 2022 and February 2023 data profiles and supplemental context data.

- San Juan Municipio has the largest general child population and number of children entering care and in care for long periods of time. While children in San Juan experienced a low percentage of exits to permanency, performance shows improvement on all three “permanency in 12 months” indicators.
- There is substantial variation in achievement of permanency by municipalities, with more municipalities performing better than Puerto Rico for children in care less than 24 months than for children in care for 24 months or more. Bayamón municipality consistently had a higher percentage of children exiting to permanency compared to Puerto Rico.

Over the last 3 reporting years, the data show that the number of children exiting to reunification, to live with relatives, and to guardianship fluctuated, while the number and percentage of children re-entering care remained substantially low: less than 10 children, and 2%, respectively.

Performance on placement stability improved slightly over the last 3 reporting years. During that time, while the number of total days children spent in care decreased by less than 1%, the number of placement moves per 1,000 days in care decreased by 21%.

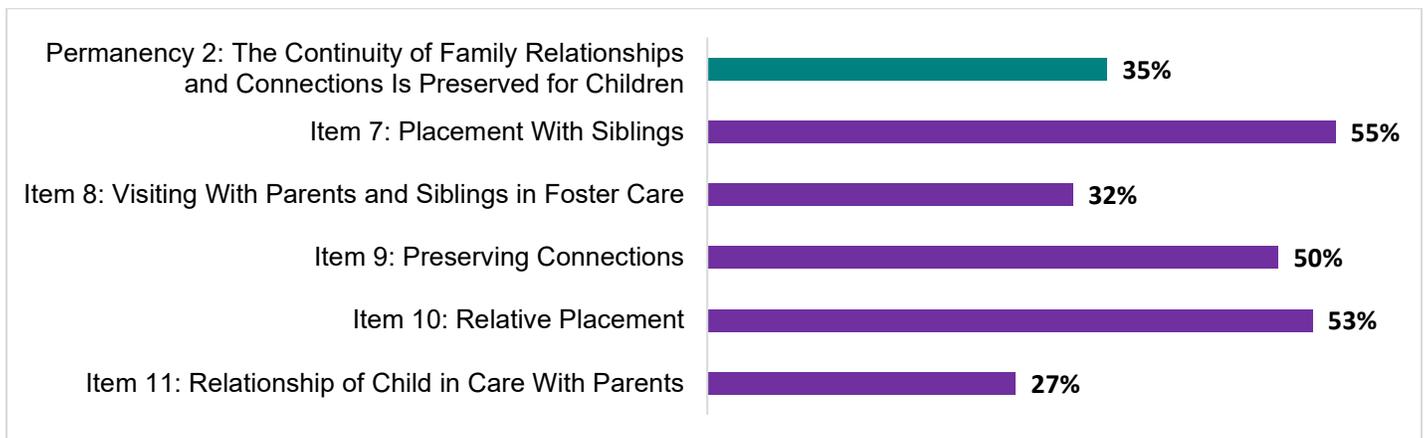
- Children aged 11–16 consistently comprised the greatest number of days in care and number of moves, while children aged 17 experienced the highest rate of placement moves.
- Notably, the rate of placement moves decreased for all age groups in the most recent reporting year compared to 3 years prior.
- There was substantial variation in the rate of placement moves per 1,000 days in care across municipalities, with lower rates in the larger municipalities compared to Puerto Rico apart from Carolina.

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

The CB determines whether a state is in substantial conformity based on the state’s performance on Items 7, 8, 9, 10, and 11.

### Case Review

**Figure 6. Performance on Permanency Outcome 2 and Supporting Items**



Puerto Rico was found not to be in substantial conformity with Permanency Outcome 2:

- Less than 95% or more of the cases reviewed were substantially achieved.
- Less than 90% of the cases were rated as a Strength on Item 7.
- Less than 90% of the cases were rated as a Strength on Item 8.
- Less than 90% of the cases were rated as a Strength on Item 9.
- Less than 90% of the cases were rated as a Strength on Item 10.

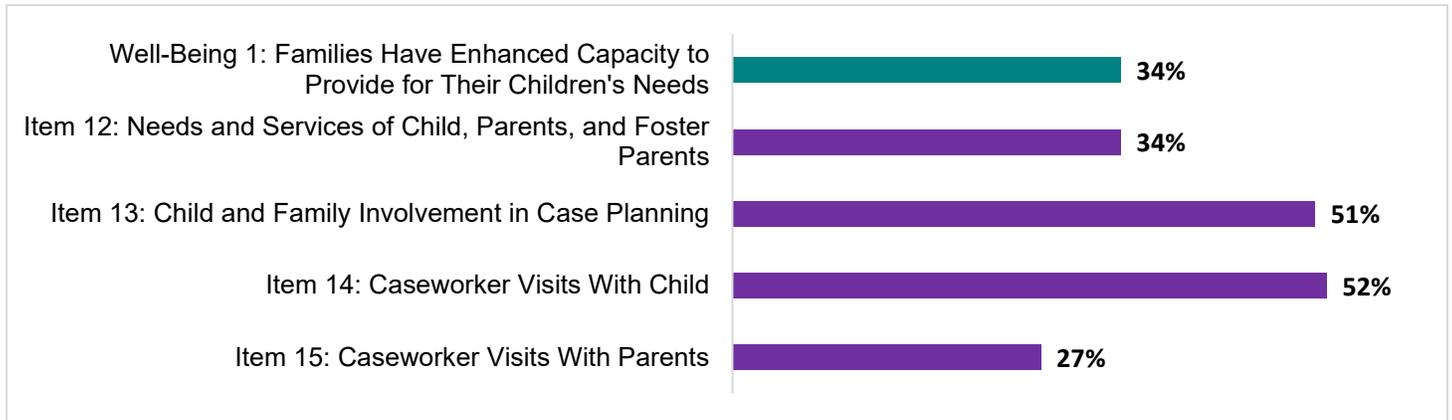
- Less than 90% of the cases were rated as a Strength on Item 11.

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

The CB determines whether a state is in substantial conformity based on the state’s performance on Items 12, 13, 14, and 15.

### Case Review

**Figure 7. Performance on Well-Being Outcome 1 and Supporting Items**



Puerto Rico was found not to be in substantial conformity with Well-Being Outcome 1:

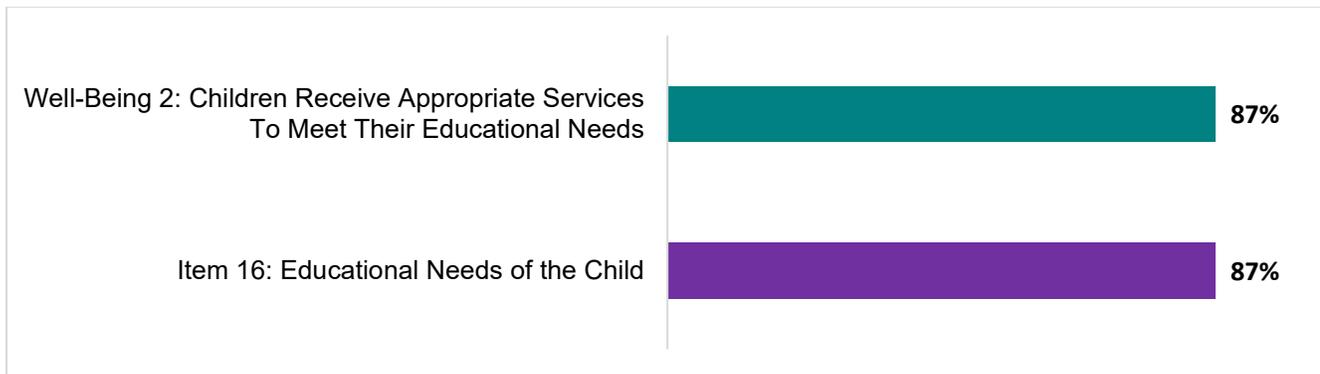
- Less than 95% or more of the cases reviewed were substantially achieved.
- Less than 90% of the cases were rated as a Strength on Item 12.
  - Less than 90% of the cases were rated as a Strength on Item 12A.
  - Less than 90% of the cases were rated as a Strength on Item 12B.
  - Less than 90% of the cases were rated as a Strength on Item 12C.
- Less than 90% of the cases were rated as a Strength on Item 13.
- Less than 90% of the cases were rated as a Strength on Item 14.
- Less than 90% of the cases were rated as a Strength on Item 15.

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

The CB determines whether a state is in substantial conformity based on the state’s performance on Item 16.

## Case Review

**Figure 8. Performance on Well-Being Outcome 2 and Supporting Items**



Puerto Rico was found not to be in substantial conformity with Well-Being Outcome 2:

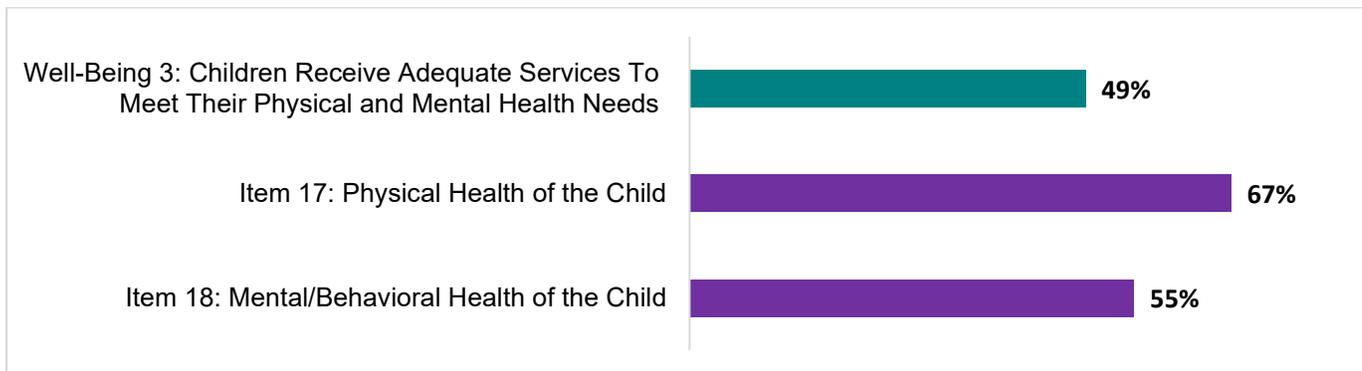
- Less than 95% of the cases were rated as a Strength on Item 16.

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

The CB determines whether a state is in substantial conformity based on the state's performance on Items 17 and 18.

## Case Review

**Figure 9. Performance on Well-Being Outcome 3 and Supporting Items**



Puerto Rico was found not to be in substantial conformity with Well-Being Outcome 3:

- Less than 95% or more of the cases reviewed were substantially achieved.
- Less than 90% of the cases were rated as a Strength on Item 17.
- Less than 90% of the cases were rated as a Strength on Item 18.

### III. KEY FINDINGS RELATED TO SYSTEMIC FACTORS

The CB determines whether a state is in substantial conformity with federal requirements for the 7 systemic factors based on the level of functioning of each systemic factor across the state. The CB determines substantial conformity with the systemic factors based on ratings for the item or items within each factor. Performance on 5 of the 7 systemic factors is determined based on ratings for multiple items or plan requirements. For a state to be found in substantial conformity with these systemic factors, the CB must find that no more than 1 of the required items for that systemic factor fails to function as required. For a state to be found in substantial conformity with the 2 systemic factors that are determined based on the rating of a single item, the CB must find that the item is functioning as required. For each systemic factor below, we provide performance summaries and a determination of whether Puerto Rico is in substantial conformity with that systemic factor. In addition, we provide ratings for each item.

#### Statewide Information System

The CB determines whether a state is in substantial conformity based on the state’s performance on Item 19.

Item	Rating
Item 19: Statewide Information System	Area Needing Improvement

Puerto Rico was found not to be in substantial conformity with the systemic factor of Statewide Information System.

#### Item 19: Statewide Information System

**Description of Systemic Factor Item:** The statewide information system is functioning statewide to ensure that, at a minimum, the state 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.

- Puerto Rico received an overall rating of Area Needing Improvement for Item 19 based on information from the Statewide Assessment.
- The Statewide Assessment contained evidence that demographic characteristics, status, location, and permanency goals were not accurate and not entered in the information system timely.

#### Case Review System

The CB determines whether a state is in substantial conformity based on the state’s performance on Items 20, 21, 22, 23, and 24.

Items	Rating
Item 20: Written Case Plan	Area Needing Improvement
Item 21: Periodic Reviews	Strength
Item 22: Permanency Hearings	Area Needing Improvement
Item 23: Termination of Parental Rights	Area Needing Improvement
Item 24: Notice of Hearings and Reviews to Caregivers	Area Needing Improvement

Puerto Rico was found not to be in substantial conformity with the systemic factor of Case Review System.

## **Item 20: Written Case Plan**

**Description of Systemic Factor Item:** The case review system is functioning statewide to ensure that each child has a written case plan that is developed jointly with the child's parent(s) and includes the required provisions.

- Puerto Rico received an overall rating of Area Needing Improvement for Item 20 based on information from the Statewide Assessment.
- Data from continuous quality improvement reviews and focus groups indicate that parents are not routinely engaged in the development of case plans.

## **Item 21: Periodic Reviews**

**Description of Systemic Factor Item:** The case review system is functioning statewide to ensure that a periodic review for each child occurs no less frequently than once every 6 months, either by a court or by administrative review.

- Puerto Rico received an overall rating of Strength for Item 21 based on information from the Statewide Assessment and stakeholder interviews.
- Periodic reviews ("subsequent reviews" in PR) are routinely happening no less frequently than at 6-month intervals. While neither ADFAN nor the courts have a system to track and ensure that periodic reviews are occurring timely, the stakeholders unanimously affirmed that this item is functioning well.

## **Item 22: Permanency Hearings**

**Description of Systemic Factor Item:** The case review system is functioning statewide to ensure that each child has a permanency hearing in a qualified court or administrative body that occurs no later than 12 months from the date the child entered foster care and no less frequently than every 12 months thereafter.

- Puerto Rico received an overall rating of Area Needing Improvement for Item 22 based on information from the Statewide Assessment.
- Neither the courts nor ADFAN have a system in place to track whether permanency hearings are timely and occurring at 12-month intervals.

## **Item 23: Termination of Parental Rights**

**Description of Systemic Factor Item:** The case review system is functioning statewide to ensure that the filing of termination of parental rights proceedings occurs in accordance with required provisions.

- Puerto Rico received an overall rating of Area Needing Improvement for Item 23 based on information from the Statewide Assessment.
- Information presented in the Statewide Assessment indicates that TPRs are not routinely filed in accordance with the provisions of ASFA. There is no clear communication between the judicial branch and ADFAN on the justification for not terminating parental rights.

## **Item 24: Notice of Hearings and Reviews to Caregivers**

**Description of Systemic Factor Item:** The case review system is functioning to ensure that foster parents, pre-adoptive parents, and relative caregivers of children in foster care are notified of, and have a right to be heard in, any review or hearing held with respect to the child.

- Puerto Rico received an overall rating of Area Needing Improvement for Item 24 based on information from the Statewide Assessment.
- Information presented in the Statewide Assessment indicated that Puerto Rico does not collect structured data regarding notice of permanency hearings and periodic reviews. ADFAN was unable to

provide evidence that there is a consistent means to notify foster parents, adoptive parents, or relative caregivers of hearings and reviews.

## Quality Assurance System

The CB determines whether a state is in substantial conformity based on the state’s performance on Item 25.

Item	Rating
Item 25: Quality Assurance System	Area Needing Improvement

Puerto Rico was found not to be in substantial conformity with the systemic factor of Quality Assurance System.

### Item 25: Quality Assurance System

**Description of Systemic Factor Item:** The quality assurance system is functioning statewide to ensure that it (1) is operating in the jurisdictions where the services included in the CFSP are provided, (2) has standards to evaluate the quality of services (including standards to ensure that children in foster care are provided quality services that protect their health and safety), (3) identifies strengths and needs of the service delivery system, (4) provides relevant reports, and (5) evaluates implemented program improvement measures.

- Puerto Rico received an overall rating of Area Needing Improvement for Item 25 based on information from the Statewide Assessment.
- While there are standards in place to evaluate the quality of services delivered, all 10 regions are not evaluated regularly utilizing these standards. The quality assurance system is not operating throughout the whole jurisdiction. This is primarily due to a lack of sufficient staff and staff being responsible for carrying out other activities such as training. Strengths and needs are identified; however, these are not based on review of all the regions and so universal applicability cannot be assumed. The quality assurance team is not able to provide consistent and regular support to regions in evaluation of PIPs.

## Staff and Provider Training

The CB determines whether a state is in substantial conformity based on the state’s performance on Items 26, 27, and 28.

Items	Rating
Item 26: Initial Staff Training	Area Needing Improvement
Item 27: Ongoing Staff Training	Area Needing Improvement
Item 28: Foster and Adoptive Parent Training	Area Needing Improvement

Puerto Rico was found not to be in substantial conformity with the systemic factor of Staff and Provider Training.

### Item 26: Initial Staff Training

**Description of Systemic Factor Item:** The staff and provider training system is functioning statewide to ensure that initial training is provided to all staff who deliver services pursuant to the CFSP that includes the basic skills and knowledge required for their positions.

- Puerto Rico received an overall rating of Area Needing Improvement for Item 26 based on information from the Statewide Assessment.
- Although data may indicate that newly appointed staff are being trained, this is only when the Training Office is made aware of these new hires. Additionally, training is lacking in certain topics and is deemed insufficient by staff to carry out their core functions.

## Item 27: Ongoing Staff Training

**Description of Systemic Factor Item:** The staff and provider training system is functioning statewide to ensure that ongoing training is provided for staff that addresses the skills and knowledge base needed to carry out their duties with regard to the services included in the CFSP.

- Puerto Rico received an overall rating of Area Needing Improvement for Item 27 based on information from the Statewide Assessment.
- Although Puerto Rico provides a wide array of trainings, satisfaction with the trainings is low, especially among supervisors. Supervisors have no formal training on their supervision duties. In addition, there is no formal way to evaluate the effectiveness of ongoing trainings.

## Item 28: Foster and Adoptive Parent Training

**Description of Systemic Factor Item:** The staff and provider training system is functioning statewide to ensure that training is occurring statewide 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.

- Puerto Rico received an overall rating of Area Needing Improvement for Item 28 based on information from the Statewide Assessment.
- Although foster and adoptive parents find the trainings helpful, they identified gaps in types of trainings offered. There exists no single registry in ADFAN where compliance with training hours is tracked; therefore, ADFAN does not have data on the training offered to service providers and adoptive or pre-adoptive parents. Puerto Rico was unable to provide information on the training of residential staff.

## Service Array and Resource Development

The CB determines whether a state is in substantial conformity based on the state's performance on Items 29 and 30.

Items	Rating
Item 29: Array of Services	Area Needing Improvement
Item 30: Individualizing Services	Area Needing Improvement

Puerto Rico was found not to be in substantial conformity with the systemic factor of Service Array and Resource Development.

### Item 29: Array of Services

**Description of Systemic Factor Item:** The service array and resource development system is functioning to ensure that the following array of services is accessible in all political jurisdictions covered by the CFSP: (1) services that assess the strengths and needs of children and families and determine other service needs, (2) services that address the needs of families in addition to individual children in order to create a safe home environment, (3) services that enable children to remain safely with their parents when reasonable, and (4) services that help children in foster and adoptive placements achieve permanency.

- Puerto Rico received an overall rating of Area Needing Improvement for Item 29 based on information from the Statewide Assessment and stakeholder interviews.
- Services are not fully available and accessible throughout Puerto Rico and all areas covered by the CFSP. Parenting programs are not readily accessible, as the classes are held only twice a year, leading to long delays in parents' ability to participate. Mental health services are also difficult to access, especially in rural regions. Services are concentrated in the San Juan metro area; as a result,

transportation to and from services is burdensome and often lacking. There is also a lack of in-home providers to support the system in keeping children out of foster care.

### Item 30: Individualizing Services

**Description of Systemic Factor Item:** The service array and resource development system is functioning statewide to ensure that the services in Item 29 can be individualized to meet the unique needs of children and families served by the agency.

- Puerto Rico received an overall rating of Area Needing Improvement for Item 30 based on information from the Statewide Assessment and stakeholder interviews.
- Stakeholders reported a lack of services available for children with specialized needs, such as those on the autism spectrum or with physical disabilities. While there are some means to obtain specialized equipment (e.g., a specialized headset for a child who is deaf), the process is cumbersome and time-consuming. With such difficulties, families are often referred to any services rather than those that meet individualized child and family needs.

## Agency Responsiveness to the Community

The CB determines whether a state is in substantial conformity based on the state’s performance on Items 31 and 32.

Items	Rating
Item 31: State Engagement and Consultation With Stakeholders Pursuant to CFSP and APSR	Area Needing Improvement
Item 32: Coordination of CFSP Services With Other Federal Programs	Area Needing Improvement

Puerto Rico was found not to be in substantial conformity with the systemic factor of Agency Responsiveness to the Community.

### Item 31: State Engagement and Consultation With Stakeholders Pursuant to CFSP and APSR

**Description of Systemic Factor Item:** The agency responsiveness to the community system is functioning statewide to ensure that, in implementing the provisions of the CFSP and developing related Annual Progress and Services Reports (APSRs), 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, objectives, and annual updates of the CFSP.

- Puerto Rico received an overall rating of Area Needing Improvement for Item 31 based on information from the Statewide Assessment.
- It is not clear how interagency committees and collaborative agreements are vehicles for consultation for the CFSP/APSR. There was no evidence of consultation with consumers or service providers for the CFSP/APSR. There was also no evidence that major concerns of stakeholders are addressed and represented in the goals, objectives, and annual updates of the CFSP.

### Item 32: Coordination of CFSP Services With Other Federal Programs

**Description of Systemic Factor Item:** The agency responsiveness to the community system is functioning statewide to ensure that the state’s services under the CFSP are coordinated with services or benefits of other federal or federally assisted programs serving the same population.

- Puerto Rico received an overall rating of Area Needing Improvement for Item 32 based on information from the Statewide Assessment.

- Puerto Rico did not provide sufficient evidence in reference to coordination of services under the CFSP with services or benefits of other federal or federally assisted programs serving the same population.

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

The CB determines whether a state is in substantial conformity based on the state’s performance on Items 33, 34, 35, and 36.

Items	Rating
Item 33: Standards Applied Equally	Area Needing Improvement
Item 34: Requirements for Criminal Background Checks	Area Needing Improvement
Item 35: Diligent Recruitment of Foster and Adoptive Homes	Area Needing Improvement
Item 36: State Use of Cross-Jurisdictional Resources for Permanent Placements	Area Needing Improvement

Puerto Rico was found not to be in substantial conformity with the systemic factor of Foster and Adoptive Parent Licensing, Recruitment, and Retention.

### Item 33: Standards Applied Equally

**Description of Systemic Factor Item:** The foster and adoptive parent licensing, recruitment, and retention system is functioning statewide to ensure that state standards are applied to all licensed or approved foster family homes or child care institutions receiving title IV-B or IV-E funds.

- Puerto Rico received an overall rating of Area Needing Improvement for Item 33 based on information from the Statewide Assessment.
- There is a lack of uniformity in documentation, although efforts are underway to streamline and standardize the process. Puerto Rico is working toward ensuring that standards are applied to all settings.

### Item 34: Requirements for Criminal Background Checks

**Description of Systemic Factor Item:** The foster and adoptive parent licensing, recruitment, and retention system is functioning statewide to ensure that 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.

- Puerto Rico received an overall rating of Area Needing Improvement for Item 34 based on information from the Statewide Assessment.
- While ADFAN states that it complies with federal fingerprinting requirements, the agency reports that the system in place to obtain criminal background clearances needs to be improved. There is no routine means of addressing safety through the case planning process.

### Item 35: Diligent Recruitment of Foster and Adoptive Homes

**Description of Systemic Factor Item:** The foster and adoptive parent licensing, recruitment, and retention system is functioning to ensure that the process for ensuring the diligent recruitment of potential foster and adoptive families who reflect the ethnic and racial diversity of children in the state for whom foster and adoptive homes are needed is occurring statewide.

- Puerto Rico received an overall rating of Area Needing Improvement for Item 35 based on information from the Statewide Assessment.
- Puerto Rico did not discuss the process for ensuring the diligent recruitment of potential foster and adoptive families who reflect the ethnic and racial diversity of children there. Puerto Rico does not

routinely capture the racial/ethnic identity of the children in care or of the foster and adoptive parents in the system. As a result, the agency is not able to recruit based on the racial and ethnic make-up of the children in care.

### **Item 36: State Use of Cross-Jurisdictional Resources for Permanent Placements**

**Description of Systemic Factor Item:** The foster and adoptive parent licensing, recruitment, and retention system is functioning to ensure that the process for ensuring the effective use of cross-jurisdictional resources to facilitate timely adoptive or permanent placements for waiting children is occurring statewide.

- Puerto Rico received an overall rating of Area Needing Improvement for Item 35 based on information from the Statewide Assessment.
- While Puerto Rico has an agreement with certain jurisdictions to address these placements, as well as staff to manage the process, a formal universal process is not in place. In addition, there is no means for tracking how long interstate assessments take to complete.

## APPENDIX A

### Summary of Puerto Rico 2023 Child and Family Services Review Performance

#### I. Ratings for Safety, Permanency, and Well-Being Outcomes and Items and Performance on Statewide Data Indicators

**Outcome Achievement:** Outcomes may be rated as in substantial conformity or not in substantial conformity. 95% 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.

**Item Achievement:** Items may be rated as a Strength or as an Area Needing Improvement. For an overall rating of Strength, 90% of the cases reviewed for the item (with the exception of Item 1 and Item 16) must be rated as a Strength. Because Item 1 is the only item for Safety Outcome 1 and Item 16 is the only item for Well-Being Outcome 2, the requirement of a 95% Strength rating applies.

**Statewide Data Indicators:** For Safety Outcome 1 and Permanency Outcome 1, the state's performance is also considered against the national performance for each statewide data indicator. State performance may be statistically better, worse, or no different than the national performance. If a state did not provide the required data or did not meet the applicable item data quality limits, the CB did not calculate the state's performance for the statewide data indicator.

**RSP** (Risk-Standardized Performance) is derived from a multi-level statistical model, reflects the state's performance relative to states with similar children, and takes into account the number of children the state served, the age distribution of these children and, for some indicators, the state's entry rate. It uses risk adjustment to minimize differences in outcomes due to factors over which the state has little control and provides a fairer comparison of state performance against national performance.

**RSP Interval** is the 95% confidence interval estimate for the state's RSP. The values shown are the lower RSP and upper RSP of the interval estimate. The interval accounts for the amount of uncertainty associated with the RSP. For example, the CB is 95% confident that the true value of the RSP is between the lower and upper limit of the interval.

**Data Period(s) Used** refers to the initial 12-month period and the period(s) of data needed to follow the children to observe their outcomes. The FY or federal fiscal year refers to NCANDS data, which spans the 12-month period October 1–September 30. All other periods refer to AFCARS data. "A" refers to the 6-month period October 1–March 31. "B" refers to the 6-month period April 1–September 30. The 2-digit year refers to the calendar year in which the period ends.

#### ***SAFETY OUTCOME 1: CHILDREN ARE, FIRST AND FOREMOST, PROTECTED FROM ABUSE AND NEGLECT.***

Data Element	Overall Determination	State Performance
<b>Safety Outcome 1: Children are, first and foremost, protected from abuse and neglect.</b>	Not in Substantial Conformity	57% Substantially Achieved
<b>Item 1: Timeliness of investigations</b>	Area Needing Improvement	57% Strength

**DATA INDICATORS FOR SAFETY OUTCOME 1**

Statewide Data Indicator	National Performance	Overall Determination	Direction of Desired Performance	RSP	RSP Interval	Data Period(s) Used
<b>Maltreatment in foster care (victimizations per 100,000 days in care)</b>	9.07	Better Than National Performance	Lower	2.77	1.76–4.36	20A–20B, FY20–21
<b>Recurrence of maltreatment</b>	9.7%	No Different Than National Performance	Lower	9.9%	8.9%–11.1%	FY20–21

**SAFETY OUTCOME 2: CHILDREN ARE SAFELY MAINTAINED IN THEIR HOMES WHENEVER POSSIBLE AND APPROPRIATE.**

Data Element	Overall Determination	State Performance
<b>Safety Outcome 2: Children are safely maintained in their homes whenever possible and appropriate.</b>	Not in Substantial Conformity	52% Substantially Achieved
<b>Item 2: Services to protect child(ren) in the home and prevent removal or re-entry into foster care</b>	Area Needing Improvement	36% Strength
<b>Item 3: Risk and safety assessment and management</b>	Area Needing Improvement	52% Strength

**PERMANENCY OUTCOME 1: CHILDREN HAVE PERMANENCY AND STABILITY IN THEIR LIVING SITUATIONS.**

Data Element	Overall Determination	State Performance
<b>Permanency Outcome 1: Children have permanency and stability in their living situations.</b>	Not in Substantial Conformity	10% Substantially Achieved
<b>Item 4: Stability of foster care placement</b>	Area Needing Improvement	75% Strength
<b>Item 5: Permanency goal for child</b>	Area Needing Improvement	38% Strength
<b>Item 6: Achieving reunification, guardianship, adoption, or another planned permanent living arrangement</b>	Area Needing Improvement	28% Strength

**DATA INDICATORS FOR PERMANENCY OUTCOME 1**

Statewide Data Indicator	National Performance	Overall Determination	Direction of Desired Performance	RSP	RSP Interval	Data Period(s) Used
Permanency in 12 months for children entering foster care	35.2%	Worse Than National Performance	Higher	24.3%	21.1%–27.9%	20A–20B
Permanency in 12 months for children in foster care 12–23 months	43.8%	Worse Than National Performance	Higher	29.9%	25.8%–34.4%	21B–22A
Permanency in 12 months for children in foster care 24 months or more	37.3%	Worse Than National Performance	Higher	12.9%	11%–15.1%	21B–22A
Re-entry to foster care in 12 months	5.6%	Better Than National Performance	Lower	2.8%	1.8%–4.4%	20B–21A
Placement stability (moves per 1,000 days in care)	4.48	Worse Than National Performance	Lower	5.12	4.77–5.49	21B–22A

**PERMANENCY OUTCOME 2: THE CONTINUITY OF FAMILY RELATIONSHIPS AND CONNECTIONS IS PRESERVED FOR CHILDREN.**

Data Element	Overall Determination	State Performance
<b>Permanency Outcome 2: The continuity of family relationships and connections is preserved for children.</b>	Not in Substantial Conformity	35% Substantially Achieved
<b>Item 7: Placement with siblings</b>	Area Needing Improvement	55% Strength
<b>Item 8: Visiting with parents and siblings in foster care</b>	Area Needing Improvement	32% Strength
<b>Item 9: Preserving connections</b>	Area Needing Improvement	50% Strength
<b>Item 10: Relative placement</b>	Area Needing Improvement	53% Strength
<b>Item 11: Relationship of child in care with parents</b>	Area Needing Improvement	27% Strength

**WELL-BEING OUTCOME 1: FAMILIES HAVE ENHANCED CAPACITY TO PROVIDE FOR THEIR CHILDREN'S NEEDS.**

<b>Data Element</b>	<b>Overall Determination</b>	<b>State Performance</b>
<b>Well-Being Outcome 1: Families have enhanced capacity to provide for their children's needs.</b>	Not in Substantial Conformity	34% Substantially Achieved
<b>Item 12: Needs and services of child, parents, and foster parents</b>	Area Needing Improvement	34% Strength
<b>Sub-Item 12A: Needs assessment and services to children</b>	Area Needing Improvement	52% Strength
<b>Sub-Item 12B: Needs assessment and services to parents</b>	Area Needing Improvement	31% Strength
<b>Sub-Item 12C: Needs assessment and services to foster parents</b>	Area Needing Improvement	74% Strength
<b>Item 13: Child and family involvement in case planning</b>	Area Needing Improvement	51% Strength
<b>Item 14: Caseworker visits with child</b>	Area Needing Improvement	52% Strength
<b>Item 15: Caseworker visits with parents</b>	Area Needing Improvement	27% Strength

**WELL-BEING OUTCOME 2: CHILDREN RECEIVE APPROPRIATE SERVICES TO MEET THEIR EDUCATIONAL NEEDS.**

<b>Data Element</b>	<b>Overall Determination</b>	<b>State Performance</b>
<b>Well-Being Outcome 2: Children receive appropriate services to meet their educational needs.</b>	Not in Substantial Conformity	87% Substantially Achieved
<b>Item 16: Educational needs of the child</b>	Area Needing Improvement	87% Strength

**WELL-BEING OUTCOME 3: CHILDREN RECEIVE ADEQUATE SERVICES TO MEET THEIR PHYSICAL AND MENTAL HEALTH NEEDS.**

<b>Data Element</b>	<b>Overall Determination</b>	<b>State Performance</b>
<b>Well-Being Outcome 3: Children receive adequate services to meet their physical and mental health needs.</b>	Not in Substantial Conformity	49% Substantially Achieved
<b>Item 17: Physical health of the child</b>	Area Needing Improvement	67% Strength
<b>Item 18: Mental/behavioral health of the child</b>	Area Needing Improvement	55% Strength

## II. Ratings for Systemic Factors

The CB determines whether a state is in substantial conformity with federal requirements for the 7 systemic factors based on the level of functioning of each systemic factor across the state. The CB determines substantial conformity with the systemic factors based on ratings for the item or items within each factor. Performance on 5 of the 7 systemic factors is determined on the basis of ratings for multiple items or plan requirements. For a state to be found in substantial conformity with these systemic factors, the CB must find that no more than 1 of the required items for that systemic factor fails to function as required. For a state to be found in substantial conformity with the 2 systemic factors that are determined based on the rating of a single item, the CB must find that the item is functioning as required.

### STATEWIDE INFORMATION SYSTEM

Data Element	Source of Data and Information	State Performance
Statewide Information System	Statewide Assessment	Not in Substantial Conformity
Item 19: Statewide Information System	Statewide Assessment	Area Needing Improvement

### CASE REVIEW SYSTEM

Data Element	Source of Data and Information	State Performance
Case Review System	Statewide Assessment and Stakeholder Interviews	Not in Substantial Conformity
Item 20: Written Case Plan	Statewide Assessment	Area Needing Improvement
Item 21: Periodic Reviews	Statewide Assessment and Stakeholder Interviews	Strength
Item 22: Permanency Hearings	Statewide Assessment	Area Needing Improvement
Item 23: Termination of Parental Rights	Statewide Assessment	Area Needing Improvement
Item 24: Notice of Hearings and Reviews to Caregivers	Statewide Assessment	Area Needing Improvement

### QUALITY ASSURANCE SYSTEM

Data Element	Source of Data and Information	State Performance
Quality Assurance System	Statewide Assessment	Not in Substantial Conformity
Item 25: Quality Assurance System	Statewide Assessment	Area Needing Improvement

### STAFF AND PROVIDER TRAINING

Data Element	Source of Data and Information	State Performance
Staff and Provider Training	Statewide Assessment	Not in Substantial Conformity

<b>Data Element</b>	<b>Source of Data and Information</b>	<b>State Performance</b>
<b>Item 26: Initial Staff Training</b>	Statewide Assessment	Area Needing Improvement
<b>Item 27: Ongoing Staff Training</b>	Statewide Assessment	Area Needing Improvement
<b>Item 28: Foster and Adoptive Parent Training</b>	Statewide Assessment	Area Needing Improvement

***SERVICE ARRAY AND RESOURCE DEVELOPMENT***

<b>Data Element</b>	<b>Source of Data and Information</b>	<b>State Performance</b>
<b>Service Array and Resource Development</b>	Statewide Assessment and Stakeholder Interviews	Not in Substantial Conformity
<b>Item 29: Array of Services</b>	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement
<b>Item 30: Individualizing Services</b>	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement

***AGENCY RESPONSIVENESS TO THE COMMUNITY***

<b>Data Element</b>	<b>Source of Data and Information</b>	<b>State Performance</b>
<b>Agency Responsiveness to the Community</b>	Statewide Assessment	Not in Substantial Conformity
<b>Item 31: State Engagement and Consultation With Stakeholders Pursuant to CFSP and APSR</b>	Statewide Assessment	Area Needing Improvement
<b>Item 32: Coordination of CFSP Services With Other Federal Programs</b>	Statewide Assessment	Area Needing Improvement

***FOSTER AND ADOPTIVE PARENT LICENSING, RECRUITMENT, AND RETENTION***

<b>Data Element</b>	<b>Source of Data and Information</b>	<b>State Performance</b>
<b>Foster and Adoptive Parent Licensing, Recruitment, and Retention</b>	Statewide Assessment	Not in Substantial Conformity
<b>Item 33: Standards Applied Equally</b>	Statewide Assessment	Area Needing Improvement
<b>Item 34: Requirements for Criminal Background Checks</b>	Statewide Assessment	Area Needing Improvement
<b>Item 35: Diligent Recruitment of Foster and Adoptive Homes</b>	Statewide Assessment	Area Needing Improvement
<b>Item 36: State Use of Cross-Jurisdictional Resources for Permanent Placements</b>	Statewide Assessment	Area Needing Improvement

## APPENDIX B: PRACTICE PERFORMANCE REPORT Puerto Rico CFSR (CB-Led) 2023

The Practice Performance Report provides an aggregated summary of practice performance for all 18 items in the Onsite Review Instrument and Instructions (OSRI) for all approved and final cases from all the sites in the Puerto Rico CFSR CB-Led Review and includes a breakdown of performance by case type. Please refer to the Rating Criteria section at the end of each item in the OSRI to identify which responses to questions will result in a Strength rating. For more information on the OSRI, see <https://www.cfsportal.acf.hhs.gov/resources/round-4-resources/cfsr-round-4-instruments-tools-and-guides>

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

#### Item 1: Timeliness of Initiating Investigations of Reports of Child Maltreatment

Practice Description	All Case Types— Performance of Applicable Cases
(Question 1A) Investigations or assessments were initiated in accordance with the state's timeframes and requirements in cases.	64.29% (9) of 14
(Question 1B) Face-to-face contact with the child(ren) who is (are) the subject of the report were made in accordance with the state's timeframes and requirements in cases.	57.14% (8) of 14
(Question 1C) Reasons for delays in initiation of investigations or assessments and/or face-to-face contact were due to circumstances beyond the control of the agency.	0% (0) of 6
Item 1 Strength Ratings	57.14% (8) of 14

### Safety Outcome 2: Children are safely maintained in their homes whenever possible and appropriate.

#### Item 2: Services to Family to Protect Child(ren) in the Home and Prevent Removal or Re-Entry Into Foster Care

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Questions 2A and 2B) Agency made concerted efforts to provide or arrange for appropriate services for the family to protect the children and prevent their entry or reentry into foster care.	33.33% (3) of 9	15.38% (2) of 13	22.73% (5) of 22

<b>Practice Description</b>	<b>Foster Care— Performance of Applicable Cases</b>	<b>In-Home Services— Performance of Applicable Cases</b>	<b>All Case Types— Performance of Applicable Cases</b>
(Questions 2A and 2B) Although the agency did not make concerted efforts to provide or arrange for appropriate services for the family to protect the children and prevent their entry into foster care, the child(ren) was removed from the home because this action was necessary to ensure the child's safety.	22.22% (2) of 9	Not Applicable	22.22% (2) of 9
(Questions 2A and 2B) Agency did not make concerted efforts to provide services and the child was removed without providing appropriate services.	33.33% (3) of 9	Not Applicable	33.33% (3) of 9
(Questions 2A and 2B) Concerted efforts were not made to provide appropriate services to address safety/risk issues and the child(ren) remained in the home.	0% (0) of 9	84.62% (11) of 13	50% (11) of 22
Item 2 Strength Ratings	66.66% (6) of 9	15.38% (2) of 13	36.36% (8) of 22

### Item 3: Risk and Safety Assessment and Management

<b>Practice Description</b>	<b>Foster Care— Performance of Applicable Cases</b>	<b>In-Home Services— Performance of Applicable Cases</b>	<b>All Case Types— Performance of Applicable Cases</b>
(Question 3A1) There were no maltreatment allegations about the family that were not formally reported or formally investigated/assessed.	95% (38) of 40	92% (23) of 25	93.85% (61) of 65
(Question 3A1) There were no maltreatment allegations that were not substantiated despite evidence that would support substantiation.	100% (40) of 40	96% (24) of 25	98.46% (64) of 65
(Question 3A) The agency conducted an initial assessment that accurately assessed all risk and safety concerns.	50% (1) of 2	66.67% (4) of 6	62.5% (5) of 8
(Question 3B) The agency conducted ongoing assessments that accurately assessed all risk and safety concerns.	77.5% (31) of 40	12% (3) of 25	52.31% (34) of 65
(Question 3C) When safety concerns were present, the agency developed an appropriate safety plan with the family and continually monitored the safety plan as needed, including monitoring family engagement in safety-related services.	50% (1) of 2	11.11% (1) of 9	18.18% (2) of 11
(Question 3D) There were no safety concerns pertaining to children in the family home that were not adequately or appropriately addressed by the agency.	100% (8) of 8	33.33% (3) of 9	64.71% (11) of 17

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 3E) There were no concerns related to the safety of the target child in foster care during visitation with parent(s)/caregiver(s) or other family members that were not adequately or appropriately addressed by the agency.	100% (30) of 30	Not Applicable	100% (30) of 30
(Question 3F) There were no concerns for the target child's safety in the foster home or placement facility that were not adequately or appropriately addressed by the agency.	100% (40) of 40	Not Applicable	100% (40) of 40
Item 3 Strength Ratings	77.5% (31) of 40	12% (3) of 25	52.31% (34) of 65

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

### Item 4: Stability of Foster Care Placement

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 4B) Placement changes for the child were planned by the agency in an effort to achieve the child's case goals or to meet the needs of the child.	33.33% (5) of 15	33.33% (5) of 15
(Question 4C) The child's current or most recent placement setting is stable.	95% (38) of 40	95% (38) of 40
Item 4 Strength Ratings	75% (30) of 40	75% (30) of 40

### Item 5: Permanency Goal for Child

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 5A3) Permanency goal(s) is (are) specified in the case file.	100% (40) of 40	100% (40) of 40
(Question 5B) Permanency goals in effect during the period under review were established in a timely manner.	65% (26) of 40	65% (26) of 40
(Question 5C) Permanency goals in effect during the period under review were appropriate to the child's needs for permanency and to the circumstances of the case.	62.5% (25) of 40	62.5% (25) of 40
(Question 5D) Child has been in foster care for at least 15 of the most recent 22 months.	75% (30) of 40	75% (30) of 40
(Questions 5E and 5F) Child meets other Adoption and Safe Families Act criteria for termination of parental rights (TPR).	0% (0) of 10	0% (0) of 10

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Questions 5F and 5G) The agency filed or joined a TPR petition before the period under review (PUR) or in a timely manner during the PUR or an exception applied.	55.17% (16) of 29	55.17% (16) of 29
Item 5 Strength Ratings	37.5% (15) of 40	37.5% (15) of 40

### Item 6: Achieving Reunification, Guardianship, Adoption, or Another Planned Permanent Living Arrangement

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Questions 6A4 and 6B) The agency and court made concerted efforts to achieve reunification in a timely manner.	22.22% (2) of 9	22.22% (2) of 9
(Questions 6A4 and 6B) The agency and court made concerted efforts to achieve guardianship in a timely manner.	33.33% (2) of 6	33.33% (2) of 6
(Questions 6A4 and 6B) The agency and court made concerted efforts to achieve adoption in a timely manner.	12.5% (1) of 8	12.5% (1) of 8
(Questions 6A4 and 6C) The agency and court made concerted efforts to place a child with a goal of Another Planned Permanent Living Arrangement (APPLA) in a living arrangement that can be considered permanent until discharge from foster care.	50% (2) of 4	50% (2) of 4
(Questions 6A4 and 6B or 6A4 and 6C) The agency and court made concerted efforts to achieve concurrent goals. If one of two concurrent goals was achieved during the period under review, rating is based on the goal that was achieved.	30.77% (4) of 13	30.77% (4) of 13
Item 6 Strength Ratings	27.5% (11) of 40	27.5% (11) of 40

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

### Item 7: Placement With Siblings

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 7A) The child was placed with all siblings who also were in foster care.	22.73% (5) of 22	22.73% (5) of 22
(Question 7B) When all siblings were not placed together, there was a valid reason for the child's separation from siblings in placement.	41.18% (7) of 17	41.18% (7) of 17
Item 7 Strength Ratings	54.55% (12) of 22	54.55% (12) of 22

## Item 8: Visiting With Parents and Siblings in Foster Care

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 8A1) The usual frequency of visits between the child and mother was more than once a week.	0% (0) of 20	0% (0) of 20
(Question 8A1) The usual frequency of visits between the child and mother was once a week.	15% (3) of 20	15% (3) of 20
(Question 8A1) The usual frequency of visits between the child and mother was less than once a week but at least twice a month.	25% (5) of 20	25% (5) of 20
(Question 8A1) The usual frequency of visits between the child and mother was less than twice a month but at least once a month.	20% (4) of 20	20% (4) of 20
(Question 8A1) The usual frequency of visits between the child and mother was less than once a month.	35% (7) of 20	35% (7) of 20
(Question 8A1) Child never had visits with mother.	5% (1) of 20	5% (1) of 20
(Question 8A) Concerted efforts were made to ensure that the frequency of visitation between the mother and child was sufficient to maintain or promote the continuity of the relationship.	35% (7) of 20	35% (7) of 20
(Question 8C) Concerted efforts were made to ensure that the quality of visitation between the mother and child was sufficient to maintain or promote the continuity of the relationship.	47.37% (9) of 19	47.37% (9) of 19
(Questions 8A and 8C) The frequency and quality of visitation between the child and mother was sufficient to maintain and promote the continuity of the relationship.	35% (7) of 20	35% (7) of 20
(Question 8B1) The usual frequency of visits between the child and father was more than once a week.	0% (0) of 6	0% (0) of 6
(Question 8B1) The usual frequency of visits between the child and father was once a week.	0% (0) of 6	0% (0) of 6
(Question 8B1) The usual frequency of visits between the child and father was less than once a week but at least twice a month.	50% (3) of 6	50% (3) of 6
(Question 8B1) The usual frequency of visits between the child and father was less than twice a month but at least once a month.	16.67% (1) of 6	16.67% (1) of 6
(Question 8B1) The usual frequency of visits between the child and father was less than once a month.	16.67% (1) of 6	16.67% (1) of 6
(Question 8B1) Child never had visits with father.	16.67% (1) of 6	16.67% (1) of 6
(Question 8B) Concerted efforts were made to ensure that the frequency of visitation between the father and child was sufficient to maintain or promote the continuity of the relationship.	66.67% (4) of 6	66.67% (4) of 6

<b>Practice Description</b>	<b>Foster Care— Performance of Applicable Cases</b>	<b>All Case Types— Performance of Applicable Cases</b>
(Question 8D) Concerted efforts were made to ensure that the quality of visitation between the father and child was sufficient to maintain or promote the continuity of the relationship.	60% (3) of 5	60% (3) of 5
(Questions 8B and 8D) The frequency and quality of visitation between the child and father was sufficient to maintain and promote the continuity of the relationship.	50% (3) of 6	50% (3) of 6
(Question 8E1) The usual frequency of visits between the child and siblings in foster care was more than once a week.	0% (0) of 17	0% (0) of 17
(Question 8E1) The usual frequency of visits between the child and siblings in foster care was once a week.	0% (0) of 17	0% (0) of 17
(Question 8E1) The usual frequency of visits between the child and siblings in foster care was less than once a week but at least twice a month.	35.29% (6) of 17	35.29% (6) of 17
(Question 8E1) The usual frequency of visits between the child and siblings in foster care was less than twice a month but at least once a month.	23.53% (4) of 17	23.53% (4) of 17
(Question 8E1) The usual frequency of visits between the child and siblings in foster care was less than once a month.	35.29% (6) of 17	35.29% (6) of 17
(Question 8E1) Child never had visits with siblings in foster care.	5.88% (1) of 17	5.88% (1) of 17
(Question 8E) Concerted efforts were made to ensure that the frequency of visitation between the child and siblings in foster care was sufficient to maintain or promote the continuity of the relationship.	41.18% (7) of 17	41.18% (7) of 17
(Question 8F) Concerted efforts were made to ensure that the quality of visitation between the child and siblings in foster care was sufficient to maintain or promote the continuity of the relationship.	47.06% (8) of 17	47.06% (8) of 17
(Questions 8E and 8F) The frequency and quality of visitation with siblings in foster care was sufficient to maintain and promote the continuity of the relationship.	41.18% (7) of 17	41.18% (7) of 17
Item 8 Strength Ratings	32.14% (9) of 28	32.14% (9) of 28

### Item 9: Preserving Connections

<b>Practice Description</b>	<b>Foster Care— Performance of Applicable Cases</b>	<b>All Case Types— Performance of Applicable Cases</b>
(Question 9A) Concerted efforts were made to maintain the child's important connections (for example, neighborhood, community, faith, language, extended family members including siblings who are not in foster care, Tribe, school, and/or friends).	50% (20) of 40	50% (20) of 40

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
Item 9 Strength Ratings	50% (20) of 40	50% (20) of 40

### Item 10: Relative Placement

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 10A1) The child's current, or most recent, placement was with a relative.	13.89% (5) of 36	13.89% (5) of 36
(Question 10A2) The child's current or most recent placement with a relative was appropriate to the child's needs.	100% (5) of 5	100% (5) of 5
(Question 10B) Cases in which concerns existed due to a lack of concerted efforts to <b>Identify</b> maternal relatives.	75% (9) of 12	75% (9) of 12
(Question 10B) Cases in which concerns existed due to a lack of concerted efforts to <b>Locate</b> maternal relatives.	66.67% (8) of 12	66.67% (8) of 12
(Question 10B) Cases in which concerns existed due to a lack of concerted efforts to <b>Inform</b> maternal relatives.	75% (9) of 12	75% (9) of 12
(Question 10B) Cases in which concerns existed due to a lack of concerted efforts to <b>Evaluate</b> maternal relatives.	83.33% (10) of 12	83.33% (10) of 12
(Question 10C) Cases in which concerns existed due to a lack of concerted efforts to <b>Identify</b> paternal relatives.	86.67% (13) of 15	86.67% (13) of 15
(Question 10C) Cases in which concerns existed due to a lack of concerted efforts to <b>Locate</b> paternal relatives.	80% (12) of 15	80% (12) of 15
(Question 10C) Cases in which concerns existed due to a lack of concerted efforts to <b>Inform</b> paternal relatives.	86.67% (13) of 15	86.67% (13) of 15
(Question 10C) Cases in which concerns existed due to a lack of concerted efforts to <b>Evaluate</b> paternal relatives.	93.33% (14) of 15	93.33% (14) of 15
Item 10 Strength Ratings	52.78% (19) of 36	52.78% (19) of 36

### Item 11: Relationship of Child in Care With Parents

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 11A) Concerted efforts were made to promote, support, and otherwise maintain a positive, nurturing relationship between the child in foster care and his or her mother.	25% (5) of 20	25% (5) of 20
(Question 11B) Concerted efforts were made to promote, support, and otherwise maintain a positive, nurturing relationship between the child in foster care and his or her father.	33.33% (2) of 6	33.33% (2) of 6
Item 11 Strength Ratings	27.27% (6) of 22	27.27% (6) of 22

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

### Item 12: Needs and Services of Child, Parents, and Foster Parents

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
Item 12 Strength Ratings	45% (18) of 40	16% (4) of 25	33.85% (22) of 65

#### Sub-Item 12A: Needs Assessment and Services to Children

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 12A1) The agency conducted formal or informal initial and/or ongoing comprehensive assessments that accurately assessed the children's needs.	80% (32) of 40	24% (6) of 25	58.46% (38) of 65
(Question 12A2) Appropriate services were provided to meet the children's needs.	70.59% (24) of 34	13.64% (3) of 22	48.21% (27) of 56
Sub-Item 12A Strength Ratings	72.5% (29) of 40	20% (5) of 25	52.31% (34) of 65

#### Sub-Item 12B: Needs Assessment and Services to Parents

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 12B1) The agency conducted formal or informal initial and/or ongoing comprehensive assessments that accurately assessed the mother's needs	56.52% (13) of 23	25% (6) of 24	40.43% (19) of 47
(Question 12B3) Appropriate services were provided to meet the mother's needs.	42.86% (9) of 21	25% (6) of 24	33.33% (15) of 45
(Questions 12B1 and 12B3) Concerted efforts were made both to assess and address the needs of mothers.	43.48% (10) of 23	25% (6) of 24	34.04% (16) of 47
(Question 12B2) The agency conducted formal or informal initial and/or ongoing comprehensive assessments that accurately assessed the father's needs.	40% (6) of 15	11.76% (2) of 17	25% (8) of 32

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 12B4) Appropriate services were provided to meet the father's needs.	28.57% (4) of 14	6.25% (1) of 16	16.67% (5) of 30
(Questions 12B2 and 12B4) Concerted efforts were made both to assess and address the needs of fathers.	33.33% (5) of 15	11.76% (2) of 17	21.88% (7) of 32
Sub-Item 12B Strength Ratings	37.04% (10) of 27	24% (6) of 25	30.77% (16) of 52

**Sub-Item 12C: Needs Assessment and Services to Foster Parents**

Practice Description	Foster Care— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 12C1) The agency adequately assessed the needs of the foster or pre-adoptive parents related to caring for children in their care on an ongoing basis.	77.78% (21) of 27	77.78% (21) of 27
(Question 12C2) The agency provided appropriate services to foster and pre-adoptive parents related to caring for children in their care.	66.67% (14) of 21	66.67% (14) of 21
Sub-Item 12C Strength Ratings	74.07% (20) of 27	74.07% (20) of 27

**Item 13: Child and Family Involvement in Case Planning**

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 13A) The agency made concerted efforts to actively involve the child in the case planning process.	84% (21) of 25	25% (5) of 20	57.78% (26) of 45
(Question 13B) The agency made concerted efforts to actively involve the mother in the case planning process.	63.64% (14) of 22	25% (6) of 24	43.48% (20) of 46
(Question 13C) The agency made concerted efforts to actively involve the father in the case planning process.	60% (6) of 10	18.75% (3) of 16	34.62% (9) of 26
Item 13 Strength Ratings	71.05% (27) of 38	20% (5) of 25	50.79% (32) of 63

### Item 14: Caseworker Visits With Child

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 14A1) The typical pattern of visits between the caseworker and child(ren) was more than once a week.	0% (0) of 40	4% (1) of 25	1.54% (1) of 65
(Question 14A1) The typical pattern of visits between the caseworker and child(ren) was once a week.	0% (0) of 40	8% (2) of 25	3.08% (2) of 65
(Question 14A1) The typical pattern of visits between the caseworker and child(ren) was less than once a week but at least twice a month.	22.5% (9) of 40	0% (0) of 25	13.85% (9) of 65
(Question 14A1) The typical pattern of visits between the caseworker and child(ren) was less than twice a month but at least once a month.	65% (26) of 40	8% (2) of 25	43.08% (28) of 65
(Question 14A1) The typical pattern of visits between the caseworker and child(ren) was less than once a month.	12.5% (5) of 40	76% (19) of 25	36.92% (24) of 65
(Question 14A1) Caseworker never had visits with child(ren).	0% (0) of 40	4% (1) of 25	1.54% (1) of 65
(Question 14A) The typical pattern of visits between the caseworker and the child (ren) was sufficient.	85% (34) of 40	20% (5) of 25	60% (39) of 65
(Question 14B) The quality of visits between the caseworker and the child(ren) was sufficient.	85% (34) of 40	41.67% (10) of 24	68.75% (44) of 64
Item 14 Strength Ratings	75% (30) of 40	16% (4) of 25	52.31% (34) of 65

### Item 15: Caseworker Visits With Parents

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 15A1) The typical pattern of visits between the caseworker and mother was more than once a week.	0% (0) of 22	4.17% (1) of 24	2.17% (1) of 46
(Question 15A1) The typical pattern of visits between the caseworker and mother was once a week.	0% (0) of 22	8.33% (2) of 24	4.35% (2) of 46

<b>Practice Description</b>	<b>Foster Care— Performance of Applicable Cases</b>	<b>In-Home Services— Performance of Applicable Cases</b>	<b>All Case Types— Performance of Applicable Cases</b>
(Question 15A1) The typical pattern of visits between the caseworker and mother was less than once a week but at least twice a month.	9.09% (2) of 22	0% (0) of 24	4.35% (2) of 46
(Question 15A1) The typical pattern of visits between the caseworker and mother was less than twice a month but at least once a month.	36.36% (8) of 22	8.33% (2) of 24	21.74% (10) of 46
(Question 15A1) The typical pattern of visits between the caseworker and mother was less than once a month.	54.55% (12) of 22	79.17% (19) of 24	67.39% (31) of 46
(Question 15A1) Caseworker never had visits with mother.	0% (0) of 22	0% (0) of 24	0% (0) of 46
(Question 15A2) The typical pattern of visits between the caseworker and the mother was sufficient.	31.82% (7) of 22	25% (6) of 24	28.26% (13) of 46
(Question 15C) The quality of visits between the caseworker and the mother was sufficient.	52.38% (11) of 21	43.48% (10) of 23	47.73% (21) of 44
(Questions 15A2 and 15C) Both the frequency and quality of caseworker visitation with the mother were sufficient.	31.82% (7) of 22	25% (6) of 24	28.26% (13) of 46
(Question 15B1) The typical pattern of visits between the caseworker and father was more than once a week.	0% (0) of 10	0% (0) of 16	0% (0) of 26
(Question 15B1) The typical pattern of visits between the caseworker and father was once a week.	0% (0) of 10	6.25% (1) of 16	3.85% (1) of 26
(Question 15B1) The typical pattern of visits between the caseworker and father was less than once a week but at least twice a month.	30% (3) of 10	0% (0) of 16	11.54% (3) of 26
(Question 15B1) The typical pattern of visits between the caseworker and father was less than twice a month but at least once a month.	20% (2) of 10	6.25% (1) of 16	11.54% (3) of 26

<b>Practice Description</b>	<b>Foster Care— Performance of Applicable Cases</b>	<b>In-Home Services— Performance of Applicable Cases</b>	<b>All Case Types— Performance of Applicable Cases</b>
(Question 15B1) The typical pattern of visits between the caseworker and father was less than once a month.	40% (4) of 10	56.25% (9) of 16	50% (13) of 26
(Question 15B1) Caseworker never had visits with father.	10% (1) of 10	31.25% (5) of 16	23.08% (6) of 26
(Question 15B2) The typical pattern of visits between the caseworker and the father was sufficient.	60% (6) of 10	18.75% (3) of 16	34.62% (9) of 26
(Question 15D) The quality of visits between the caseworker and the father was sufficient.	55.56% (5) of 9	45.45% (5) of 11	50% (10) of 20
(Questions 15B2 and 15D) Both the frequency and quality of caseworker visitation with the father were sufficient.	50% (5) of 10	18.75% (3) of 16	30.77% (8) of 26
Item 15 Strength Ratings	33.33% (8) of 24	20% (5) of 25	26.53% (13) of 49

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

### Item 16: Educational Needs of the Child

<b>Practice Description</b>	<b>Foster Care— Performance of Applicable Cases</b>	<b>In-Home Services— Performance of Applicable Cases</b>	<b>All Case Types— Performance of Applicable Cases</b>
(Question 16A) The agency made concerted efforts to accurately assess the children's educational needs.	100% (36) of 36	44.44% (4) of 9	88.89% (40) of 45
(Question 16B) The agency made concerted efforts to address the children's educational needs through appropriate services.	100% (28) of 28	33.33% (3) of 9	83.78% (31) of 37
Item 16 Strength Ratings	100% (36) of 36	33.33% (3) of 9	86.67% (39) of 45

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

### Item 17: Physical Health of the Child

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 17A1) The agency accurately assessed the children's physical health care needs.	95% (38) of 40	36.36% (4) of 11	82.35% (42) of 51
(Question 17B1) The agency provided appropriate oversight of prescription medications for the physical health issues of the target child in foster care.	100% (9) of 9	Not Applicable	100% (9) of 9
(Question 17B2) The agency ensured that appropriate services were provided to the children to address all identified physical health needs.	86.49% (32) of 37	36.36% (4) of 11	75% (36) of 48
(Question 17A2) The agency accurately assessed the children's dental health care needs.	90% (36) of 40	14.29% (1) of 7	78.72% (37) of 47
(Question 17B3) The agency ensured that appropriate services were provided to the children to address all identified dental health needs.	77.78% (28) of 36	16.67% (1) of 6	69.05% (29) of 42
Item 17 Strength Ratings	77.5% (31) of 40	27.27% (3) of 11	66.67% (34) of 51

### Item 18: Mental/Behavioral Health of the Child

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 18A) The agency accurately assessed the children's mental/behavioral health needs.	93.33% (28) of 30	28.57% (4) of 14	72.73% (32) of 44
(Question 18B) The agency provided appropriate oversight of prescription medications for the mental/behavioral health issues of the target child in foster care.	78.95% (15) of 19	Not Applicable	78.95% (15) of 19

Practice Description	Foster Care— Performance of Applicable Cases	In-Home Services— Performance of Applicable Cases	All Case Types— Performance of Applicable Cases
(Question 18C) The agency ensured that appropriate services were provided to the children to address all identified mental/behavioral health needs.	86.21% (25) of 29	14.29% (2) of 14	62.79% (27) of 43
Item 18 Strength Ratings	76.67% (23) of 30	7.14% (1) of 14	54.55% (24) of 44