

# Children's Bureau Child and Family Services Reviews Logistics Support Fact Sheet

## August 2022

JBS International, Inc.'s Child Welfare Reviews Project (JBS) provides support to the Children's Bureau in administering the Child and Family Services Reviews (CFSRs). At the beginning of each review year (in August before the onsite reviews start), JBS sends the state planning letter detailing the tools and guidance available to support the state in preparing for the CFSR. JBS assigns a Project Coordinator (PC) to each state (for both CB-Led and State-Led Reviews) at least 9 months prior to the onsite review. The PC is the main logistics point of contact for CB and states and is responsible for all logistical planning.

### CB-Led Review Planning

The PC participates in the regular planning calls with the state and CB to address logistical planning to ensure a successful review. Targeted logistics calls with the specific site coordinators and state IT staff may also be held during the planning period. Planning topics include:

- Review site preparation, including equipment, technology support, and space requirements
- Review team selection
- State Team Training
- Hotel selection and travel
- Considerations for conducting review virtually in case the need arises
- Collection of review planning forms

### Review Site Preparation

The state works with the CB to identify the four sites for the onsite review, plus the location of the stakeholder interviews. In selecting the physical location within each site for reviews, the following needs should be considered:

- Workspace for each reviewer pair, preferably with privacy so they can work without interruption.
- Space for case-related interviews with privacy to ensure confidentiality.
- One room with tables to accommodate 10 to 15 staff (Quality Assurance).
- One room for stakeholder interviews adequate to meet the needs of the stakeholder groups with a separate space for note-takers to work in between interviews.
- Access to several power outlets in the rooms designated for use by the review team. JBS provides power strips and extension cords.
- Access to restrooms and drinking water.
- Parking and building access (security requirements, access between assigned spaces and restrooms).
- Lunch options: The state arranges for lunch to be delivered to the sites. JBS recommends identifying several options and offering one option per day from which the team can order. The federal team pays for their own lunch.
- Internet access: A high-speed wireless internet connection to allow all review participants to connect to the internet is strongly preferred. The wireless connection must be accessible in the room(s) where the review participants will work during the onsite review. If a wireless connection is not an option, access to wired Ethernet connections available from the locations where the review

participants will work during the onsite review may be considered. If any of these are not readily available at a local site, please inform the JBS Project Coordinator assigned to your state, who will help to determine alternative options before the review. JBS can send MiFis to supplement internet access.

## **Review Team Selection**

JBS assists the Children's Bureau by:

- Recruiting, managing, and training a pool of CFSR Reviewers, QA Specialists, and Note-Taking Specialists to supplement the Federal Review Team.
- Working with the Children's Bureau to identify CFSR Reviewers, QA Specialists, and Note-Taking Specialists for each review.
- Requesting information from the state about any conflicts of interest for CFSR Reviewers, QA Specialists, and Note-Taking Specialists selected to participate in the review.
- Developing and distributing the team pairings chart assigning state and federal reviewers to specific sites.

## **State Team Training**

For those states undergoing a CB-Led Review, JBS trains up to 45 state team staff and 5 alternates (50 state staff total) approximately 2 weeks before the onsite review.

The trainings required for all state CFSRs provide guidance on the instruments, the automated system, roles, responsibilities, review week processes and activities, and other CFSR-related information needed to conduct an onsite review. Additionally, participants have the opportunity to practice working with the automated Onsite Review Instrument and Instructions (OSRI) and Stakeholder Interview Guide (SIG).

JBS works with the state approximately 6 months before the State Team Training to identify and schedule the location of the training and provide the State Team Leader with information about his or her role in the training. There is no cost to the state for meeting rooms and training supplies; however, the state is responsible for travel and related costs for State Review Team members.

## **Hotel Selection and Travel Coordination**

Once review sites are confirmed, JBS works with the state and the Children's Bureau Regional Office staff approximately 6 months before the onsite review to research and choose suitable hotels near the review sites. JBS coordinates with federal staff and states to ensure that, when possible, CFSR Reviewers, QA Specialists, Note-Taking Specialists, JBS staff, State Review Teams, and Federal Review Teams stay in the same hotel at each site. JBS assists the teams by:

- Determining the number of hotel sleeping rooms needed for Federal and State Review Team staff during the review week.
- Securing rooms for CFSR Reviewers, QA Specialists, Note-Taking Specialists, and JBS staff at a hotel that has sufficient room for the Federal and State Review Team staff and charges the federal government rate.
- Providing hotel contact information to State and Federal Review Team staff. The State and Federal Review Teams are responsible for working directly with the hotel to reserve rooms and guarantee payment.

JBS also arranges for rental cars, as needed, for CFSR Reviewers, QA Specialists, and Note-Taking Specialists. JBS works with the state CFSR coordinator approximately 1 month before the onsite review to determine the number of cars required at each review site to transport CFSR Reviewers, QA

Specialists, and Note-Taking Specialists between the hotel, the review sites, and case-related interviews. Rental cars typically supplement transportation the state may have available to transport review teams to and from review-related interviews.

### **Collecting and Compiling Review Planning Information**

JBS works with the state and the Children's Bureau to collect the following documentation/information before the onsite review. JBS posts all materials on the state's private portal page before the review.

- Statewide Assessment
- Case Elimination Worksheet
- CFSR User Request Form (for Online Monitoring System (OMS) and E-Learning Academy (ELA) access)
- State and Federal Team Pairings Chart (site assignments)
- Review week schedules

### **Review Materials and Equipment**

The OMS is used to collect review data and can be used on any PC or laptop with internet access. JBS reviewers use laptops provided by JBS. States should ensure that their reviewers have a computer that is able to access the state's electronic case record system. JBS assists the Children's Bureau by:

- Providing laptops and all related equipment (e.g., power cords, extension cords) as needed.
- Providing onsite technical assistance for the laptops, related equipment, OMS, and automated instruments and reports at each site throughout the review week (see Equipment Fact Sheet for details).
- Before the review, coordinating with the state IT contact to test the automation with the Internet access options available at each site.

### **State-Led Reviews**

For states engaged in State-Led Reviews, JBS provides the following support as needed:

- JBS works with the state and the Children's Bureau to collect documentation/information before the review. JBS posts all materials on the state's private portal page before the review.
  - Statewide Assessment
  - CFSR User Request Form (for OMS and ELA access)
  - Federal onsite visit schedules for states
- JBS provides Note-Taking Specialists who support the Federal Review Team during stakeholder interviews. JBS supports the Children's Bureau by:
  - Recruiting, managing, and training a pool of Note-Taking Specialists to supplement the Federal Review Team
  - Working with the Children's Bureau to identify Note-Taking Specialists for each review
  - Requesting from the state information about any conflicts of interest for Note-Taking Specialists identified to participate in the review

### **More Information**

For more information regarding review logistics, please email the Child Welfare Reviews Project at [cw@jbsinternational.com](mailto:cw@jbsinternational.com), or contact your Children's Bureau Regional Office.