

South Carolina Department of Social Services
Child Welfare Quality Assurance Review: York County

This report describes the results of the South Carolina Department of Social Services (DSS) York County Quality Assurance Review, conducted September 23-27, 2013.

DSS Child Welfare Quality Assurance Reviews are conducted using the *Onsite Review Instrument* (OSRI) finalized by the federal Administration for Children & Families (ACF) in July 2008. This instrument is used to review foster care and family preservation services cases.

The OSRI is divided into three sections: safety, permanency, and child and family well-being. There are two safety outcomes, two permanency outcomes, and three well-being outcomes. Reviewers collect information on a number of *items* related to each of the outcomes. The ratings for each *item* are combined to determine the rating for the outcome. Outcomes are rated as being substantially achieved, partially achieved, not achieved, or not applicable. The *items* are rated as *strength*, *area needing improvement*, or not applicable. Ratings for each of the outcomes are displayed in Table 1.

Table 1. Child Welfare QA Onsite Reviews – Ratings by Outcome

Outcome	Substantially Achieved	Partially Achieved	Not Achieved
Safety 1 <i>Children Are, First and Foremost, Protected from Abuse and Neglect</i>	58% (11)	26% (5)	16% (3)
Safety 2 <i>Children are Safely Maintained in their Homes whenever Possible and Appropriate</i>	40% (12)	3% (1)	57% (17)
Permanency 1 <i>Children have Permanency and Stability in their Living Situations</i>	60% (9)	33% (5)	7% (1)
Permanency 2 <i>The Continuity of Family Relationships and Connections is Preserved for Children</i>	47% (7)	53% (8)	0% (0)
Well-Being 1 <i>Families have Enhanced Capacity to Provide for their Children's Needs</i>	27% (8)	53% (16)	20% (6)
Well-Being 2 <i>Children receive Appropriate Services to meet their Educational Needs</i>	93% (13)	0% (0)	7% (1)
Well-Being 3 <i>Children receive Adequate Services to meet their Physical and Mental Health Needs</i>	43% (12)	36% (10)	21% (6)

Results for outcomes and *items* are reported by the number of cases and the percentage of total cases given each rating. In addition, the percentage of *strengths* is calculated for each *item*. This percentage is calculated by adding the number of *strengths* and the number of *areas needing improvement*. The number of *strengths* is divided into this total to determine the *percentage of strengths*.

Thirty cases were reviewed including 15 foster care and 15 family preservation cases.

SECTION I: REVIEW FINDINGS

Safety Outcome 1: Children Are, First and Foremost, Protected from Abuse and Neglect

Two *items* are included under Safety Outcome 1. Ratings for the two *items* are shown in Table 2.

Item 1: Timeliness of initiating investigations

Purpose of Assessment: To determine whether responses to all accepted child maltreatment reports received during the period under review were initiated and face-to-face contact with the child made, within the timeframes established by agency policies or State statute.

Table 2.

Rating	Item 1	Item 2
<i>Strength</i>	40% (12)	37% (11)
<i>Area needing improvement</i>	23% (7)	13% (4)
<i>Not Applicable</i>	37% (11)	50% (15)
Total	100% (30)	100% (30)
<i>% Strengths</i>	63.2% (12)	73.3% (11)

Item 2: Repeat maltreatment

Purpose of Assessment: To determine if any child in the family experienced repeat maltreatment within a 6-month period.

Safety Outcome 2: Children are Safely Maintained in Their Homes Whenever Possible and Appropriate

Two *items* are included under Safety Outcome 2. Ratings for the *items* are shown in Table 3.

Item 3: Services to family

Purpose of Assessment: To determine whether, during the period under review, the agency made concerted efforts to provide services to the family to prevent children’s entry into foster care or re-entry after a reunification.

Table 3.

Rating	Item 3	Item 4
<i>Strength</i>	17% (5)	43% (13)
<i>Area needing improvement</i>	60% (18)	57% (17)
<i>Not Applicable</i>	23% (7)	0% (0)
Total	100% (30)	100% (30)
<i>% Strengths</i>	21.7% (5)	43.3% (13)

Item 4: Risk assessment and safety management

Purpose of Assessment: To determine whether, during the period under review, the agency made concerted efforts to assess and address the risk and safety concerns relating to the child(ren) in their own homes or while in foster care.

Permanency Outcome 1: Children Have Permanency and Stability in Their Living Situations

Six *items* are included under Permanency Outcome 1. Ratings for the *items* are shown in Table 4.

Item 5: Foster Care reentries

Purpose of Assessment: To assess whether children who entered foster care during the period under review were re-entering within 12 months of a prior foster care episode.

Item 6: Stability of foster care placement

Purpose of Assessment: To determine if the child in foster care is in a stable placement at the time of the onsite review and that any changes in placement that occurred during the period under review were in the best interest of the child and consistent with achieving the child’s permanency goal(s).

Item 7: Permanency goal for child

Purpose of Assessment: To determine whether appropriate permanency goals were established for the child in a timely manner.

Item 8: Reunification, guardianship or permanent placement with relatives

Purpose of Assessment: To determine whether concerted efforts were made, or are being made, during the period under review, to achieve reunification, guardianship, or permanent placement with relatives in a timely manner.

Item 9: Adoption

Purpose of Assessment: To determine whether, during the period under review, concerted efforts were made, or are being made, to achieve a finalized adoption in a timely manner.

Item 10: Other planned permanent living arrangement (APPLA)

Purpose of Assessment: To determine whether, during the period under review, the agency made concerted efforts to ensure:

- That the child is adequately prepared to make the transition from foster care to independent living (if it is expected that the child will remain in foster care until he or she reaches the age of majority or is emancipated).
- That the child, even though remaining in foster care, is in a “permanent” living arrangement with a foster parent or relative caregiver and that there is a commitment on the part of all parties involved that the child remain in that placement until he or she reaches the age of majority or is emancipated.
- That the child is in a long-term care facility and will remain in that facility until transition to an adult care facility.

Table 4.

Rating	Item 5	Item 6	Item 7	Item 8	Item 9	Item 10
Strength	20% (6)	30% (9)	40% (12)	7% (2)	20% (6)	3% (1)
Area needing improvement	0% (0)	20% (6)	10% (3)	7% (2)	17% (5)	3% (1)
Not Applicable	80% (24)	50% (15)	50% (15)	86% (26)	63% (19)	94% (28)
Total	100% (30)	100% (30)	100% (30)	100% (30)	100% (30)	100% (30)
% Strengths	100% (6)	60% (9)	80% (12)	50% (2)	54.5% (6)	50% (1)

Permanency Outcome 2: The Continuity of Family Relationships and Connections is Preserved for Children

Six items are included under Permanency Outcome 2. Ratings for the items are shown in Table 5.

Item 11: Proximity of Foster Care Placement

Purpose of Assessment: To determine whether, during the period under review, concerted efforts were made to ensure that the child’s foster care placement was close enough to the parent(s) to facilitate face-to-face contact between the child and the parent(s) while the child was in foster care.

Item 12: Placement with siblings

Purpose of Assessment: To determine if, during the period under review, concerted efforts were made to ensure that siblings in foster care are placed together unless a separation was necessary to meet the needs of one of the siblings.

Item 13: Visiting with parents & siblings in foster care

Purpose of Assessment: To determine if, during the period under review, concerted efforts were made to ensure that visitation between a child in foster care and his or her mother, father, and siblings is of sufficient frequency and quality to promote continuity in the child’s relationship with these close family members.

Item 14: Preserving connections

Purpose of Assessment: To determine whether, during the period under review, concerted efforts were made to maintain the child’s connections to his or her neighborhood, community, faith, extended family, tribe, school, and friends.

Item 15: Relative placement

Purpose of Assessment: To determine whether, during the period under review, concerted efforts were made to place the child with relatives when appropriate.

Item 16: Relationship of child in care with parents

Purpose of Assessment: To determine whether, during the period under review, concerted efforts were made to promote, support, and/or maintain positive relationships between the child in foster care and his or her mother and father or other primary caregiver(s) from whom the child had been removed through activities other than just arranging for visitation.

Table 5.

Rating	Item 11	Item 12	Item 13	Item 14	Item 15	Item 16
Strength	37% (11)	17% (5)	20% (6)	47% (14)	40% (12)	7% (2)
Area needing improvement	0% (0)	7% (2)	20% (6)	3% (1)	7% (2)	30% (9)
Not Applicable	63% (19)	76% (23)	60% (18)	50% (15)	53% (16)	63% (19)
Total	100% (30)	100% (30)	100% (30)	100% (30)	100% (30)	100% (30)
% Strengths	100% (11)	71.4% (5)	50% (6)	93.3% (14)	85.7% (12)	18.2% (2)

Well-Being Outcome 1: Families Have Enhanced Capacity to Provide for Their Children’s Needs

Four items are included under Well-Being Outcome 1. Ratings for the items are shown in Table 6.

Item 17: Needs and services of child, parents, & foster parents

Purpose of Assessment: To determine whether, during the period under review, the agency made concerted efforts to assess the needs of children, parents, and foster parents (both at the child’s entry into foster care [if the child entered during the period under review] or on an ongoing basis) to identify the services necessary to achieve case goals and adequately address the issues relevant to the agency’s involvement with the family, and provided the appropriate services.

Item 18: Child & family involvement in case planning

Purpose of Assessment: To determine whether, during the period under review, concerted efforts were made (or are being made) to involve parents and children (if developmentally appropriate) in the case planning process on an ongoing basis.

Item 19: Caseworker visits with the child

Purpose of Assessment: To determine whether the frequency and quality of visits between caseworkers and the child(ren) in the case are sufficient to ensure the safety, permanency, and well-being of the child and promote achievement of case goals.

Item 20: Caseworker visits with parents

Purpose of Assessment: To determine whether, during the period under review, the frequency and quality of visits between caseworkers and the mothers and fathers of the children are sufficient to ensure the safety, permanency, and well-being of the children and promote achievement of case goals.

Table 6.

Rating	Item 17	Item 18	Item 19	Item 20
Strength	27% (8)	40% (12)	73% (22)	7% (2)
Area needing improvement	73% (22)	60% (18)	27% (8)	83% (25)
Not Applicable	0% (0)	0% (0)	0% (0)	10% (3)
Total	100% (30)	100% (30)	100% (30)	100% (30)
% Strengths	26.7% (8)	40% (12)	73.3% (22)	7.4% (2)

Well-Being Outcome 2: Children Receive Appropriate Services to Meet Their Educational Needs

One item is included under Well-Being Outcome 2. Ratings for the item are shown in Table 7.

Item 21: Educational needs of child

Purpose of Assessment: To assess whether, during the period under review, the agency made concerted efforts to assess children’s educational needs at the initial contact with the child (if the case was opened during the period under review) or on an ongoing basis (if the case was opened before the period under review), and whether identified needs were appropriately addressed in case planning and case management activities.

Table 7.

Rating	Item 21
Strength	43% (13)
Area needing improvement	3% (1)
Not Applicable	54% (16)
Total	100% (30)
% Strengths	92.9% (13)

Well-Being Outcome 3: Children Receive Adequate Services to Meet Their Physical and Mental Health Needs

Two items are included under Well-Being Outcome 3. Ratings for the items are shown in Table 8.

Item 22: Physical health of child

Purpose of Assessment: To determine whether, during the period under review, the agency addressed the physical health needs of the child, including dental health needs.

Item 23: Mental/behavioral health of child

Purpose of Assessment: To determine whether, during the period under review, the agency addressed the mental/behavioral health needs of the child(ren).

Table 8.

Rating	Item 22	Item 23
<i>Strength</i>	50% (15)	50% (15)
<i>Area needing improvement</i>	33% (10)	30% (9)
Not Applicable	17% (5)	20% (6)
Total	100% (30)	100% (30)
<i>% Strengths</i>	60% (15)	62.5% (15)

SUMMARY

Several positives were found with the cases. *Items* 5 and 11 were identified as *strengths* of the agency; all of the cases reviewed were rated as *strengths* with no *area needing improvement* (ANI). This means that for the cases reviewed, children who entered foster care during the period under review did not re-enter within 12 months of a prior foster care episode (5), and the agency made concerted efforts to ensure that the child’s foster care placement was close enough to parents to facilitate face-to-face contact (11). Additionally, one foster care and two family preservations case had only one applicable *item* rated as ANI. Another four foster care cases had only two applicable *items* rated as ANI.

Reviewers identified several concerns. One family preservation case had no *items* rated as *strength*. Another four family preservation cases had only one *item* rated as *strength*, while four more family preservation cases only had two *items* rated as *strengths*. *Item* 17 had 22 of 30 applicable cases rated as ANI. *Item* 16 had nine of 11 applicable cases rated as ANI, and *Item* 20 had 25 of 27 applicable cases rated as ANI.

SECTION II: FOSTER CARE LICENSE REVIEW

As part of the Quality Assurance Review Process in York County, ten Foster Home Licenses were randomly selected from the list of all licenses issued by the county during the period under review. These licenses were reviewed using the *South Carolina Department of Social Services Quality Assurance Foster License Review Instrument*. This instrument consists of three sections. Section One focuses on the issuance of the Initial/Standard License. Section Two focuses on the standard license renewal process. Section Three focuses on agency oversight, data entry, and qualitative issues. Each section of the instrument includes the appropriate agency, state, and federal requirements.

Section One review criteria include the following *items*:

- applications
- autobiography information
- financial information
- child factor's checklists
- initial home assessment studies
- references
- information related to firearms and ammunition in the house
- pet vaccination information
- background checks
- convictions
- required trainings
- medical reports
- fire inspections/re-inspections
- discipline agreements
- disaster preparedness plans
- alternative caregiver forms
- a review of any conflicts noted between file documents and CAPPS

Section Two review criteria include the following *items*:

- a review of the initial background checks
- convictions
- training hours
- medical reports
- updated home studies
- discipline agreements
- fire inspections and drills
- quarterly home visits
- disaster preparedness plans
- annual firearms location update
- information concerning the alternative caregivers
- safety checks of alternative caregivers
- a review of child protective service allegations
- pet vaccination information
- a review of any regulatory infractions
- a review of any conflicts noted between file documents and CAPPS

All of the requirements evaluated in Sections One and Two of this instrument must be met for the foster home license to be valid. If any *items* are rated as not met, the foster home license is considered invalid. Federal funds cannot be used for board payments for any foster children in the home during the time the license was invalid. Areas noted as having occurred as required on the assessment are rated as *strengths*. Those *items* that were not met are rated as an *area needing improvement (ANI)*. If the issue is not applicable, it is rated N/A.

Additionally, the percentage of *strengths* is also calculated for each *item*. This percentage is calculated by adding the number of *strengths* and the number of *ANIs*. The number of *strengths* is divided into this total to determine the percentage of *strengths*. Results of the review are noted in Table 9.

Section One. Seven foster care issuances for initial/standard licenses were reviewed. Six of the cases reviewed were rated as *strength* because all of the licensing requirements were not met prior to authorization of the license renewal. Issues identified in Section One that led to the rating of *ANI* for one case include:

Firearm Safety:

- Firearms and ammunition were not stored in separate locations.

Section Two. None of the three cases reviewed were rated as *strength* because not all of the licensing requirements were met prior to authorization of the license renewal. Issues identified in Section Two that led to the rating of *ANI* for all three cases include:

Table 9. Summary of Ratings for Sections One and Two

Rating	Section One: Initial	Section Two: Renewal
<i>Strength</i>	6 (85.7%)	0 (0%)
<i>Area needing improvement</i>	1 (14.3%)	3 (100%)
Total	7 (100%)	3 (100%)
<i>% Strengths</i>	6 (85.7%)	0 (0%)

Background Checks:

- Central registry and sex offender registry checks were completed improperly.

Pet Vaccination Records:

- Verification of up-to-date pet vaccinations could not be located.

Firearm Safety:

- Documentation was unclear whether ammunition was stored in a separate location from the firearms.

Training:

- All 28 hours of required training could not be verified or were not properly documented in the file.

Section Three. Deficiencies were noted for five of ten files reviewed. Deficiencies noted in Section Three may not invalidate the license but still require attention and correction by county management. Issues identified by the reviewers include:

Alternative Caregivers:

- Documentation did not support the identification of an alternative caregiver.
- Another licensed foster mother was identified as the alternative caregiver/babysitter. There was no copy of her background check in the file as it was kept in her licensing record.

Fire Drills:

- Records did not include verification that fire drills were conducted regularly.

Documentation:

- The foster parents' names were not on the Central Registry Checks form.
- Training hours were completed and/or documented improperly.
 - More than eight documented hours of training were completed on the same topic and delivered by the same person.
 - Training documentation did not include the foster parent's name.

- Individual/Personalized Instruction Documentation forms were not signed by the professional who conducted the training.
 - No current pre-service training documentation was included in the file.
- The autobiography in the file was dated over three years prior to the 2012 licensure.
- The Quarterly Home Review was not completed in a timely manner.

SECTION III: CHILD PROTECTIVE SERVICE SCREEN-OUT REVIEW

A review of ten screened-out allegations was completed to determine whether the reports were screened out according to agency policy. The reports were randomly selected from the list of reports screened out by the county during the period under review. The *South Carolina Department of Social Services Quality Assurance Review Screen-Out Report Instrument* was used to conduct the review. This instrument includes a description of the allegation and seven questions regarding the screened-out decisions and processes (see Table 10).

Table 10. Summary of Item Ratings for Screen-Out Review

	Yes	No	NA	Total
1. Illegal substance use alleged AND reason for safety threatened with harm	1	9	0	10
2. Use of CAPSS and/or other systems for prior involvement	9	1	0	10
3. Maltreatment tab in CAPSS completed	1	9	0	10
4. Contact with necessary collaterals prior to screen-out decision	3	1	6	10
5. Another intake referral on same perpetrator and/or child within 12 months	2	8	0	10
6. Intake Supervisor ensured consultation with another supervisory-level authority	0	2	8	10

*Note: A single case may have more than one issue identified.

The percentage of *strengths* is also calculated for the cases reviewed. This percentage is calculated by adding the number of *strengths* and the number of *ANIs*. The number of *strengths* is divided into this total to determine the percentage of *strengths*. Findings of these reviews are noted in Table 11.

Table 11. Summary of Ratings for Screen-Outs Review

Rating	Was this case screened-out according to agency policy?
<i>Strength</i>	1 (10%)
<i>Area needing improvement</i>	9 (90%)
Total	10 (100%)
<i>% Strengths</i>	1 (10%)

Nine cases were determined to be screened-out in violation of agency policy. Issues identified that led to the rating of *ANI* include:

- The Maltreatment tab in CAPPSS was not thoroughly completed and/or no explanation was provided.
- The report was screened out even though the reporter described illegal drug use and believed that the children’s safety was threatened with harm.
- There was no documentation to indicate that a supervisor consulted with another supervisory-level individual prior to making the decision to screen out.
- The screen out was inappropriate given the number of intakes the family had received in the last 12 months.

SECTION IV: CHILD PROTECTIVE SERVICES UNFOUNDED REPORTS REVIEW

Five unfounded reports were reviewed to determine whether the reports were unfounded in accordance with agency policy. The five unfounded reports were randomly selected from the list of all reports unfounded by the county during the period under review. The review was conducted using the *South Carolina Department of Social Services Quality Assurance Review Unfounded Report Instrument*. This instrument includes a description of the allegation and items regarding three primary areas (see Table 12):

- Timeliness of initiating investigations of reports of child maltreatment,
- Repeat maltreatment, and
- Risk assessment and safety management.

Table 12. Summary of Item Ratings for Unfounded Review

	Yes	No	N/A	Total
1A. Investigation not initiated in accordance with timeframes and requirements	0	5	0	5
1B. Face-to-face contact not made in accordance with timeframes and requirements	2	3	0	5
1C. Delays in investigation initiation or face-to-face contact beyond control of agency	0	2	3	5
2A. At least one substantiated or indicated maltreatment report	0	5	0	5
2B. One substantiated or indicated maltreatment report within six months before or after	0	0	5	5
2C. Repeat maltreatment involving the same or similar circumstances	0	0	5	5
3A. Initial assessment of risk to the children and family in the home	4	1	0	5
3B. Ongoing assessment(s) of risk to the children and family in the home	3	2	0	5
3C. Safety concerns that were not adequately or appropriately addressed by the agency	2	3	0	5

*Note: A single case may have more than one issue identified.

The percentage of *strengths* is also calculated for each decision to unfound. This percentage is calculated by adding the number of *strengths* and the number of *ANIs*. The number of *strengths* is divided into this total to determine the percentage of *strengths*. Findings of these reviews are noted in Table 13.

Table 13. Summary of Ratings for Unfounded Review

Rating	Were cases unfounded according to agency policy?
<i>Strength</i>	2 (40%)
<i>Area needing improvement</i>	3 (60%)
Total	2 (40%)
<i>% Strengths</i>	2 (40%)

Reasons that unfounded cases reviewed violated agency policy include:

- Documentation did not support that enough information was gathered to unfound the case. The mother's medical records were not accessed and reviewed to determine appropriate services. The agency failed to follow-up with the mother's primary care physician to verify that the mother was prescribed marijuana for medicinal purposes. The assessment of the mother's drug use and its impact on her ability to effectively parent and supervise her 16 year-old son was inadequate. Both the mother and son tested positive for marijuana at the time of their drug screen. Documentation did not support that the agency followed-up with the mother by requiring additional drug screens following the initial positive test, or that the agency adequately addressed the possibility that the mother was selling drugs given the paraphernalia and digital scale present at the home. The

mother's history with the agency, as documented in CAPSS, includes reports involving drug use.

- The agency's contact with the minor children was untimely and face-to-face contact was not made for approximately 40 days. The risk and safety assessment of the children was not thorough as documentation did not support that the agency communicated with the children to appropriately assess for risk and safety. Additionally, appropriate collateral contacts were not made. The mother has a history of unstable housing and the living environment at the time of the report was unstable.
- The agency failed to make face-to-face contact with the two minor children named in the report. The agency was aware of the father's criminal history, including indecent exposure. The agency was made aware that the children were withdrawn from schools in South Carolina and were moving to North Carolina. There was no documentation in the file confirming appropriate contact with the agency in North Carolina.