

South Carolina Department of Social Services  
Child Welfare Quality Assurance Review Report  
**Greenville County**  
June 2017 and July 2017

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This report describes the results of the South Carolina Department of Social Services (SC DSS) Greenville County Quality Assurance Review. The period under review was June 1, 2016 to the date the case was reviewed for Part I of the review, which was conducted during the weeks of June 19 - 30, 2017. For Part II, the period under review was July 1, 2016 to the date the case was reviewed, and the review was conducted July 10-21, 2017. The following report provides a description of the items, the results for the outcomes and items, and a brief summary of the county's performance on the items. For more information on the quality assurance process, please visit ([www.dss.sc.gov](http://www.dss.sc.gov)).

SC DSS Child Welfare Quality Assurance Reviews are conducted using the federal Onsite Review Instrument (OSRI). The newly revised OSRI was finalized by the Administration for Children & Families in July 2014 and updated in January 2016. The instrument is used to review foster care and family preservation cases. During the two reviews, a total of 31 cases were reviewed including thirteen foster care cases, thirteen family preservation cases, and five community based prevention 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 through case file review, the use of the Child and Adult Protective Services System (CAPSS), and case related interviews. CAPSS is South Carolina's Statewide Automated Child Welfare Information System (SACWIS), which contains all case related information. This information is used to rate each item on the OSRI.

The ratings for each item are combined to determine the rating for the outcome. The items are rated as *strength*, *area needing improvement*, or *not applicable*. Outcomes are rated as being *substantially achieved*, *partially achieved*, *not achieved*, or *not applicable*.

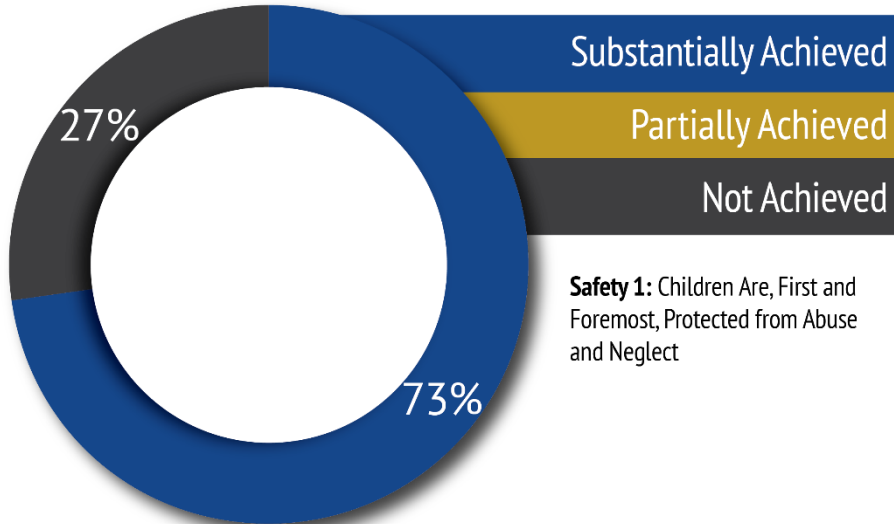
#### **Child Welfare Quality Assurance Review – Outcome Ratings**

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. The percentage of strengths for each item as well as a summary of what the agency did to achieve that rating for those cases is provided in Section I.

## Section I: Item Ratings

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

One item is included under Safety Outcome 1.

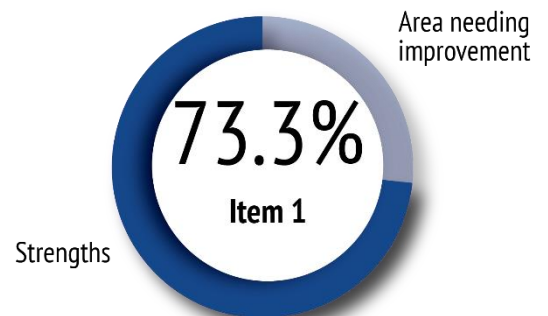


#### Item 1: Timeliness of initiating investigations of reports of child maltreatment

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.

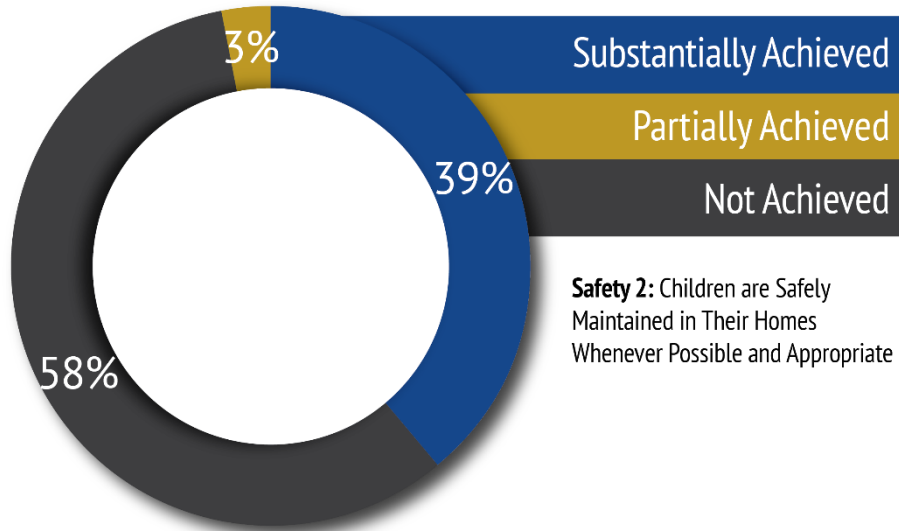
Eleven of 15 applicable cases received a strength for Item 1 meaning that investigations were initiated in a timely manner, and face-to-face contact was made within the established time frame.

#### % Strengths



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

Two items are included under Safety Outcome 2.

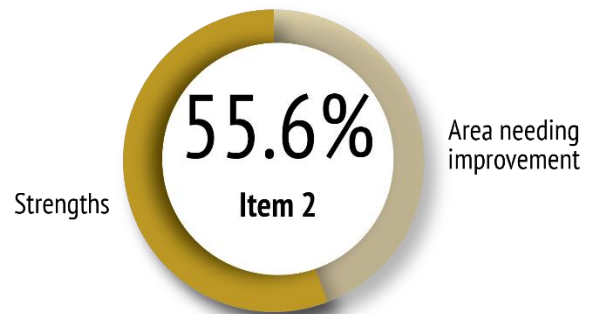


### Item 2: Services to family to protect child(ren) in the home and prevent removal or re-entry into foster care

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.

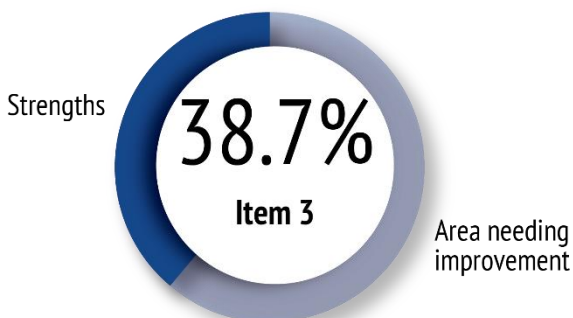
Five of nine applicable cases were rated as a strength for Item 2 indicating that the agency made concerted efforts to provide services to prevent removal or re-entry into foster care.

### % Strengths



### Item 3: Risk and safety assessment and management

### % Strengths

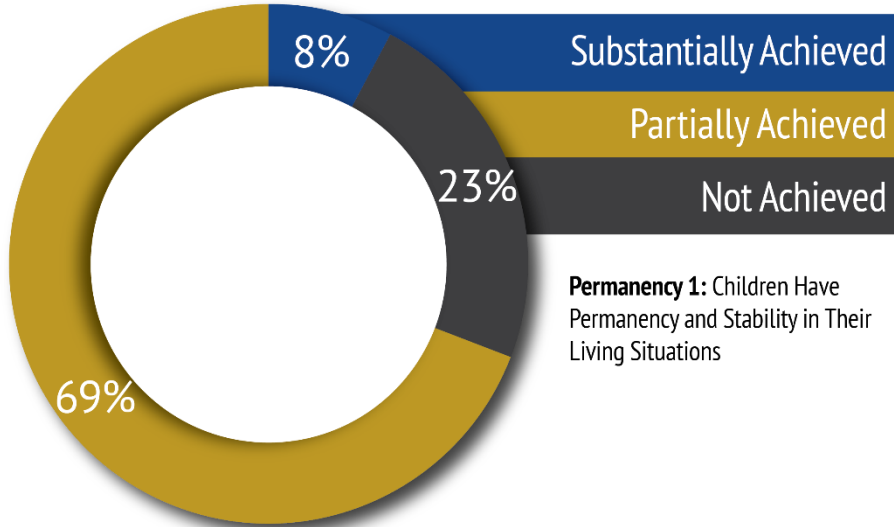


Purpose of Assessment: To determine whether, during the period under review, the agency made concerted efforts to assess and address the risk and safety concerns relating to the child(ren) in their own homes or while in foster care.

Twelve of 31 applicable cases were rated as a strength for Item 3 because the agency properly assessed all applicable individuals for risk and safety and appropriately addressed all identified concerns.

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

Three items are included under Permanency Outcome 1.



### Item 4: Stability of foster care placement

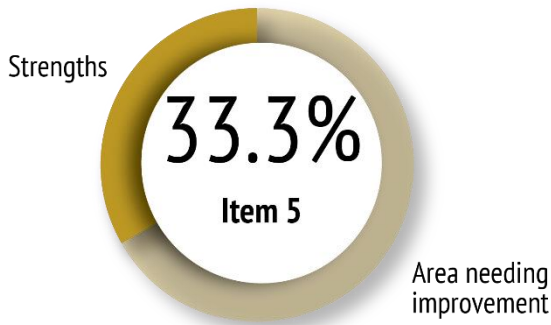
Purpose of Assessment: To determine whether the child in foster care is in a stable placement at the time of the onsite review and that any changes in placement that occurred during the period under review were in the best interests of the child and consistent with achieving the child's permanency goals.

Eight of 13 applicable cases were rated as a strength for Item 4. In each of these eight cases, the child remained in a stable placement during the period under review or had another placement, which better met the child's case goals.

### % Strengths



## % Strengths



### Item 5: Permanency goal for child

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

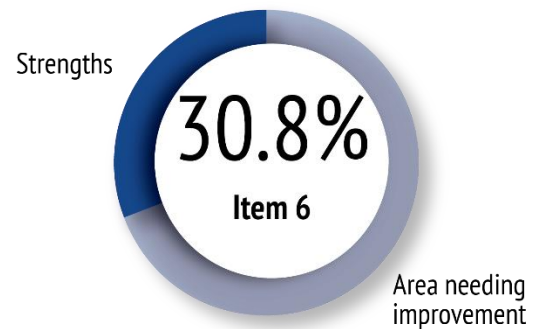
Four of 12 applicable cases were rated as a strength for Item 5 indicating that the permanency goal was appropriate for the child and was established in a timely manner.

### Item 6: Achieving reunification, guardianship, adoption, or other planned permanent living arrangement

Purpose of Assessment: To determine whether concerted efforts were made, or are being made, during the period under review to achieve reunification, guardianship, adoption, or other planned permanent living arrangement.

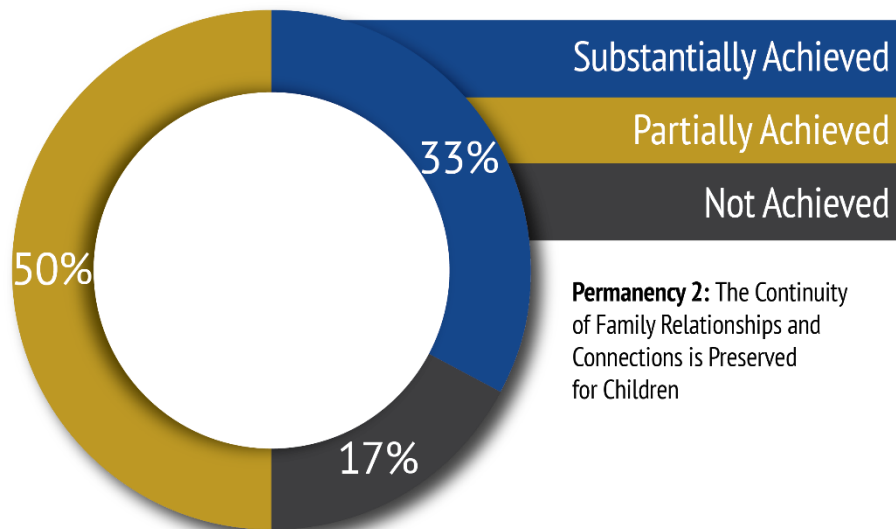
Four of 13 applicable cases were rated as a strength for Item 6 because the agency made concerted efforts to achieve the permanency goal in a timely manner.

## % Strengths



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

Five items are included under Permanency Outcome 2.



**Item 7: Placement with siblings**

Purpose of Assessment: To determine whether, 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.

All five applicable cases were rated as a strength for Item 7 meaning that the agency made concerted efforts to place siblings together or separated the siblings due to the specific needs of the child.

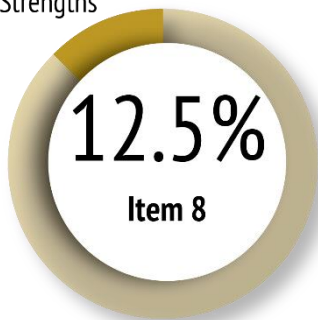
**% Strengths**



Strengths

**% Strengths**

Strengths



Area needing improvement

**Item 8: The continuity of family relationships and connections is preserved for children**

Purpose of Assessment: To determine whether, 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.

One of eight applicable cases was rated as a strength for Item 8 indicating that the agency ensured that the visits between the child and his/her siblings and/or parents were of sufficient frequency and quality to maintain the relationship.

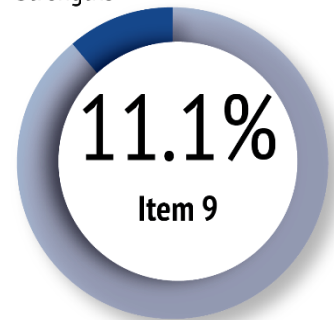
**Item 9: Preserving connections**

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.

One of nine applicable cases was rated as a strength for Item 9 because the agency made concerted efforts to maintain the child's prior connections.

**% Strengths**

Strengths



Area needing improvement

**% Strengths**

Strengths



Area needing improvement

**Item 10: 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.

Six of 11 applicable cases were rated as a strength for Item 10. In each of these six cases, the agency made concerted efforts to identify and place the child with appropriate relatives.

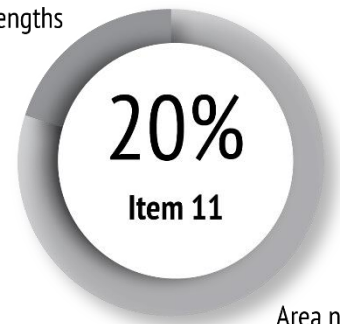
**Item 11: Relationship of child in care with parents**

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.

One of five applicable cases was rated as a strength for Item 11 meaning that the agency invited the parents to other activities for the child outside of the regularly scheduled visits.

**% Strengths**

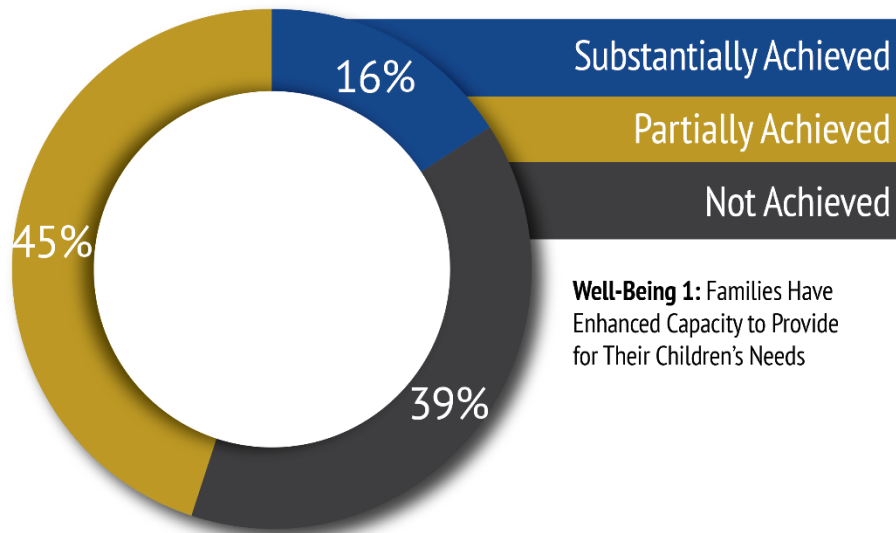
Strengths



Area needing improvement

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

Four items are included under Well-Being Outcome 1.



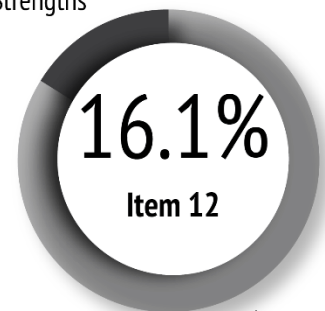
**Item 12: Needs and services of child, parents, & foster parents**

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.

Five of 31 applicable cases were rated as a strength for Item 12 because the agency made concerted efforts to accurately and comprehensively assess the

**% Strengths**

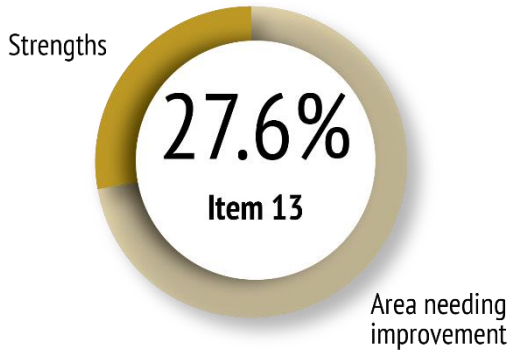
Strengths



Area needing improvement

needs of the child, parents, and foster parents and provided the appropriate services to meet all of the needs of the family.

## % Strengths



### Item 13: 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.

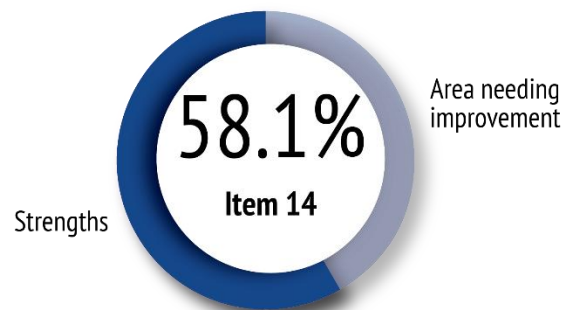
Eight of 29 applicable cases were rated as a strength for Item 13 indicating that the agency adequately involved all parents and/or age-appropriate children in the case planning process.

### Item 14: Caseworker visits with the child

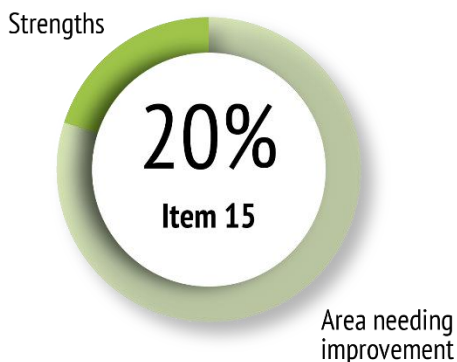
Purpose of Assessment: To determine whether the frequency and quality of visits between caseworkers and the child(ren) in the case are sufficient to ensure the safety, permanency, and well-being of the child and promote achievement of case goals.

Eighteen of 31 applicable cases were rated as a strength for Item 14. In each of these 18 cases, the caseworker had visits with the child that were of sufficient frequency and quality.

## % Strengths



## % Strengths



### Item 15: Caseworker visits with parents

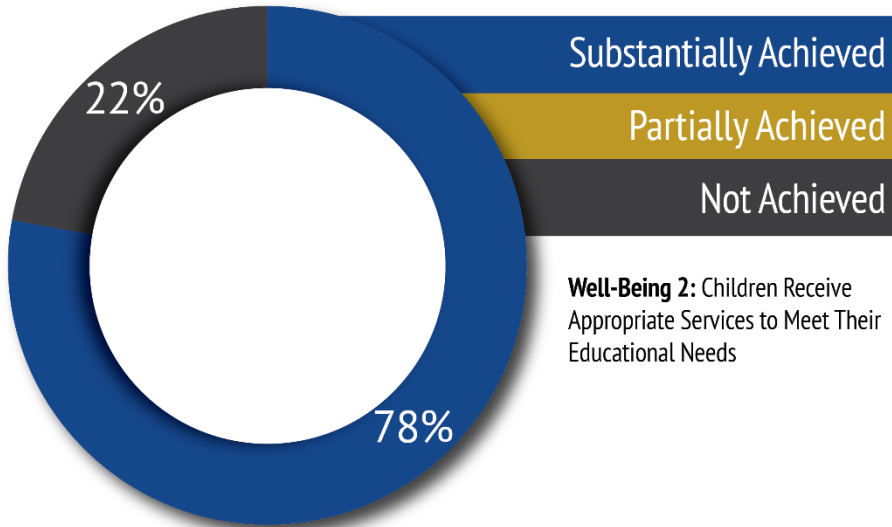
Purpose of Assessment: To determine whether, during the period under review, the frequency and quality of visits between caseworkers and the mothers and fathers of the children are sufficient to ensure the safety, permanency, and well-being of the children and promote achievement of case goals.

Five of 25 applicable cases reviewed were rated as a strength for Item 15 because the agency conducted visits with the parents that were of sufficient frequency and quality to promote the achievement of case goals.



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

One item is included under Well-Being Outcome 2.

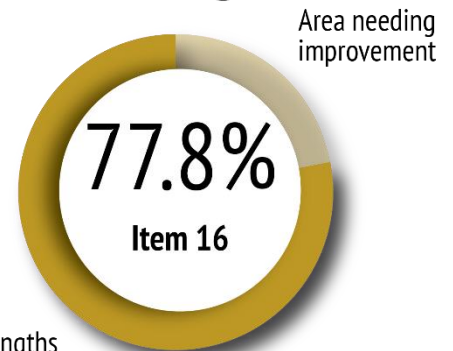


### Item 16: Educational needs of child

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.

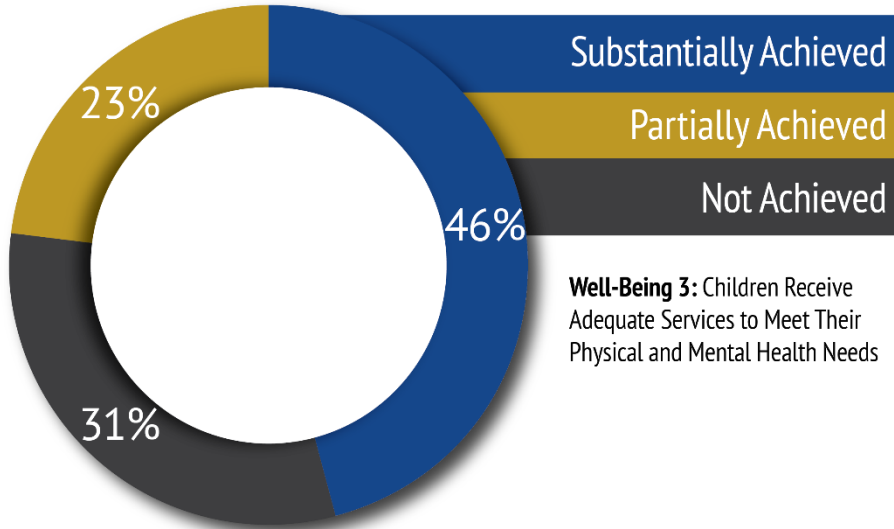
Seven of nine applicable cases were rated as a strength for Item 16. In the seven cases, the agency assessed and provided the appropriate services to meet the educational needs of the child.

### % Strengths



## 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.

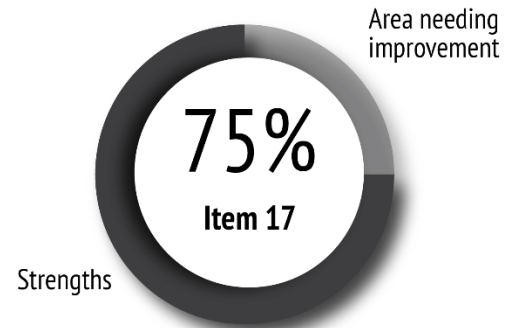


### Item 17: Physical health of child

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.

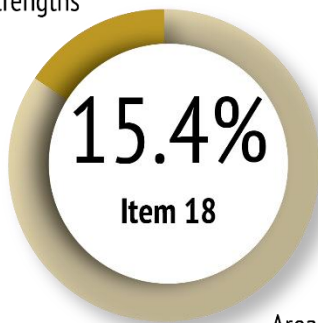
Eighteen of 24 applicable cases were rated as a strength for Item 17 indicating that the agency assessed and provided the appropriate services to meet the physical health needs of the child.

### % Strengths



### % Strengths

Strengths



Area needing improvement

### Item 18: 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).

Two of 13 applicable cases were rated as a strength for Item 18 meaning the agency assessed and provided the appropriate services to meet the mental and behavioral needs of the child.