



## 101ST GENERAL ASSEMBLY

### State of Illinois

2019 and 2020

SB3544

Introduced 2/14/2020, by Sen. Julie A. Morrison

#### SYNOPSIS AS INTRODUCED:

20 ILCS 505/35.7

Amends the Children and Family Services Act. Requires the Inspector General of the Department of Children and Family Services to develop Error Reduction Training (rather than Error Reduction Implementation Plans) to remedy patterns of errors or problematic practices that compromise or threaten the safety of children as identified in the DCFS Office of the Inspector General (OIG) death or serious injury investigations, Child Death Review Teams recommendations, or by the Director of the Department. Provides that the Error Reduction Training shall include both classroom and web-based trainings; and that the Inspector General's Office shall develop the curricula, provide for the initial training presentations, and collaborate with, and as needed, use the Child Protection Training Academy simulation model. Provides that initial trainings shall include, but not be limited to, strengthening critical thinking, decision-making, interviewing, analytical, and problem-solving skills, as well as practice reviews and recertifications. Requires the Department's Division of Quality Enhancement to identify outcome measures and track compliance with the training curriculum following the initial training roll-out by the Office of the Inspector General. Contains provisions concerning quarterly reports; related duties of the Department's Office of Learning and Professional Development; semi-annual public reports detailing the substance of any Error Reduction Training and other matters; OIG evaluations and reviews on the instructional integrity of the training; and other matters.

LRB101 20226 KTG 69766 b

FISCAL NOTE ACT  
MAY APPLY

A BILL FOR

1 AN ACT concerning State government.

2 **Be it enacted by the People of the State of Illinois,**  
3 **represented in the General Assembly:**

4 Section 5. The Children and Family Services Act is amended  
5 by changing Section 35.7 as follows:

6 (20 ILCS 505/35.7)

7 Sec. 35.7. Error Reduction Training ~~Implementations Plans~~;  
8 Inspector General.

9 (a) The Inspector General of the Department of Children and  
10 Family Services shall develop Error Reduction Training  
11 ~~Implementation Plans~~, as necessary, to remedy patterns of  
12 errors or problematic practices that compromise or threaten the  
13 safety of children as identified in the DCFS Office of the  
14 Inspector General (OIG) death or serious injury  
15 investigations, ~~and~~ Child Death Review Teams recommendations,  
16 or by the Director of the Department. The Error Reduction  
17 Training Implementation Plans shall include both classroom and  
18 web-based trainings. The Inspector General's Office shall  
19 develop the curricula, provide for the initial training  
20 presentations, and collaborate with, and as needed, use the  
21 Child Protection Training Academy simulation model. Initial  
22 trainings shall include, but not be limited to, strengthening  
23 critical thinking, decision-making, interviewing, analytical,

1 and problem-solving skills, as well as practice reviews and  
2 recertifications. Following the initial training roll-out by  
3 the OIG, the Department's Division of Quality Enhancement shall  
4 identify outcome measures and track compliance with the  
5 training curriculum. Each quarter, the Department's Division  
6 of Quality Enhancement shall prepare a report detailing  
7 compliance with the Error Reduction Training and alert the  
8 Director to staffing needs or other needs to accomplish the  
9 goals of the Error Reduction Training. The report shall be  
10 transmitted to the Director, the OIG, and all management staff  
11 involved in the Error Reduction Training. The Department's  
12 Office of Learning and Professional Development shall work with  
13 the Inspector General to implement trainings and continue to  
14 provide on-going trainings on the identified topic for  
15 Department staff as well as for the employees of the  
16 Department's private agency partners. The Department's Office  
17 of Learning and Professional Development shall work to ensure  
18 adherence to the Error Reduction Training, and shall maintain  
19 systems to continue reform efforts in an on-going manner.  
20 ~~training and on-site components. The Inspector General shall~~  
21 ~~submit proposed Error Reduction Implementation Plans to the~~  
22 ~~Director for review. The Director may approve the plans~~  
23 ~~submitted, or approve plans amended by the Office of the~~  
24 ~~Inspector General, taking into consideration policies and~~  
25 ~~procedures that govern the function and performance of any~~  
26 ~~affected frontline staff. The Director shall document the basis~~

1 ~~for disapproval of any submitted or amended plan. The~~  
2 ~~Department shall deploy Error Reduction Safety Teams to~~  
3 ~~implement the Error Reduction Implementation Plans. The Error~~  
4 ~~Reduction Safety Teams shall be composed of Quality Assurance~~  
5 ~~and Division of Training staff to implement hands on training~~  
6 ~~and Error Reduction Implementation Plans. The teams shall work~~  
7 ~~in the offices of the Department or of agencies, or both, as~~  
8 ~~required by the Error Reduction Implementation Plans, and shall~~  
9 ~~work to ensure that systems are in place to continue reform~~  
10 ~~efforts after the departure of the teams. The Director shall~~  
11 ~~develop a method to ensure consistent compliance with any Error~~  
12 ~~Reduction Training Implementation Plans, the provisions of~~  
13 ~~which shall be incorporated into the plan.~~

14 (b) The Department's Division of Quality Enhancement, in  
15 collaboration with the OIG, Quality Assurance shall prepare  
16 public reports semi-annually ~~annually~~ detailing the following:  
17 the substance of any Error Reduction Training Implementation  
18 Plan approved; any deviations from the Error Reduction Training  
19 models Plan; whether adequate staff was available to perform  
20 functions necessary to the Error Reduction Training  
21 Implementation Plan, including identification and reporting of  
22 any staff needs; other problems noted or barriers to  
23 implementing the Error Reduction Training Implementation Plan;  
24 and recommendations for additional training, amendments to  
25 rules and procedures, or other systemic reform identified by  
26 either the OIG or the Office of Learning and Professional

1 Development or as identified from staff training evaluations  
2 and feedback. ~~the teams. Quality Assurance shall work with~~  
3 ~~affected frontline staff to implement provisions of the~~  
4 ~~approved Error Reduction Implementation Plans related to staff~~  
5 ~~function and performance.~~

6 (c) The OIG shall serve as subject matter experts regarding  
7 training content and may, when necessary, review, evaluate, and  
8 provide direction for the instructional integrity of the  
9 training and the delivery method of the content being used for  
10 the purposes of either preservice or service training of staff.

11 ~~The Error Reduction Teams shall implement training and reform~~  
12 ~~protocols through incubating change in each region, Department~~  
13 ~~office, or purchase of service office, as required. The teams~~  
14 ~~shall administer hands on assistance, supervision, and~~  
15 ~~management while ensuring that the office, region, or agency~~  
16 ~~develops the skills and systems necessary to incorporate~~  
17 ~~changes on a permanent basis. For each Error Reduction~~  
18 ~~Implementation Plan, the Team shall determine whether adequate~~  
19 ~~staff is available to fulfill the Error Reduction~~  
20 ~~Implementation Plan, provide case by case supervision to~~  
21 ~~ensure that the plan is implemented, and ensure that management~~  
22 ~~puts systems in place to enable the reforms to continue. Error~~  
23 ~~Reduction Teams shall work with affected frontline staff to~~  
24 ~~ensure that provisions of the approved Error Reduction~~  
25 ~~Implementation Plans relating to staff functions and~~  
26 ~~performance are achieved to effect necessary reforms.~~

1           (d) The OIG shall develop ~~and submit~~ new Error Reduction  
2 Trainings Implementation Plans as necessary. To implement each  
3 Error Reduction Training Implementation Plan, as approved by  
4 the Director, the OIG shall work with the Office of Learning  
5 and Professional Development and the Division of Quality  
6 Enhancement. ~~Quality Assurance members of the Error Reduction~~  
7 ~~Teams designated by the Department. The teams shall be~~  
8 ~~comprised of staff from Quality Assurance and Training.~~  
9 ~~Training shall work with the OIG and with the child death~~  
10 ~~review teams to develop a curriculum to address errors~~  
11 ~~identified that compromise the safety of children. Following~~  
12 ~~the training roll-out, the Teams shall work on site in~~  
13 ~~identified offices. The Teams shall review and supervise all~~  
14 ~~work relevant to the Error Reduction Implementation Plan.~~  
15 ~~Quality Assurance shall identify outcome measures and track~~  
16 ~~compliance with the training curriculum. Each quarter, Quality~~  
17 ~~Assurance shall prepare a report detailing compliance with the~~  
18 ~~Error Reduction Implementation Plan and alert the Director to~~  
19 ~~staffing needs or other needs to accomplish the goals of the~~  
20 ~~Error Reduction Implementation Plan. The report shall be~~  
21 ~~transmitted to the Director, the OIG, and all management staff~~  
22 ~~involved in the Error Reduction Implementation Plan.~~

23           (e) The Director shall review semi-annual ~~quarterly~~  
24 Quality Enhancement Assurance reports and determine adherence  
25 to the Error Reduction Training Implementation Plan using  
26 criteria and standards developed by the Department. The

1 Director, or his or her designee, shall meet, at a minimum,  
2 semi-annually, and when necessary quarterly with Quality  
3 Enhancement, OIG, and all management staff involved in the  
4 Error Reduction Training to discuss the reports and may adjust  
5 the content of the Error Reduction Trainings.

6 (Source: P.A. 100-863, eff. 8-14-18.)