

## Citizen’s Review Panel 2017-2018 Annual Report

### Response to In-Home Services Working Group Recommendation #3

#### Guide to Evaluating Quality of In-home Case Practice

CFSA’s utilizes the following methods to evaluate the quality of case practice: 1) review the entire case process to determine if CFSA has identified the appropriate services to address the safety concerns that brought the family to the attention of the public child welfare agency; 2) review the assessment of children, parent(s) and any caregivers to assess strengths and barriers; and 3) track progress made during the life of the case.

Every month, 16 case plans are randomly selected from each In-home supervisor. These case plans are audited by the Deputy Director, Administrator and Program Managers. Each case is audited by completing a rating tool outlining strengths and areas that need more improvement. The rating form is shared with both the supervisor and social worker to improve the quality of case planning and engagement with the family.

In addition to the audit of random case plans per supervisor, CFSA uses the Quality Service Review is an annual qualitative review of a representative sample of In-home cases that evaluate practice indicators as acceptable or unacceptable. This review process takes about three months to complete with case presentations that occur every Friday and an exit conference to provide the result of the overall case and system performance. The below figure provide the areas of practice that are evaluated.

<b>OVERALL SYSTEM PERFORMANCE</b>	<b>CASE PLANNING</b>	<b>Overall Child and Family Status</b>
<ul style="list-style-type: none"><li>• Engagement (child, mother, father, other)</li><li>• Teamwork Formation</li><li>• Teamwork Coordination</li><li>• Teamwork Functioning</li><li>• Assessment (child, mother, father, other)</li></ul>	<ul style="list-style-type: none"><li>• Pathway to case closure</li><li>• Planning Interventions</li><li>• Safety/protection</li><li>• Permanency</li><li>• Well-being</li><li>• Function/role</li><li>• Early Learning &amp; Education</li></ul>	<ul style="list-style-type: none"><li>• Safety (home, school, community, other)</li><li>• Stability (home, school)</li><li>• Physical status</li><li>• Health,</li><li>• Emotional Functioning</li><li>• Learning &amp; development/academic achievement</li></ul>

CFSA believes the CQI activities mentioned are sufficient in not just monitoring quality of referrals and services, but also in the overall case practice, which has to be the focus to ensure families are provided the level of support needed to keep families remain intact and safe without the continued presence of maltreatment.