

Quality Service Reviews

Assessing the quality of child welfare practice to improve outcomes for children and families in Virginia

Virginia's Children's Services Practice Model

We believe:

All children and communities deserve to be safe.

In family, child, and youth-driven practice.

Children do best when raised in families.

All children and youth need and deserve a permanent family.

In partnering with others to support child and family success in a system that is family-focused, child-centered, and community-based.

How we do our work is as important as the work we do.

How do we Operationalize the Practice Model?

- Family Engagement
 - Family Partnership Meetings, Diligent Family Search, Subsidized Custody
- Reengineering the Training System
- Managing by Data
- Recruiting, Training and Supporting Resource Families
- Quality Service Reviews

A Quality Service Review (QSR) is a robust tool for system reform that:

- ▶ Measures the quality of practice delivered
- ▶ Lets us know what is working/not working in practice for children & families and why
- ▶ Guides next steps for practice development and capacity building, leading to better outcomes for kids and families

The Quality Service Review is a different way of looking at practice

Case Process Review

vs.

Quality Service Review

Reviews cases to ensure compliance with law, regulation and policy

Evaluates outcomes of LDSS interventions and quality of casework

- ▶ Did the social worker visit the child monthly? Were those visits in his/her foster care placement over 50% of the time?
- ▶ Was the service plan completed within 60 days after the child entered foster care?
- ▶ Is there a current service plan in the file?

- ▶ Is the child safe from manageable risks of harm in his/her daily living environment?
- ▶ Are family members actively engaged in the team meetings where decisions are made about the child and family?
- ▶ Is the plan relevant to family needs and goals, coherent in selection and assembly of strategies, supports, services and timelines?

QSR will Measure Indicators of both Child and Family Status as well as System Performance

Child and Family Status Indicators

- ▶ Risk/Safety
- ▶ Stability
- ▶ Permanency
- ▶ Living Arrangement
- ▶ Health
- ▶ Emotional Well-Being
- ▶ Behavioral risk
- ▶ Learning/School Progress
- ▶ Family Functioning
- ▶ Caregiver Functioning
- ▶ Family Satisfaction

System Performance Indicators

- ▶ Engagement
- ▶ Teaming/Coordination
- ▶ Assessment
- ▶ Long-Term View
- ▶ Planning
- ▶ Plan Implementation
- ▶ Tracking
- ▶ Resources
- ▶ Transitions
- ▶ Cultural Accommodations

Note: Examples only – VA will tailor these to our practice model.

Implementation of a QSR Includes Several Key (standard) Elements

- ▶ A standardized protocol based on best practice that has been tailored to Virginia's Practice Model and initiatives
- ▶ A qualitative case review process utilizing the protocol
- ▶ Trained Reviewers work in pairs to interview all those involved in a case including family members, the child, the caseworker, service providers, etc.
- ▶ Concluding interview with social worker and supervisor to share and update information and findings
- ▶ Outcome meeting with LDSS and stakeholders to report strengths and opportunities for improvement

Why Use Quality Service Reviews

- ▶ QSR protocol is used to rate the case according to current outcomes – not on efforts
- ▶ Lessons learned through reviews are fed back to the LDSS staff, region, or division, immediately
- ▶ QSR's can be utilized as a professional development tool for reviewers, supervisors and social workers
- ▶ When conducted regularly, a QSR will drive continuous improvement
- ▶ Better engagement of stakeholders (internal & external) in the improvement process
- ▶ To link the CFSP- 5 year plan, the CFSR Results and the PIP

Reviewers are vital to the success of the QSR

We are looking for Reviewers with:

- ▶ Knowledge of Virginia's Children's Services System Practice Model
- ▶ Ability to engage respondents
- ▶ Ability to employ active listening
- ▶ Ability to employ basic interviewing skills
- ▶ Ability to anticipate changing directions in the course of interviews
- ▶ Ability to use confidentiality appropriately and observe boundaries
- ▶ Ability to accurately summarize a case

Through training Reviewers will learn to:

- ▶ Understand how case practice skills operationalize the values and principles of the Practice Model
- ▶ Understand the QSR process and protocol
- ▶ Score objectively based on the QSR protocol and understand scoring method
- ▶ Ability to distinguish efforts from outcomes
- ▶ Write a descriptive and accurate case summary that supports the scores assigned
- ▶ Provide accurate, strength-based feedback in oral and written format, to LDSS social workers and supervisors

Site Selection

- ▶ Scheduling is in process for first ten reviews
 - Will include two reviews in each region
 - Some reviews will cover only one large agency; some will be groupings of smaller agencies
- ▶ Localities will be selected taking into account several factors:
 - Locality willingness
 - Locality readiness
 - Localities in Phase 1 of Family Engagement
 - Recommendations from VDSS Regional Staff

Support for Localities throughout the QSR Process

- ▶ Once a locality (or group of localities) has been selected for a review they will designate a Site Coordinator
- ▶ A lead will be assigned from the CQI Unit of VDSS
- ▶ The lead and coordinator will work together starting 12 to 14 weeks before the review to help the locality to prepare

What Happens after a QSR?

- ▶ Results will be provided to the locality through an immediate feedback session
- ▶ Locality will receive a written final report
- ▶ Locality will develop a System Improvement Plan to improve outcomes for children and families
- ▶ We will build a feedback loop for systemic factors that are identified

More Information – Coming Soon!

- ▶ All Information will be posted on the Internet:
 - Spark
 - www.vafamilyconnections.com
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