

POLICY AND ADMINISTRATIVE PROCEDURE			
Indiana Department of Correction			
Manual of Policies and Procedures			
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THE DEVELOPMENT AND DELIVERY OF PROGRAMS, PRE-RELEASE, AND CASE MANAGEMENT			

IX. QUALITY ASSURANCE:

A. Training

Training in this policy and administrative procedure shall be provided to every new Unit Team employee in accordance with Policy and Administrative Procedure 01-05-101, “Workforce Engagement.” Additional related training shall be provided as necessary.

B. Case Load Assessments

Quality assurance encompasses Continuous Quality Improvement (CQI) and an audit portion for each staff member.

C. CQI is a “best practice” management philosophy that is ongoing in nature and examines processes to identify, analyze, and improving outcomes for service recipients as well as organizational performance. It involves a structured approach to problem-solving, data collection, and analysis to implement changes and enhance the quality of work and promote better outcomes. It looks at effectiveness and efficiency at all levels as well as responsiveness, flexibility, and timeliness. CQI provides a framework for organizations to aim for and a way to quantify and document qualitative work in the social services field. It encourages collaboration among team members and focuses on improvements in the processes involved and skills of practitioners using both assessments and coaching.

The CQI portion will be conducted monthly for all Unit Team staff at the Unit Team meeting and will be documented in the meeting minutes that are submitted to the Re-Entry Monitor. The CQI portion can be one of the audit topics or any topic that Unit Team supervision recognize as needing additional coaching or training. CQI feedback can also be given specifically to an employee in regard to skill set, mastery of skills, and succession planning then documented in the individual’s fact file.

An audit is the on-site verification activity such as an inspection or examination of a process or quality system, to ensure compliance to requirements.

For the audit portion, supervisors will review five (5) case files for the Intake process, five (5) case files for the ongoing Case Management process, and ten

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(10) case files for the release audit process. The audit portion is to be accomplished by breaking the Case Worker/Casework Manager's individual audit into 3 of 4 annual quarters. The breakdown by quarter are as follows:

First quarter (January – March)	One (1) Intake process One (1) On going Case Management process Two (2) Release audit process
Second Quarter (April – June)	Two (2) intake process Two (2) On-going Case Management process Four (4) Release audit process
Third Quarter (July – September)	Two (2) Intake process Two (2) On going Case Management process Four (4) Release audit process

All Quality Assurance documentation is due by the tenth (10th) of the month following the end of the assessment period. The documentation is to be forward to the facility's assigned Re-Entry Monitor.

Staff shall not receive a numeric score on any of the CQI portion of the assessment. Each performance measure is its own entity that shall focus on future improvement, successes, or what can/will be done to continue strengthening skills. The results should provide a goal orientated plan for future success.

Staff shall receive a numeric score on the audit portion of the assessment. Once the audit has been conducted, supervisors shall provide their staff with the findings, including positive reinforcement and recommendations for score improvement as needed.

The caseload CQI assessment shall not be considered for the purposes of performance appraisals. CQI coaching and mentoring shall be included in the work profile of every Case Manager and Unit Team Manager.

The facility assessment forms shall be provided to the Deputy Warden of Re-Entry by the Director of Case Management. Updates shall be distrusted as necessary.