

Quality Service Review



Regional Data Presentation
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Regional Manager

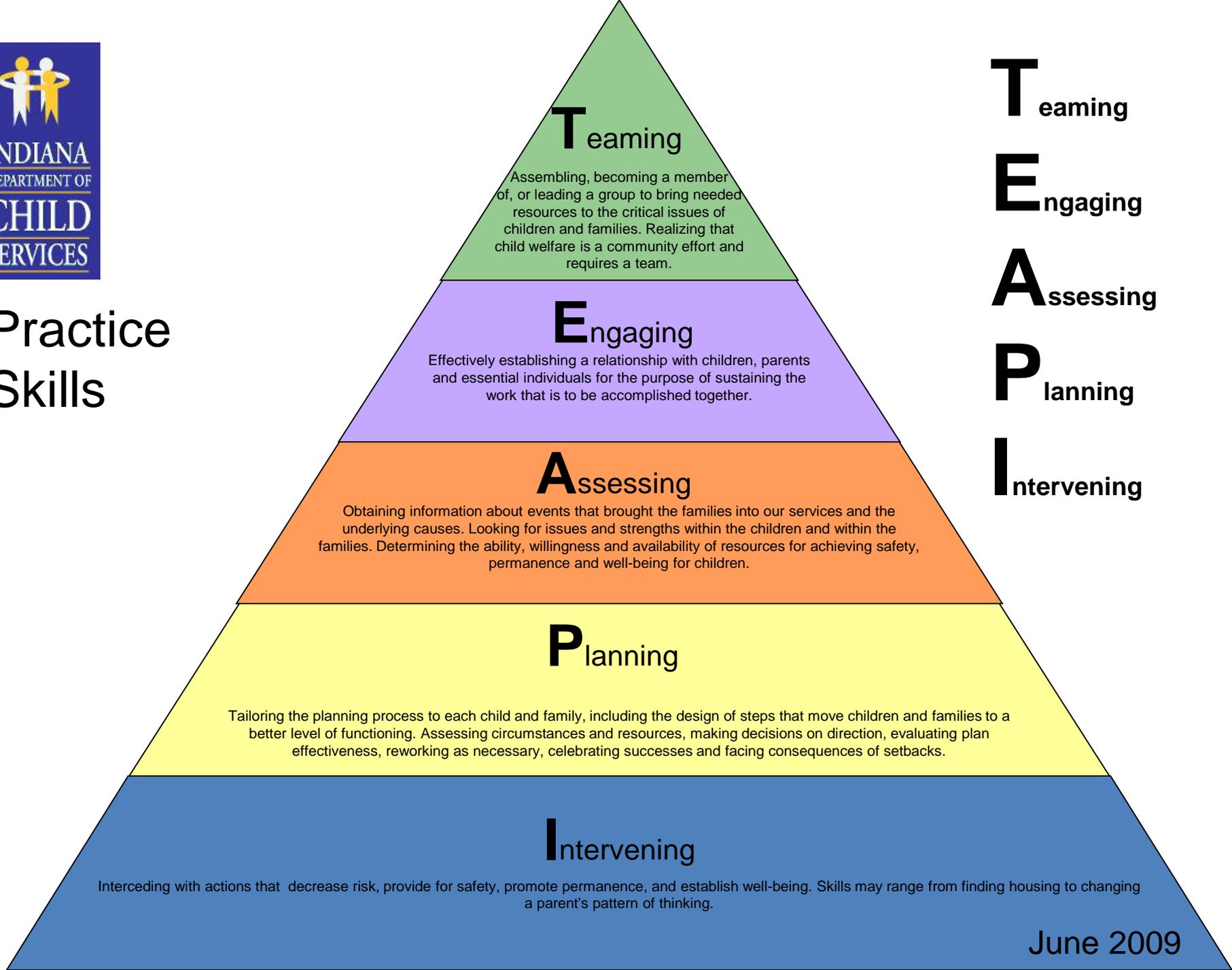
Finding Out Where to Focus:

- ⌘ **Interviews of Key Case Contributors for 24 cases**
- ⌘ **Aggregate data results of 22 selected QSR Indicators**
 - ⌘ **Child, Parent, System Status**
- ⌘ **Identification of recurring patterns/lessons in cases**





Practice Skills



Teaming

Assembling, becoming a member of, or leading a group to bring needed resources to the critical issues of children and families. Realizing that child welfare is a community effort and requires a team.

Teaming

Engaging

Effectively establishing a relationship with children, parents and essential individuals for the purpose of sustaining the work that is to be accomplished together.

Engaging

Assessing

Obtaining information about events that brought the families into our services and the underlying causes. Looking for issues and strengths within the children and within the families. Determining the ability, willingness and availability of resources for achieving safety, permanence and well-being for children.

Assessing

Planning

Tailoring the planning process to each child and family, including the design of steps that move children and families to a better level of functioning. Assessing circumstances and resources, making decisions on direction, evaluating plan effectiveness, reworking as necessary, celebrating successes and facing consequences of setbacks.

Planning

Intervening

Interceding with actions that decrease risk, provide for safety, promote permanence, and establish well-being. Skills may range from finding housing to changing a parent's pattern of thinking.

Intervening

Indicator Rating—Scoring

- **6= OPTIMAL STATUS.** The best or most favorable status presently attainable for this person in this area [taking age and ability into account]. The person is doing great! Confidence is high that long-term needs or outcomes will be or are being met in this area in achieving positive results. [6 month sustained pattern or since admission if < 6 months]
 - **5= GOOD STATUS.** Substantially and dependably positive status for the person in this area with an ongoing positive pattern. This status level is consistent with attainment of long-term needs or outcomes in area. Status is “looking good” and likely to continue. In achieving positive results [3 month sustained pattern or since admission if < 3 months]
 - **4= FAIR STATUS.** Status is minimally or temporarily sufficient for the person to meet short-term needs or objectives in this area. Status has been no less than minimally adequate in achieving positive results at any time in the past 30 days, but may be short-term due to changing circumstances, requiring change soon. [1 month pattern]
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- **3= MARGINAL STATUS.** Status is mixed, limited, or inconsistent and not quite sufficient to meet the person’s short-term needs or objectives now in this area. Status in this area has been somewhat inadequate at points in time or in some aspects in achieving positive results over the past 30 days. Any risk may be minimal.
 - **2= POOR STATUS.** Status is now and may continue to be poor and unacceptable. The person may seem to be “stuck” or “lost” with status not improving. Any risk may be mild to serious.
 - **1= ADVERSE STATUS.** The person status in this area is poor and worsening. Any risk of harm, restriction, separation, disruption, regression, and/or other poor outcomes may be substantial and increasing.

**Maintain/
Refine**

Range: 4-6

**Concerted
Action Needed**

Range: 1-3



Maintain/Refine Range 4-6

➤ **6= OPTIMAL PERFORMANCE.**

➤ The level of performance is indicative of exemplary practice and results.

➤ **5= GOOD PERFORMANCE.**

➤ The system is working dependably under changing conditions and over time.

➤ The system is consistently meeting the long-term needs and goals.

➤ **4= FAIR PERFORMANCE.**

➤ The system is temporarily meeting the short-term needs or objectives. Adjustments may be required soon due to changing circumstances.



Concerted Action Needed

Range 1-3

➤ **3= MARGINAL PERFORMANCE.**

- Practice is underpowered and inconsistent
- Performance is insufficient to meet short-term needs and objectives.

➤ **2= POOR PERFORMANCE.**

- Practice is fragmented, inconsistent and off-target.
- May be incomplete/not operative on consistent basis.

➤ **1= ADVERSE PERFORMANCE.**

- Practice may be absent or not operative.
- Practice strategies may be contra-indicated or performed inappropriately.



Enhanced Indicators

- In an effort to more closely align with the Federal Child and Family Service Review, some of the 22 indicators have been enhanced
 - Adding a 12 month time frame for select indicators
 - Scoring mother, father, child/youth, and resources separately for select indicators

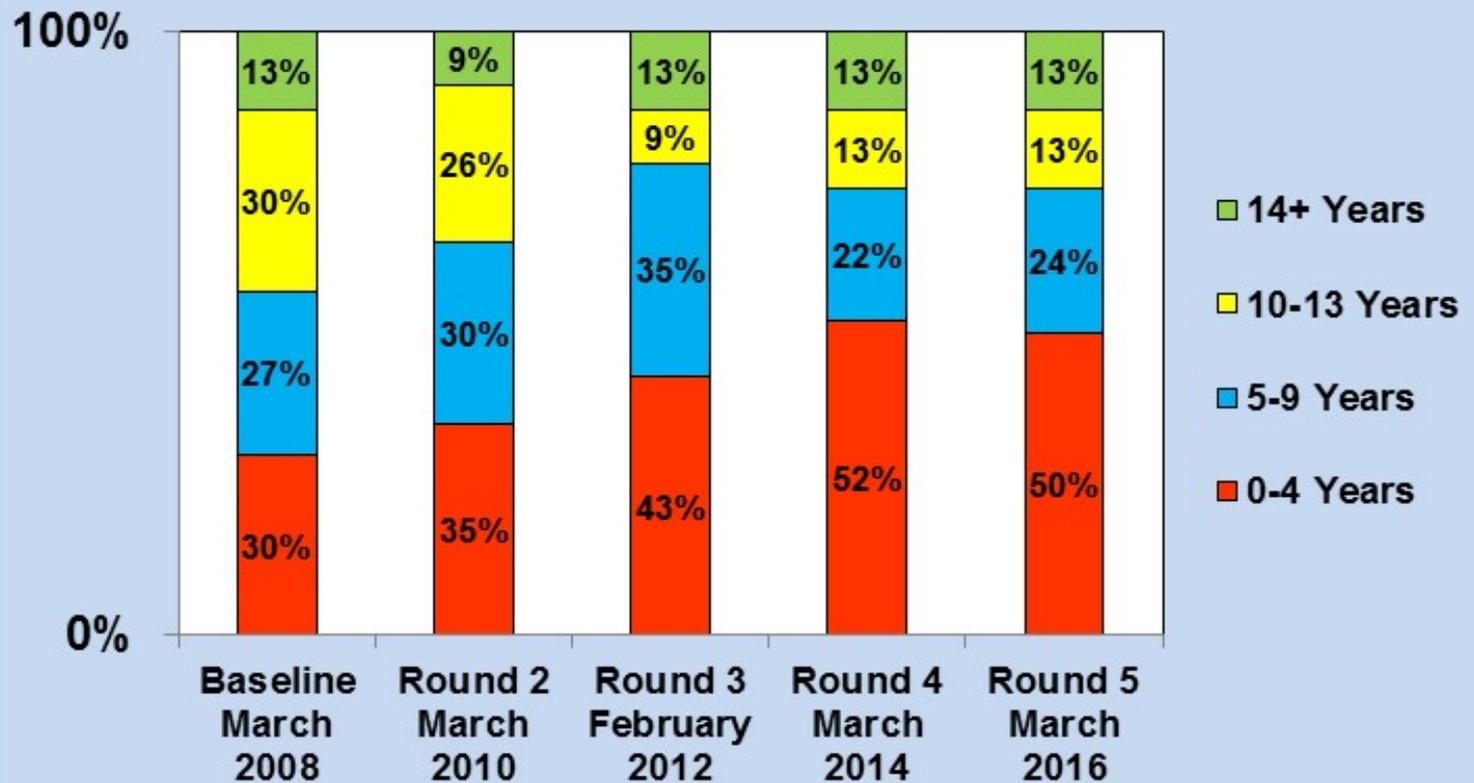


INDIANA
DEPARTMENT OF
CHILD
SERVICES

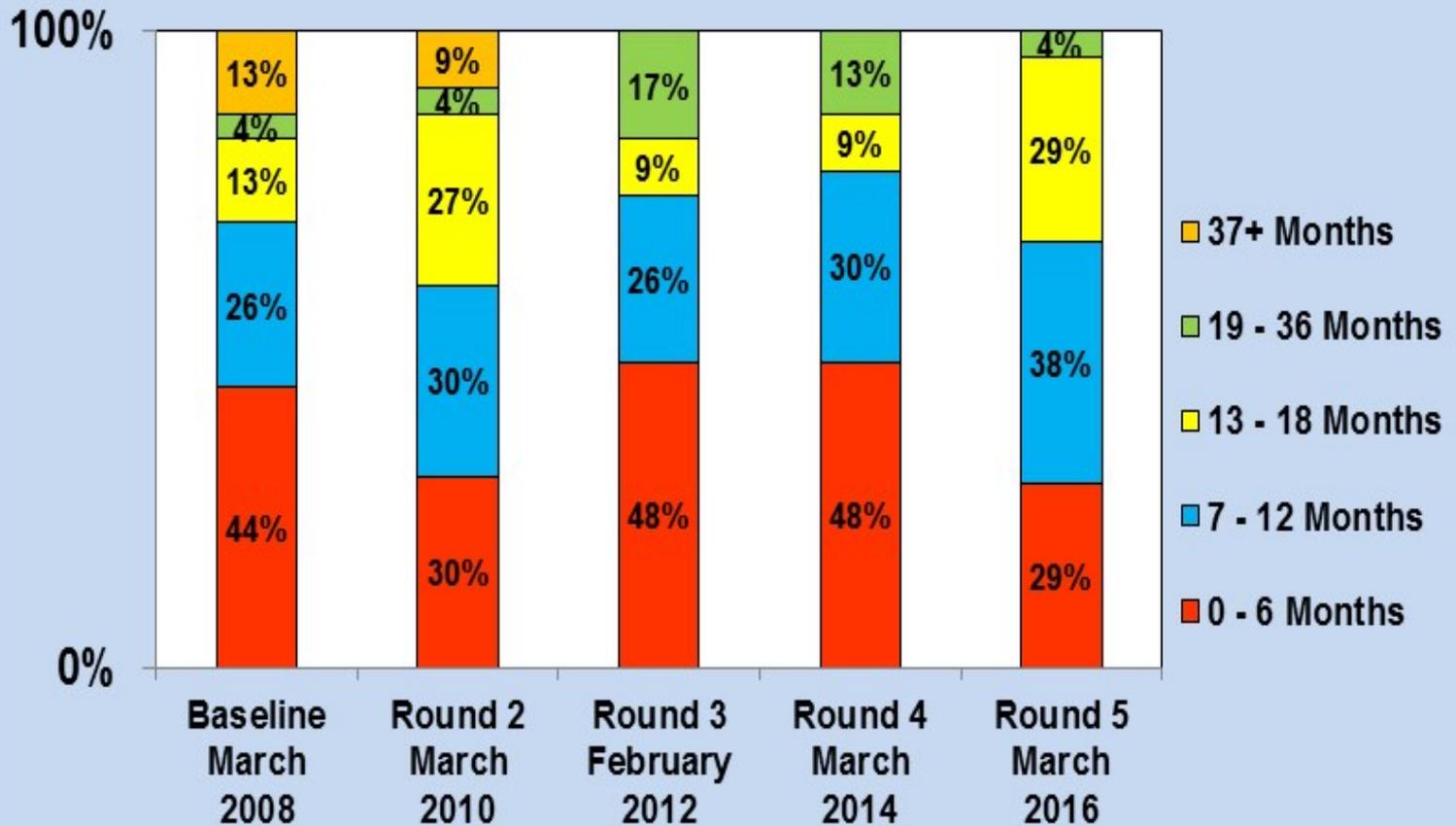
Sample of Children & Families

**Characteristics of
Children & Families
in the Sample**

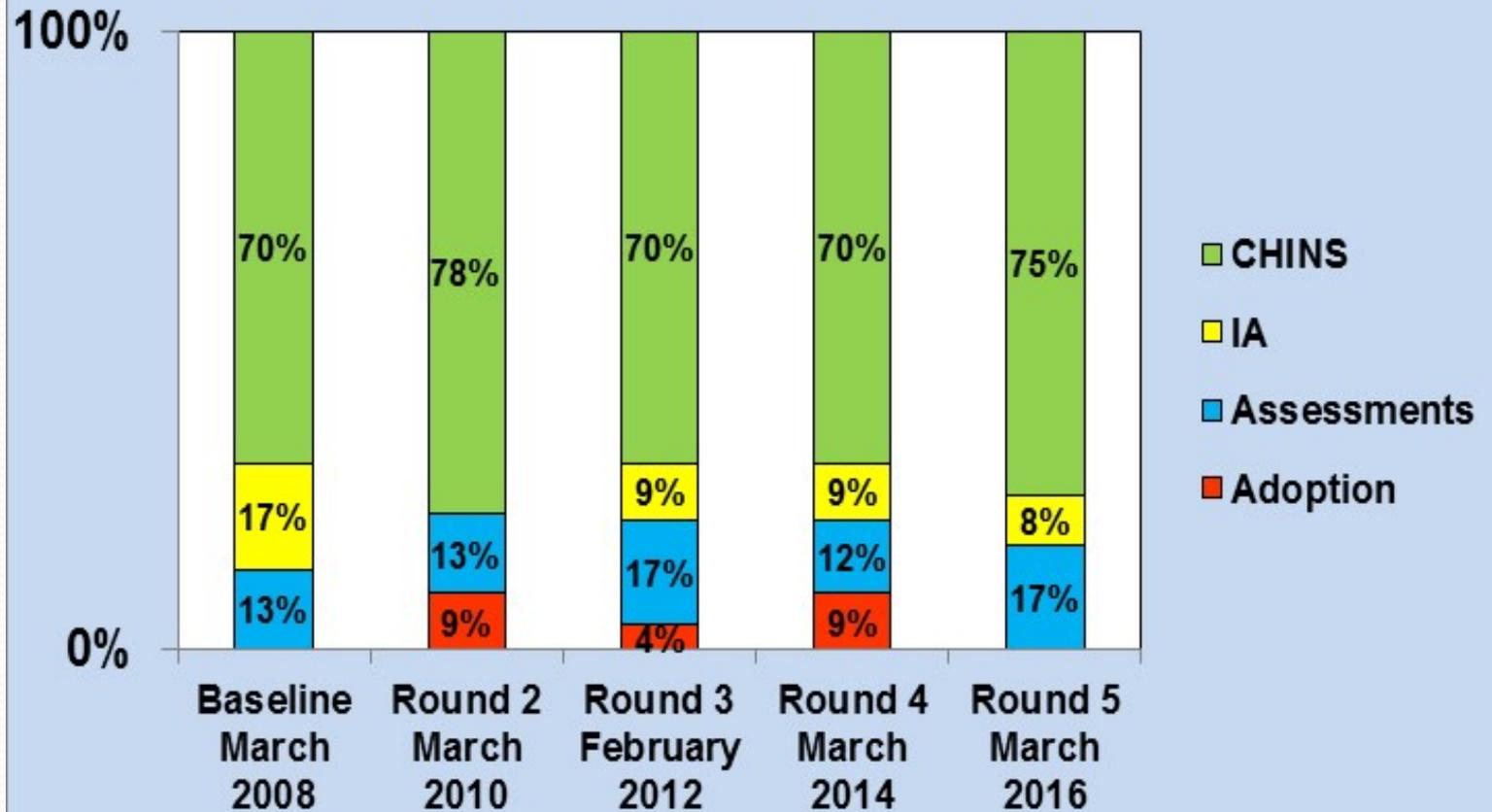
Age Group



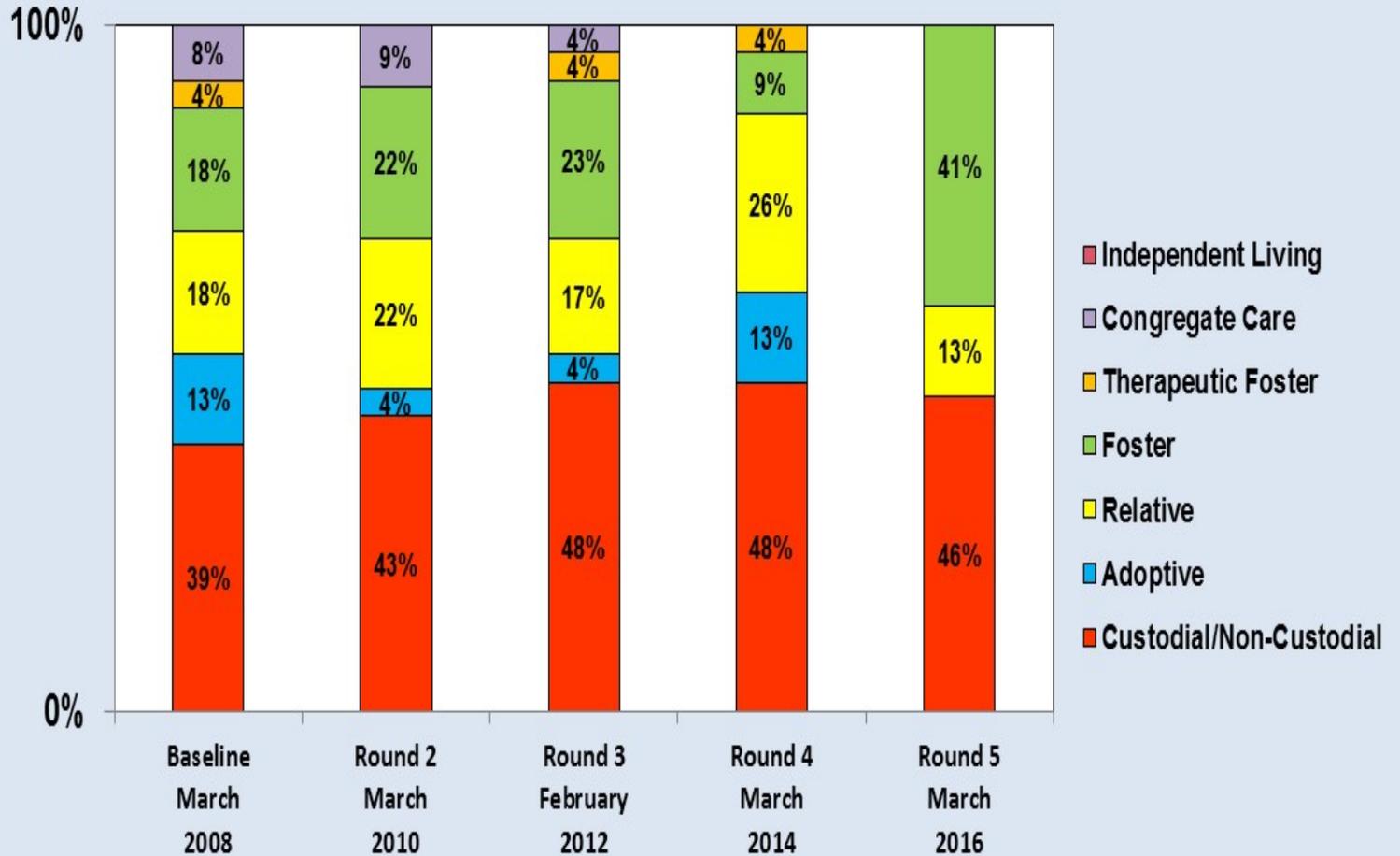
Time in Care



Case Type



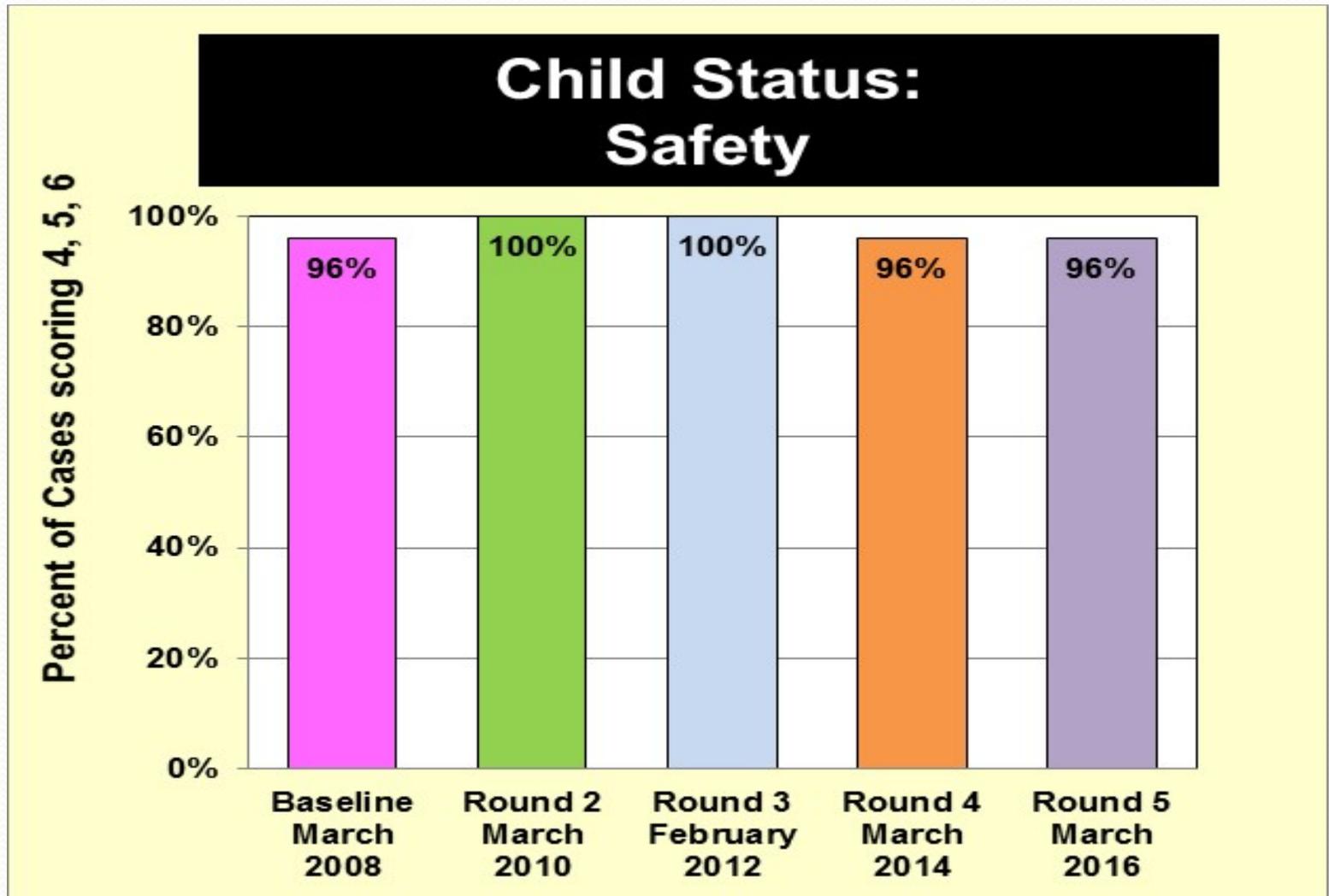
Current Placement



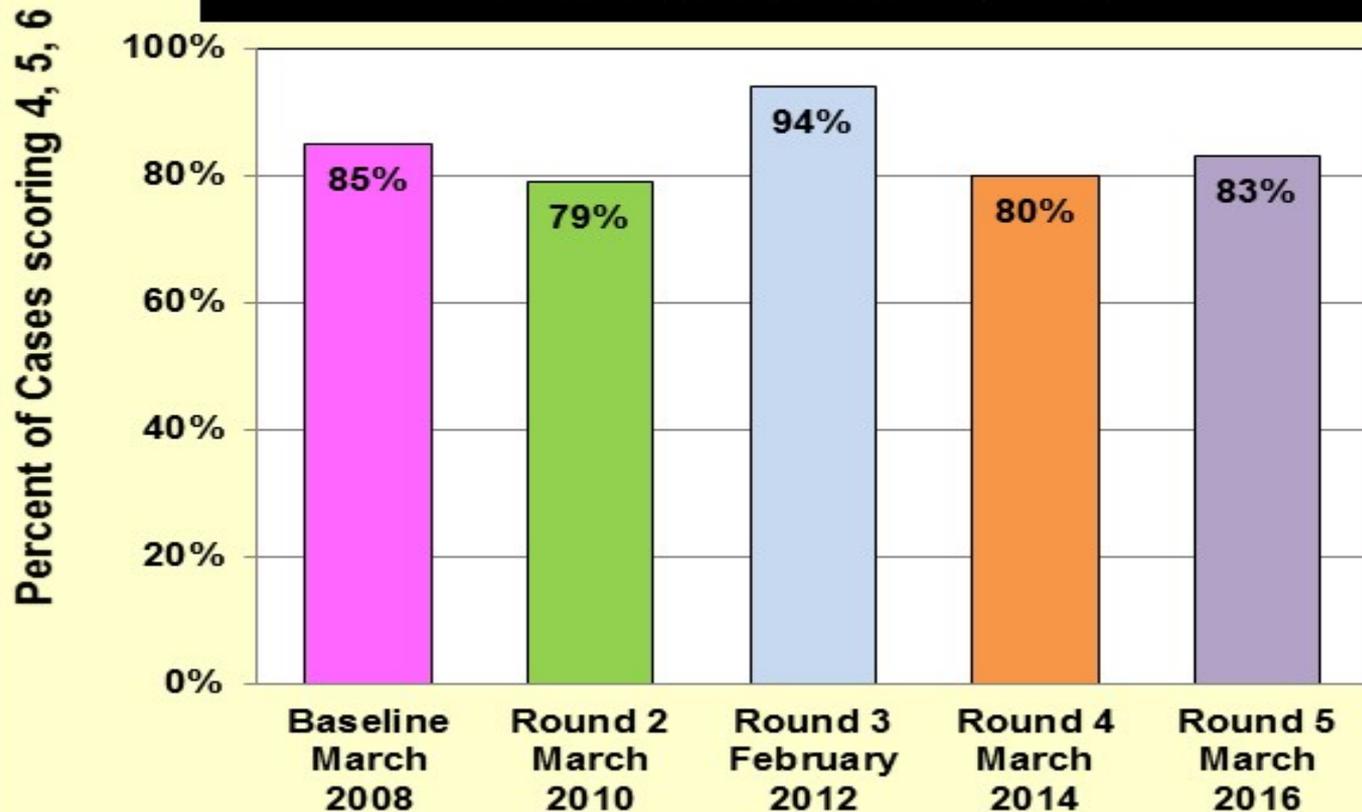


QSR Results

Results are preliminary and will be finalized in the QSR Regional Report



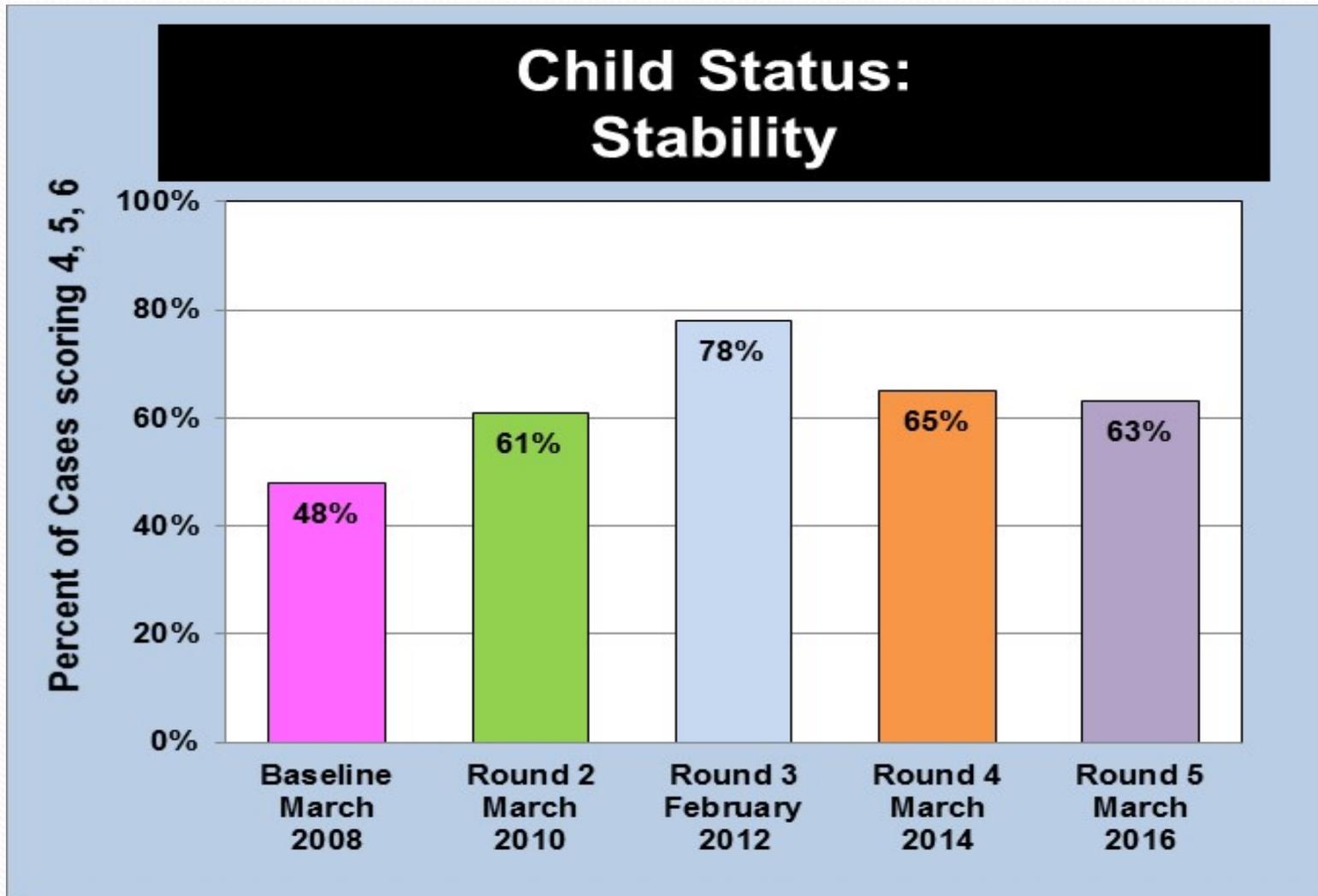
Child Status: Behavioral Risk

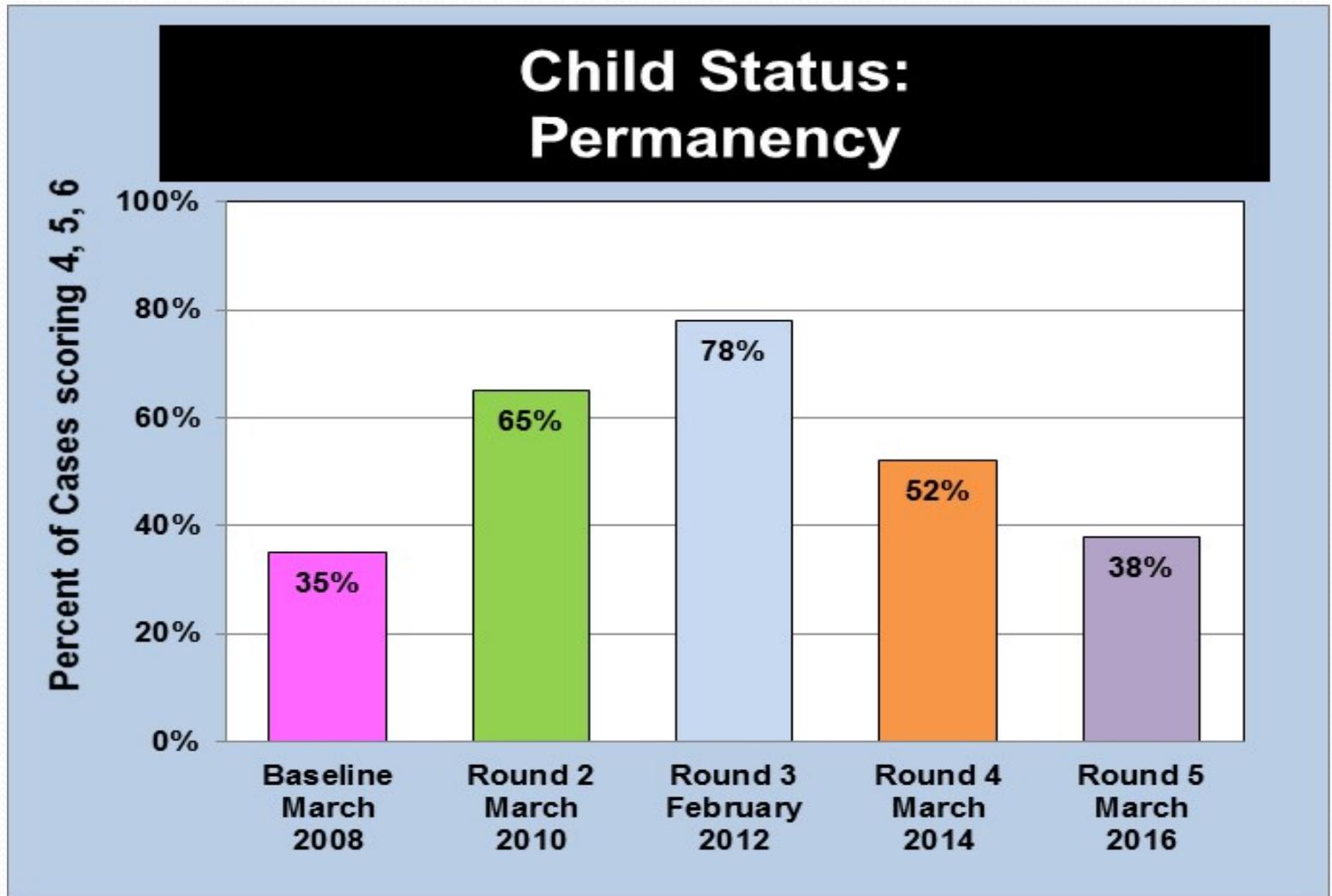


Child Welfare Review 3.8.16

Total Cases = 24

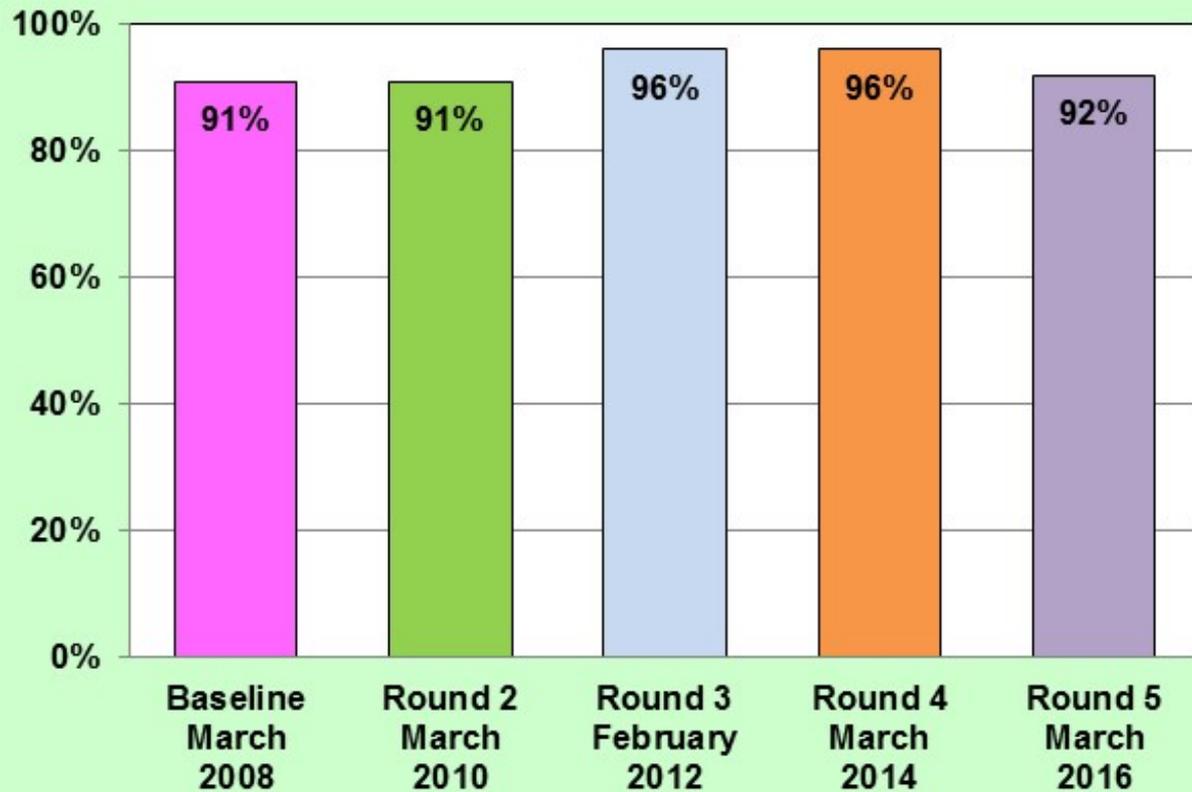
Behavioral Risk only 18 cases are applicable





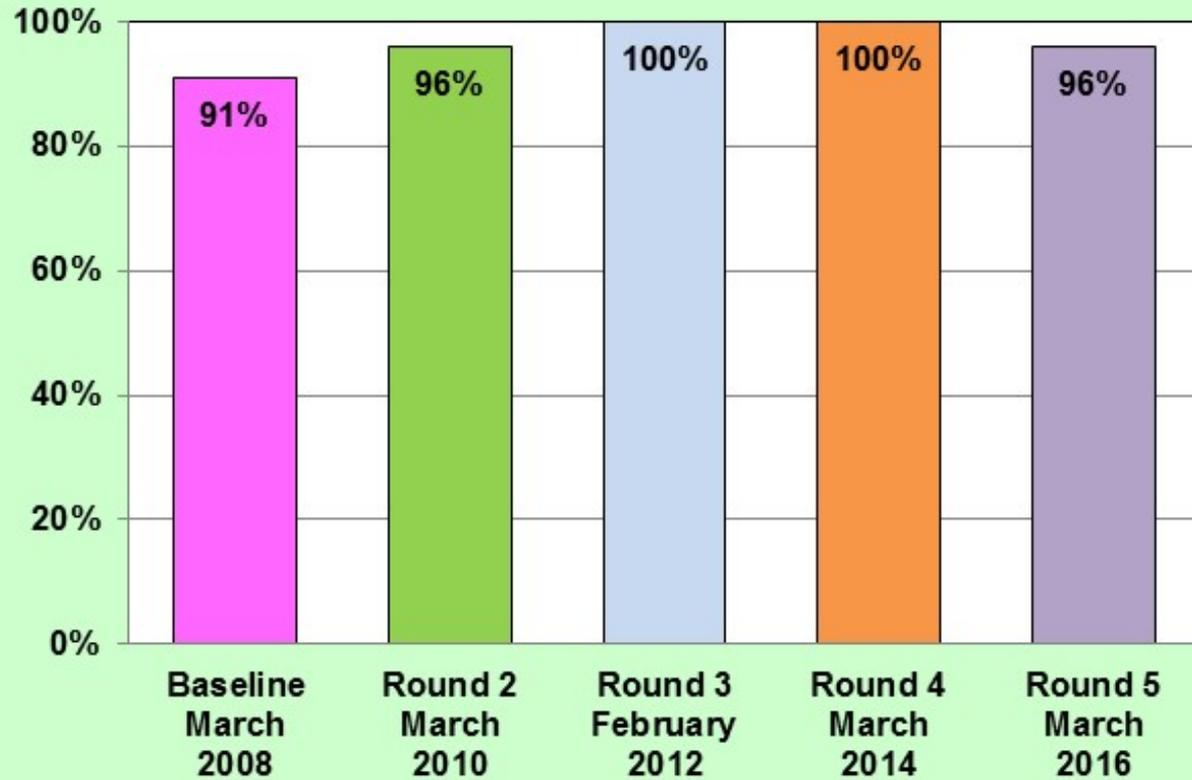
Child Status: Appropriate Living Arrangement

Percent of Cases scoring 4, 5, 6



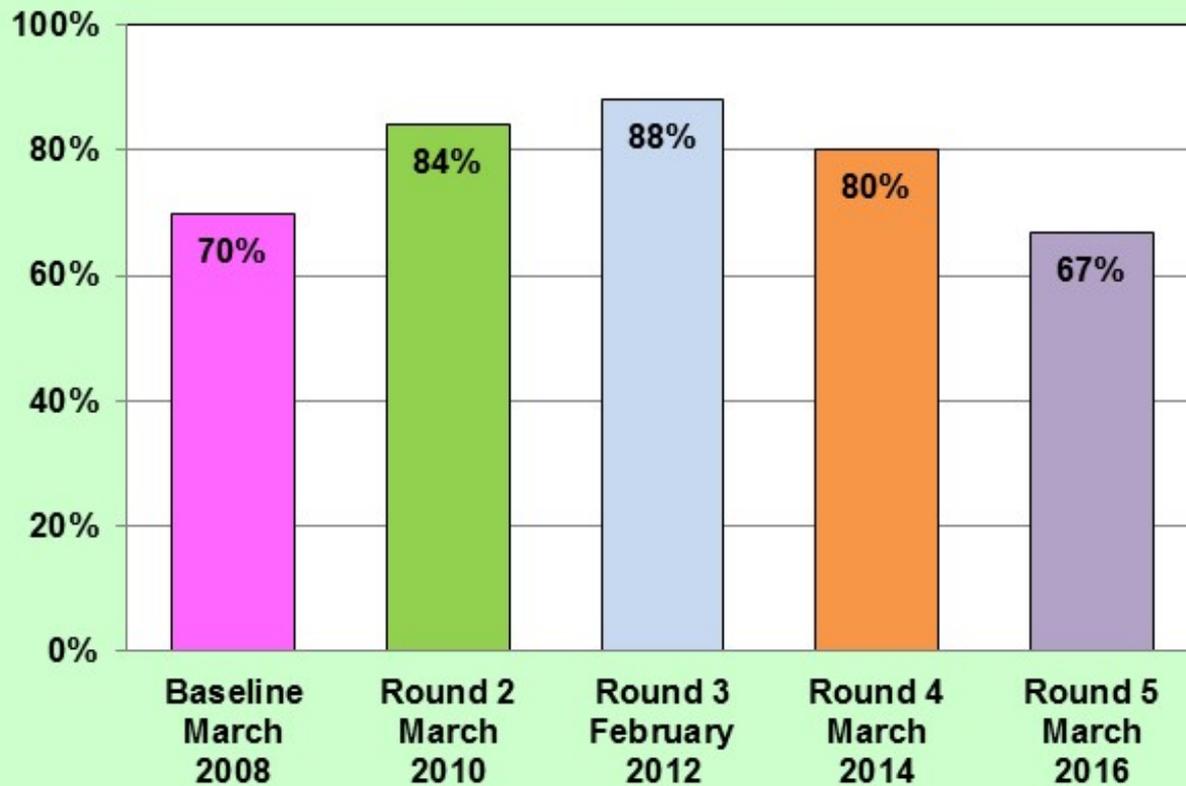
Child Status: Physical Health

Percent of Cases scoring 4,5, 6



Child Status: Emotional Status

Percent of Cases scoring 4,5, 6

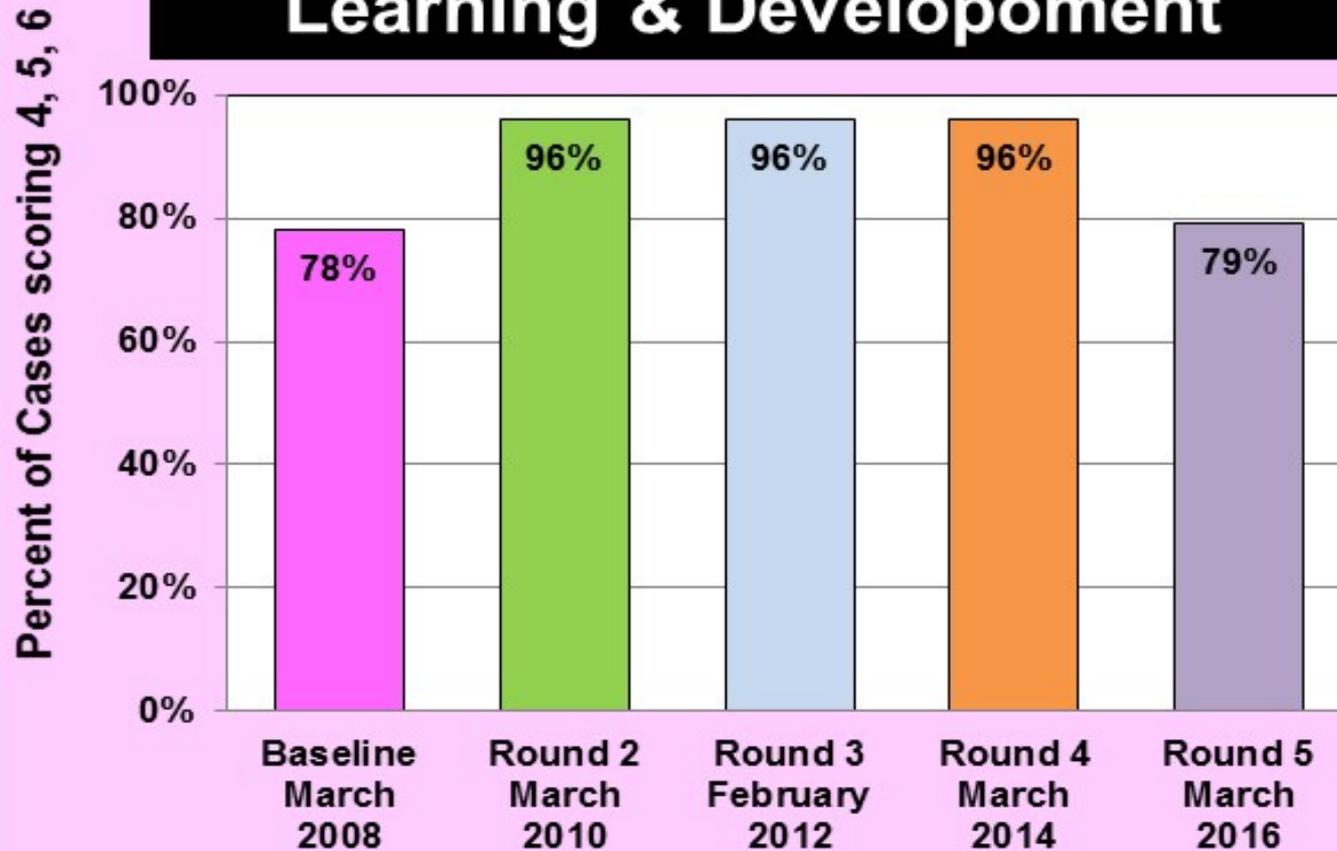


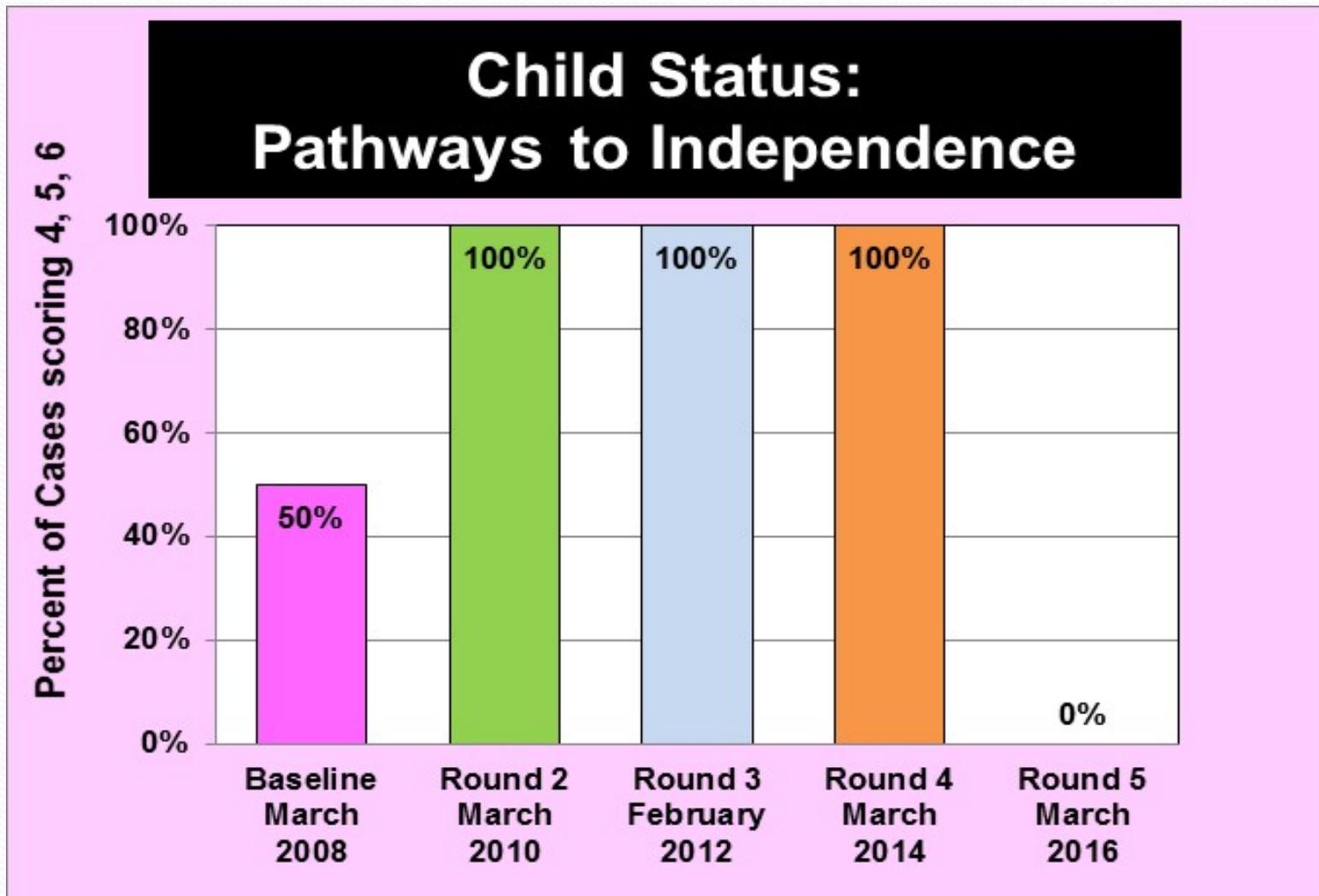
Child Welfare Review 3.8.16

Total Cases = 24

Emotional Status only 18 cases are applicable

Child Status: Learning & Developoment



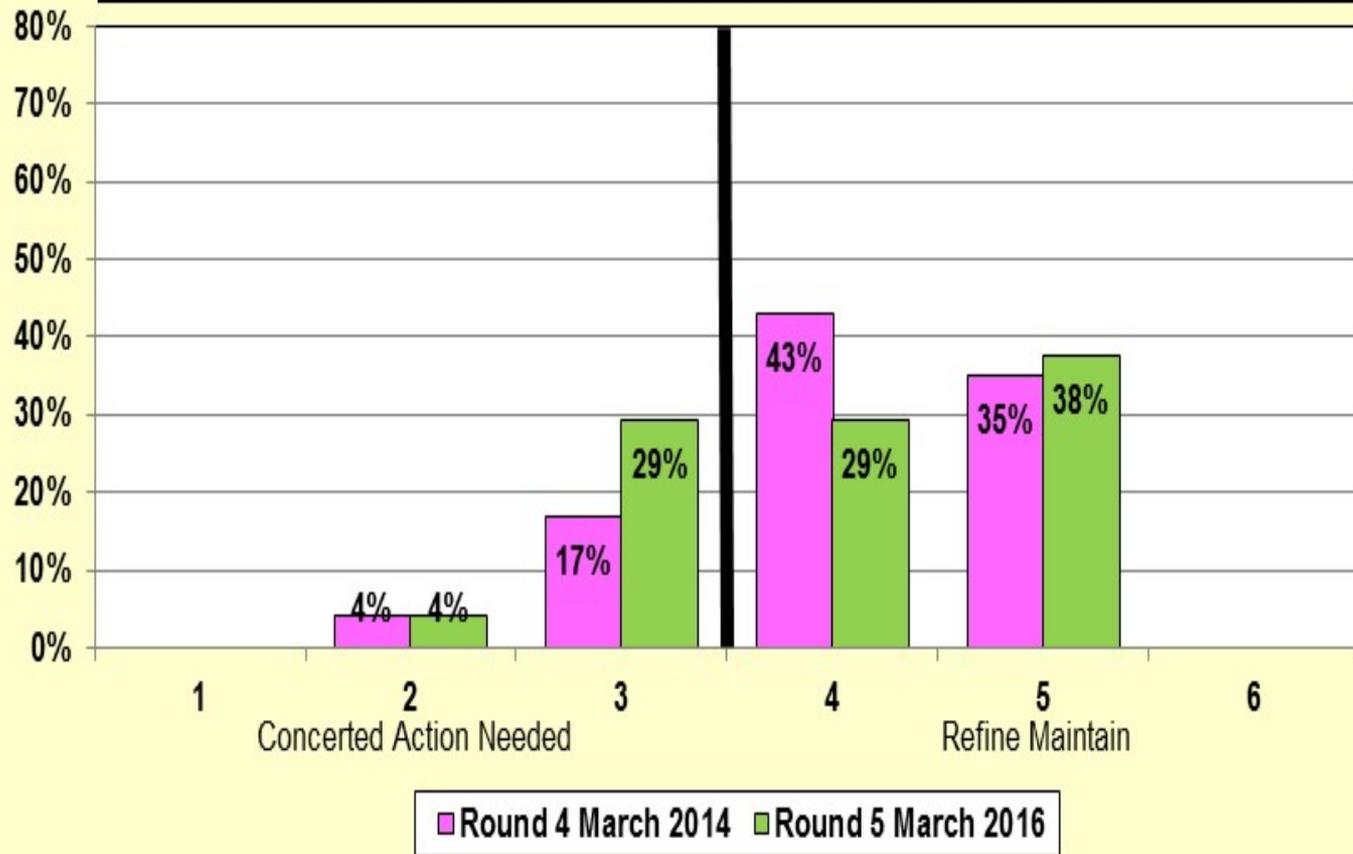


Child Welfare Review 3.8.16

Total Cases = 24

Path to Independence only 2 cases applicable

Overall Child Status





Parent Stress Factors & Former Ward Status

Parent Stress Factors

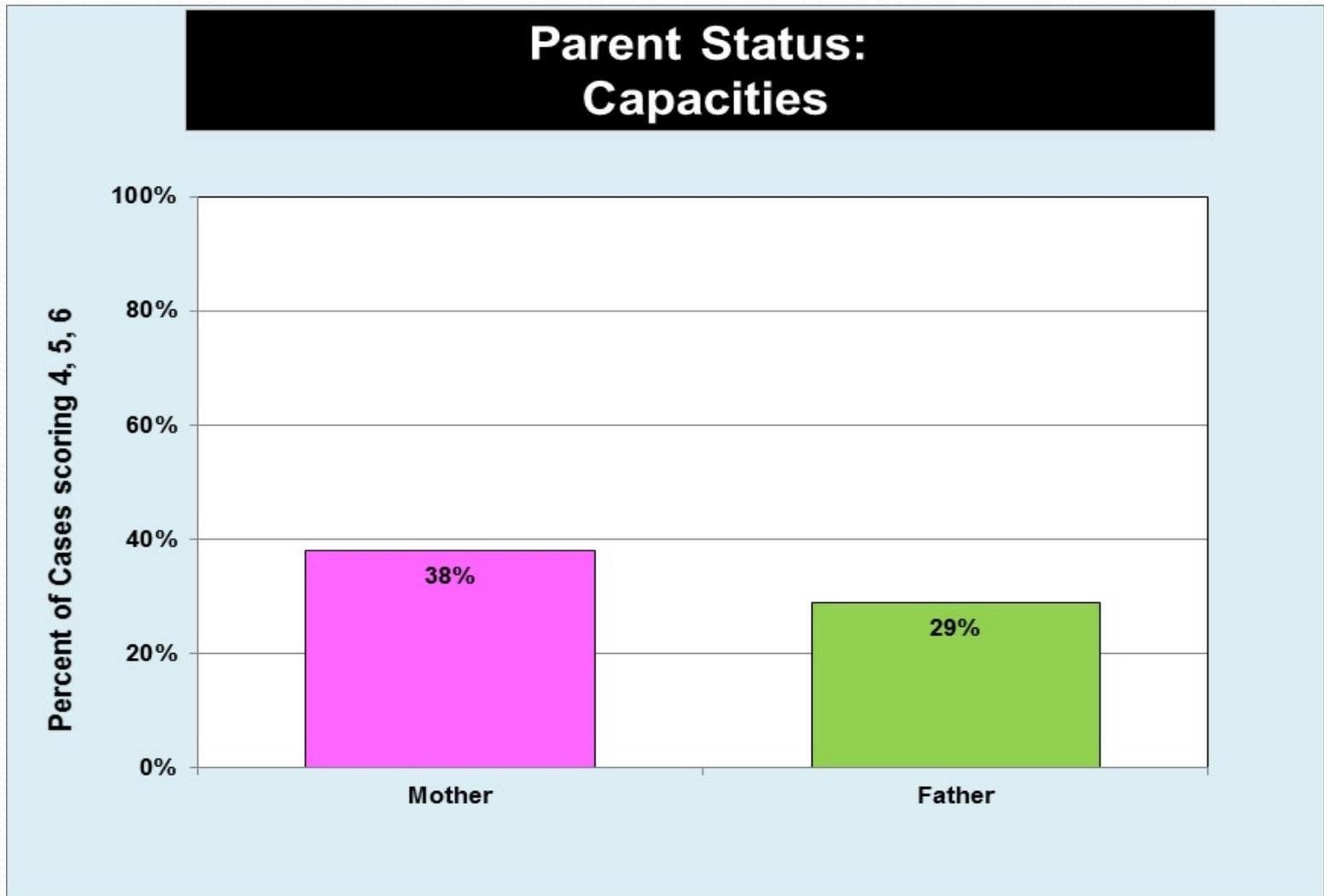
- 46% Domestic Violence
- 42% Drug Addiction/Substance Abuse
- 38% Mental Health Problems
- 33% Abused/Neglected as a Child
- 33% Inadequate Housing
- 33% Insufficient Income
- 33% Lack of Parenting Skills

Former Wards

- 37% Mothers
- 17% Fathers

Unknown Wards

- 0% Mothers
- 20% Fathers



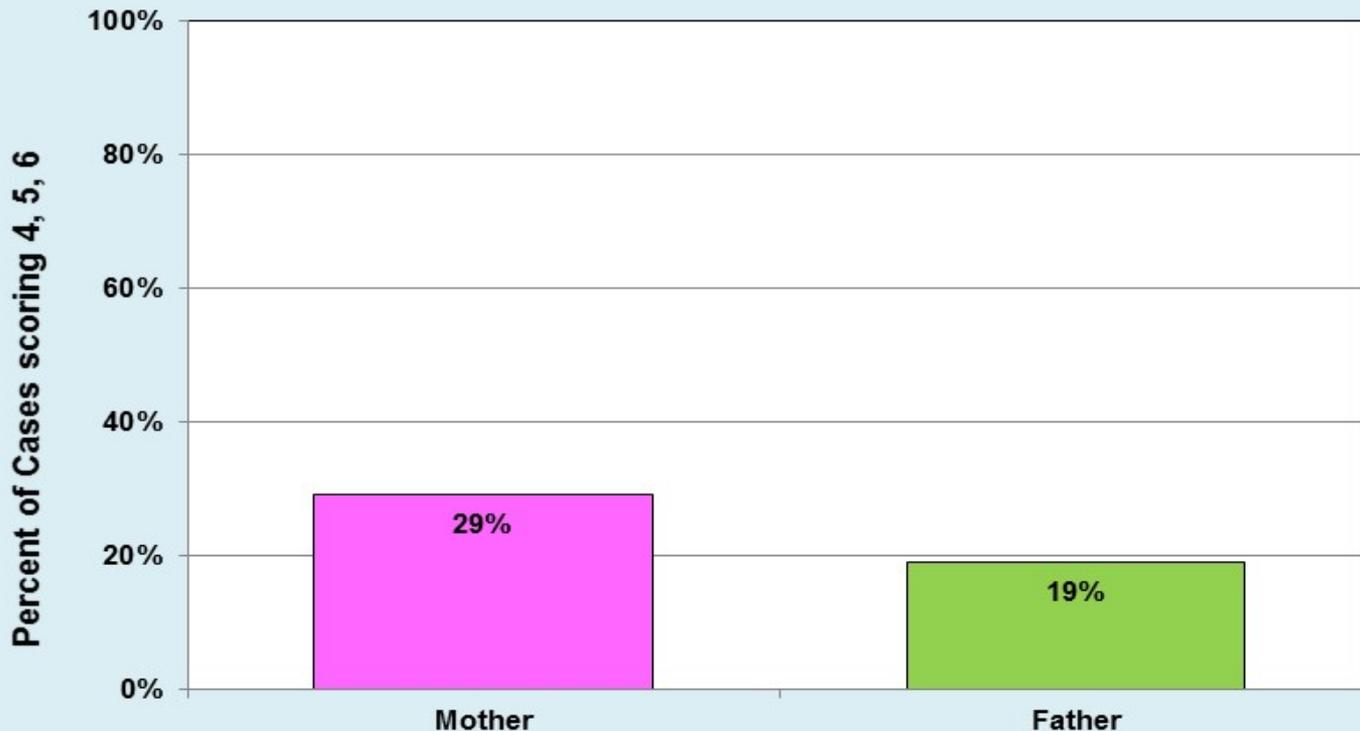
Child Welfare Review 3.8.16

Total Cases = 24

Mother's Capacities only 24 cases are applicable

Father's Capacities only 21 cases are applicable

Parent Status: Informal Supports

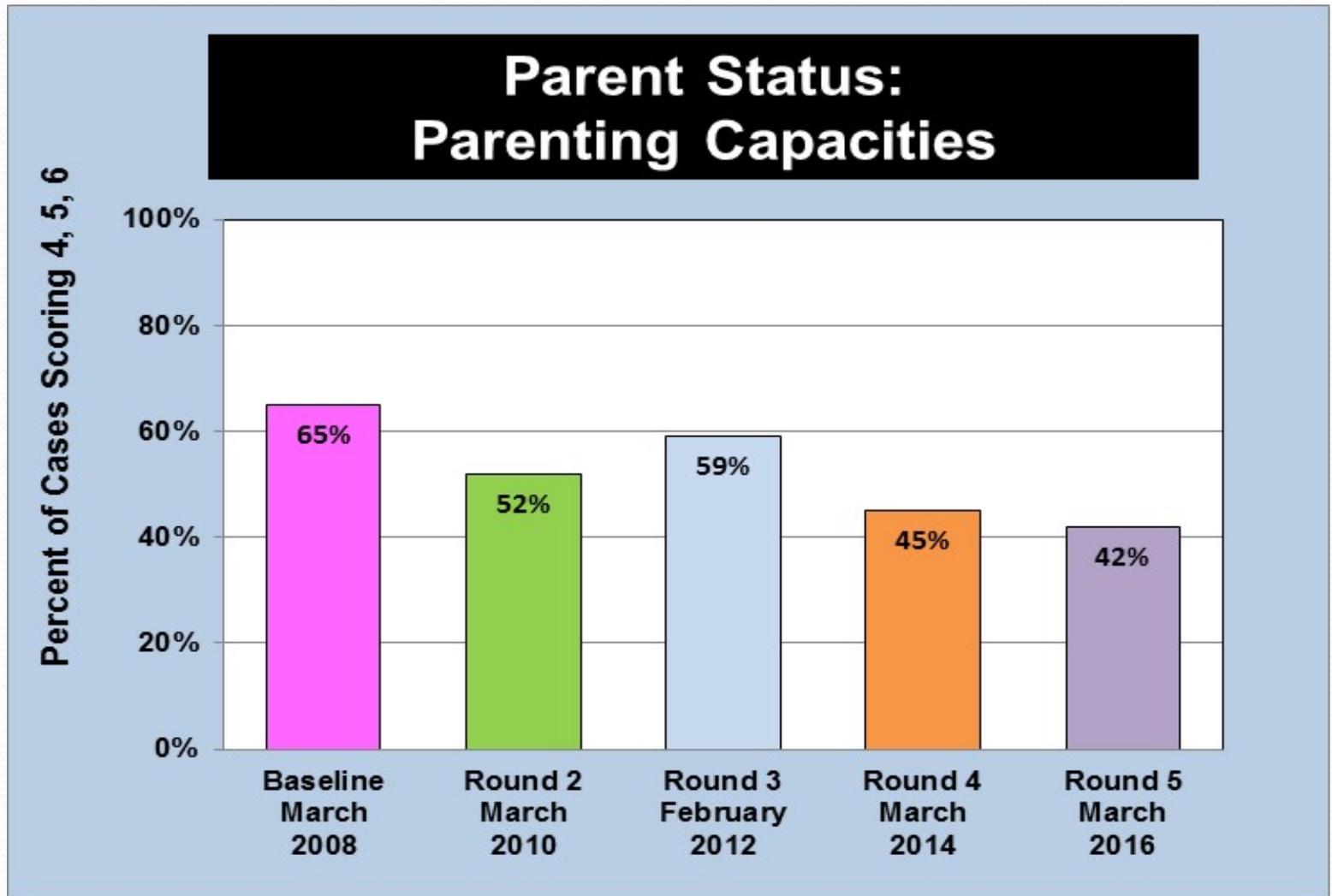


Child Welfare Review 3.8.16

Total Cases = 24

Mother's Informal Supports only 24 cases are applicable

Father's Informal Supports only 21 cases are applicable

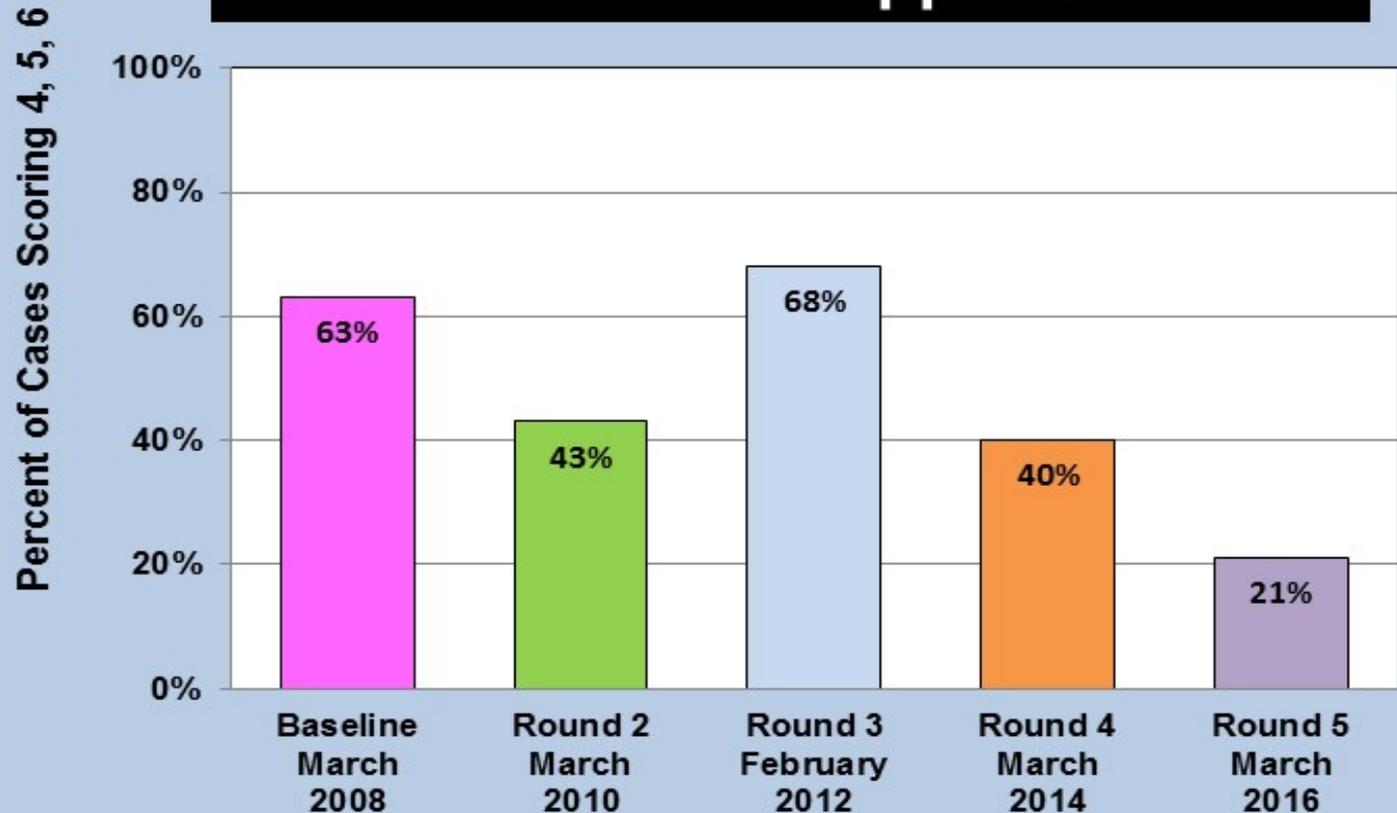


Child Welfare Review 3.8.16

Total Cases = 24

Bio-Parent Capacities only 24 cases are applicable

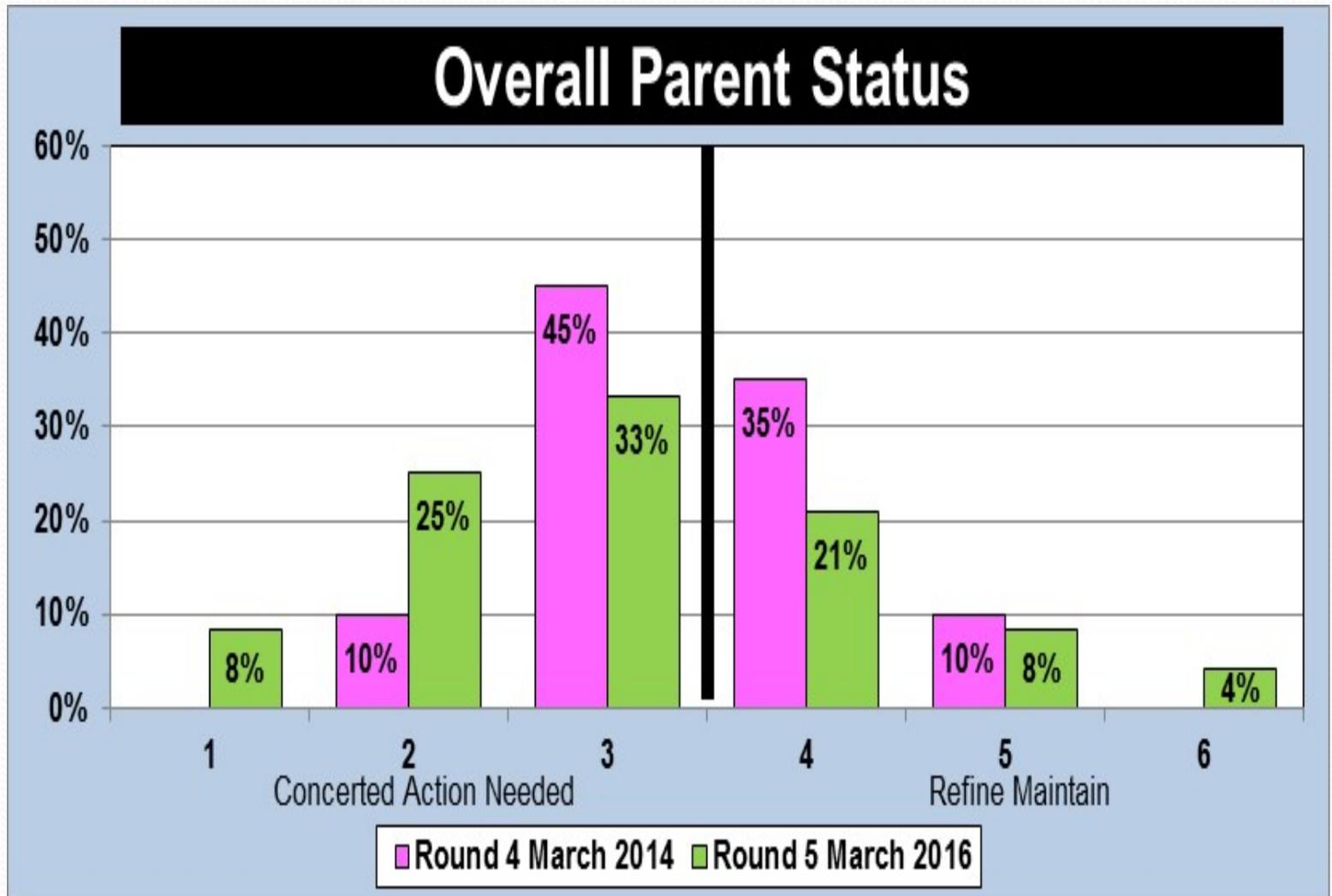
Parent Status: Informal Supports



Child Welfare Review 3.8.16

Total Cases = 24

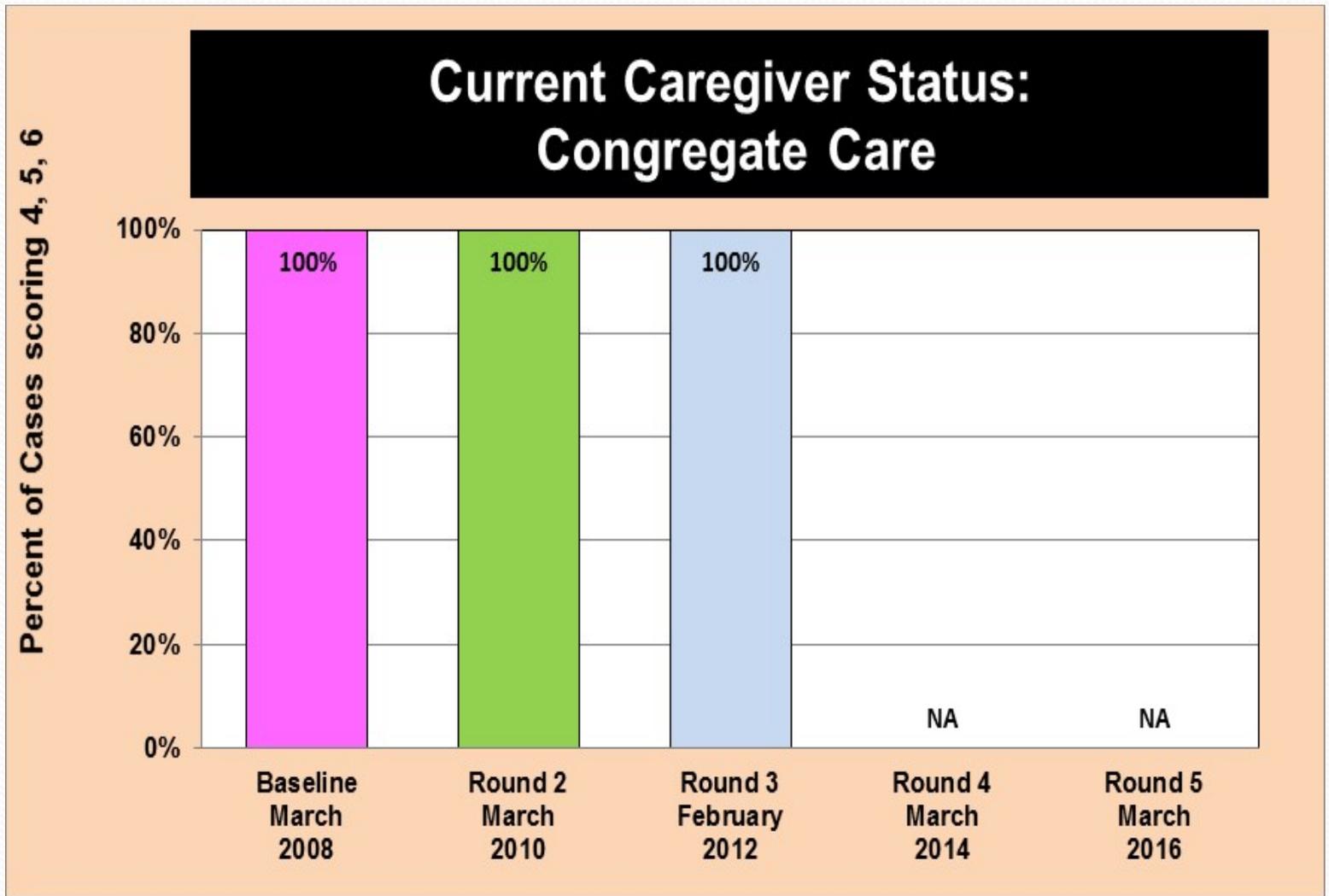
Informal Supports only 24 cases are applicable



Child Welfare Review 3.8.16

Total Cases = 24

Bio Parent only 24 cases are applicable

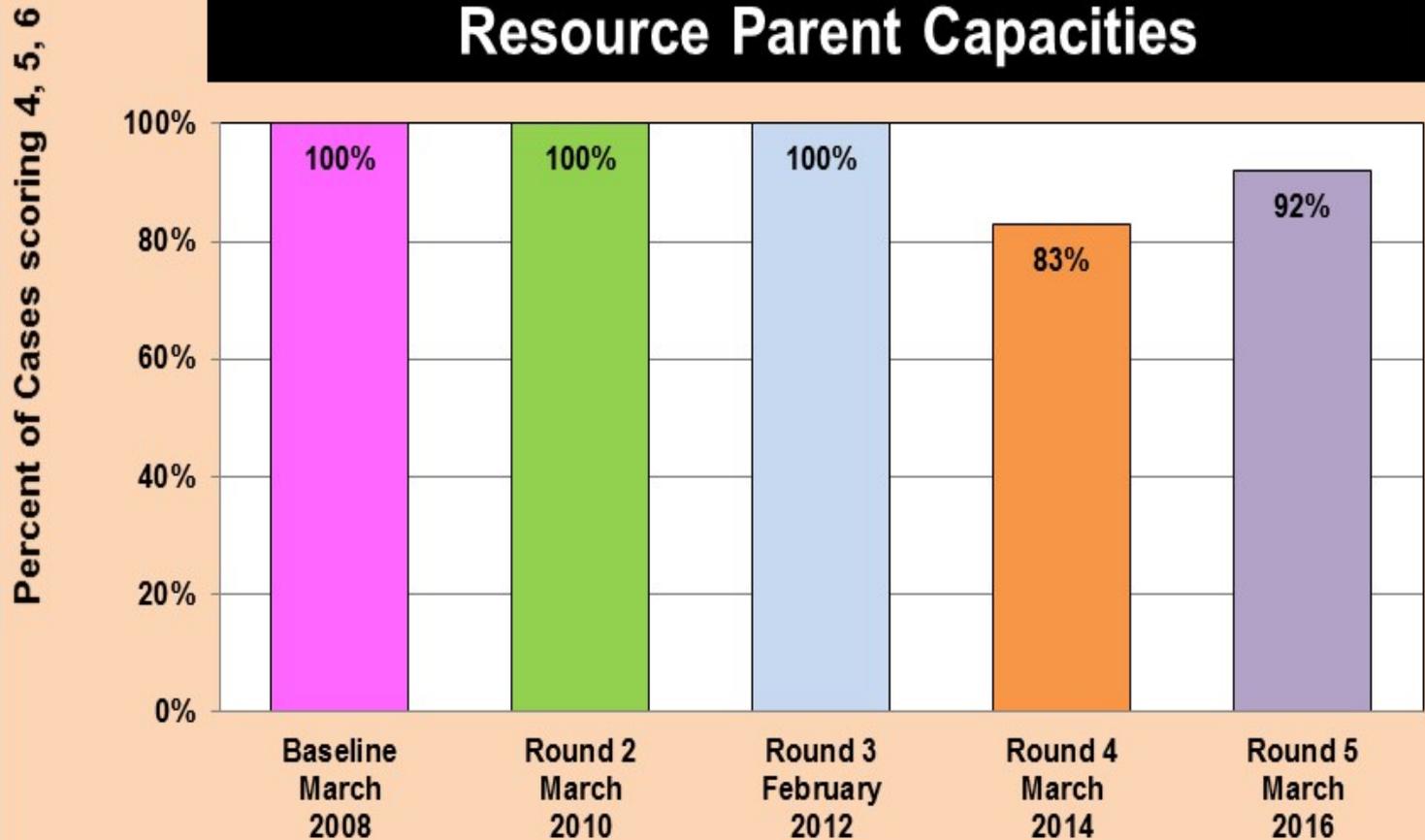


Child Welfare Review 3.8.16

Total Cases = 24

Congregate Care Capacities only 0 cases are applicable

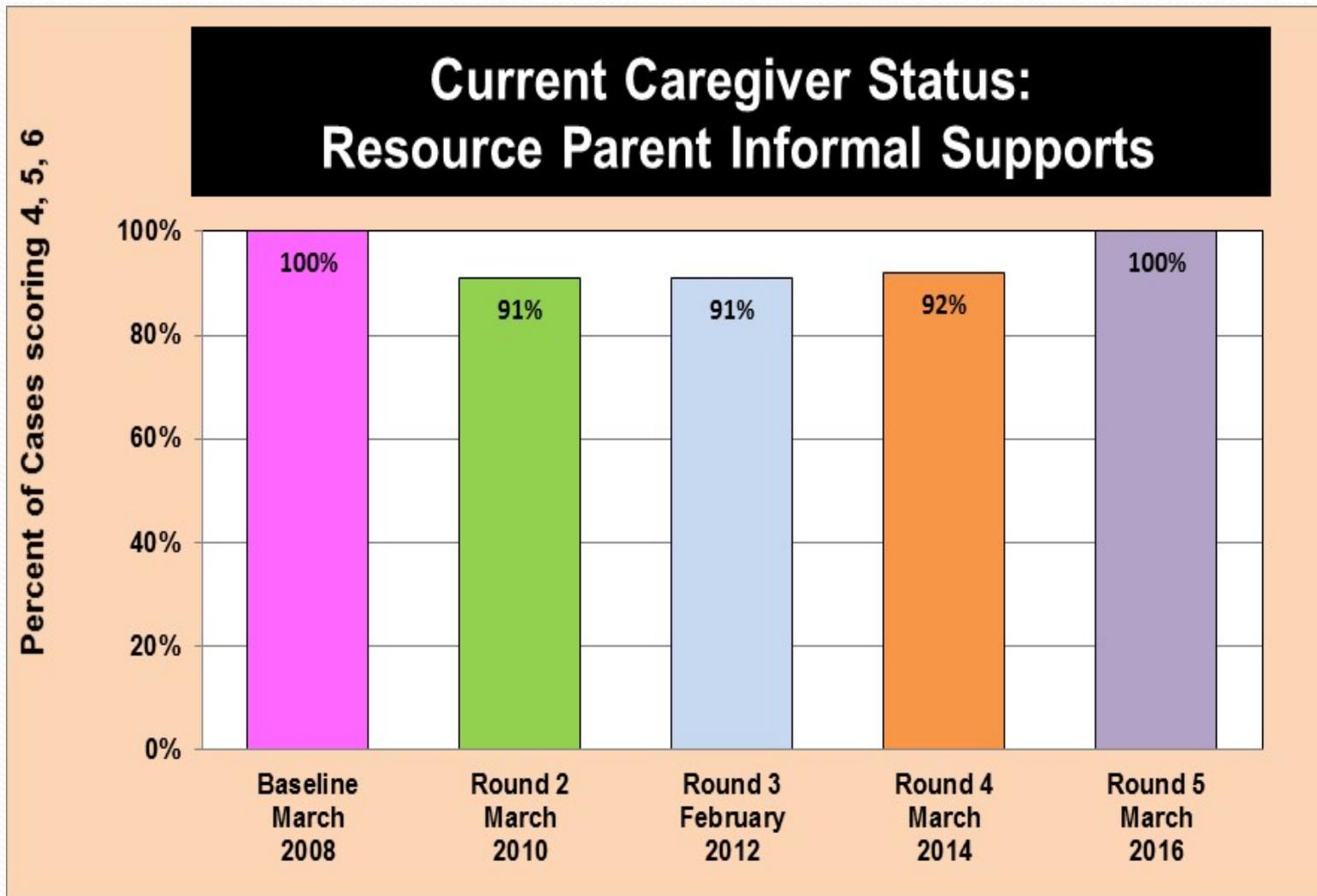
Current Caregiver Status: Resource Parent Capacities



Child Welfare Review 3.8.16

Total Cases = 24

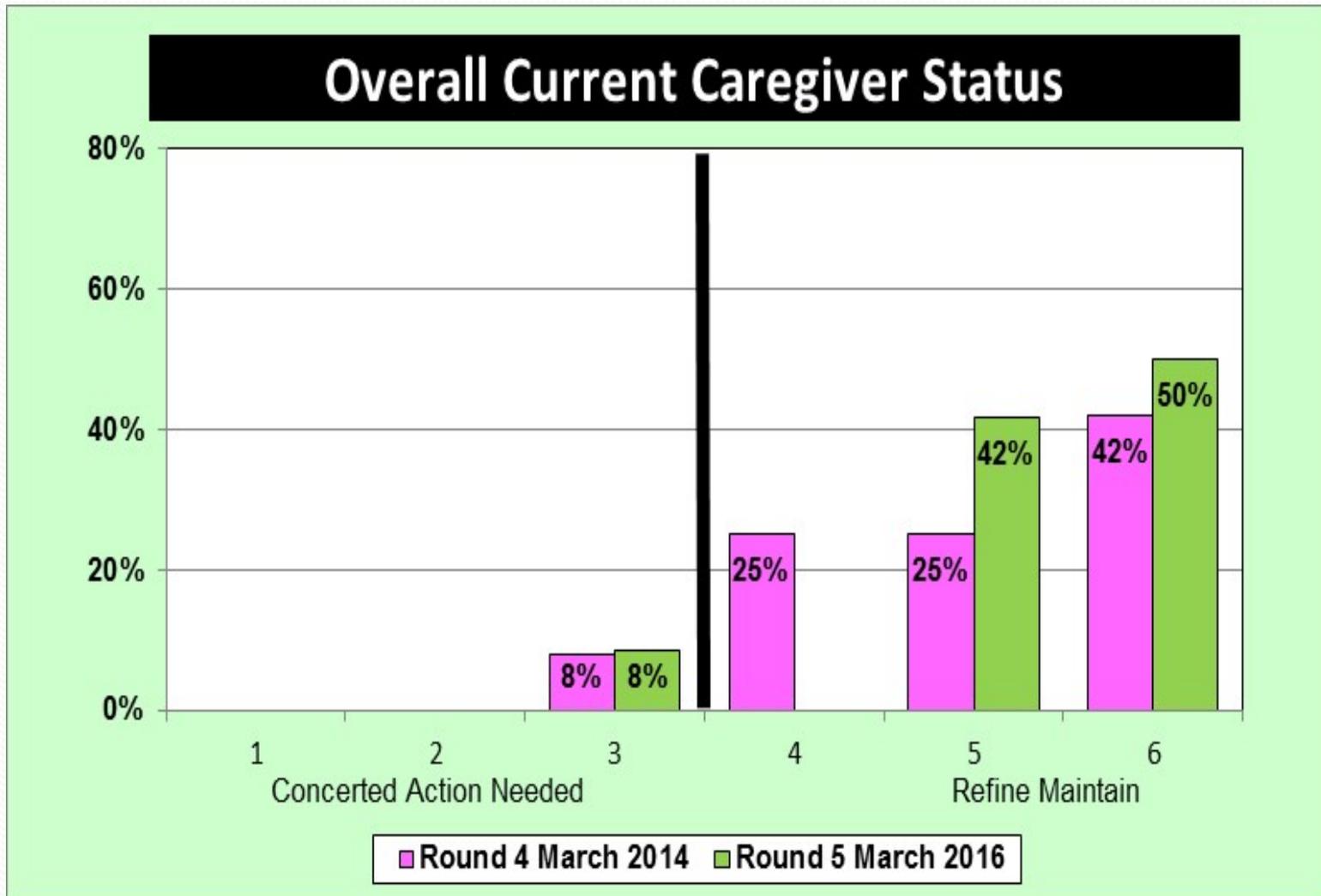
Current Caregivers Capacities only 12 cases are applicable



Child Welfare Review 3.8.16

Total Cases = 24

Current Caregivers Informal Supports only 12 cases are applicable

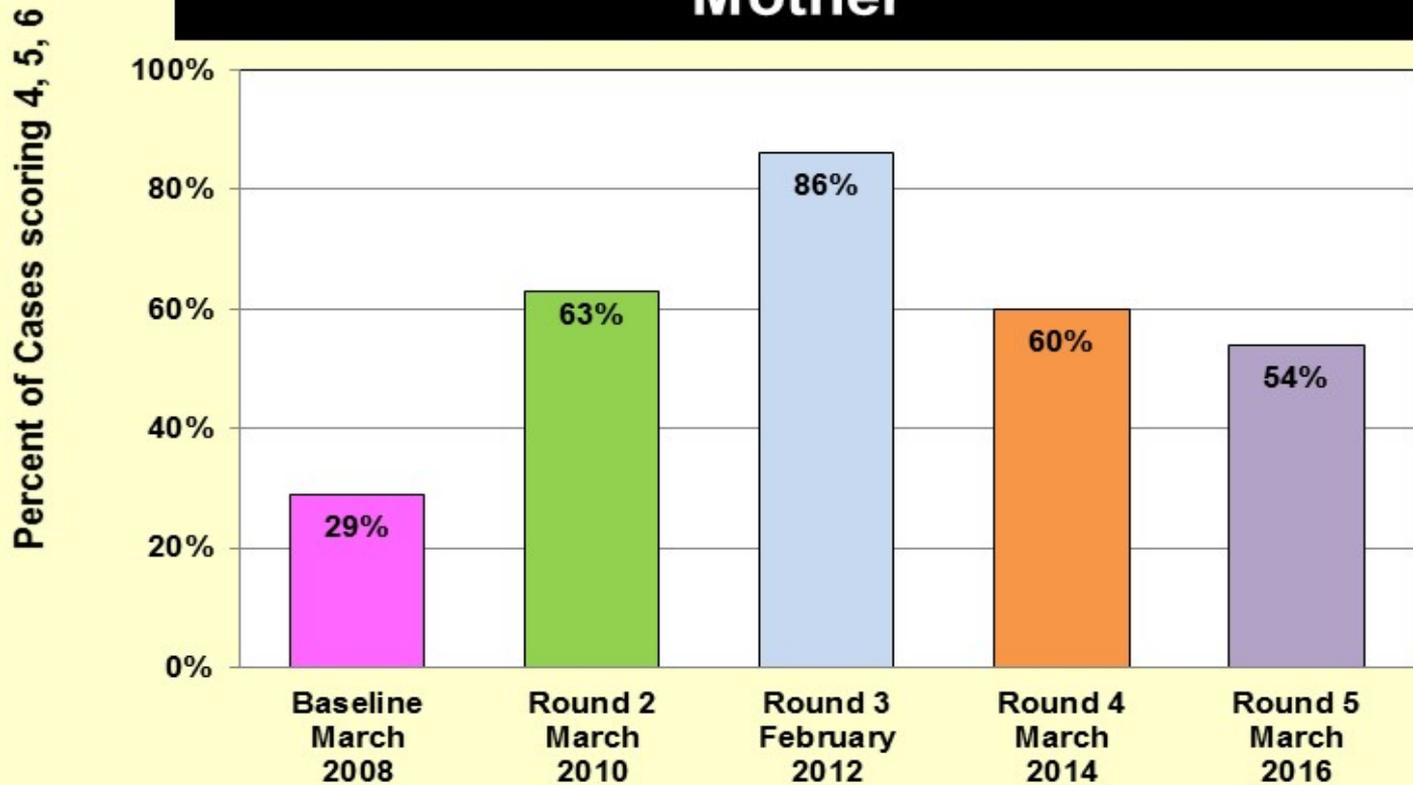


Child Welfare Review 3.8.16

Total Cases = 24

Current Caregivers only 12 cases are applicable

System Performance: Engagement - Role & Voice Mother

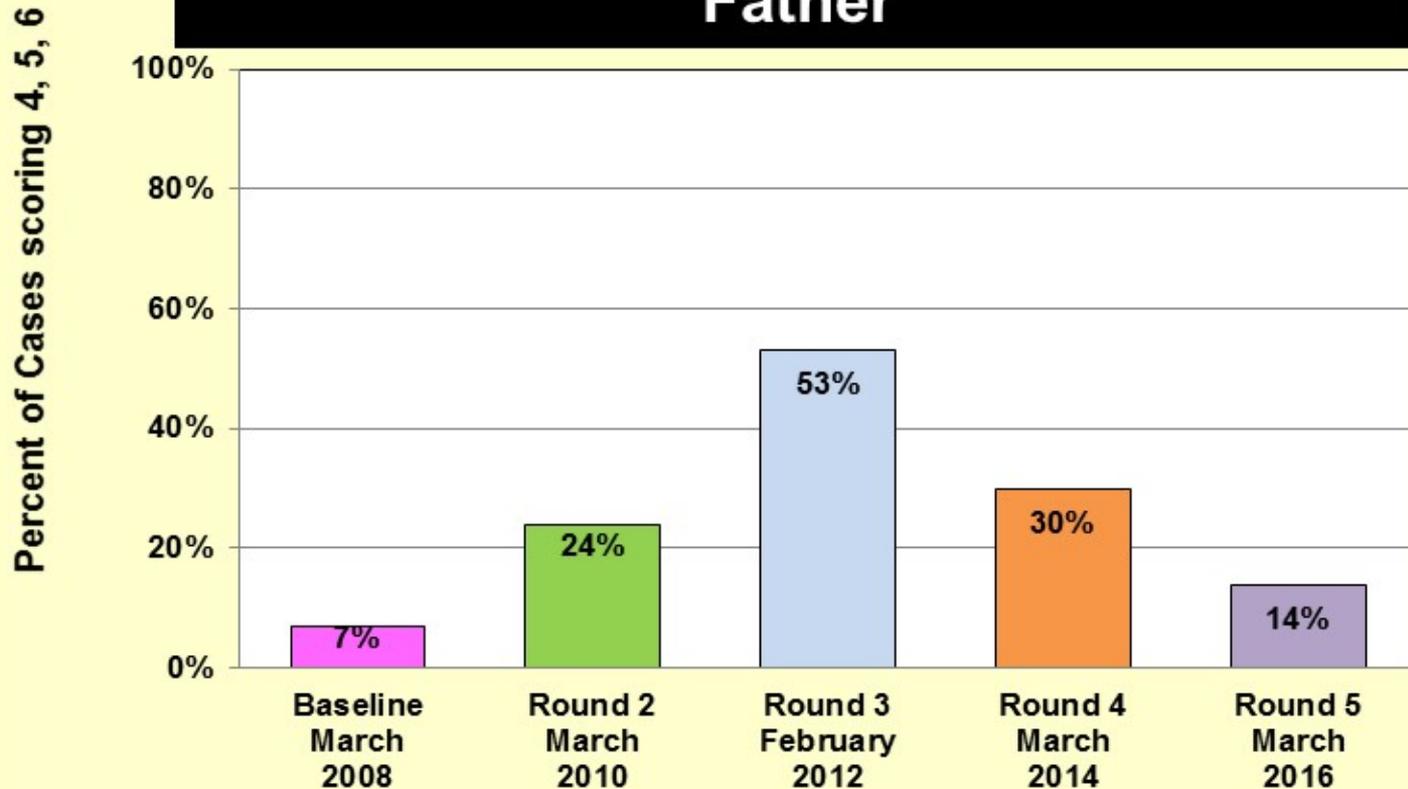


Child Welfare Review 3.8.16

Total Cases = 24

Mother only 24 cases are applicable

System Performance: Engagement - Role & Voice Father

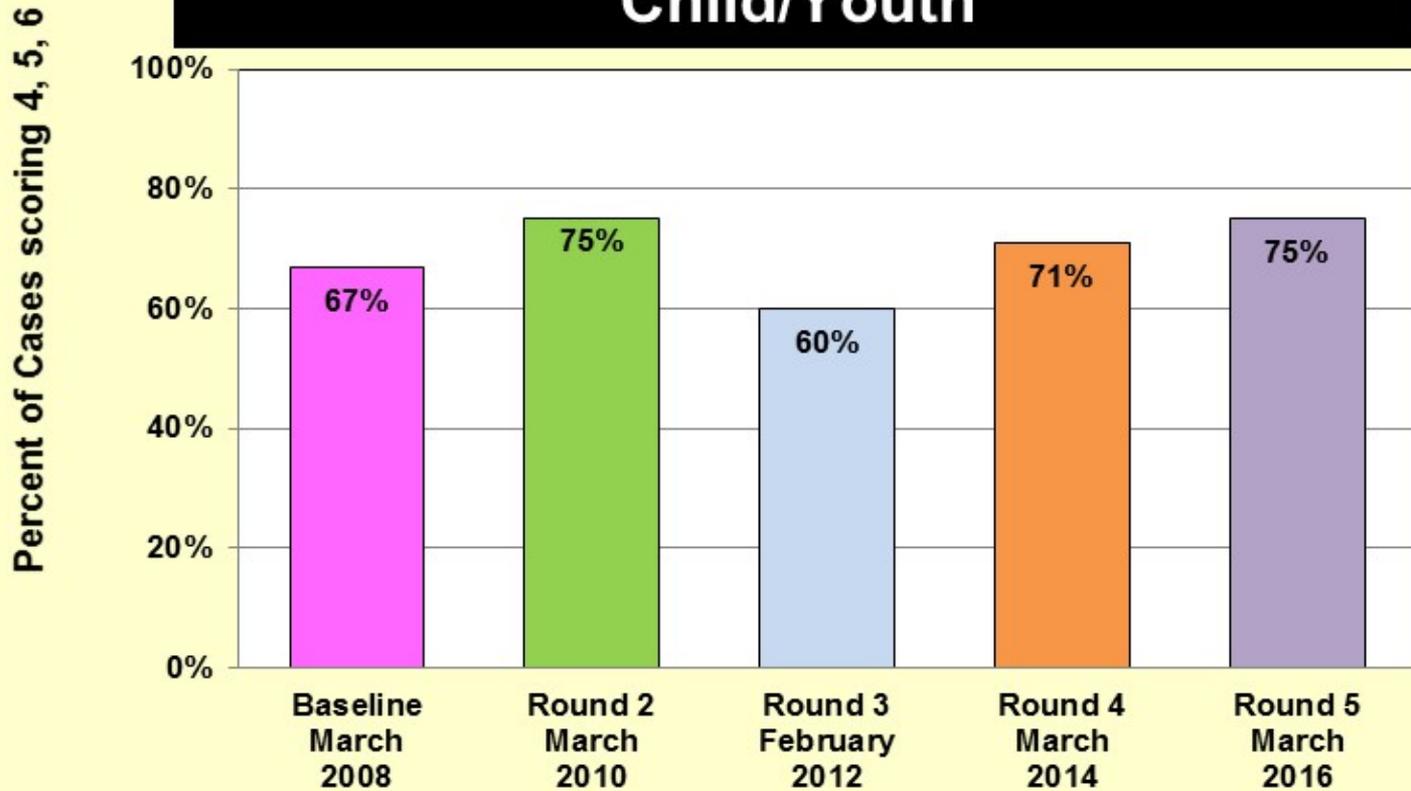


Child Welfare Review 3.8.16

Total Cases = 24

Father only 21 cases are applicable

System Performance: Engagement - Role & Voice Child/Youth

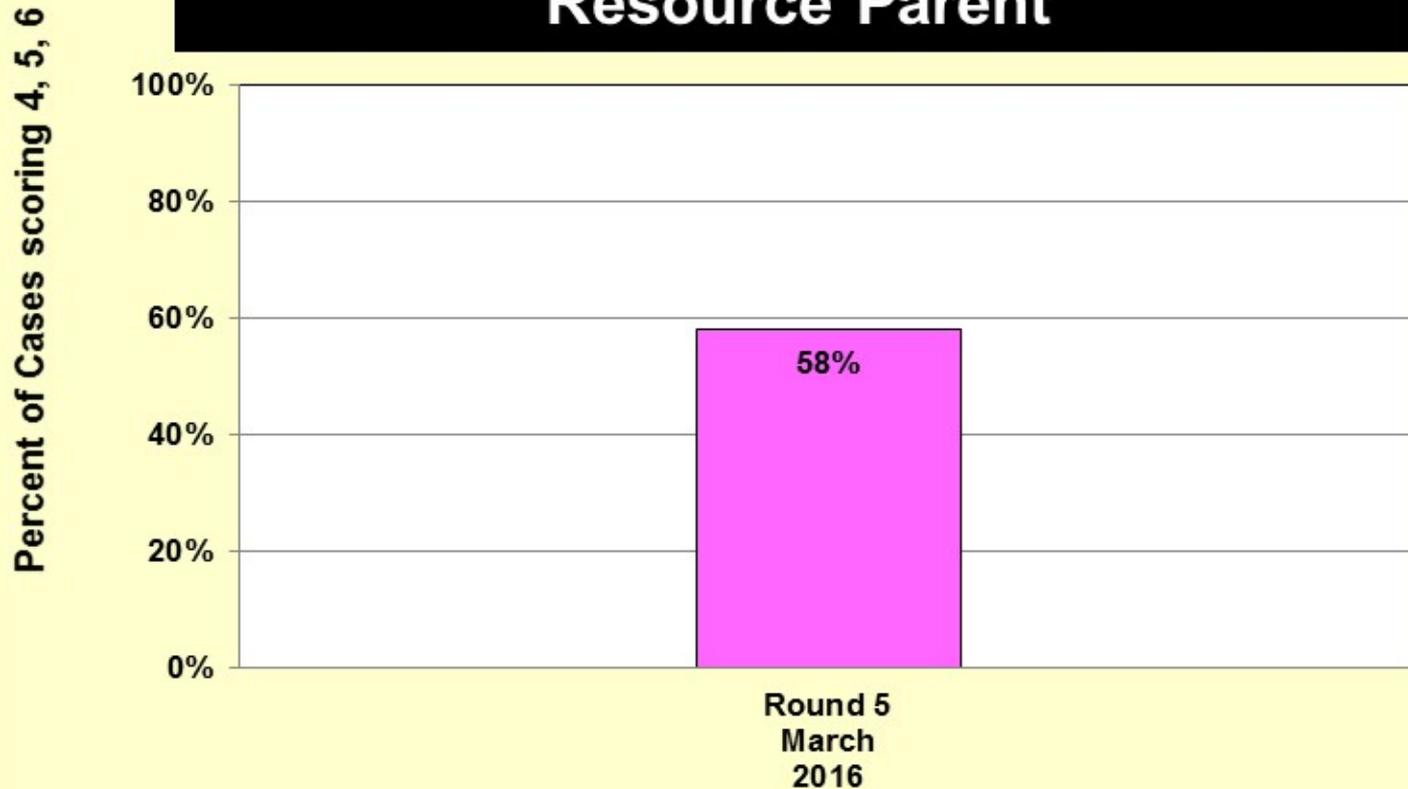


Child Welfare Review 3.8.16

Total Cases = 24

Child/Youth only 12 cases are applicable

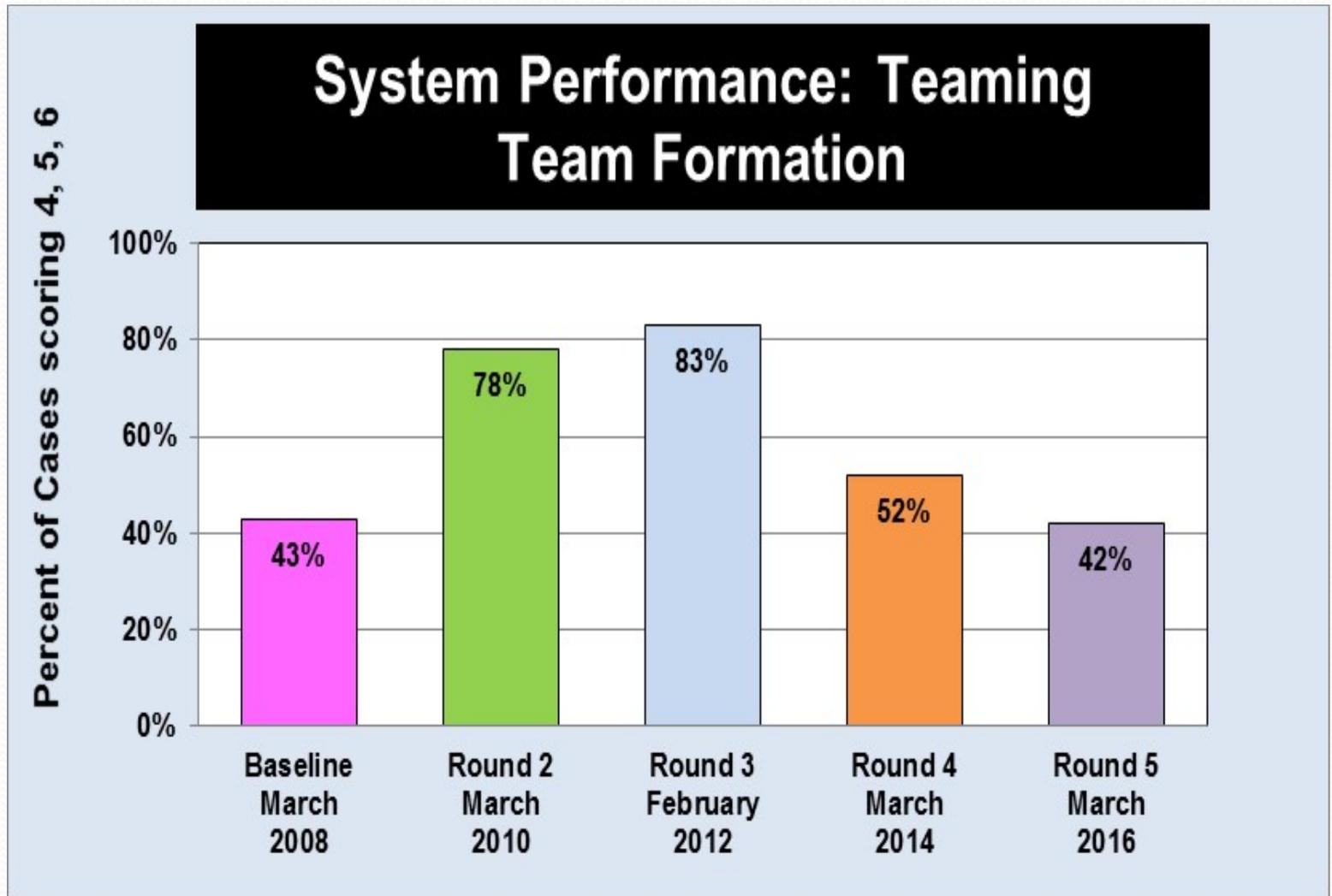
System Performance: Engagement - Role & Voice Resource Parent



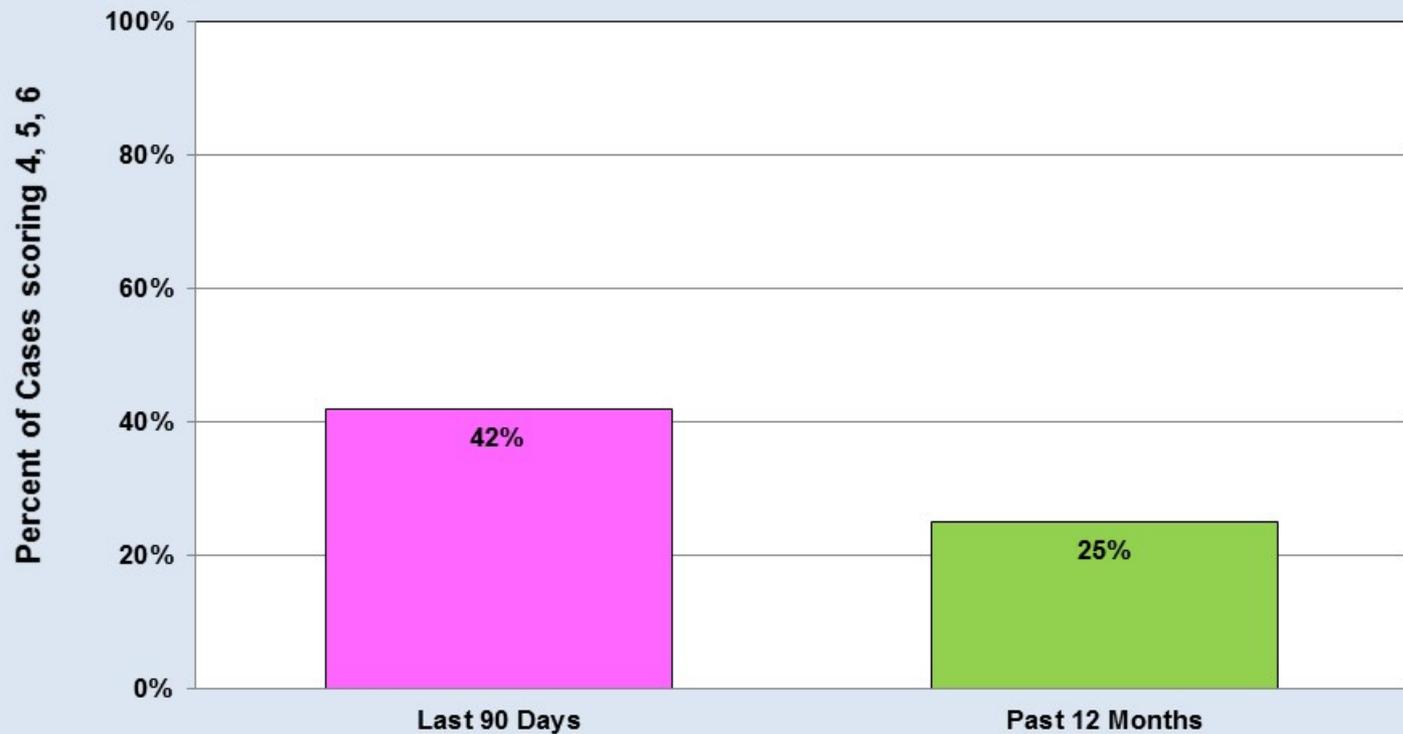
Child Welfare Review 3.8.16

Total Cases = 24

Resource Parent only 12 cases are applicable



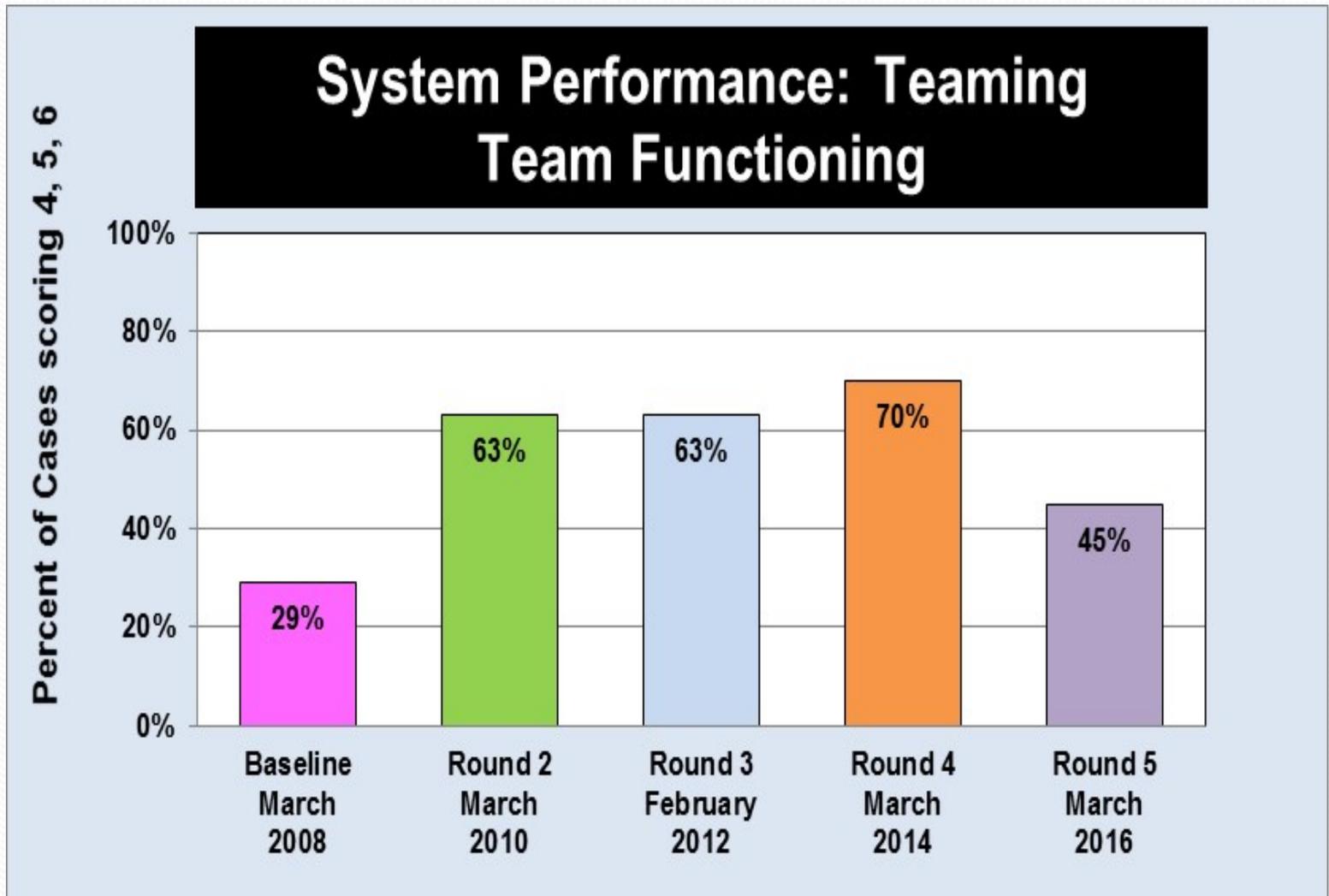
System Performance: Team Formation



Child Welfare Review 3.8.16

Total Cases = 24

Only 20 cases are applicable for the past 12 months

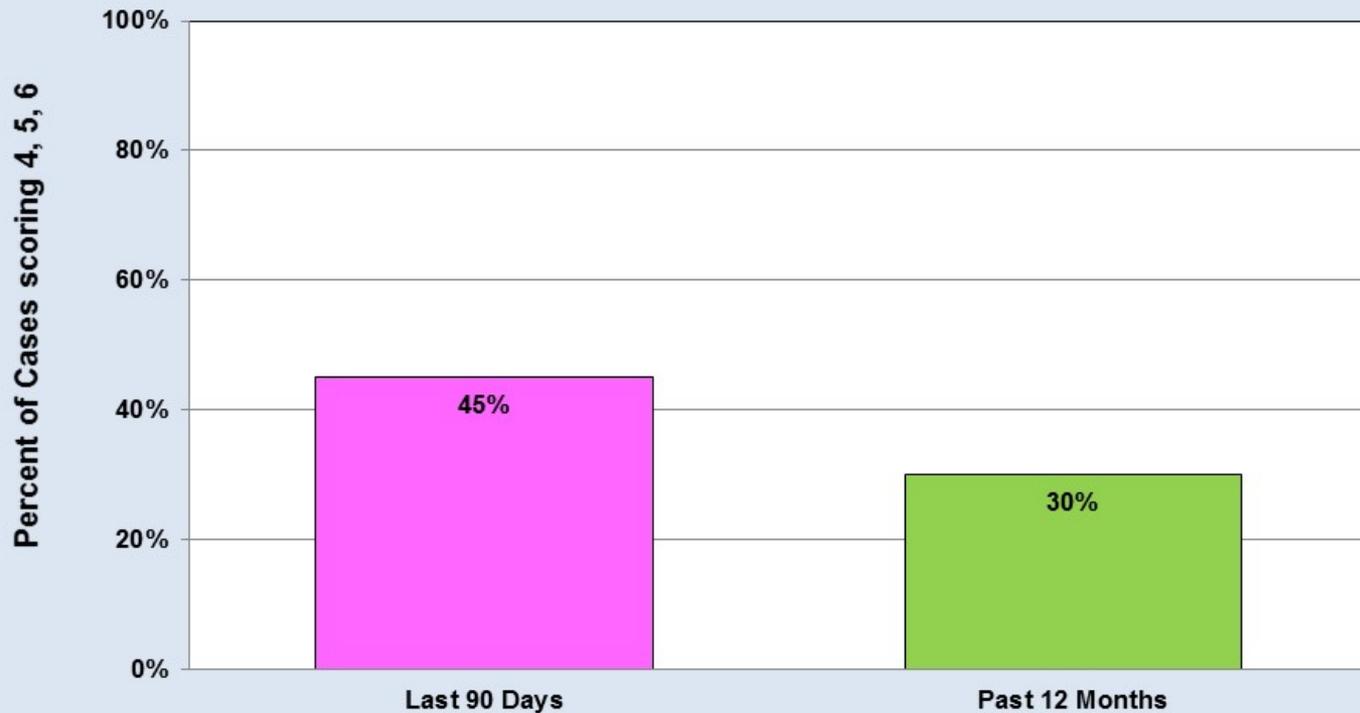


Child Welfare Review 3.8.16

Total Cases = 24

Team Functioning only 20 cases are applicable

System Performance: Team Functioning



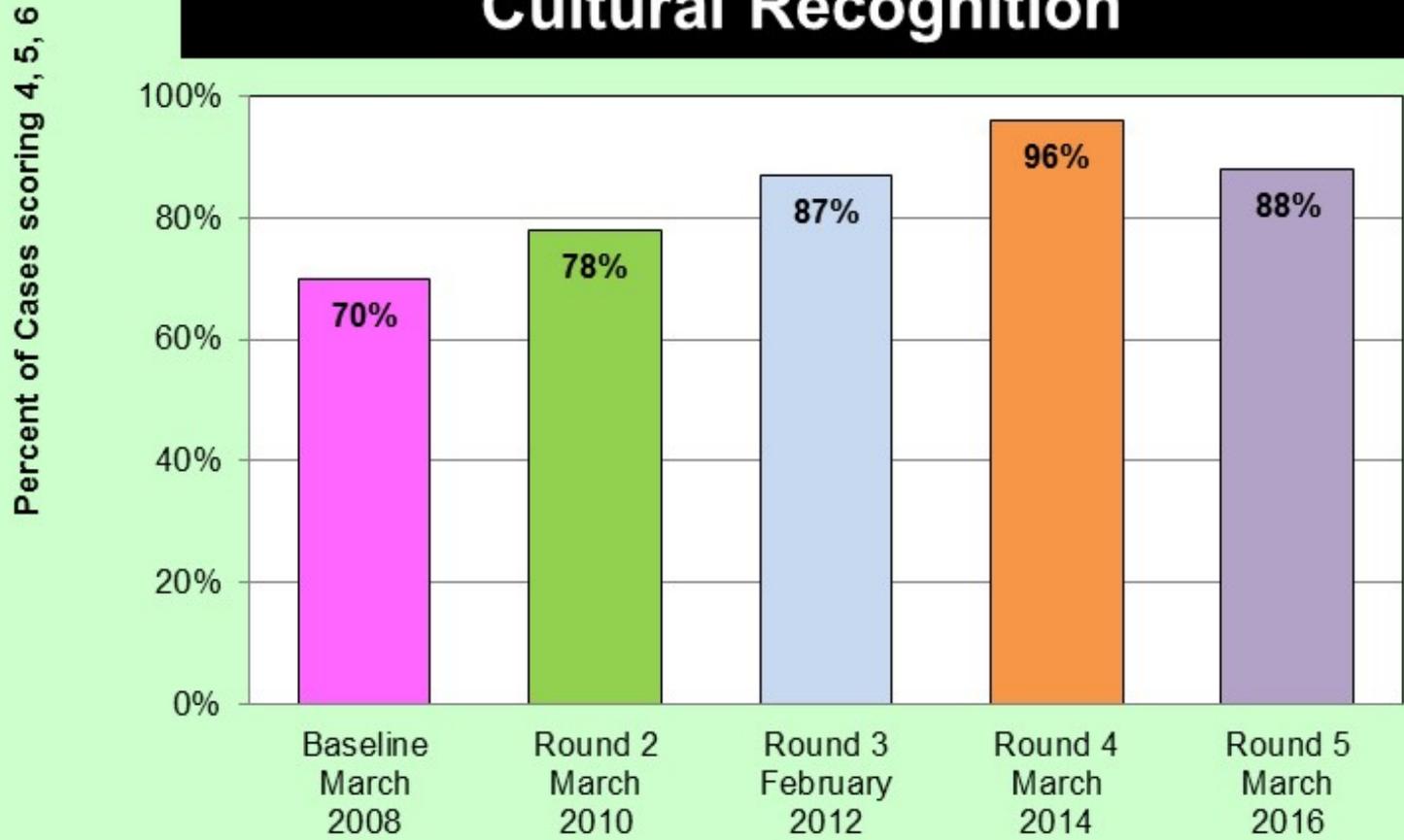
Child Welfare Review 3.8.16

Total Cases = 24

Only 20 cases are applicable for the past 90 days

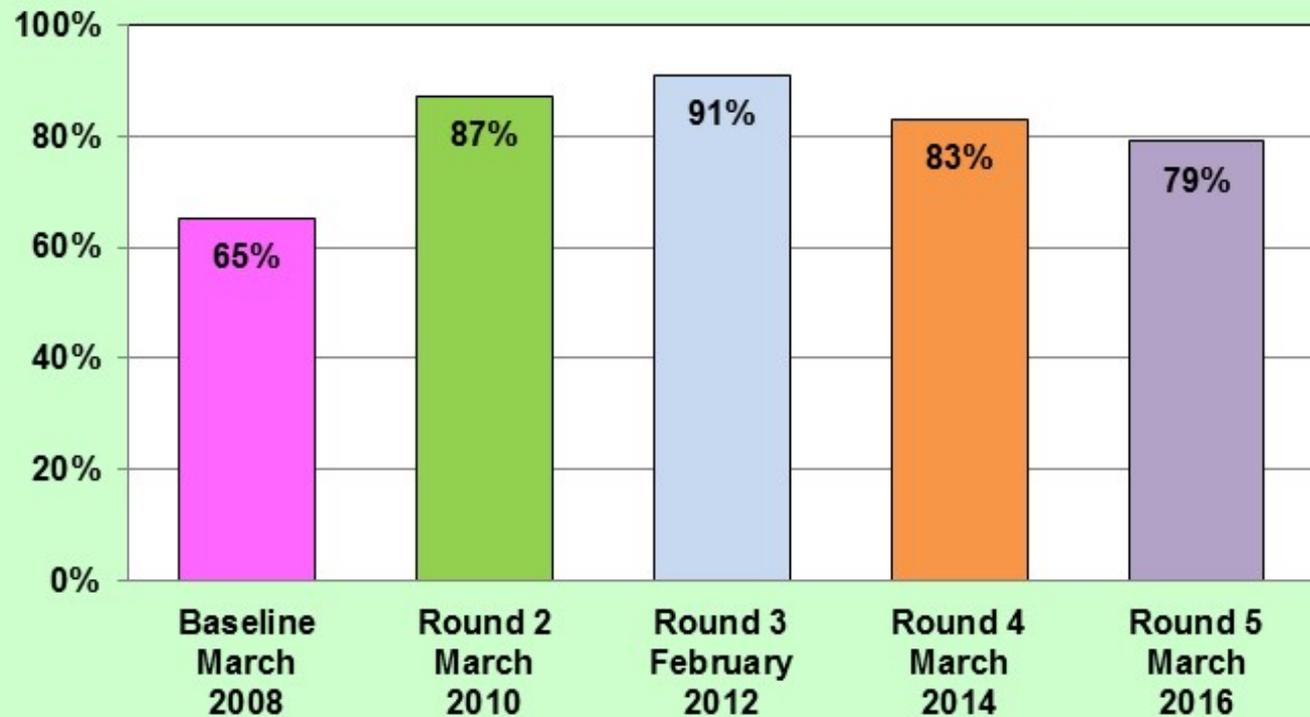
Only 20 cases are applicable for the past 12 month

System Performance: Assessing Cultural Recognition



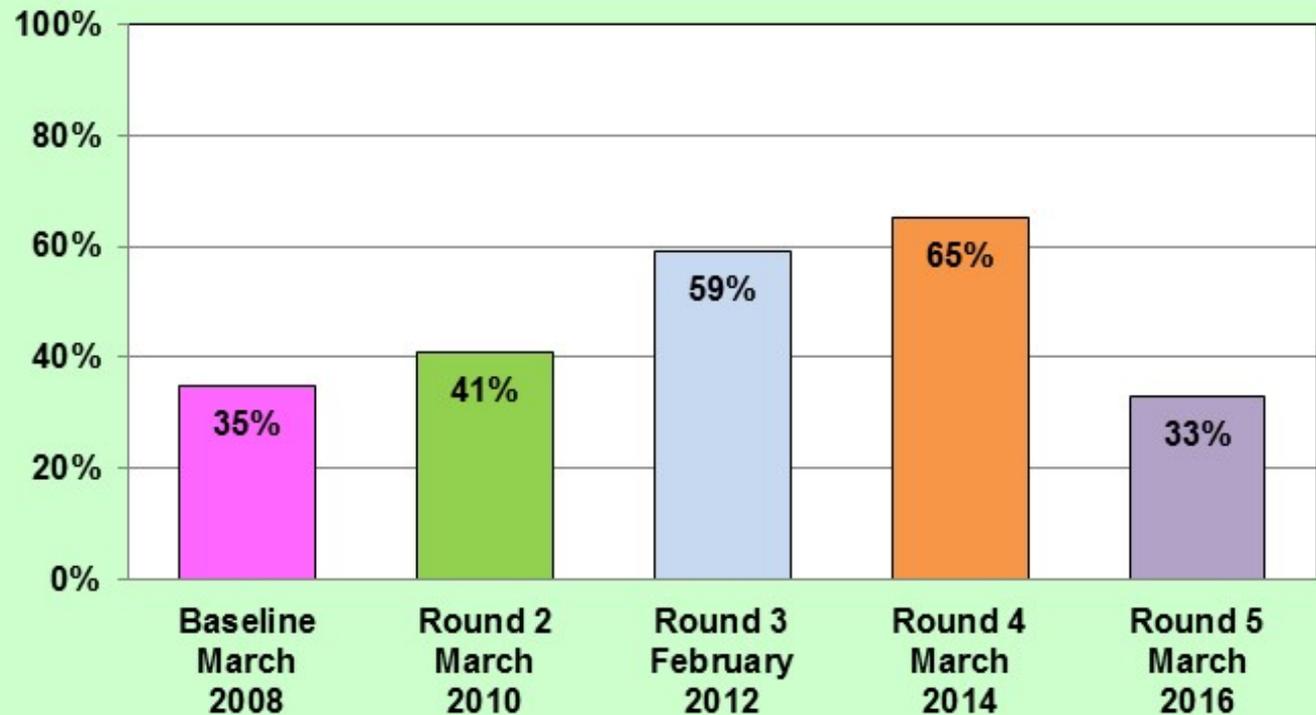
System Performance: Assessing Assessing & Understanding Child/Youth

Percent of Cases scoring 4, 5, 6



System Performance: Assessing Assessing & Understanding Parents

Percent of Cases scoring 4, 5, 6

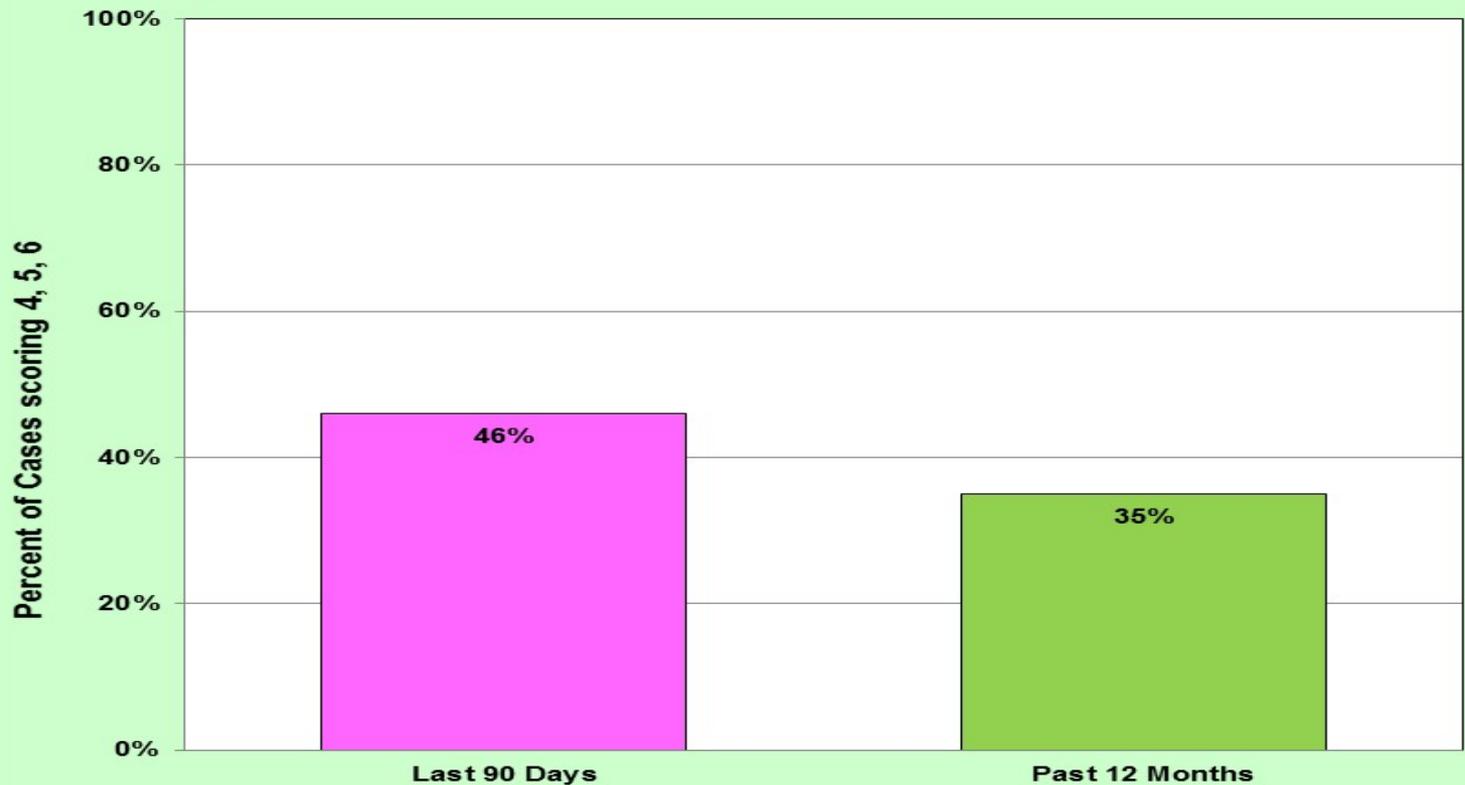


Child Welfare Review 3.8.16

Total Cases = 24

Assessing & Understanding Parents only 24 cases are applicable

System Performance: Assessing & Understanding Mother



Child Welfare Review 3.8.16

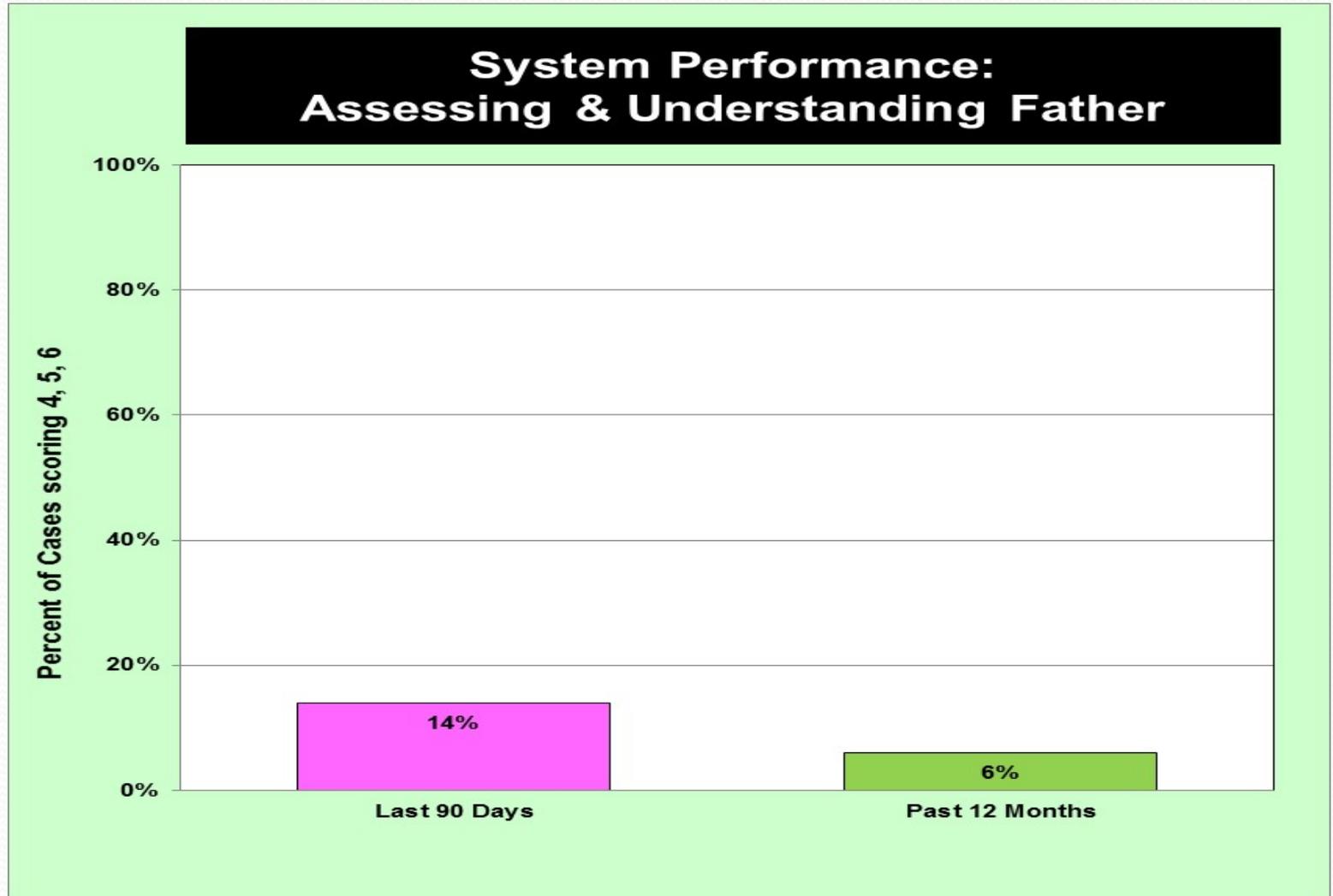
Total Cases = 24

Only 24 cases are applicable for the past 90 days

Only 20 cases are applicable for the past 12 months



System Performance: Assessing & Understanding Father

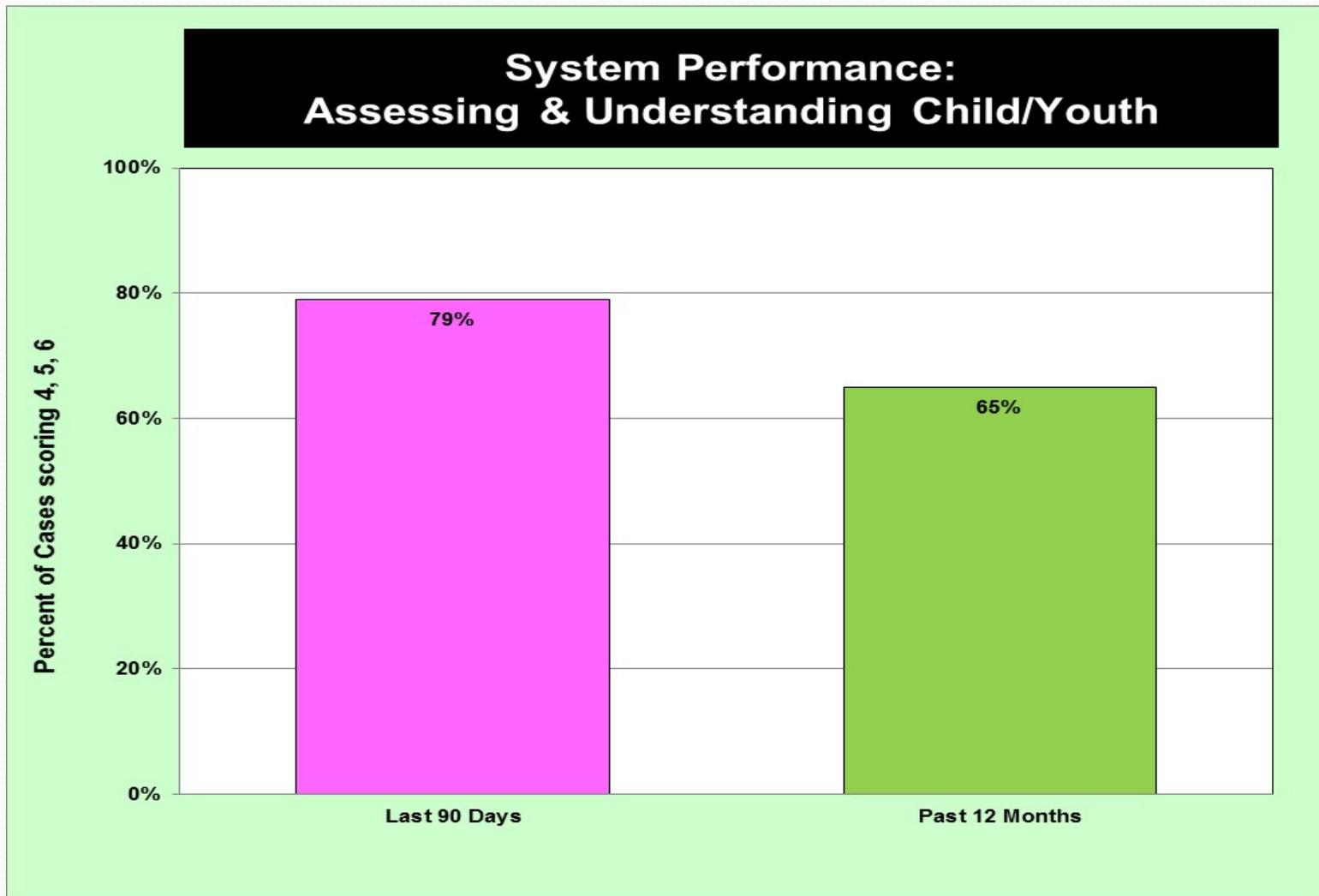


Child Welfare Review 3.8.16

Total Cases = 24

Only 21 cases are applicable for the past 90 days

Only 18 cases are applicable for the past 12 months



Child Welfare Review 3.8.16

Total Cases = 24

Only 20 cases are applicable for the past 12 months

System Performance: Assessing & Understanding Resource Parent



Child Welfare Review 3.8.16

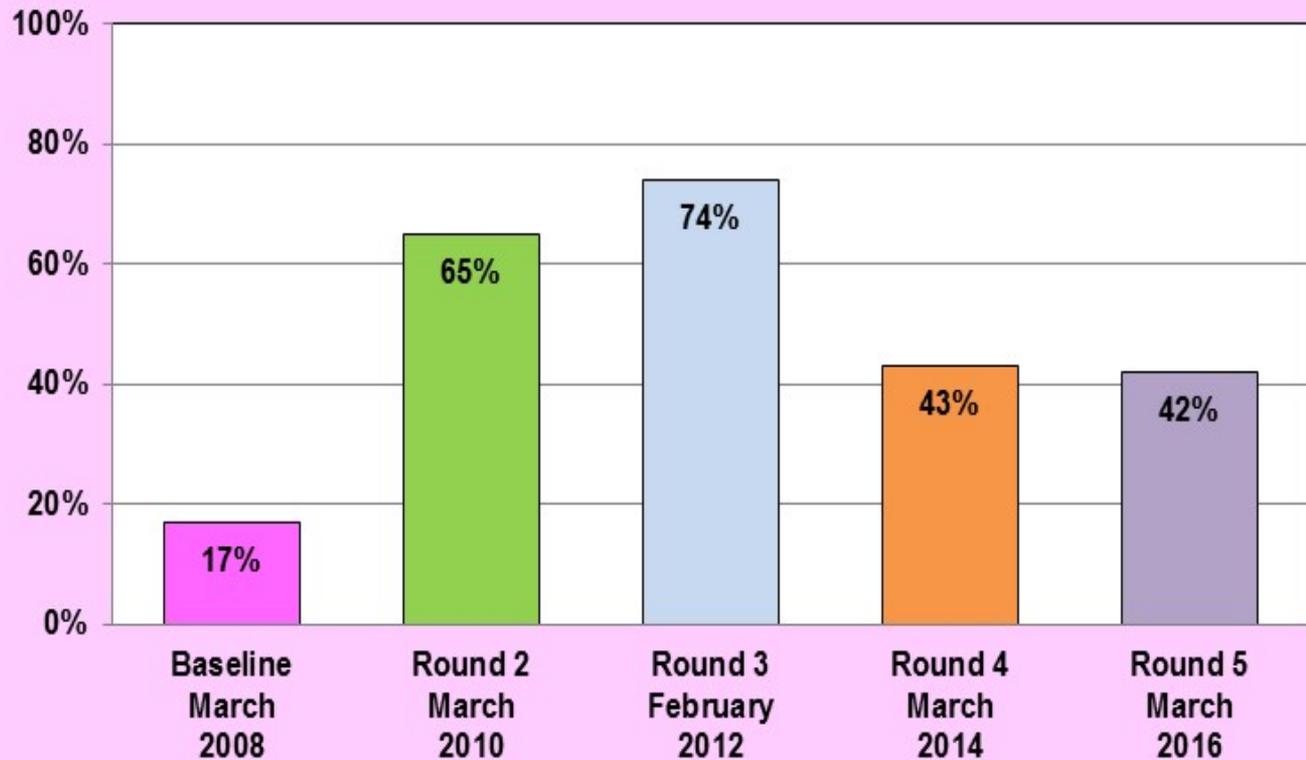
Total Cases = 24

Only 13 cases are applicable for the past 90 days

Only 13 cases are applicable for the past 12 months

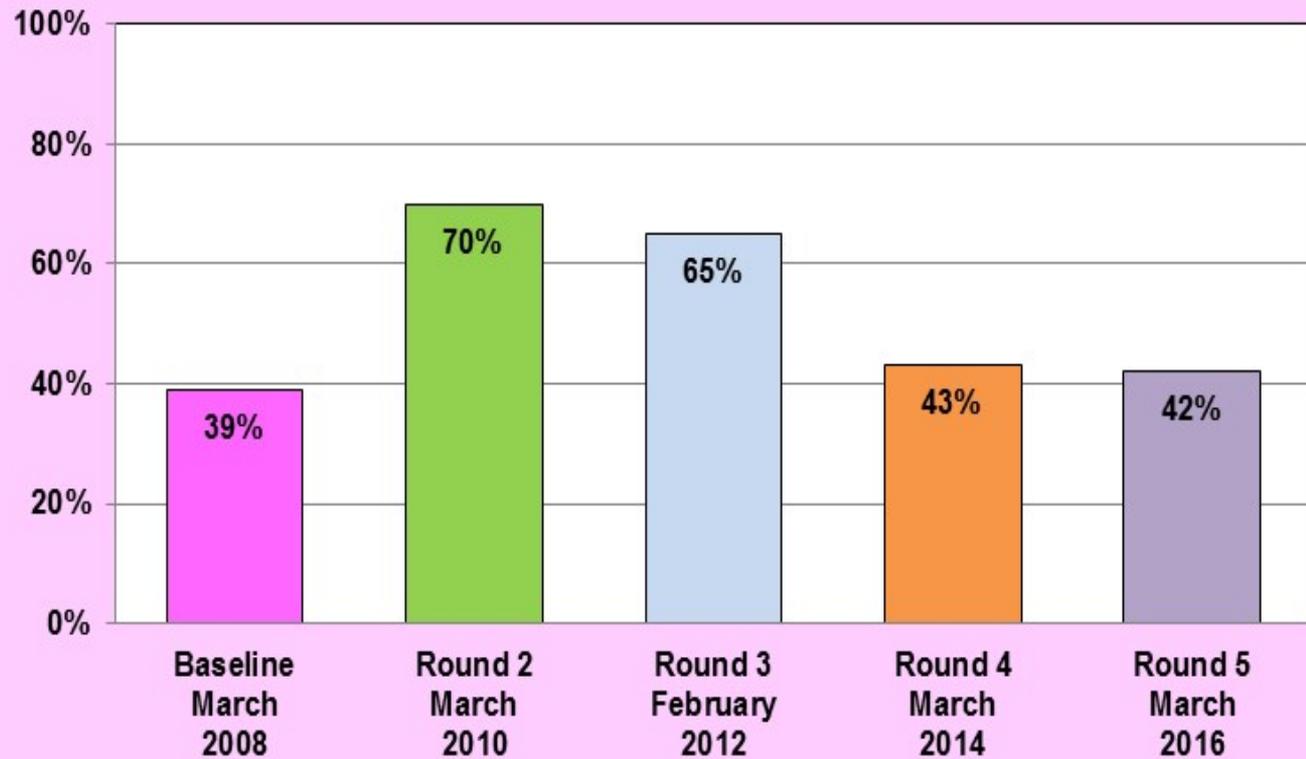
System Performance: Planning Long-Term View

Percent of Cases scoring 4, 5, 6



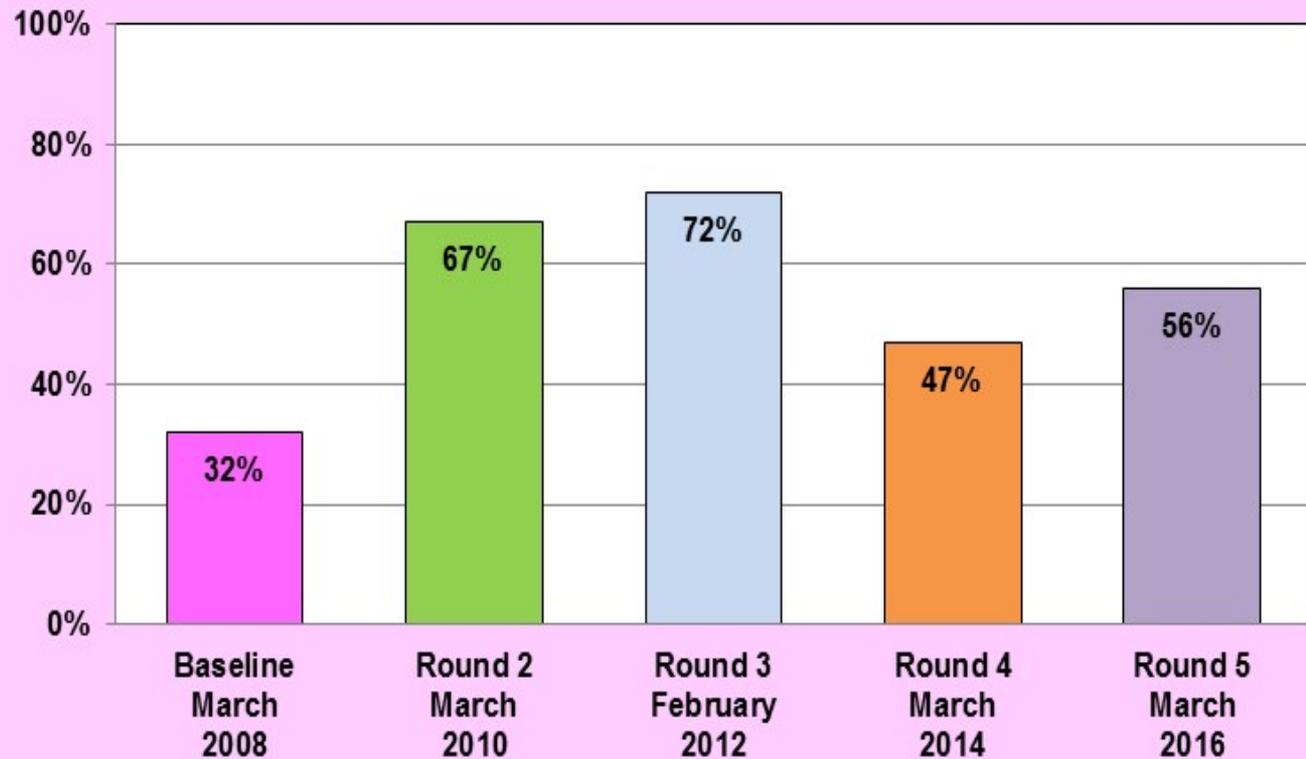
System Performance: Planning Child & Family Planning Process

Percent of Cases scoring 4, 5, 6



System Performance: Planning Planning Transitions & Life Adjustments

Percent of Cases scoring 4, 5, 6

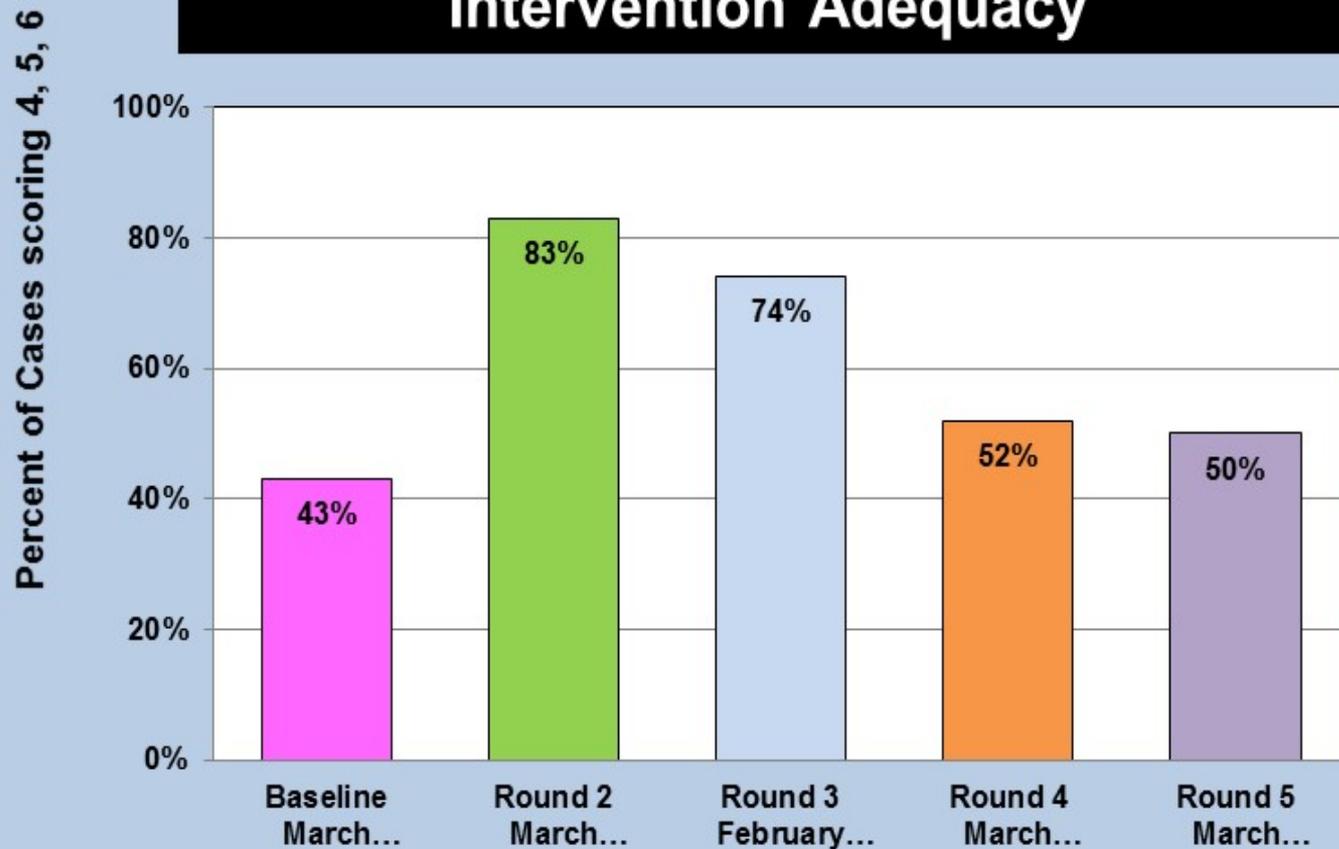


Child Welfare Review 3.8.16

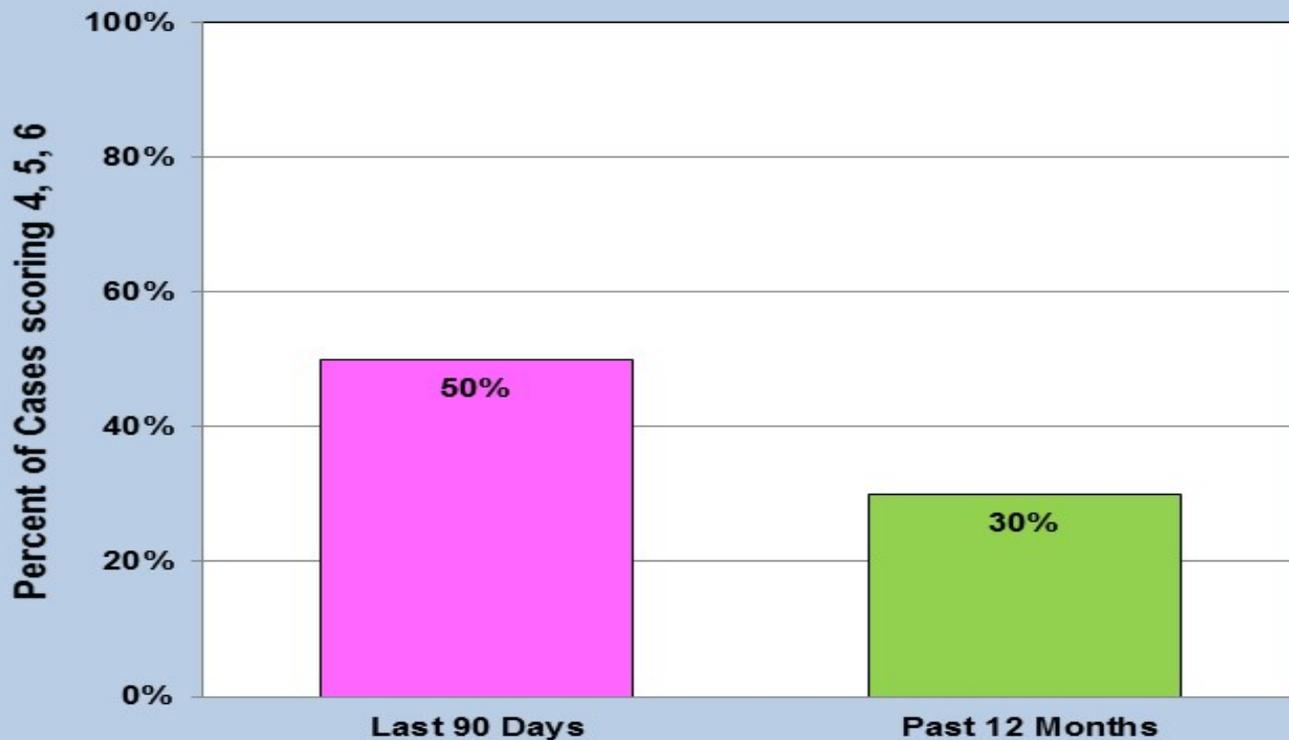
Total Cases = 24

Planning Transitions/Life Adjustments only 18 cases are applicable

System Performance: Intervening Intervention Adequacy



System Performance: Intervention Adequacy Mother



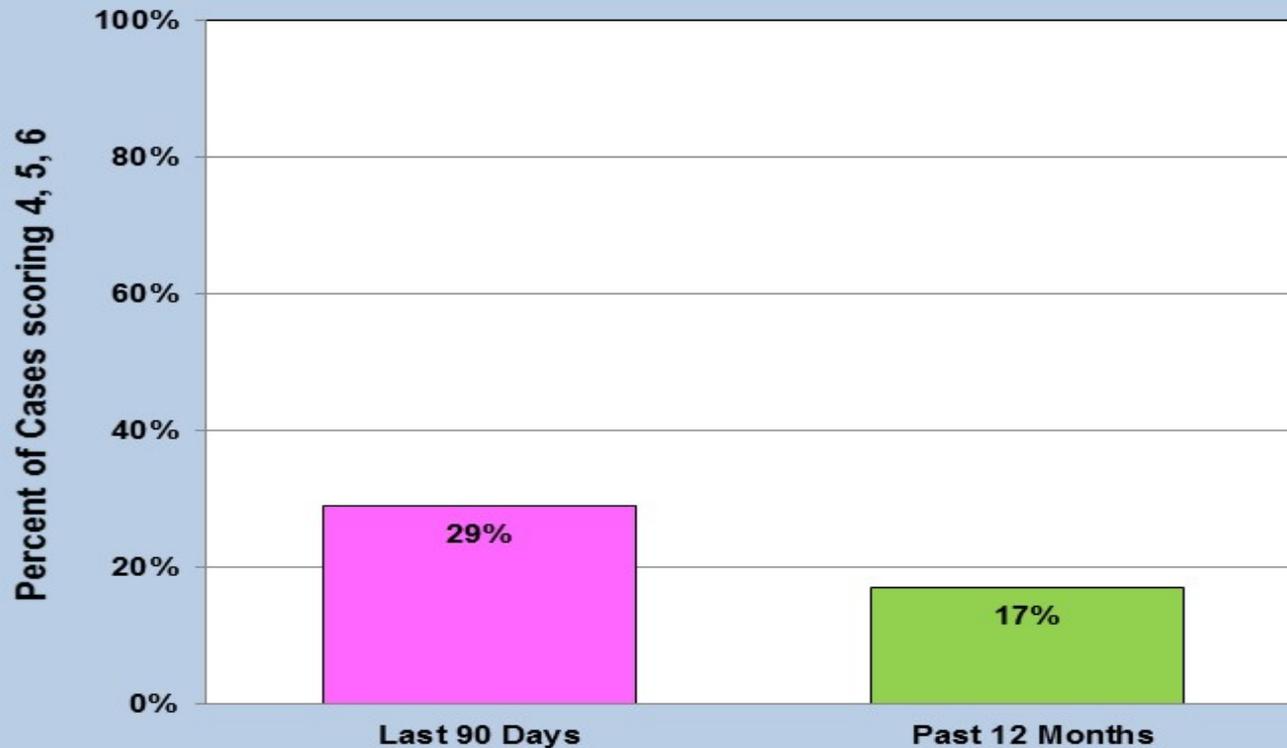
Child Welfare Review 3.8.16

Total Cases = 24

Only 24 cases are applicable for the past 90 days

Only 20 cases are applicable for the past 12 months

System Performance: Intervention Adequacy Father



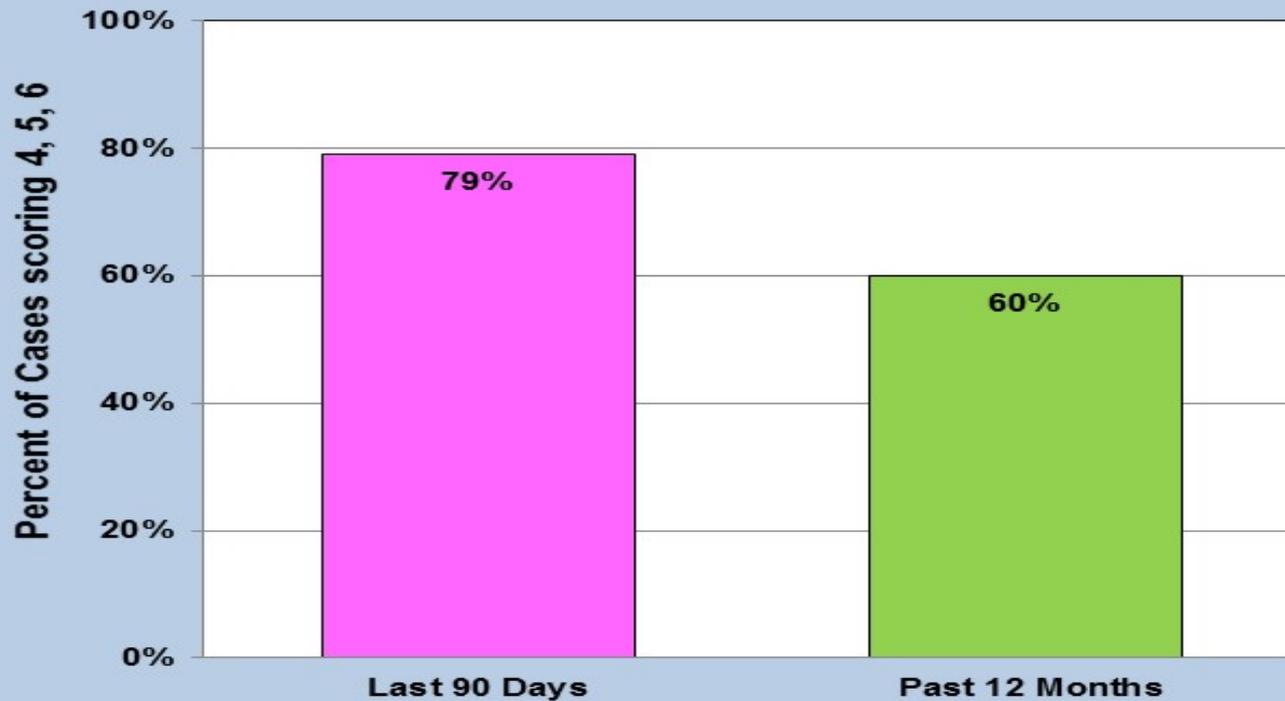
Child Welfare Review 3.8.16

Total Cases = 24

Only 21 cases are applicable for the past 90 days

Only 18 cases are applicable for the past 12 months

System Performance: Intervention Adequacy Child/Youth

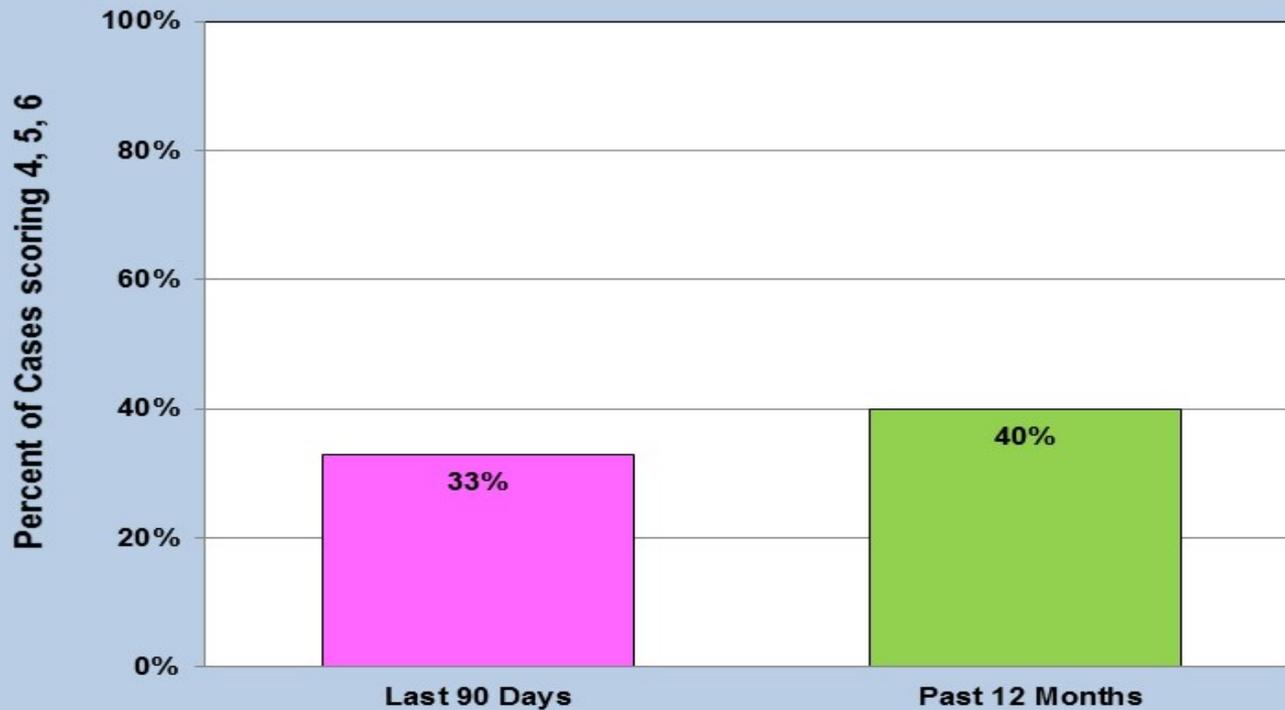


Child Welfare Review 3.8.16

Total Cases = 24

Only 20 cases are applicable for the past 12 months

System Performance: Intervention Adequacy Resource Parent



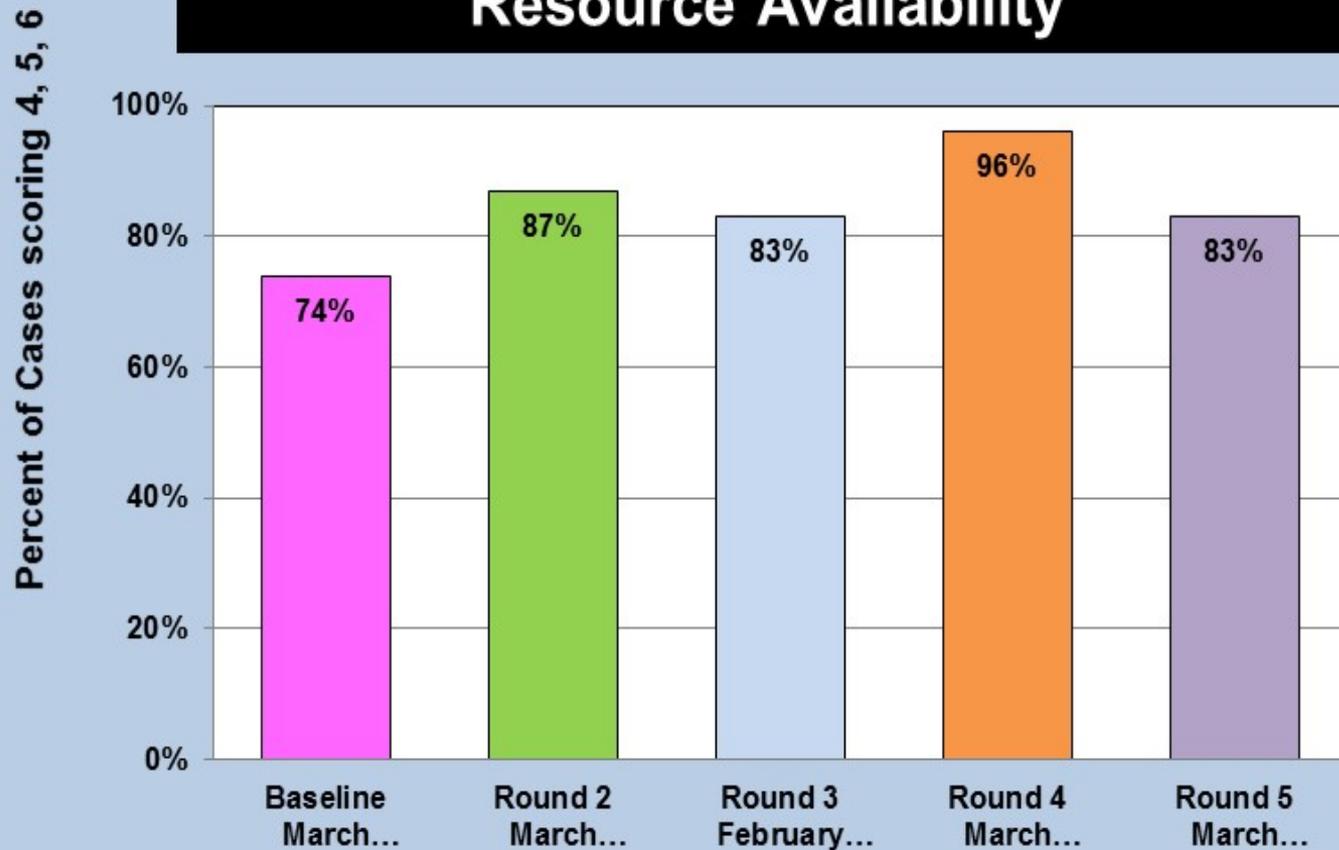
Child Welfare Review 3.8.16

Total Cases = 24

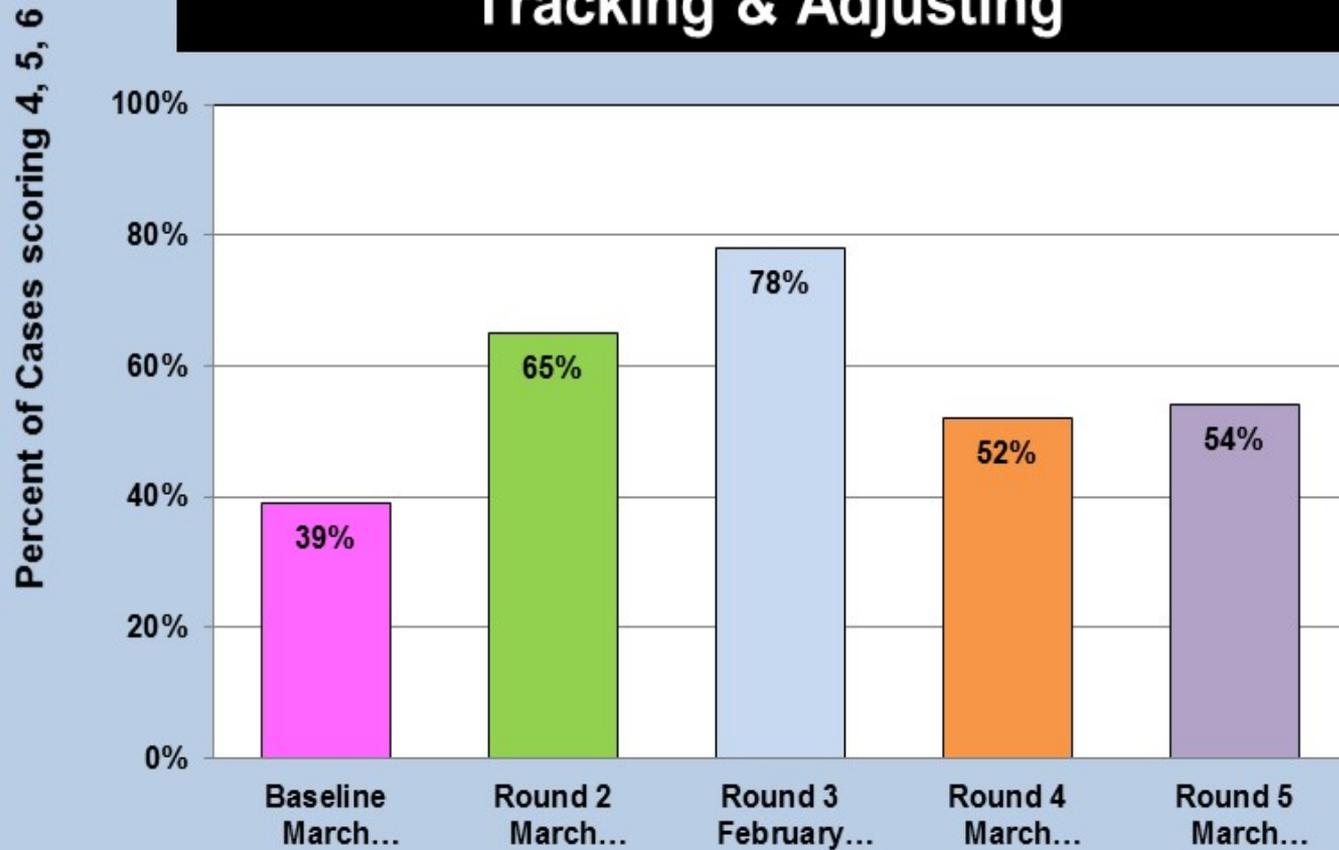
Only 4 cases are applicable for the past 90 days

Only 6 cases are applicable for the past 12 months

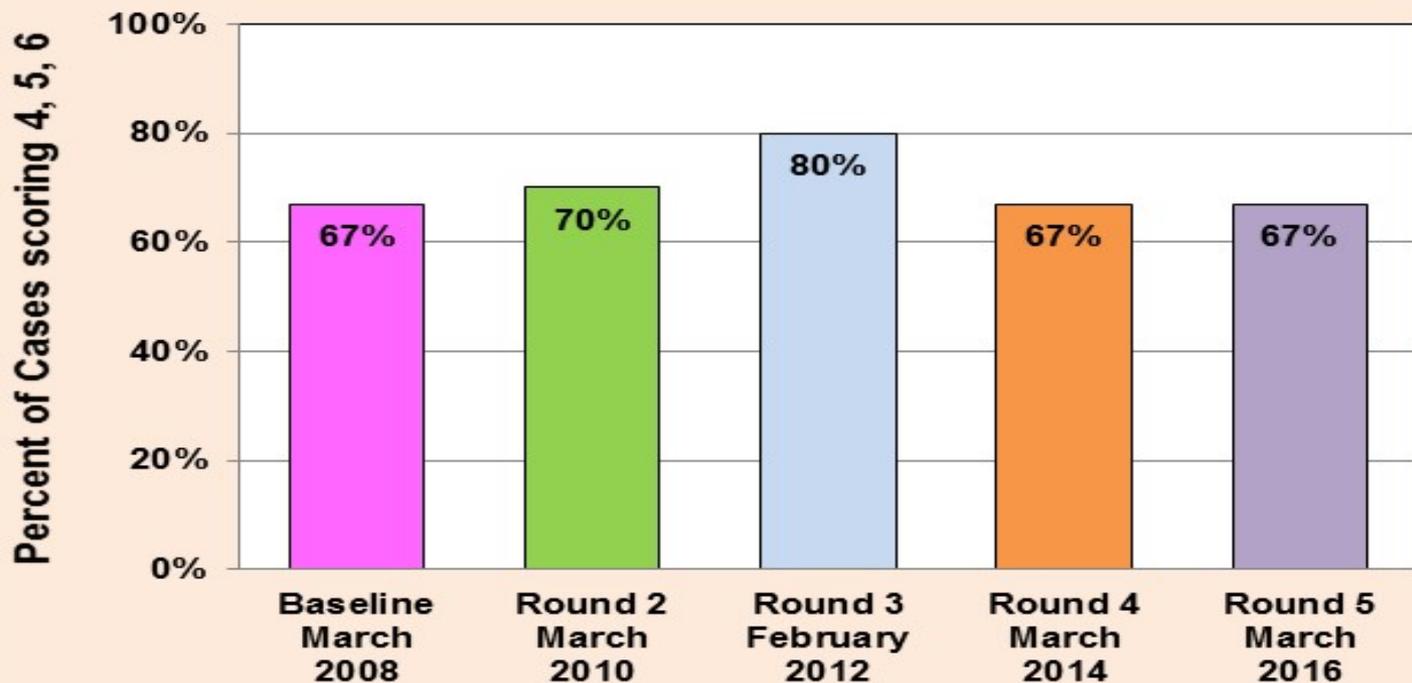
System Performance: Intervening Resource Availability



System Performance: Intervening Tracking & Adjusting



System Performance: Maintaining Family Relationships Mother

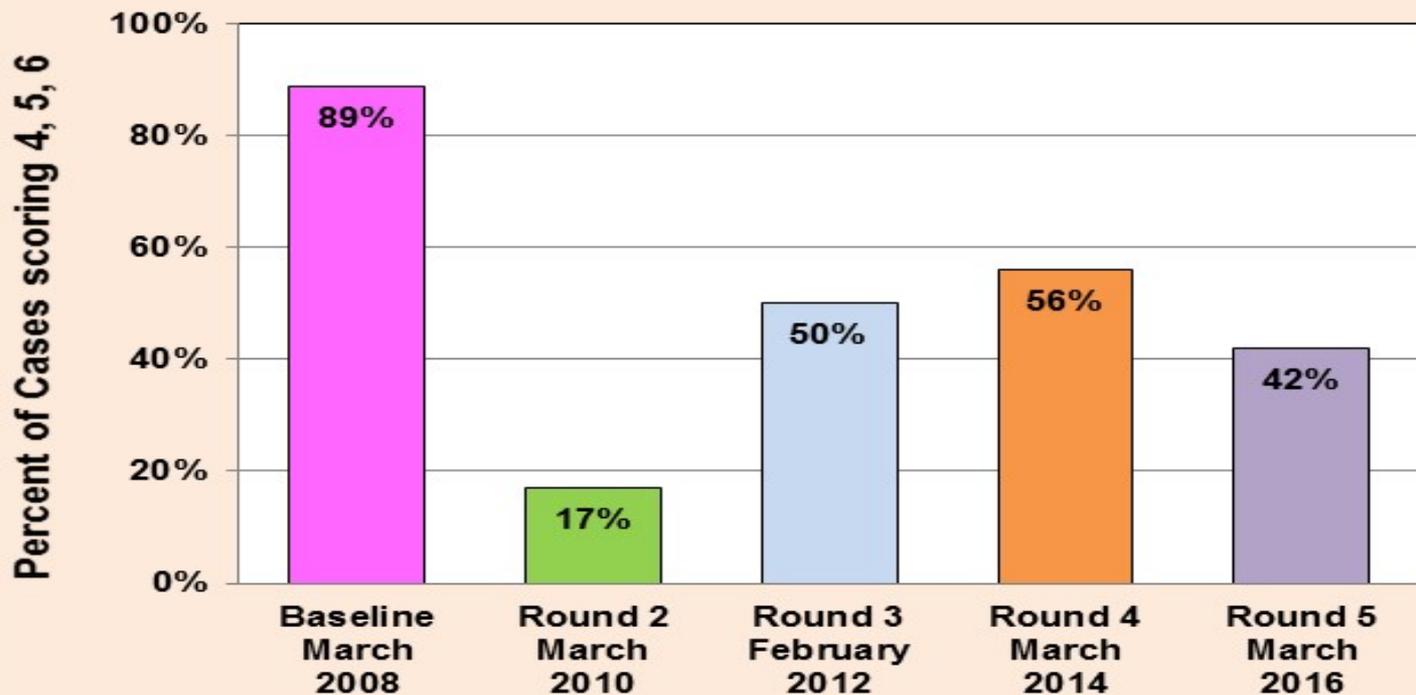


Child Welfare Review 3.8.16

Total Cases = 24

Mother only 12 cases are applicable

System Performance: Maintaining Family Relationships Father

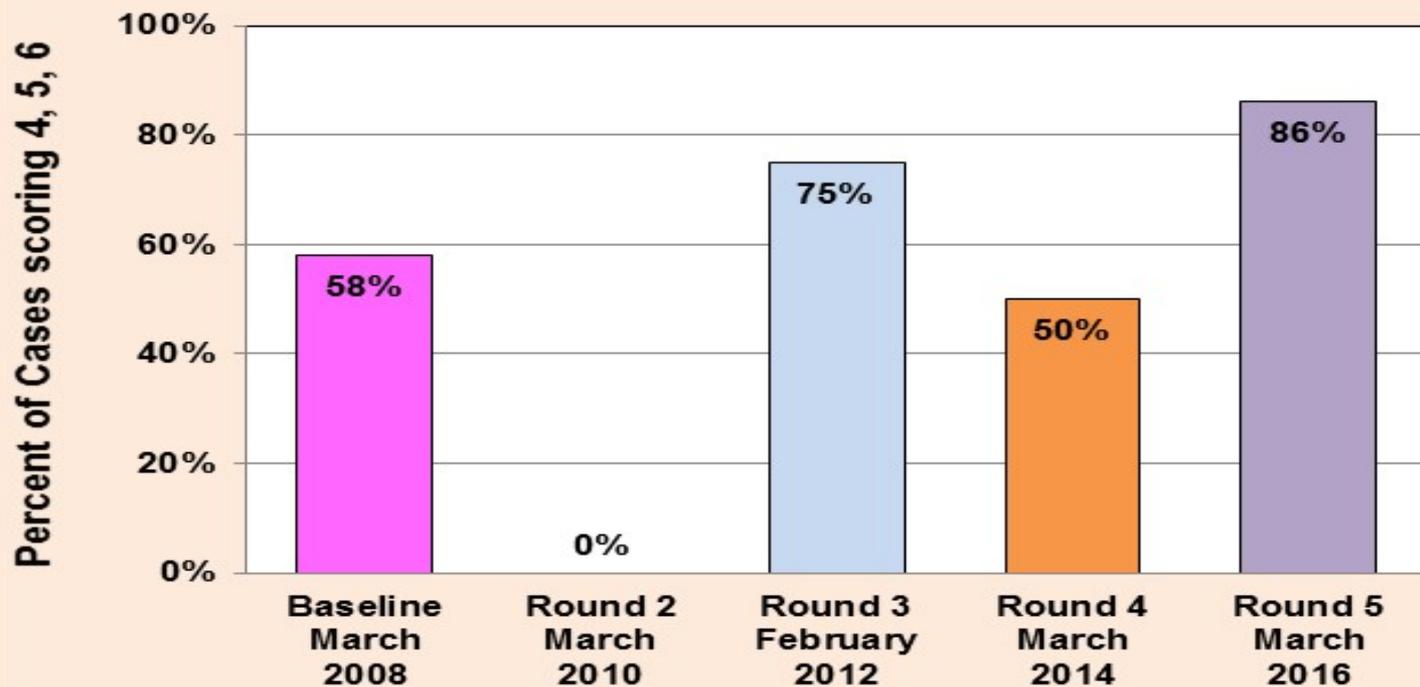


Child Welfare Review 3.8.16

Total Cases = 24

Father only 12 cases are applicable

System Performance: Maintaining Family Relationships Siblings

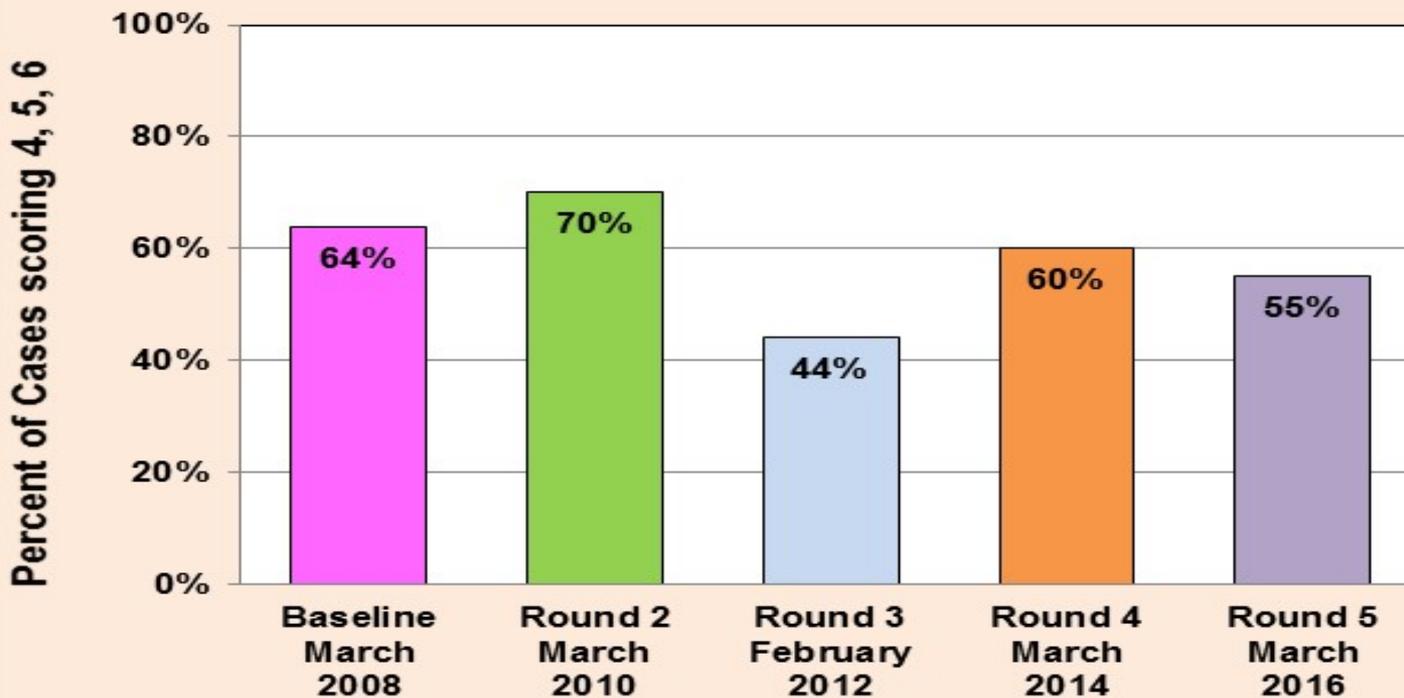


Child Welfare Review 3.8.16

Total Cases = 24

Siblings only 7 cases are applicable

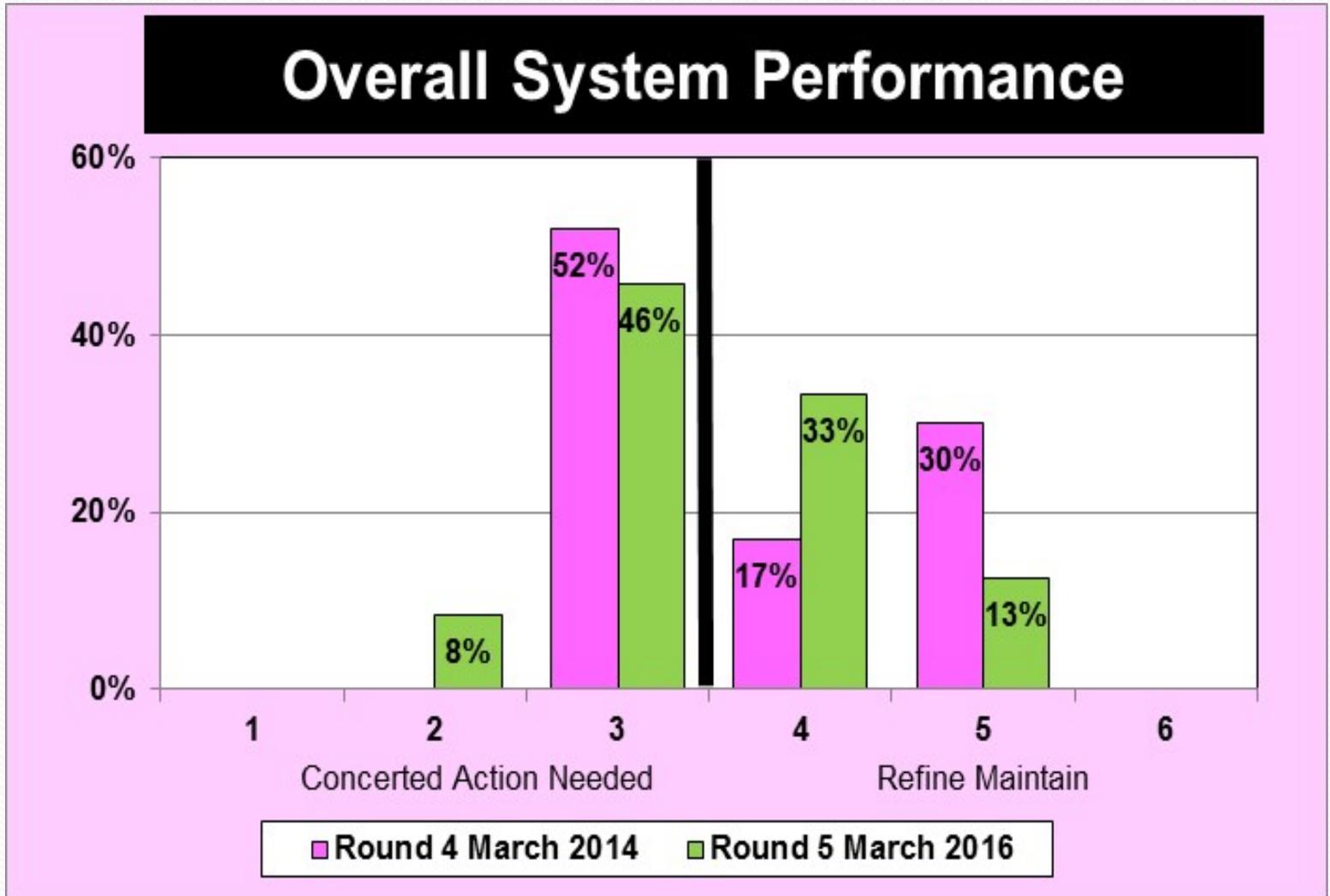
System Performance: Maintaining Family Relationships Extended Family



Child Welfare Review 3.8.16

Total Cases = 24

Extended Family only 11 cases are applicable





Thank You!