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**Child Abuse and Neglect Hotline: 800-800-5556**

July 1, 2010

To: Regional Managers  
Directors, Local Offices, Department of Child Services

From: James W. Payne, Director  
Angela Green, Deputy Director Practice Support  
David Judkins, Deputy Director Field Operations  
Department of Child Services

Subject: Reflective Practice Survey  
DCS-10-08

This administrative letter, effective July 1, 2010, outlines the implementation of a new Quality Performance Tool: The Reflective Practice Survey (RPS). The RPS provides an analysis of case management services by identifying the strengths and needs of the family, as well as, those of the Family Case Manager (FCM). The RPS tool uses field observation and a FCM interview to review cases in order to evaluate the FCM's practice skills.

Cases pulled for the RPS will be randomly selected by the Office of Data Management (ODM). The RPS will be completed quarterly in conjunction with the Quality Assurance Review (QAR). Only one (1) case will be selected per FCM for the QAR and RPS for an overall comprehensive assessment. The selected case, RPS tool and a link to the QAR Sharepoint can be accessed through the Indiana Child Welfare Information System (ICWIS) by clicking the 'Review' icon.

The Supervisor will shadow the FCM on a home visit for the selected case. An interview with the FCM should occur after the home visit using the RPS Indicator questions. The Supervisor will score the case using information obtained from the field observation and FCM interview then provide feedback to the FCM.



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The Supervisor will use case summary questions three (3) and four (4), at the end of the RPS, to identify trends and generate the trends report. The RPS trend questions are as follows:

3. What are the systemic factors preventing this family from achieving sustainable, safe case closure?
4. Identify the worker's strengths and areas of needed skill improvement to ensure quality contacts with the child and family.

Once the Supervisor has completed the quarterly RPS surveys, a report should be developed and submitted to the DCS Local Office Director. The DCS Local Office Director will submit a list of county trends to the Regional Manager (RM) so they can compile the reports and develop a list of trends for their region. The RM will include the regional trend data in their quarterly Strategic Regional Action Report (STAR).

If you have any questions regarding this process, please address them to Lisa Whitaker, Performance and Quality Improvement State Director at 317-233-9354.

Sincerely,

James W. Payne, Director  
Department of Child Services



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