



INDIANA DEPARTMENT OF CHILD SERVICES CHILD WELFARE POLICY

Chapter 2: Administration of Child Welfare **Effective Date:** January 1, 2021

Section 16: Practice Model Review (PMR) **Version:** 4

STATEMENTS OF PURPOSE

The Indiana Department of Child Services (DCS) Practice Model Review (PMR) is a peer review process that utilizes interviews with partners, families, and children (if age and developmentally appropriate) along with case record review to identify system strengths and areas needing improvement. The PMR measures the fidelity to the DCS practice model along with compliance with federal standards during a specific Period Under Review (PUR). The data collected is used to evaluate and improve the outcomes for children and families and address system issues that produce inequitable results for families and children. The PMR uses a thorough case review process to assess the following:

1. **Teaming:** How well DCS is working to assemble and/or coordinate a group of individuals with the intent to bring ideas/solutions to achieve common goals;
2. **Engaging:** How well DCS is working to effectively establish a relationship with the family and essential individuals in a meaningful way for the purpose of sustaining work that is to be accomplished together;
3. **Assessing:** How well is DCS evaluating events and/or situations and determining the ability, willingness, and availability of resources for achieving an agreed upon goal for the family and children;
4. **Planning:** How well is DCS implementing a process that will put in place team-driven decisions that supports family and children in the furtherance of the DCS mission; and
5. **Intervening:** How well is DCS interceding and providing support to alter the course of events that may pose risks to the family and child.

Code References

N/A

PROCEDURE

The Quality Service Assurance (QSA) Lead will complete the following prior to the PMR:

1. Attend the regional management meeting one (1) month prior to the case selection date to discuss the upcoming PMR;
2. Ensure the random selection of cases for the PMR is completed for the PUR and provided to the Regional Manager (RM);
3. Ensure the Family Case Manager (FCM) provides the family with the PMR Family Information Form and secures agreement for participation in the review;
4. Ensure a completed PMR Case Summary has been received from the FCM;
5. Participate in a preparation meeting with the FCM and FCM Supervisor to discuss any further information that needs to be addressed on the PMR Case Summary, and identify appropriate partners with whom the FCM should schedule for interviews;
6. Ensure all finalized schedules, case summaries, and general information forms have been received; and

7. Provide a finalized case assignment list to the RM, reviewers, field quality assurance (QA), and QSA team.

The FCM will:

1. Engage the selected family to discuss and request participation in the PMR process, review the PMR Family Information Form with the family;
2. Seek assistance from the FCM Supervisor and the QSA Lead if unable to secure the family's agreement for participation in the review;
3. Create the PMR Case Summary and send to the QSA Lead;
4. Participate in a preparation meeting with the QSA Lead;
5. Schedule interviews with the family and appropriate partners (i.e., teachers, service providers, mental health and substance use professionals, relatives, resource parents, Court Appointed Special Advocate [CASA] and Guardian ad Litem [GAL] and other identified supports to the family);
6. Ensure information in the case management system is up-to-date and complete the PMR General Information Form;
7. Provide the completed PMR General Information Form and PMR Review Schedule to the QSA Lead;
8. Participate in the PMR interview as scheduled; and
9. Participate in the debrief with the PMR reviewers as scheduled.

The FCM Supervisor will:

1. Discuss the selected case with the FCM, and assist the FCM in securing the family's agreement for participation in the PMR as needed;
2. Ensure all family members and partners have been identified and contacted to request their participation in the PMR;
3. Ensure information in the case management system is up-to-date and assist the FCM in providing a completed PMR Case Summary;
4. Attend the preparation meeting with the FCM;
5. Assist the FCM in providing a completed PMR Review Schedule and PMR General Information Form for the selected case; and
6. Participate in the debrief with the PMR reviewers as scheduled.

The Division Manager (DM)/Local Office Director (LOD) will:

1. Ensure the FCM and FCM Supervisor submit the completed PMR Case Summary, PMR General Information Form, and PMR Review Schedule to the QSA Lead by the requested deadline;
2. Ensure information in the case management system is up to date; and
3. Ensure all FCMs participating in the PMR have confirmed their scheduled interviews.

The Regional Manager (RM) will:

1. Ensure the regional contact information has been provided to the QSA Lead; and
2. Confirm the data presentation is scheduled, and ensure appropriate parties are invited to attend, including court personnel.

The PMR Reviewer will:

1. Participate in an annual Full PMR and a Mini PMR within the PMR Reviewer's region every other year following the completion of the two (2) day training;
2. Attend a PMR preparation technology meeting one (1) week prior to the assigned review;
3. Arrive at the PMR Orientation site at the designated time to receive PMR materials;

4. Review the PMR Case Summary, PMR General Information Form, PMR Review Schedule, and information in the case management system;
5. Complete interviews with identified individuals according to the PMR schedule;

Note: Contact the QSA Lead and the DCS Child Abuse and/or Neglect (CA/N) Hotline (Hotline) immediately if there is an active threat currently impacting the child's safety, or safety of other children in the home; the child/or another child in the home has visible marks/bruises, which are concerning; and/or the child/or another child in the home is not safe with the caregiver. Also, discuss with the QSA Lead any reports of safety concerns that are not currently active or if there is a disclosure of past abuse or neglect.

6. Score the case using the PMR Protocol; and
7. Complete a T-Chart and debrief with the FCM and FCM Supervisor.

After each PMR is completed, a member of the QSA team will present an analysis of the data and trends to the regional management team, court personnel, and any community members invited by the RM. The Strategic Solution and Agency Transformation (SSAT) Division, in conjunction with the Regional Peer Coach Consultant, will engage the RM and other identified partners to discuss opportunities to improve practice based on the analysis of the data and trends in their region.

PRACTICE GUIDANCE

N/A

FORMS AND TOOLS

1. [Indiana DCS Practice Model SharePoint](#)
2. Practice Model Review (PMR) Protocol – available from QSA Lead
3. [PMR Family Information Form \(SF 57041\)](#)
4. PMR Review Schedule – available from QSA Lead
5. PMR General Information Form – available from QSA Lead
6. PMR Case Summary – available from the QSA Lead

RELATED INFORMATION

Debrief

Debrief is the process in which the reviewers engage the FCM and FCM Supervisor in a conversation by providing information acquired during the review in a thoughtful, transparent, and respectable way. It requires the reviewers to be precise about the information that they obtained through interviews and case documentation providing specific strengths and areas of opportunities in the case.

Field QA

A Field QA is an experienced PMR reviewer who assists the QSA team in ensuring the reviewers fidelity to scoring within the protocol.

Full PMR

A Full PMR will have a larger case selection and reviewers will come from outside the region to complete the review.

Mini PMR

A Mini PMR will have a reduced number of selected cases and reviewers will be from within the region completing the review.

Period Under Review (PUR)

The PUR is the timeframe for which a particular case is reviewed. The PUR for the legal system review looks back over the previous 12 months from the date of the review. The PUR for all other items is the previous six (6) months from the date of the review.

Note: The only requirement for a case to be selected for review is that the case must have an “open” status on the day the case is pulled for the PMR, which is 45 days prior to the review. If the case is closed following the case pull, the case may still be reviewed.

PMR Reviewer

A PMR Reviewer is a DCS employee who is trained in applying the PMR protocol to selected cases for review.

PMR Round

A PMR Round is the completion of the Full PMR in every region. The PMR Round takes two (2) calendar years to complete. A PMR will be conducted in each region at least one (1) time every calendar year, alternating between a Mini PMR and a Full PMR.

QSA Lead

The QSA Lead is a Quality Assurance Analyst within the SSAT division.