

	<b>INDIANA DEPARTMENT OF CHILD SERVICES</b>	
	<b>CHILD WELFARE POLICY</b>	
	<b>Chapter 2:</b> Administration of Child Welfare	<b>Effective Date:</b> January 1, 2016
	<b>Section 18:</b> Reflective Practice Survey (RPS)	<b>Version:</b> 3

**STATEMENTS OF PURPOSE**

The Indiana Department of Child Services' (DCS) Reflective Practice Survey (RPS) provides a qualitative analysis of intervention and/or case management services. The RPS tool uses field observation and an interview to review assessments, Institutional Child Protective Services (ICPS) assessments, Older Youth Services (OYS) cases, and ongoing cases to assess the case manager's practice skills.

The RPS will be completed quarterly (i.e., 1<sup>st</sup> quarter- January to March, 2<sup>nd</sup> quarter- April to June, 3<sup>rd</sup> quarter- July to September, and 4<sup>th</sup> quarter- October to December). One (1) assessment or case is randomly selected per FCM. The RPS case selection shall consist of assessments open during the current quarter and ongoing cases which were open during the previous quarter. DCS will use the information obtained from the RPS to identify regional trends Continuous Quality Improvement (CQI) opportunities.

Code References

N/A

**PROCEDURE**

The FCM, Collaborative Care (3CM) and ICPS FCM Supervisor will:

1. Review the assigned assessment or ongoing case using the RPS tool located in the case management system;
2. Notify the FCM, 3CM, or ICPS FCM that his or her assessment or ongoing case was selected to be reviewed and schedule a time to shadow;
3. Complete field observations for the selected assessment or ongoing case by accompanying the FCM, 3CM, or ICPS FCM during his or her assessment, home visit, and/or Child and Family (CFT) Meeting. The Supervisor may opt to ask questions during observations.
4. Interview the FCM, 3CM, or ICPS FCM after the shadow experience, using the RPS Indicator questions as a guide;
5. Score the assessment or ongoing case in the case management system using information from the field observations and the interview;

**Note:** The RPS must be completed in the case management system within the quarter in which it was assigned for review.

6. Provide feedback to the FCM, 3CM, or ICPS FCM regarding the observations and identify areas of strength and opportunity to achieve better outcomes for the child and family; and

7. Submit a list of case characteristics to his or her manager (i.e., the DCS Local Office Director [LOD], Division Manager (DM), Collaborative Care Division Manager, or ICPS Manager) to develop a list of trends no later than 30 days after the review quarter.

The DCS LOD, DM, Collaborative Care DM, and the ICPS Manager will:

1. Develop a list of trends from the information provided by the Supervisor; and
2. Submit a list of county trends to the Regional Manager (RM) no later than 60 days after the review quarter.

The Regional Manager (RM) will review RPS information and use it in conjunction with other qualitative and quantitative data to develop and monitor CQI plans.

<b>PRACTICE GUIDANCE</b>
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N/A

<b>FORMS AND TOOLS</b>
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[RPS Tool](#)- Available in the case management system

<b>RELATED INFORMATION</b>
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N/A

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