

	<b>INDIANA DEPARTMENT OF CHILD SERVICES</b> <b>CHILD WELFARE POLICY</b>	
	<b>Chapter 2:</b> Administration of Child Welfare <b>Section 18:</b> Reflective Practice Survey (RPS)	
	<b>Effective Date:</b> March 1, 2022	<b>Version:</b> 5

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## POLICY OVERVIEW

Using quality standards to develop and strengthen worker skills and assess cases is an integral step toward achieving excellence in practice and improving outcomes for children and families.

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## PROCEDURE

The Department of Child Services (DCS) is fully committed to critically assessing cases and improving practice. Therefore, DCS uses the Reflective Practice Survey (RPS) for case review and field observation of assessments, including Institutional Child Protective Services (ICPS) investigations, Older Youth Services (OYS) cases, and permanency cases. The RPS is used to assess the practice skills of the Family Case Manager (FCM), Older Youth Case Manager (OYCM), and ICPS FCM, identify regional trends and to focus on Continuous Quality Improvement (CQI) opportunities to ensure positive outcomes for children and families.

The RPS **case selection** shall consist of assessments, investigations, and cases open during the current quarter. The RPS will be completed quarterly, based on a calendar year. Each FCM, OYCM, and ICPS FCM will have one (1) assessment, investigation, permanency case, or OYS case selected for review.

**Note:** Permanency cases and OYS cases will be randomly selected for review. In assessment and investigation cases, the supervisor will select the assessment or investigation case to be reviewed with the FCM.

The FCM Supervisor, OYCM Supervisor, or ICPS Supervisor will:

1. Review the selected assessment, investigation, assigned permanency case, or OYS case using the RPS tool located in the case management system;

**Note:** If a selected case closes prior to review, is pending transfer to a new FCM, OYCM, or ICPS FCM or the family lives more than 50 miles from the assigned local office, the case may be replaced by the FCM Supervisor, OYCM Supervisor, or ICPS Supervisor during the current quarter.

2. Notify the FCM, OYCM, or ICPS FCM of the assessment, investigation, permanency case, or OYS case selected for review;

**Note:** If an FCM, OYCM, or ICPS FCM is no longer employed with DCS, is on Family Medical Leave (FMLA) for the entire quarter, or no longer has assigned cases or assessments, the selected assessment, investigation, or case will be eliminated from the RPS review. If an FCM, OYCM, or ICPS FCM transfers to a different supervisor, local office, or region prior to the initiation of the RPS, the new supervisor will complete the RPS for the identified quarter selected from the FCM, OYCM, or ICPS FCM's new case load.

3. Schedule a time to observe the FCM, OYCM, or ICPS FCM's selected assessment, investigation, permanency case, or OYS case;

**Note:** For assessments, the FCM's initial contact with the family must be observed.

4. Complete field observations for the selected assessment, investigation, permanency case, or OYS case by accompanying the FCM, OYCM, or ICPS FCM during an assessment, investigation, home visit, and/or Child and Family (CFT) Meeting. The FCM Supervisor, OYCM Supervisor, or ICPS Supervisor may participate in multiple observations throughout the review period and may ask questions during these observations;
5. Score the assessment, investigation, permanency case, or OYS case in the case management system using information from the field observations and any information within the case management system that is available during the period under review (PUR); and

**Note:** The RPS must be completed in the case management system within the quarter in which it was assigned for review. The RPS will remain open for five (5) days following the end of the quarter to enter information.

6. Provide feedback during case staffing to the FCM, OYCM, or ICPS FCM regarding the observations, and identify areas of strength and opportunity to further enhance skill development and improve outcomes for the child and family.

The Local Office Director (LOD), ICPS Manager, Division Manager (DM), and Regional Manager (RM) will review RPS information and use it in conjunction with other qualitative and quantitative data for CQI opportunities.

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## RELEVANT INFORMATION

### Definitions

#### Case Staffing

Case staffing is a systematic and frequent review of all case information with safety and risk, stability, permanency, and well-being as driving forces for case activities.

### Forms and Tools

- RPS Tool – available in the case management system

### Related Policies

N/A

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**LEGAL REFERENCES**

N/A

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## PRACTICE GUIDANCE- DCS Policy 2.18

*Practice Guidance is designed to assist DCS staff with thoughtful and practical direction on how to effectively integrate tools and social work practice into daily case management in an effort to achieve positive family and child outcomes. Practice Guidance is separate from Policy.*

N/A

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