



QSR Orientation

WELCOME

To Region __

- **Introductions**
- **Reviewer Confidentiality Agreements**
- **Confidentiality of QSR case files**



Purpose of the QSR

- QSR utilizes strength based language to convey areas of challenge
- Evaluate the current case status to the standards set forth in the QSR Protocol
- Identify next steps to achieve sustainable safe case closure
- Build FCMs Practice Model skills



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Case Selection Criteria

Criteria

- **Age of the child: 0 – 4, 5 – 9, 10 – 13, 14+**
- **Time in care**
- **Placement Type**
- **Case Types: IA, CHINS, ASSESSMENTS**



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Region __ Characteristics

- Enter regional characteristics



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Region __ Characteristics

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QSR Messaging to Family Case Managers & Community



- No disciplinary action will be taken from this review
- Use maintain/refine (scores 4,5,6)
 - Use concerted action needed (scores 1,2,3)
- Reform involves systems changes to DCS and community partners



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Roll-Up Sheets

- ◆ Reason for case opening includes substantiation reason: on 311 to match ICWIS
- ◆ Family Stressors and Child Characteristics - Reviewers should select all reasons that apply to the case at the time of review and note the differences between what was assessed during the assessment.
- ◆ Track whether either parent was previously a ward of the court



Assessment Cases

- ◆ Review timeframes cover the Assessment period only.
- ◆ Use the Assessment Clarifications located on page 82/83 in your Protocol



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TPR and Adoption Cases

- ◆ If TPR is **filed but not yet ordered**, score all indicators based on the biological family. Select the stress factors for the biological parents identified by the FCM and the team.

- ◆ **Parent/Caregiver Status Indicator:**
(Parenting Capacities and Informal Supports)
 - If TPR filed = Score the biological parent as NA. Unless services are ordered to be continued by the judge.

 - If TPR is ordered but adoption not finalized = NA for Biological parent.

 - If Adoption is **finalized** then score the Adoptive Parent as Biological Parent.



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TPR and Adoption Cases

◆ System Performance Indicators:

- **Assessing and Understanding** = Score the biological family if TPR has not been ordered. If TPR has been ordered then score as NA. If the adoption has been finalized then score the adoptive parents.
- **Role and Voice** = If TPR has been filed Do Not Score the Role and Voice of the biological parents unless services are ordered by the court to continue.
- **Maintaining Relationships** = If TPR has been filed on the biological family, score NA for the mother, father, siblings and extended family unless the court orders that visitation must continue. EXCEPTION: If the child and their siblings are still wards, then siblings would be scored.



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Roll-Up Sheets

- Use black or blue ink only
- Put your Name and Case name on every sheet
- Double check that all the information is completed
- Due at 4 pm
- Make one copy for each review team of the score/last page of the Roll-up sheet for the Mini Round
- Keep a full copy of the Roll-up sheet for your records



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QSR Workbook

- Complete all information on front of workbook
- Provide synopsis of case on second page
 - If run out of time, staple case summary to workbook
- Provide enough information to justify scores
 - Example: Score of 6 on Safety- Need more information than just “child is safe”
 - How is the child safe?
 - What has been implemented to ensure child safety?
 - Provide examples of what team members are doing to ensure child safety



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Scoring

- When scoring Role & Voice, these two items must be considered in your scoring:
 - If the individual felt they had input in the direction and goals of their case.
- AND**
- Specific examples of when their input (role & voice) was or was not effective or considered.



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Scoring

- When scoring, remember to ask yourself, if nothing changed, would this indicator continue to move forward?
 - If it would, then your scores are likely to be in the refine and maintain area.
 - If there is an identified action step to change the direction of this indicator, then your scores are likely to be in the concerted action needed area.



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Guidance for Shadow Reviewers

- The Lead reviewer will conduct all the interviews for first round shadows unless negotiated with the Lead reviewer.
- Shadows should hold their questions until the Lead reviewer introduces the topic to the interviewee.



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Guidance for Shadow Reviewers

- Lead reviewers often ask questions that they already know the answer to, so do not correct the Lead reviewer.
- Do not work the case. Gather information only.
- Do not share information learned with other persons being interviewed.
- Present case scoring differences objectively for feedback from the team.



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**Thank You and Drive
Safely! 😊**

