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March 4, 2008

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

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

Subject: Suspended Quality Service and Quality Assurance Reviews  
DCS-08-02

In an effort to support the field staff towards achieving the caseload standards, the Practice Support Division's Performance and Quality Improvement Unit will temporarily suspend all federally mandated reviews for both the Quality Assurance Review (QAR) process and the Quality Service Review (QSR) process. This is a temporary suspension during the months of April 2008 through June 2008. Our collective commitment to the QSR and QAR is unwavering as they are essential tools used to measure and sustain the very best practice being done in the local offices and communities everyday.

#### **Quality Assurance Reviews (QAR)**

All Quality Assurance Reviews will be suspended for the first and second quarters during the months of January 2008 through June 2008. All 2<sup>nd</sup> party reviews and 3<sup>rd</sup> party peer reviews will be suspended effective immediately. The 2<sup>nd</sup> party reviews will resume starting July 1, 2008. The 3<sup>rd</sup> party peer reviews facilitated by Regional Managers will recommence during the final quarter starting October 1, 2008.

#### **Quality Service Reviews (QSR)**

All Quality Service Reviews will be suspended from April 1, 2008 to June 1, 2008. This temporary pause in reviews will result in a shift in the review date schedule. The review for Region 14, which was initially scheduled for April 2008, will be scheduled June 9, 2008. All other regional reviews will



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remain scheduled in the same chronological order to remain consistent with the roll out of practice reform skills. The new Quality Service Review schedule is as follows:

REGION	REVIEW DATE
<b>Region 5</b>	3/10/08 – 3/14/08
<b>Region 14</b>	6/9/08 – 6/13/08
<b>Region 4</b>	7/14/08 – 7/18/08
<b>Region 17</b>	8/4/08 – 8/8/08
<b>Region 3</b>	9/8/08 – 9/12/08
<b>Region 8</b>	10/6/08 -10/10/08
<b>Region 11</b>	11/17/08 – 11/21/08

REGION	REVIEW DATE
<b>Region 16</b>	12/8/08- 12/12/08
<b>Region 2</b>	1/5/09- 1/9/09
<b>Region 12</b>	2/9/09- 2/13/09
<b>Region 6</b>	3/9/09- 3/13/09
<b>Region 13</b>	4/20/09- 4/24/09
<b>Region 1(A)</b>	5/11/09- 5/16/09
<b>Region 1(B)</b>	6/15/09- 6/19/09

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

Sincerely,

James W. Payne, Director  
Department of Child Services

