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|  | INDIANA DEPARTMENT OF CHILD SERVICES CHILD WELFARE MANUAL | |
| | Chapter 2: Administration of Child Welfare | Effective Date: 11/1/10 |
| | Section 17: Quality Assurance Review (QAR) | Version: 1 |

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| POLICY [NEW] |
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The Department of Child Services (DCS) Quality Assurance Review (QAR) provides an objective analysis of the Indiana Child Welfare System. The QAR evaluates systemic factors in each DCS local office by identifying strengths and needs to ensure compliance with:

1. Federal and state laws (i.e., statutes),
2. Regulations,
3. Policies, and
4. Social Work best practice.

The DCS local office will conduct the QAR on a quarterly basis in conjunction with the Reflective Practice Survey (RPS). Cases pulled for QAR will be randomly selected by the Office of Data Management (ODM) and include Assessments, IAs, and CHINS cases.

Note: The QAR pull consists of any assessment or case with an open case status within the previous 6 months from the pull date. The period under review begins with the pull date and reflects back one year. Each case will be reviewed for quality and best practice.

Regional Managers (RMs) will conduct a quarterly regional review of a small, random sample of cases that were reviewed by the DCS local office during the previous quarter. Cases pulled for this review will be randomly selected by the ODM and include Assessments, IAs, and CHINS cases.

Note: The RM review pull consists of any assessment or case with an open case status within the previous six (6) months from the pull date. The period under review begins with the pull date and reflects back one (1) year. Each case will be reviewed for quality and best practice.

The RM reviews will be conducted by the RM and upper management staff within the region. The Review Team will consist of:

1. Regional Manager
2. Local Office Director (LOD)
3. Supervisors.

Code References

N/A

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| PROCEDURE |
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The Supervisor will have one (1) case pulled for each Family Case Manager (FCM) assigned to their unit.

The Supervisor will:

1. Review the hard copy case file;
2. Review the case in the Indiana Child Welfare Information System (ICWIS);
3. Score each case using the appropriate form on the QAR SharePoint website; and
4. Submit the form electronically through the QAR SharePoint website by the last day of the quarter.

Note: Cases pulled for the QAR will not be available for review after the last day of the quarter.

The RM will:

1. Coordinate the RMs review process by convening the RM review team members;
2. Notify the DCS LOD if a child is in an unsafe situation and/or a non-compliance with policy or law exists.

Note: This notice will be sent via e-mail and followed up with a direct phone call to the DCS LOD.

3. RMs will utilize the QAR results to identify opportunities for improvement in the Strategic Action Report (STAR). The STAR reports will be discussed with the RMs at the RM team meetings.

Review Team will:

1. Review the hard copy case file;
2. Review the case in ICWIS;
3. Score each case using the appropriate form on the QAR SharePoint website; and
4. Submit the form electronically through the QAR SharePoint website by the last day of the quarter.

Note: Cases pulled for the QAR will not be available for review after the last day of the quarter.

DCS LOD will, upon receipt of the notification:

1. Initiate immediate action to bring a non-compliant or unsafe situation into compliance;
2. Notify the RM, via email, within 48 hours (excluding weekends and holidays) of how the unsafe situation was resolved; and
3. Notify the RM, via email, of a plan to resolve non-compliance with policy.

PRACTICE GUIDANCE

QAR result reports will be available for review on the QAR SharePoint within 15 calendar days from the end of each quarter. QAR result reports are generated for each QAR tool (Adoption, Assessment, CHINS and IAs) and additional reports are generated for 'All Survey Summary' and 'Exception' data. Each report provides a breakdown and comparison of Statewide, Regional and County data collected from the QAR. The Adoption, Assessment, CHINS and IA reports

provide additional breakdown of worker data. The Exception report provides county data on pulled cases that were not reviewed during the quarter and/or not completed incorrectly.

FORMS AND TOOLS

1. Quality Assurance Tools – available on the QAR SharePoint.
2. QAR Guidelines- available on the QAR SharePoint.

RELATED INFORMATION

Quality Assurance Tools and Guidelines

The Quality Assurance Tools and Guidelines Standardized instruments of basic questions applied to the cases to be reviewed. The Guidelines provide policy and procedural guidance for scoring the questions in the QAR tools.

RM case pull

The number of cases pulled will be determined by the total number of regional administrative staff assigned to that region and divided in half.