

	<b>INDIANA DEPARTMENT OF CHILD SERVICES</b>	
	<b>CHILD WELFARE POLICY</b>	
	<b>Chapter 2:</b> Administration of Child Welfare	<b>Effective Date:</b> April 1, 2020
	<b>Section 18:</b> Reflective Practice Survey (RPS)	<b>Version:</b> 4

**STATEMENTS OF PURPOSE**

The Indiana Department of Child Services (DCS) Reflective Practice Survey (RPS) uses case review and field observation to review assessments, including Institutional Child Protective Services (ICPS) assessments, Older Youth Services (OYS) cases, and permanency cases to assess the practice skills of Family Case Managers (FCMs), Collaborative Care Case Managers (3CMs), and ICPS FCMs.

The RPS case selection shall consist of assessments and cases open during the current quarter. The RPS will be completed quarterly, based on a calendar year. Each FCM, 3CM, and ICPS FCM will have either one (1) assessment, one (1) permanency case, or one (1) OYS case selected for review. DCS will use information obtained from the RPS to identify regional trends and to focus on Continuous Quality Improvement (CQI) opportunities to develop and strengthen FCM skills to ensure positive outcomes for children and families.

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

Code References

N/A

**PROCEDURE**

The FCM Supervisor, 3CM Supervisor, or ICPS FCM Supervisor will:

1. Review the selected assessment or the assigned permanency case or OYS case using the [RPS tool](#) located in the Comprehensive Child Welfare Information System (CCWIS);
2. Notify the FCM, 3CM, or ICPS FCM that his or her assessment, permanency case, or OYS case has been selected for review;
3. Schedule a time to observe the FCM, 3CM, or ICPS FCM's selected assessment, permanency case, or OYS case;

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

4. Complete field observations for the selected assessment, permanency case, or OYS 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 participate in multiple observations throughout the review period and may ask questions during these observations;
5. Score the assessment, permanency case, or OYS case in the CCWIS system using information from the field observations and any information within the case management system that is available during the period under review; and

**Note:** The RPS must be completed in the CCWIS 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 [clinical supervision](#) to the FCM, 3CM, 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.

## **PRACTICE GUIDANCE**

### **RPS Case Review**

Every FCM, 3CM, and ICPS FCM will have one (1) case or assessment reviewed each quarter and will work with his or her supervisor during [clinical supervision](#) to identify strengths and areas of opportunity to further enhance skill development and improve outcomes for children and families.

### **Replacement Cases**

If a selected case closes prior to review, is pending transfer to a new FCM, or the family lives more than 50 miles from the assigned local office, the case may be replaced by the FCM Supervisor, 3CM Supervisor, or ICPS Supervisor during the current quarter.

### **Eliminations**

If an FCM, 3CM, or ICPS FCM is no longer employed with DCS, is on Family Medical Leave Act (FMLA) for the entire quarter, or no longer has cases or assessments assigned to him or her, his or her selected assessment or case will be eliminated from the RPS review.

### **Transfers**

If an FCM, 3CM, 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, 3CM or ICPS FCM's new case load.

## **FORMS AND TOOLS**

[RPS Tool](#)- Available in CCWIS

## **RELATED INFORMATION**

### **Clinical Supervision**

Clinical Supervision is a process in which an individual with specific knowledge, expertise, or skill provides support while overseeing and facilitating the learning of another individual.

**Example:** The focus of clinical supervision for an FCM is on practice that directly impacts the outcomes for families.