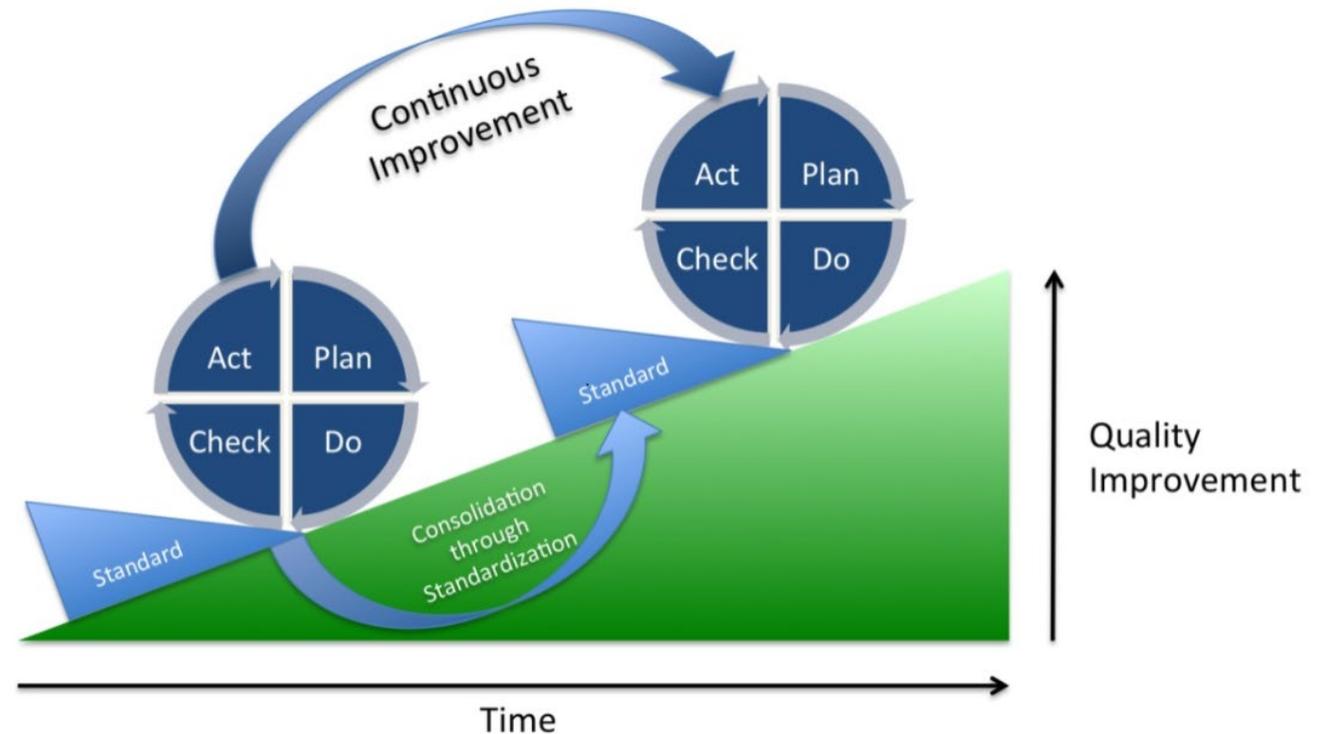




# WCHSA Continuous Quality Improvement

Presented by Kim Martin  
January 25, 2023 and  
February 9, 2023





# Purpose of Case Reviews – For the Individual

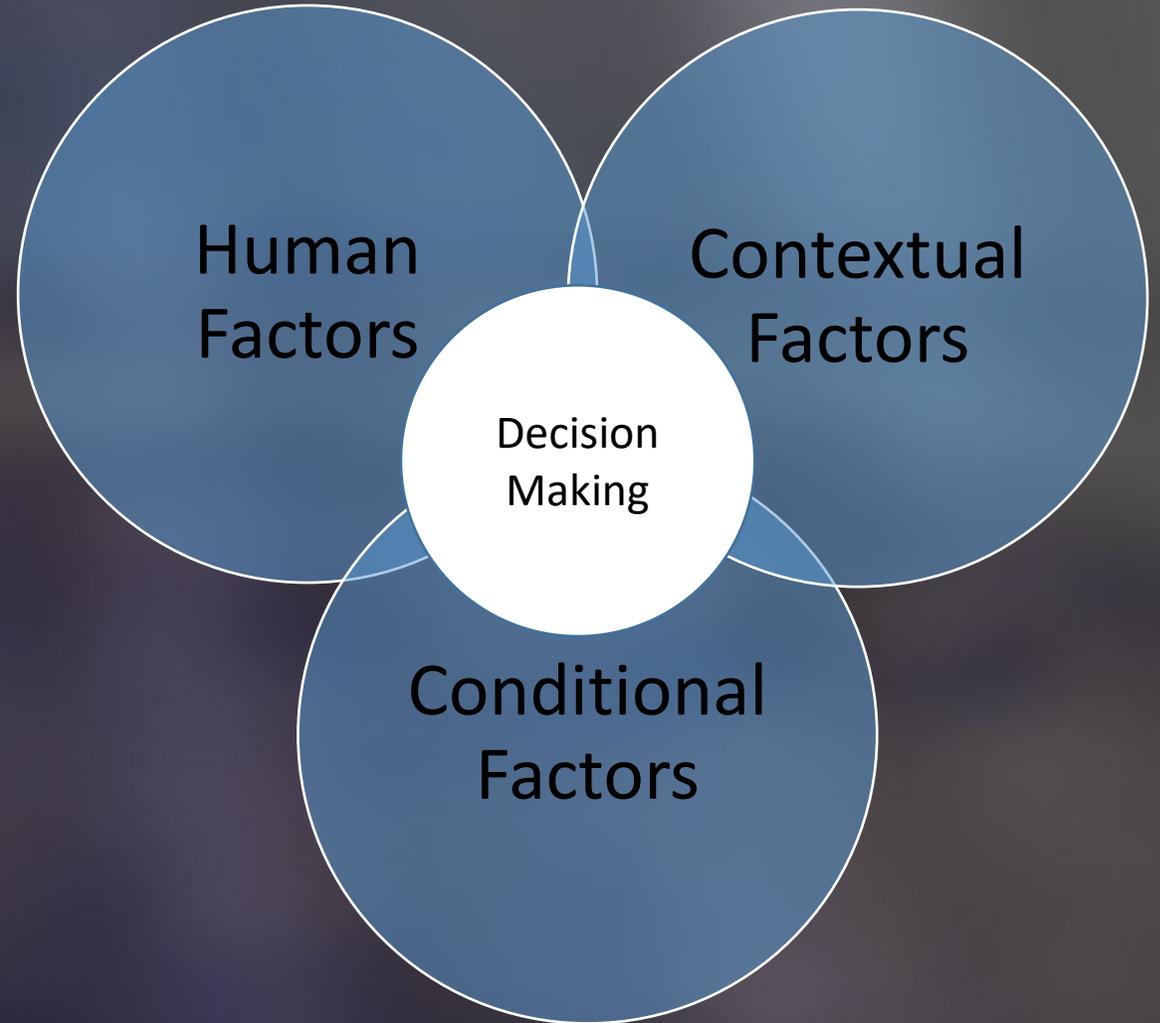


- Rate CFSR Outcomes based on work completed.
- Gather feedback from Case Workers and Supervisors about the context and conditions that influenced decision-making.
- Provide feedback to Case Workers and Supervisors about how their work impacted CFSR ratings.



# Purpose of Case Reviews – For our System

- Analysis of trends that positively or negatively impact case workers' ability to provide quality services to children and families.
- Analysis of policy adherence and SAFE Model fidelity to determine how specific aspects impact Outcome ratings.





# The Elephant in the Room



- Case Reviews are intended to provide a learning opportunity versus disciplinary action.
- Learning opportunities should be met with efforts to train and coach to improve performance.

Exception: Egregious acts that would merit discipline.



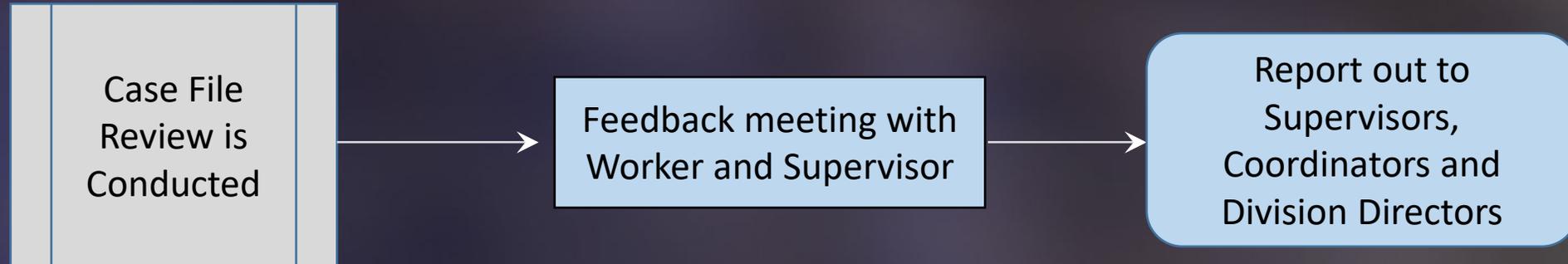
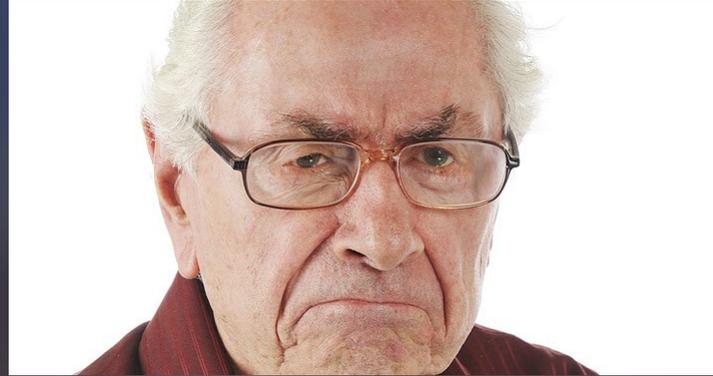
# Types of Reviews

- Child and Family Service Review (CFSR)
- Ongoing Programmatic Reviews
- Child Fatality or Near Fatality – Cases open within the previous 3 years
- Ad hoc case review requests





# Old View Review Process





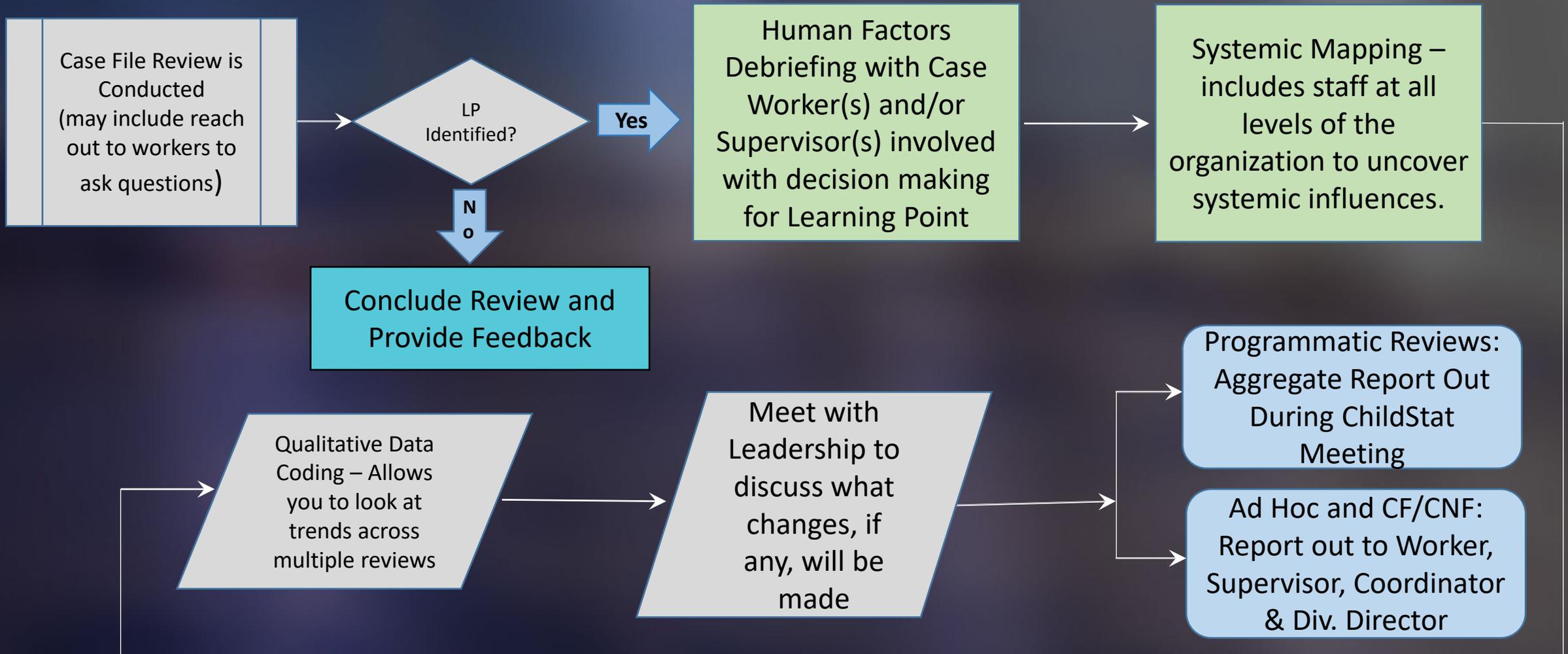
# Collaborative Safety System Safety Review

## What is a Learning Point?

Learning Point Type	Examples
Policy or Practice Deviation	Immediate response not met, home visit incomplete, background check not conducted
Work Outside of Expected Practice	Collateral contacts included in work, integration of medical records into case work, information included as part of the safety assessment
Other Areas of Practice that Would Benefit from Study	Case Transitions, Service Acquisition, Engagement with Evasive Families
Broader performance metric or indicator	Monthly face-to-face contact Timeliness to permanency Relative Placement Child and Family Services Review (CFSR) Items



# Systems Safety Review Process





# NIA Case Review Instrument



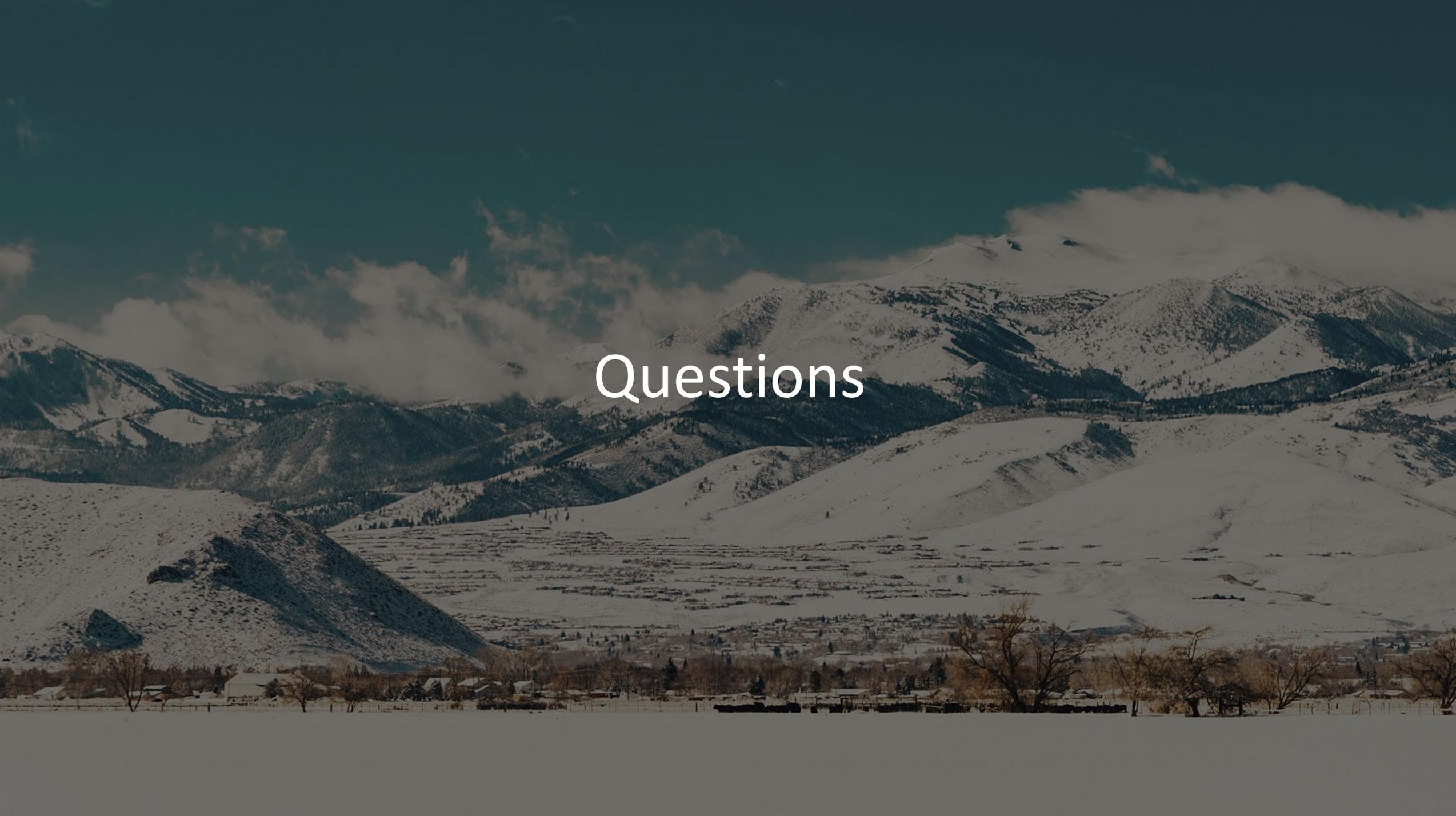
- Based on Statewide NIA Policy and associated Internal Policies.
- Includes the following CFSR Items:
  - Item 1: Timeliness of Initiating Investigations
  - Item 2: Services to family to Protect Children in the Home and Prevent Removal or Re Entry into Foster Care.
  - Item 3: Risk and Safety Assessment and Management



# Quality Caseworker Contacts Instrument

- Reviews being conducted across the state using this tool.
- Looks at the Frequency and Quality of Caseworker contact with Children, Mothers, Fathers and Caregivers.
- Quality caregiver contacts impact Safety, Permanency and Well Being ratings across the OSRI.





# Questions