

# Continuous Quality Improvement Review of Child Protective Investigations Quality of Practice Standards

Patricia Armstrong, Director  
Office of Child Welfare



Eleese Davis, Chief  
System Performance

## Framework

### Quality of Practice Standards Review Business Rules

Regional Quality Assurance staff will conduct a qualitative review of one recently closed case per CPI Unit in every circuit within the region, each quarter. In addition, each region will randomly select one case per region in which the investigation case is currently open.

#### Sample Selection of Closed Investigations Cases

The closed investigation cases for review must be randomly selected from the "Child Investigations Closed within the Last 30 Days" report which is available in the FSFN report environment in the following location:

Public Folders/Ad Hoc Shared Folder/Ad Hoc Misc/QA Reports/CPI.

#### Review Process for Recently Closed Investigation Cases

Once the investigation cases have been identified, the reviewer will notify the circuit liaison and arrange for copies of the files to be sent to the reviewer. Or, other logistical arrangements can be made if the review is to be completed on-site.

These reviews will include a combination of FSFN research and paper file reviews.

As reviews are scheduled, regional QA staff will need to be linked to a local CPI Unit (or administrative unit) in order to be given authorization to access criminal background checks from the Hotline (phoenIX documents). Regional QA Managers will work with local operations staff and security officers to ensure this is completed.

Appropriate consideration of timing and coordination with the Hotline (so they can "repost" the criminal background histories for the QA review) is critical. The following requirements are in place.

- Requests to the Hotline for reposting criminal background checks must be made on a Monday, Tuesday or Wednesday only.

Attachment 1

- 
- The Hotline intends to respond to the request the same day; QA staff must be cognizant of the time frames as they (QA) will have the ability to view the background checks for only 72 hours from the time the reposting occurred. For example, if the Hotline reposted at 8:30 am on Monday, the QA reviewer must view the information before 8:30 am on Thursday.
  - Once the information is reposted, QA staff will view the screens in the phoenix system in order to address the criteria in the standard.
  - No hard copies will be printed, and therefore no need for shredding.

As the reviews are being completed, reviewers will rate the Quality of Practice Standards and input findings into the web-based portal. Reviewers should provide comments as necessary so external parties understand the rationale behind the ratings.

After the review has been completed, reviewers will enter a Case Note in FSFN documenting the investigations case was reviewed and briefly summarize the findings. The Request for Action process remains unchanged.

#### Sample Selection of Open Investigation Cases

In addition to review of recently closed cases, the regions will select one open investigation case for review each quarter.

The open investigation case must be randomly selected from the FSFN Daily Report and be at least 20 days into the investigation, but no more than 30 days. The region may choose to select an open case within a specific circuit, or unit within the circuit, if deemed more effective in identifying local practice.

#### Review Process for Open Investigation Cases

Reviewing an open investigation case requires an onsite visit, whether the review is conducted in the actual unit locale or elsewhere within the circuit. Once the investigation case is identified and the review scheduled, the reviewer will contact the unit supervisor the day before the review occurs, explaining the process as-needed, and advising which case was selected. The reviewer will request the supervisor locate the file and have it ready for review at an agreed upon location, while also scheduling time to debrief with the child protective investigator and the supervisor afterwards.

The Quality of Practice Standards tool will be used even though many of the standards may not have been addressed yet. Reviewers will use the “repost” process described above to assess

---

history. Data for the open investigation cases will be inputted into the “Additional” category available on the portal.

Reviewers will input a FSFN Case Note documenting the review occurred. If concerns were identified during the review of an open investigations case, those concerns should also be entered into a FSFN Case Note. In this case, QA Reviewers should inform the CPI and the CPI Supervisor that QA staff will follow the case to ensure all concerns have been addressed before closure. This process is intended to coach or mentor investigative staff, not to usurp the supervisor’s role or responsibility.

#### Debriefings for Recently Closed and Open Investigation Cases

After each investigations case review is completed, the reviewer must schedule a debriefing session to discuss review findings. The debriefing must always include the CPI and the CPI Supervisor. Others can be invited at the Regions’ discretion.

Face to face debriefings are always the preferred approach, but given complex logistical issues, limited work forces and time frames, they can be conducted via telephone/conference call as necessary. Debriefings should be conducted as soon as possible upon completing the review, preferably within 48 hours of completion. If there are any concerns or disputes over the findings, the QA reviewer and the supervisor are expected to resolve any differences within this debriefing setting. If they are unable to do so, the respective managers/administrators must be notified to assist in the resolution process.

The debriefing format is provided in Attachment 2.

#### Reporting

Once the reviews are completed for each circuit, region QA staff will summarize the findings (circuit-wide) into four practice areas:

- Conducting Thorough Assessments
- Observing and Interviewing Children, Parents, Others
- Determining Maltreatments, Family Needs and Services
- Planning for Safe Investigation Case Closure

In addition to the narrative analysis, the data findings should be provided in excel format provided by the Office of Child Welfare, as an attachment to the summaries. Circuit summaries should be submitted to the Office of Child Welfare no later than the 30<sup>th</sup> day of the 1<sup>st</sup> month of the new quarter. These summaries and data charts will meet reporting requirements to the Office of Child Welfare. Attachment 3 (word version

**Attachment 1 Quality of Practice Reviews**

**Crime Intelligence Unit  
Request to Repost – Phoenix Online**

DATE OF REQUEST:

REQUESTOR:                      FSN ID #:                      TITLE:

PRIMARY PHONE:                      ALT PHONE EMAIL ADDRESS:

**REASON FOR REQUEST (INDICATE REASON ONLY)**

**REASON FOR REQUEST:**

REGIONAL/CIRCUIT ADMIN REQUEST     QUALITY ASSURANCE REVIEW     FAILED TO PRINT  
 COURT PROCEEDINGS     OTHER \_\_\_\_\_ (explain)

**PURPOSE OF INITIAL CHECKS:**     INVESTIGATION     PLACEMENT

**IS THIS THE FIRST TIME THAT CRIMINAL HISTORY RECORD INFORMATION HAS BEEN  
REQUESTED TO BE REPOSTED FOR THESE SUBJECTS?**

YES     NO     UNKNOWN

INTAKE NUMBER or CASE NUMBER:                      CIRCUIT:                      COUNTY:

INTAKE NUMBER or CASE NUMBER:                      CIRCUIT:                      COUNTY:

INTAKE NUMBER or CASE NUMBER:                      CIRCUIT:                      COUNTY:

INTAKE NUMBER or CASE NUMBER:                      CIRCUIT:                      COUNTY:

INTAKE NUMBER or CASE NUMBER:                      CIRCUIT:                      COUNTY:

INTAKE NUMBER or CASE NUMBER:                      CIRCUIT:                      COUNTY:

INTAKE NUMBER or CASE NUMBER:                      CIRCUIT:                      COUNTY:

INTAKE NUMBER or CASE NUMBER:                      CIRCUIT:                      COUNTY:

INTAKE NUMBER or CASE NUMBER:                      CIRCUIT:                      COUNTY:

INTAKE NUMBER or CASE NUMBER:                      CIRCUIT:                      COUNTY:

Attachment 2 Quality of Practice Reviews



**De-briefing Guide for Quality of Practice Standards**

**CQI Review of Child Protective Investigation Case  
FY 2011/2012**

Investigation Case Number Reviewed: \_\_\_\_\_  
Circuit/Unit: \_\_\_\_\_

Maltreatment Allegations: \_\_\_\_\_

Date Received: \_\_\_\_\_ Date Closed: \_\_\_\_\_

Investigation Case Findings: \_\_\_\_\_

Unresolved Concerns Currently or at the Time of Closure:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Was an RFA Generated? Yes \_\_\_ No \_\_\_

Nature of RFA Concern(s):  
\_\_\_\_\_  
\_\_\_\_\_

Brief Child/Family Background:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Summary of Practice Trends:**

**1. Conducted Thorough Assessment**

- Was a thorough assessment completed throughout the investigative process to include the development of a realistic safety plan when needed? (Consider review findings for standards 1, 7, 9, 10, 12, 30, and 32)

---

**Comments:**

---

---

---

---

---

**2. Observed and Interviewed Children, Parents, Others**

- **Were informative interviews with children and other participants conducted and substantive observations made of behaviors and interactions between the child victim(s) and family members?** (Consider review findings for standards 2, 4, 4.3,5,5.5,6 and 8)

**Comments:**

---

---

---

---

---

**3. Determined Maltreatment Findings, Family Needs and Services**

- **Were appropriate maltreatment findings reached and needed services provided to the alleged child victim(s) and family to promote positive outcomes and improve child-well-being?** (Consider review findings for standards 13, 17, 18, 19, 20, 21, 22, 29, 31, 34, 36, and 37)

**Comments:**

---

---

---

---

---

**4. Planned for Safe Investigation Case Closure**

- **Was information gathered during the investigation appropriately shared between and among all parties including the supervisor, case manager, substitute caregivers, etc., and acted upon as necessary?** (Consider review findings for standards 23, 24, 26, 27, 28, 28.1 and 35)

**Comments:**

---

---

---

---

---



---

**Attachment 3 Quality of Practice Reviews**



[Report Template]

**Investigation Case Review Findings  
Summary of Circuit Practice Trends  
FY 2011/2012**

**Circuit \_\_\_\_\_**

**Brief Description of the Type of Investigations Cases Reviewed**

**Overall Findings for Conducting Thorough Assessments**

Closed Investigation Cases:  
Open Investigation Case:

**Overall Findings for Observing and Interviewing Children, Parents, Others**

Closed Investigation Cases:  
Open Investigation Case:

**Overall Findings for Determining Maltreatments, Family Needs and Services**

Closed Investigation Cases:  
Open Investigation Case:

**Overall Findings for Planning for Safe Investigation Case Closure**

Closed Investigation Cases:  
Open Investigation Case:

**Recommendations for Continuous Quality Improvement**

---

QA Manager's Signature

Date



---

**Attach Data Chart**