Child Protective Investigations Quality Assurance Plan

The SunCoast Region Family Safety Quality Management plan for child protective investigations during FY 2009-10 will expand the focus of the quality assurance activities to include circuit level reviews on topics selected at the Region’s discretion and implementation of the Discussion Guide for Child Protective Investigations Supervisors to increase accountability, strengthen practice and improve the timeliness and quality of child investigations.

The Region Quality Assurance unit meets quarterly on-site, at each service center, with Child Protective Investigator Supervisors (CPIS) who are required to complete a file review and case conference with each child protective investigator (CPI) using the Discussion Guide for Child Protective Investigations Supervisors. Supervisors will randomly choose a minimum of three cases per month per CPI and will discuss critical and qualitative aspects of the investigative process specific to the sampled case with the investigator. Supervisors will document in a case note in Florida Safe Families Network (FSFN) that the discussion occurred and will summarize major points requiring further attention and identify issues to be addressed.

The supervisor will provide documentation to the Circuit Administrator that discussions occurred as outlined in the guide. Quality Management staff is available to observe conferences and to provide coaching, as needed. This activity provides the supervisors an opportunity to review child protective investigative activities at various stages of an investigation, to better understand and integrate the quality discussion guide into the day-to-day review process and to reflect on all aspects of the investigation in order to identify and correct gaps in real time.

Beginning the second quarter of the fiscal year, Quality Management staff will conduct a case file review on a sample of the recently closed investigations selected for the file review/case conference process for each Circuit, using the standardized statewide CPI tool, to determine if the supervisor/investigator discussions strengthen the quality of casework, increase supervisory effectiveness and ultimately impact improved practice and outcomes for children and families.
Overall results will be compiled by Circuit and unit. Results of the reviews are discussed face to face with supervisors and investigators to provide immediate feedback, technical consultation and to obtain input as to their experience using this approach. Quality Management review findings are provided each quarter to the Child Protective Investigations, Circuit and Regional management staff, and tracked by the Family Safety Program Office.

Separate semi annual DCF CPI Quality Assurance reviews are conducted for Circuit 12 (Sarasota/DeSoto) and Circuit 20 (Lee, Hendry, Glades, Collier, Charlotte Counties) DCF CPI units as part of the SunCoast Region. Half of a 90/10 sample is selected for each review and comprised of investigations closed in the prior sixty day period to ensure the findings are both recent and relevant to current practice. Following completion of the review, a presentation of the review findings will be conducted at an exit conference. Copies of the completed tools, key strengths and opportunities for improvement and preliminary data are provided to each of the operations managers for review.

Within thirty days from the exit conference, a final report is submitted to Region Administration by the QA Manager and performance improvement plans are submitted by the Operations Manager to the Regional Family Safety Program Administrator to track performance improvement. Results of the semi annual QA reviews and performance improvement initiatives will be provided to the Director of the Office of Family Safety in a report format approved by the Chief of Systems Performance Management.

When performance deficiencies are identified, the Family Safety Program Office will provide training and technical assistance to the Circuits in order to improve practice in areas identified as needing performance improvement. In addition, Program Office will continue to provide additional training to CPI pre-service staff regarding the importance of multi-disciplinary approaches to decision making and high risk case reviews.

In addition to the scheduled quality assurance activities that occur, region discretionary quality reviews that are localized, time-limited, special purpose reviews will address particular performance or management concerns within the region. The Region Director has the discretion of assigning such reviews to the Quality Management staff, coordinating with headquarters as appropriate.

During quality management reviews if a concern for the life, health or safety of a child is identified, the current practice of completing a “Request for Action” will be used. The “Request for Action” will state the identified concern and request a follow up response within 48 hours or immediately if necessary. QM staff will track the progress of the response until successful completion and this information will be included in the final report.

See the attached:
SCR QA Calendar of Activities for FY 2009/2010