Safe Children Coalition
Third Quarter QA Side by Side Review
Exit Conference

Outcomes:

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<thead>
<tr>
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<th>4th Quarter FY 08/09</th>
<th>2nd Quarter FY 09/10</th>
<th>3rd Quarter FY 09/10</th>
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</thead>
<tbody>
<tr>
<td>Safety</td>
<td>88%</td>
<td>75%</td>
<td>63%</td>
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<tr>
<td>Permanency</td>
<td>71%</td>
<td>73%</td>
<td>55%</td>
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<tr>
<td>Well-Being</td>
<td>82%</td>
<td>66%</td>
<td>60%</td>
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<tr>
<td>Overall</td>
<td>79%</td>
<td>69%</td>
<td>59%</td>
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**Strengths**

- In the one case where re-abuse occurred in the review period, an appropriate ameliorative intervention to mitigate risk was initiated.
- Placement Stability – the two youths who had more than two placement settings in the period under review were teens
- Sibling groups in out of home care were placed together during the review period
- Maintaining family connections and exploring relative placements
- There were current case plans in seven of the eight side by side cases. Permanency goals were appropriate in each applicable case.
- Exit interview completed in the one applicable case
- Communication with service providers.
- In the two reunification cases appropriate in-home services were initiated prior to reunification, the family assessments were updated appropriately and documentation indicated case managers provided needed support to the parents in an effort to prevent reentry into out of home care.
- Children received assessments for physical and mental health needs in most cases. Those with identified needs received appropriate treatment.

**Opportunities for Improvement**

- Initial family assessments and six month family assessments that not only are completed but are also considered qualitative in content is an area needing improvement.
- Lack of Qualitative Supervisory oversight and ensuring follow-up on recommendations
- Family engagement
- The frequency and quality of the service worker’s visits with case participants
- Lack of adequate documentation
- Following all guidelines for youth taking psychotropic medications
- ICWA
Continuing Improvement Initiatives

- Continued use of the supervisory discussion guide is recommended as a tool to structure supervisory reviews and conferencing throughout the system of care. Routine qualitative discussion with case managers that focuses on child and family specific outcomes is critical in order to assure needed safeguards and services are in place and that casework activity is moving the child to permanency. In an effort to ensure the supervisory discussion guide is being used as intended and is producing desired outcomes, Case Management Organizations are encouraged to develop a process for enhanced oversight of supervisors to evaluate progress in this area.
- The lead agency’s QA initiatives to provide job coaching for supervisors, mentoring for new supervisors and ensuring all supervisors have completed the Supervision for Excellence training are also critical to improving outcomes in the area of qualitative supervisory oversight.
- One of the lead agency’s case management organizations requires supervisors to read the case notes prior to supervision. Other case management organizations are encouraged to adopt this practice as well in an effort to improve the quality of the supervisory process.
- It is recommended that a proactive strategy be developed to track the timely completion of the initial family assessment in order to ensure the assessment is qualitative and that families are involved in the process of determining their own strengths and need for services. Ongoing tracking of family assessments throughout the life of the case to determine not only compliance but also the quality of the assessment may improve outcomes in this critical area of case management.
- Safe Children Coalition staff have completed Family Centered Services Training. Ensure the deployment of the principles of this model for service delivery throughout the system of care in order to positively impact outcomes in the critical area of ongoing engagement of families.
- It is recommended that the lead agency indentify quality examples of work products, such as, supervisory reviews, initial and ongoing family assessments, documented visits with case participants, court documents, overall case documentation, and staffing forms. Once these quality work products have been identified, incorporating them into a desk reference to create a guide for supervisors and field staff may provide a learning tool for staff. This can also provide an opportunity for employee and peer recognition.
- The lead agency has planned an upcoming ICWA month to focus on ensuring that every case file contains an ICWA form. Safe Children Coalition QA has already established the practice of checking every file they review for compliance with the requirement and when the ICWA form is not located, a Request for Assistance is generated to bring the case into compliance.