In-Depth Review Pilot

For Tool Kit

Business Rules

• Choose two cases per CBC from the 4th quarter sample.
• Determine your agency’s guidance as to whether parental consent to participate in the review is needed, including written permission to talk to involved providers. Remember, schools, mental health and substance abuse providers are likely to ask for release of information signed by parent in order to discuss their child or situation.
• Region and CBC Managers assign each case to two separate teams; team reviewers must have received at a minimum the one-day training provided by Family Safety Program Office, and be familiar with the In-Depth Service Review Protocol.
• Conduct in side-by-side mode (one CBC QA staff and one Region staff).
• Identify participants for interviews.
• Schedule appointments in advance with prospective interviewees; always interview the case manager first and be sure to schedule your feedback session with the case manager and supervisor after all of the interviews have been conducted. Include:
  o Child if age appropriate (all children who are the focus of a review should be seen in the setting where they are currently living)
  o Substitute caregiver if child is in out-of-home care,
  o Parent(s) if the goal is reunification or maintain and strengthen,
  o School teacher (school counselor if involved) or child care provider for younger children
  o Guardian ad litem, if assigned,
  o Medical provider if child has special medical needs,
  o Child or parent therapists
  o Substance Abuse provider
  o Parenting Provider, and
  o Others as deemed appropriate and helpful in assessing the child and family status indicators and practice performance indicators
• At a minimum, case manager, child and parent, or child and substitute caregiver should be interviewed in person. Allow one hour for these interviews and travel time as needed. It is helpful to go to a school if a child has an IEP so that more than one person can be seen if needed.
• Identify lead interviewer from the two-member team for each case.
• Spend approximately two hours reviewing most important case file documents:
  o Most recent family assessments
  o Specialized evaluations (i.e., CBHA, etc.)
  o Current case plan
  o Judicial Social Study Reports
  o GAL Reports
  o Court Orders for past year
  o Last year (or less if newer case) of home visit notes
• Take enough pertinent notes from this file review to assist you with interviews, keeping in mind specific issues that you want to learn more about during the interviewee.

• During the interviews, DON'T:
  o Share information across informants (interviewees).
  o Ask leading or compound questions.
  o Offer technical assistance.

• During the interviews, DO:
  o Ask each person interviewed about child safety.
  o Collaborate with your review partner.
  o Stay within the protocol; within the role of reviewer.
  o Encourage and allow the interviewee to tell their story.

• Conduct rating exercise.
• Discuss findings with case manager and supervisor.
• Write-up Case Review Summary; redact any identifying information.
• Submit copy of Case Review Summary to Family Safety Program Office for research and study.
• Determine at the local level how case notes, interview documents and summaries will be maintained.
• Develop feedback on the QSR tool and process.