

CONFIDENTIALITY AND THE QSR

- ◆ Confidentiality is an important part of the QSR. All QSR reviewers are required to sign confidentiality agreements.
- ◆ You will not be referenced by name in the case summary or any public information that is shared about the QSR.
- ◆ QSR reviewers are not to share information learned in one interview with other interviewees...so, what you say to the reviewers isn't going to be repeated during other interviews.



WHERE CAN I FIND MORE INFORMATION?

For more information about Pennsylvania's Continuous Quality Improvement (CQI) effort and Quality Service Reviews, go to:
www.pacwrc.pitt.edu/CQI.htm

WHAT DO THE REVIEWERS DO WITH THE INFORMATION FROM THE INTERVIEWS?

Assess the child/youth's:

- ◆ Safety;
- ◆ Permanency and the stability of his/her living arrangement; and
- ◆ Well-being, including academic, medical, dental and emotional needs.

Assess the system's:

- ◆ Availability and accessibility of services;
- ◆ Ability to function as a team; and
- ◆ Awareness of goals and ability to achieve goals.

The reviewers will then meet with your caseworker and supervisor to share what was learned. They will talk about what is going well and what could be improved. The goal of the whole process is to make improvements so that things get better for children, youth and families involved in the system.

WHAT HAPPENS ONCE THE QSR IS OVER?

- ◆ The county will receive a final report with the findings of all the cases that were assessed as part of the QSR.
- ◆ The county will develop a plan to address areas identified as needing improvement.
- ◆ Ongoing collaboration occurs with the county and system partners to implement the strategies for improvement.
- ◆ The county continuously monitors their plan and re-assesses progress.

PENNSYLVANIA'S CONTINUOUS
QUALITY IMPROVEMENT
EFFORT

QUALITY SERVICE REVIEW: PARENTS/CAREGIVERS



**YOUR
VOICE
MATTERS**

CONTINUOUS QUALITY IMPROVEMENT (CQI) AND QUALITY SERVICE REVIEWS (QSRs)

WHAT IS CQI?

- ◆ One of the ways we assess the Child Welfare System in Pennsylvania.
- ◆ CQI helps us get feedback so we can make things better for all children and families served by the Child Welfare System and its partners.

WHAT IS THE QSR?

- ◆ An opportunity to provide your feedback about the services you are receiving and to impact positive change for other families serviced by the child welfare system.

HOW WAS THE CASE SELECTED?

- ◆ The case was randomly selected from a list of all the cases that were open at the county agency on a specific date.
- ◆ The date cases are selected happens three months prior to the start of the county's QSR.

HOW DOES THE QSR WORK?

- ◆ Two trained volunteer reviewers are assigned to a randomly selected case.
- ◆ The reviewers will talk to 6-10 people involved with the target child/youth's case.
- ◆ They gather information from interviews over the course of 2-3 days.
- ◆ Information gathered guides evaluation of the child/youth's safety, permanency and well-being in addition to practice performance.



WHO IS INTERVIEWED?

- ◆ Only people that are currently or recently involved in working with the child/youth.
- ◆ Examples include:
 - * The target child/youth;
 - * Parents/caregivers/resource parents;
 - * Relatives;
 - * County Caseworker and Supervisor;
 - * Therapists, counselors, case managers, teachers, attorneys, other system partners; and
 - * Any other significant person in the child/youth's life.
- ◆ If you have suggestions, mention those to the person who schedules the interviews.

HOW LONG WILL IT TAKE?

- ◆ Interviews may range anywhere from 30 minutes to 1 hour.
- ◆ Attempts will be made to coordinate this interview with your schedule so as not to be an inconvenience.

EXAMPLES OF QUESTIONS YOU MAY BE ASKED:

- ▶ On a scale of 1-10 (1 being very unsafe and 10 being the safest that he/she can be), how safe do you think this child/youth is?
- ▶ A 'team' is made up of people working together to reach the same goal. Who are all the people on the child/youth's team? How well do they work together?
- ▶ If one member of the team wanted to call a meeting with everyone else on the team, what would happen?
- ▶ What is your biggest worry?
- ▶ What is working well?
- ▶ Where do you think your child/youth be in 6 months?
- ▶ Who has input into the case plan?
- ▶ Who is part of your support system?
- ▶ Do you feel like you have a role and voice and can share your ideas and feelings about what is going on for you?
- ▶ What are your goals for your child/youth?
- ▶ Are you treated with dignity and respect?
- ▶ How often does the caseworker visit you?
- ▶ What services would help your family really succeed?

“I was able to talk freely about my concerns.” - Parent

Date and time of my interview:
