

Southeast Service Area

Initial Assessment 1st Round - Safety Model QA Review

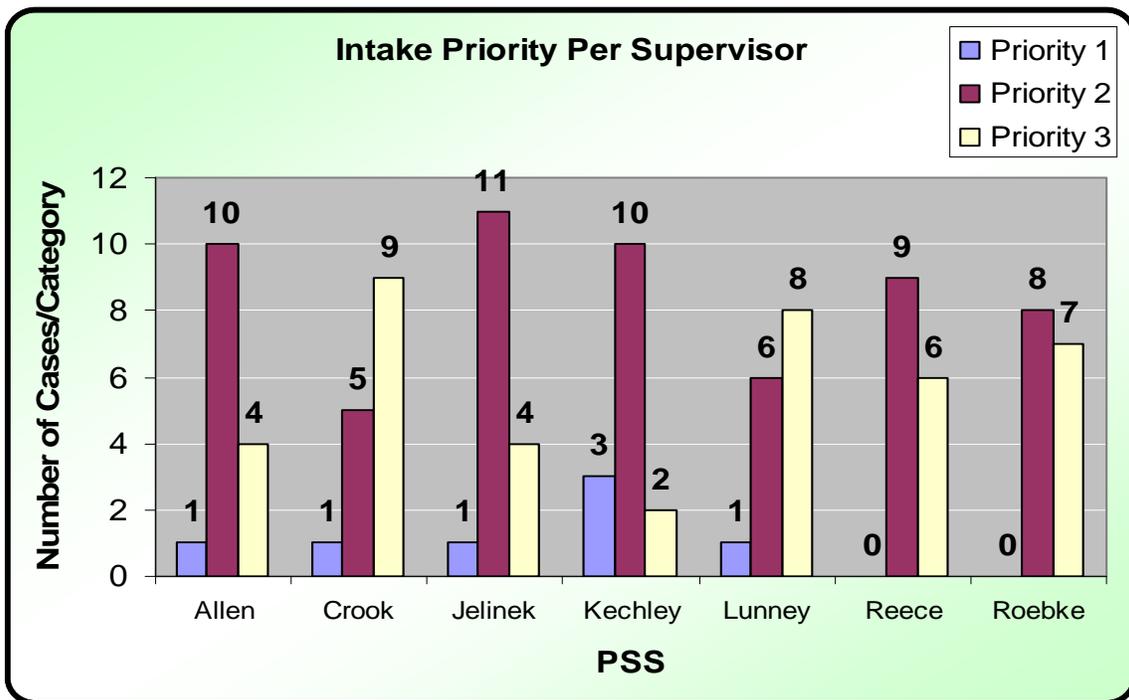
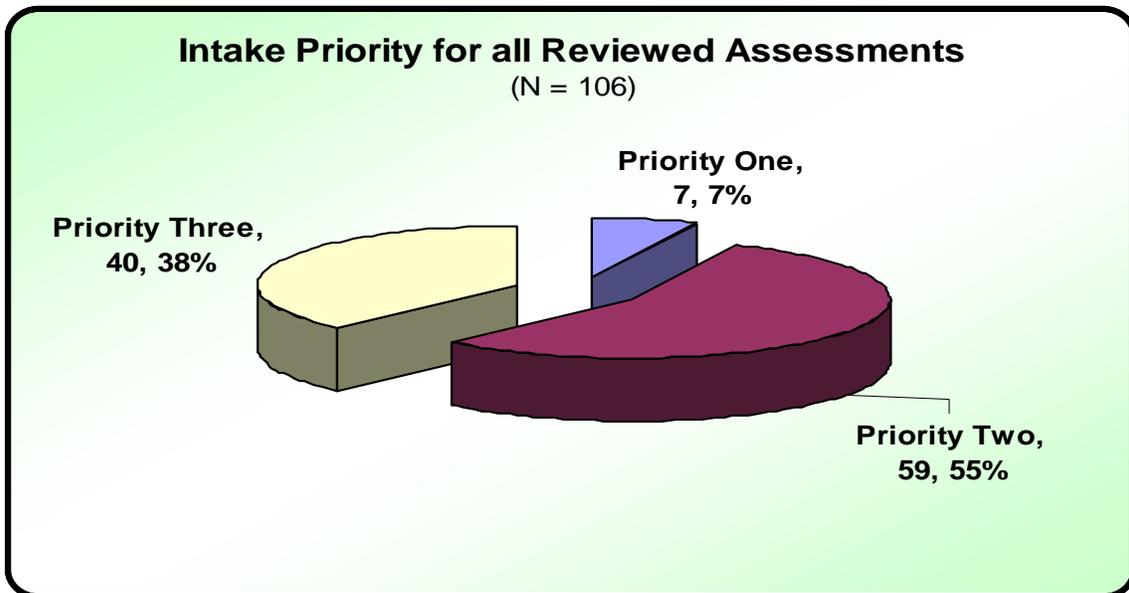


**Nebraska Department of Health and Human Services
Quality Assurance**

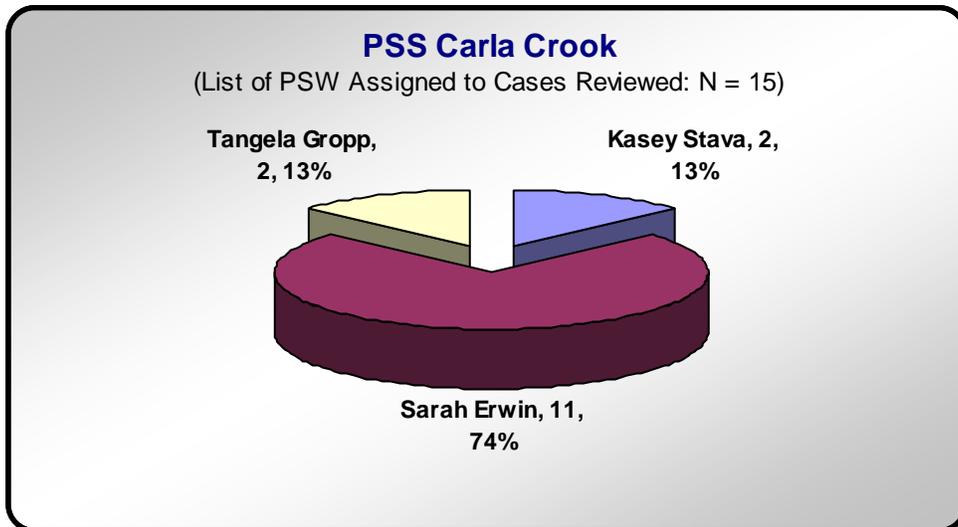
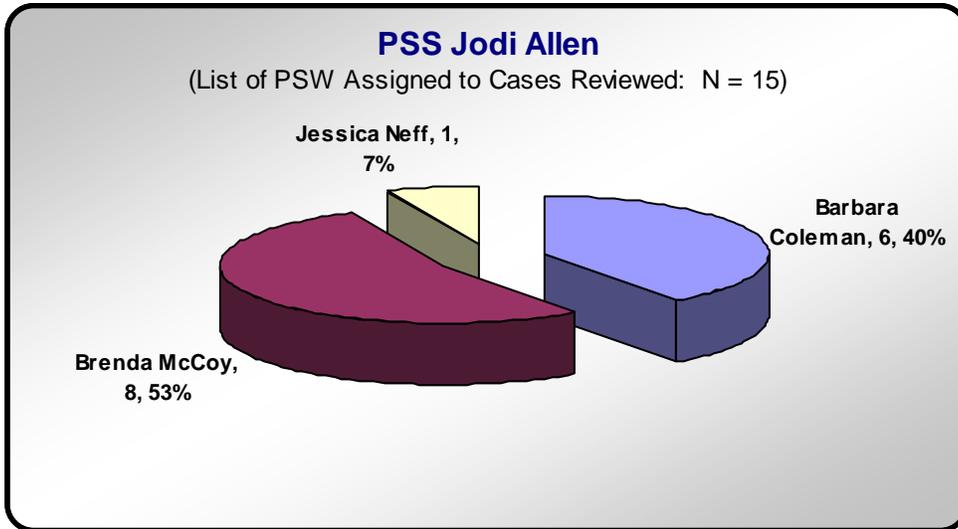
June 2008

The Quality Assurance Team completed the first round of reviews of Initial Assessment cases for the Southeast Service Area (SESA) in May 2008. A total of 106 finalized assessments were submitted to QA staff from seven Protection and Safety Supervisors (PSS) in SESA. The reviews consisted of sixteen cases from PSS Sara Jelinek and fifteen cases from each of the following Protection and Safety Supervisors: Carla Crook, Chris Reece, Jodi Allen, Krista Roebke, Lesia Kechley, and Tracy Lunney.

Of the 106 cases reviewed, 7 were priority 1 cases, 59 were priority 2 cases and 40 were priority 3 cases.

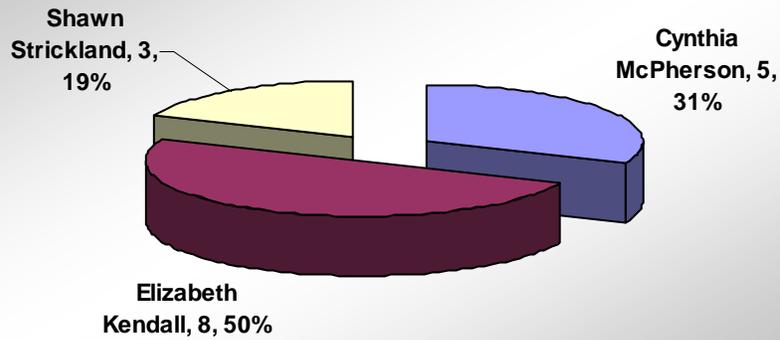


The following charts contain a breakdown of cases per worker for each Protection and Safety Supervisor:



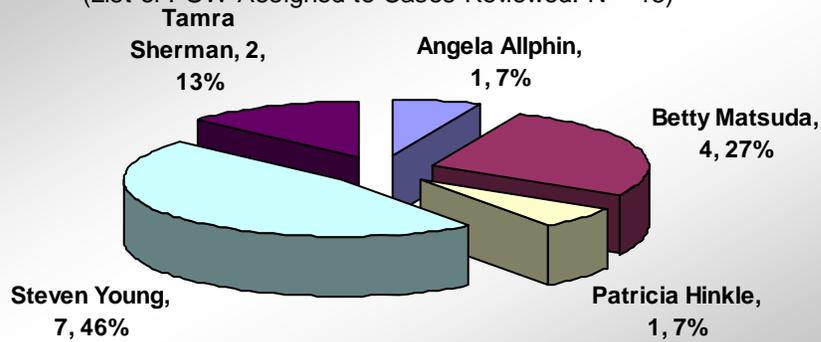
PSS Sara Jelinek

(List of PSW Assigned to Cases Reviewed: N = 16)



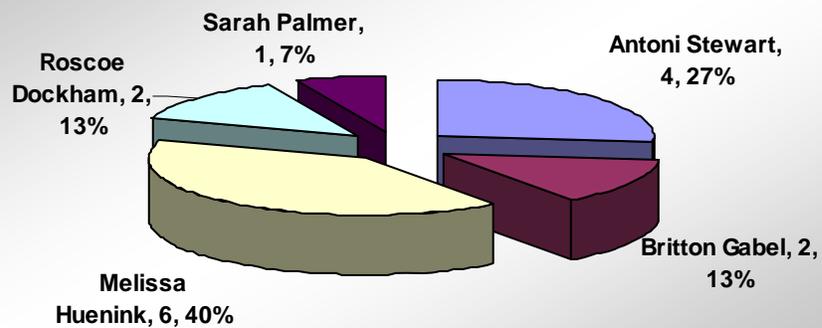
PSS Lesa Kechley

(List of PSW Assigned to Cases Reviewed: N = 15)



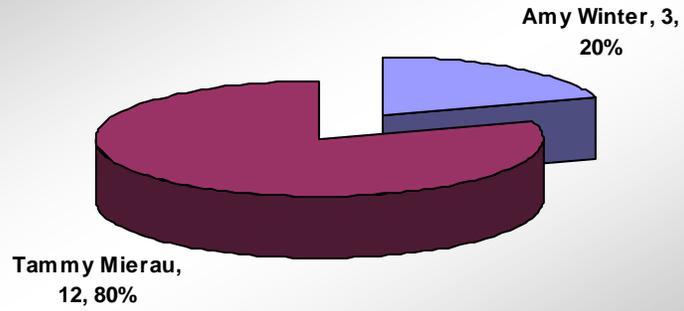
PSS Tracy Lunney

(List of PSW Assigned to Cases Reviewed: N = 15)



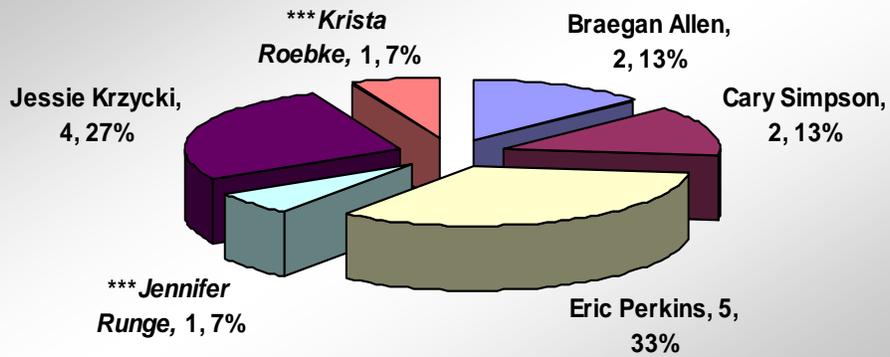
PSS Chris Reece

(List of PSW Assigned to Cases Reviewed: N = 15)



PSS Krista Roebke

(List of PSW/PSS/PSA Assigned to Cases Reviewed: N = 15)



The following is a summary of data from ALL 106 reviews. Charts for these overall data can be found in the attached excel file: *SESA Safety QA Report.CHARTS.Overall*. Charts containing a breakdown of information by supervisor as well as additional information covered in the Safety QA review can be found in the excel file: *SESA Safety QA Report.By Sup.Overall*.

Initial Response/Contact Information (Chart 1):

- Initial contact with child victim was made within required time frame in 70% of the Safety Assessments (74 out of 106 instances).
- Other children in the household were present in 48 of the 106 (45%) of the reviewed assessments. These other children in the household were interviewed 43 out of 48 instances (90%). The reviewers were unable to find any explanation to reasonably justify the lack of contact with other children in the household in 5 cases.
- 35 reviewed assessments had a non-maltreating caregiver(s) listed in the intake. The non-maltreating caregiver was interviewed in 86% or 30 out of 35 instances.
- Other adults were present in 20 of the 106 reviewed assessments. 65% or 13 out of 20 of these adults were interviewed by workers.
- Interview with the maltreating caregiver occurred in 96 % or 100 out of 104 assessments where a maltreating caregiver was identified. There were two cases where the perpetrator was listed as unknown on the intake and the assessment.
- Interview protocol was followed in 58% or 61 out of the 106 assessments. For those assessments that did not follow protocol, reviewers were able to find documentation to indicate the reason for the deviation from protocol in 27% or 12 out of 45 cases.

Present Danger (Chart 2):

- Worker identified present danger at the initial contact with the child victim and/or family in 2 of the 106 reviewed Safety Assessments (2%). *Statewide, it appeared early in the reviews that workers were identifying present danger when the situation did not meet the present danger criteria. National Resource Center indicates that Present Danger occurs in 8-10% of cases.*
- 100 out of 106 (94%) of the time the reviewers agreed with the worker's assessment of Present Danger.
 - In the two (2) instances where the worker identified present danger; reviewers disagreed with the conclusion of present danger in both instances.
 - In four (4) instances in which the worker did NOT identify present danger; reviewer disagreed with the assessment.
- 2 Safety Assessments had an Immediate Protective Action (IPA) taken.
 - Reason for the protective action was explained to the parent/caregiver in 1 out of 2 instances (50%).
 - Protective Action included a provision for oversight in both IPA's taken. However, oversight requirement was sufficient to assure that the Protective Action was implemented in accordance with expectation and assured child safety in neither one of the IPA's taken. (0%).
 - Protective Action contained parent's willingness to cooperate in 1 out of 2 instances (50%).

- Protective Action contained a description of the persons responsible for the protective action in neither one of the IPA's taken. (0%).
 - Protective Action contained confirmation of person responsible for Protective Action (trustworthiness, reliability, commitment, availability, alliance to plan) in neither one of the IPA's taken. (0%).
 - Description of how Protective Action will work was reflected in one of the IPA's taken. (50%).
 - Timeframes of the Protective Action was documented in neither one of the IPA's taken. (0%).
- Overall, 0.0% of the Protective Action Plans were judged to be sufficient by Reviewers.

Domains (Chart 3): *Some reviewer comments in the assessments where information was NOT found to be sufficient in the domains were included in this section.*

- **Maltreatment** – Sufficient information was collected in 83% (88 out of 106) of the assessments.
 - *Reviewer Comments: Include findings/conclusions and evidence to support findings, include removal of child, address all areas of concern in the intake.*
- **Nature** – Sufficient information was collected in 64% (68 out of 106) of the assessments.
 - *Reviewer Comments: Information contained in domain is evidence and goes to supporting the finding, therefore should be contained in maltreatment. Include analysis of events/factors surrounding the abuse and neglect. Include pattern of why the abuse and neglect is occurring in the home.*
- **Child Functioning** – Sufficient information was collected in 83% (88 out of 106) of the assessments.
 - *Reviewer Comments: Worker observation of child (ren), description of overarching statements surrounding child's development or behavioral difficulties, assessment of all children living in home.*
- **Disciplinary Practices** – Sufficient information was collected in 73% (77 out of 106) of the assessments.
 - *Reviewer Comments: Include situations and detailed information in which the parent implements discipline for the child(ren), future discipline plans in assessments involving infants, children's statements of discipline in home, patterns of discipline with older children.*
- **General Parenting** – Sufficient information was collected in 75% (80 out of 106) of the assessments.
 - *Reviewer Comments: Routines within the home, include past parenting of children that may have been relinquished or terminated, family activities, parental roles, include parenting for all individuals living in the home if they take role in caring for the children.*
- **Adult Functioning** – Sufficient information was collected in 56% (59 out of 106) of the assessments.
 - *Reviewer Comments: Need to include all adults living in the home, community or family supports, Mental Health, Domestic Violence and Substance Abuse information. Talk about the nature of adult relationships within the home (marriage and other relationships).*

Collateral Source (Chart 3): Some reviewer comments were included in this section.

- 88 out of the 106 assessments indicated that information should have been collected from a collateral source. Collateral information was collected in 63% or 55 out the 88 cases.
 - *Reviewer Comments: Incorporate the information gained from collaterals into the assessment. Many times a contact is recorded on the contact sheet but the information gained is not incorporated into the assessment. Suggest workers utilize the narrative portion in the contact sheet to document the family's relationship to the contact.*

Maternal/Paternal Relatives (Chart 3): Some reviewer comments were included in this section.

- Maternal relatives were identified in 60% of the cases (64 out of 106).
- Paternal relatives were identified in 49% of the cases (52 out of 106).
 - *Reviewer Comment: Documentation needs to contain at a minimum first name, last name, and location (city & state).*

ICWA (Chart 3): Some reviewer comments were included in this section.

- Information regarding ICWA was obtained in 86% of the cases (91 out of 106).
 - *Reviewer Comments: Workers need to utilize the kinship narrative and include a statement as to how ICWA information was obtained by PSW. For example, ICWA does not apply to family or N/A. Need to include statement of how the worker learned that it did not apply.*
 - *Examples:*
 - *Per mother/name and father/name there were no ICWA affiliations.*
 - *Father was asked about enrollment or qualification he may meet in Native American Tribe in which he denied eligibility for him or his son.*
 - *According to (parents/name), no ICWA affiliations.*

Impending Danger (Chart 3 & 4):

Impending Danger at the initial contact with the youth and/or family (Chart 4): The worker identified impending danger at the initial contact with the child or family in 20% or 21 out of the 106 cases reviewed. **The reviewer agreed with the worker's decision in 94% or 100 out of the 106 cases reviewed.**

- The reviewer disagreed with the worker in one of the cases, where the worker indicated that there was impending danger at their initial contact with the youth and/or family.
- There reviewer disagreed with the worker in five of the cases, where the worker indicated that there was NO impending danger at the initial contact with the youth and family. The reviewers determined that there was enough information in the documentation to indicate impending danger at the worker's initial contact with the youth and/or family

Impending Danger at the end of the Initial Assessment (Chart 3): The worker identified impending danger at the end of the initial assessment in 21 out of the 106 cases reviewed.

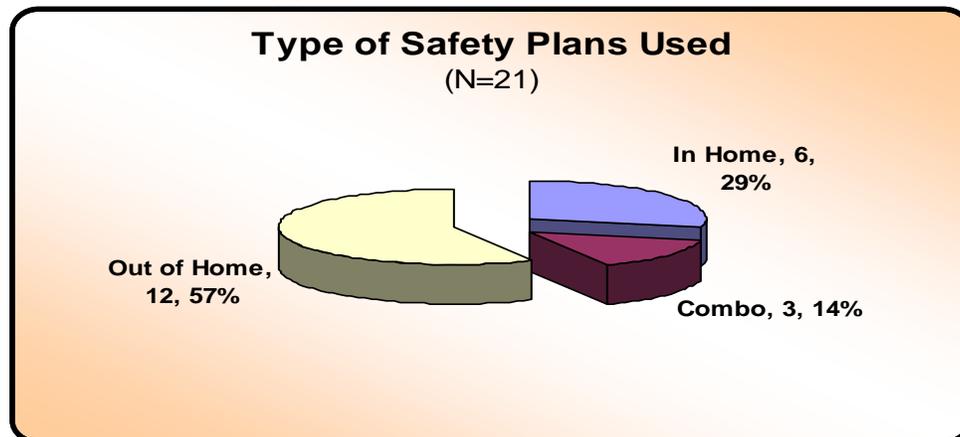
- 85 out of 106 (80%) of the reviewed assessments contained sufficient information to provide a reasonable understanding of family members and their functioning.

- 87 out of 106 (82%) of the reviewed assessments contained sufficient information to support and justify decision making.
- 79 out of 106 (75%) of the reviewed assessments contained sufficient information in the six domains to accurately assess the 14 safety factors.
- Safety threats were identified in 21 of the reviewed assessments.
 - In 67% or 14 out of 21 of the instances the reviewer agreed with the worker on all of the safety factors identified “yes”.
 - Within the safety factors identified “yes”, 17 out of 21 (81%) contained threshold documentation for identification/justification of impending danger.
- In 82% or 87 out of 106 assessments, the reviewer agreed with the worker on all of the safety factors identified “no”.
- Safety Assessment Conclusion:
 - The worker determined that the child was unsafe at the conclusion of the safety assessment in 21 out 106 (20%) of the reviewed assessments. However, the reviewer determined that the child was unsafe or that the information in the assessment was not sufficient to provide a reasonable understanding of family members and their functioning to make a determination of safe or unsafe in 32 out of the 106 (30%) cases reviewed.
 - Reviewer agreed with Protection and Safety Worker’s conclusion that a child was safe in 70 out of 85 instances (82%).
 - Reviewer agreed with Protection and Safety Worker’s conclusion that a child was unsafe in 19 out of 21 (90%) instances.

Safety Plan (Chart 5):

The worker determined that the child was unsafe and a safety plan was established at the conclusion of the safety assessment in 21 out 106 (20%) of the reviewed assessments.

- 29% or 6 out of 21 of the safety plans were in home safety plans. Reviewer indicated in one instance, in which an in home safety plan was utilized, that the worker should have considered using a combination safety plan.
- 14% or 3 out of 21 of the safety plans were combination safety plans. Reviewer agreed that the worker used the appropriate safety plan in all cases where a combination safety plan was used.
- 57% or 12 out of 21 of the safety plans were out of home safety plans. Reviewer agreed that the worker used the appropriate safety plan in all cases in which an out of home safety plan was used.



- 18 out of 21 (86%) safety plans contained a contingency plan; reviewer judged the contingency plan to be appropriate in 9 out of 21 (43%) of the reviewed assessments.
 - *Example of sufficient contingency plan;*
 - 1) *If foster parents are unable to provide care for the child, they will contact case manager, supervisor or CPS Hotline, to notify so that alternative foster care placement can be arranged.*
 - 2) *If father is unable to participate in plan as outlined, caseworker will have meeting and make modifications accordingly.*
 - 3) *If foster parent is unable to ensure that the child is safe the caseworker will be notified immediately and an alternate placement will be found.*
 - 4) *If relative, is no longer able to provide care for children, then alternative placement into licensed foster care will be located.*
 - *Example of insufficient contingency plan;*
 - 1) *The placement unit will need to find another placement.*
 - 2) *Child will be made a state ward and placed into foster care.*
 - 3) *This is an out of home safety plan and there is not a need for a backup plan.*
 - 4) *The assigned caseworker should be contacted.*
 - 5) *Their designee will take over.*
 - 6) *None.*
- Suitability of the safety plan participants was completed in 15 out of 21 (71%) of the assessments.
 - Reviewer judged that there was sufficient information to support the decision made with regards to the suitability of the safety plan participants in 10 out 21 (48%) of the safety plans.
 - *Reviewer Comments: Need to ensure suitability is completed for all participants including two-parent foster families, providers and informal supports. Include background checks on suitability.*
- 14 out of 21 (67%) safety plans addressed who was going to make sure the child was protected.
- 13 out of 21 (62%) safety plans addressed what action is needed.
- 13 out of 21 (62%) safety plans addressed where the plan and action are going to take place.
- 5 out of 21 (24%) safety plans addressed when the action will be finished.
- 8 out of 21 (38%) safety plans addressed how it is all going to work and how the actions are going to control for safety.
- 6 out of 21 (29%) safety plans contained caregiver promissory commitments. (*Reverse Scale: Lower number is better as we do not want the safety plans to contain caregiver promissory commitments*).
- 6 out of 21 (29%) safety plans involved in home services.
- 21 out of 21 (100%) safety plans contained a plan for oversight.
 - Reviewers determined that the oversight requirements were sufficient to assure that the safety plan was implemented in accordance with expectation and was assuring child safety in 12 out of 21 (57%) of the reviewed safety plans.
- 14 out of 21 (67%) safety plans adjusted as threats increased or decreased.
 - *Reviewer Comments: Reviewer did not find an updated safety plan in instances where a child changed placements to include moving back home or there was implementation of services or modifications in visitations.*
- Overall, 24% (5 out of 21) of the Safety Plans were judged to be appropriate by Reviewers.

Reviewer’s Overall Analysis and Conclusion of the Work:

For the purpose of a case review, the reviewer assessed the following information based on their review of the case. This part of the review contains the same information as those included in the Supervisory Review of Nebraska Safety Assessment.

Category	SESA	Allen	Crook	Jelinek	Kechley	Lunney	Reece	Roebke
The Nebraska Safety Assessment Instrument was completed correctly and completely	40%	53%	13%	25%	13%	73%	33%	67%
Documentation is on N-FOCUS	99%	100%	100%	100%	100%	100%	100%	93%
Required Time Frames were met	71%	73%	73%	75%	87%	67%	47%	73%
A reasonable level of effort was expended given the identified safety concerns.	86%	93%	73%	88%	80%	100%	80%	87%
Safety of the child/youth was assured during the assessment process.	92%	100%	93%	88%	93%	100%	93%	80%
Sufficient information was gathered for informed decision making	76%	73%	73%	81%	53%	100%	73%	80%
Available written documentation was obtained from law enforcement and others as approp.	85%	86%	100%	100%	100%	90%	67%	75%
ICWA information was documented	86%	100%	80%	75%	87%	93%	87%	80%
Information was obtained about non-custodial parent, relatives, and other family support.	57%	93%	40%	31%	13%	80%	73%	67%
An Immediate Protective Action was appropriately implemented to assure child safety.	0%	N/A	N/A	0%	N/A	N/A	N/A	N/A
A Safety Plan was appropriately completed and implemented to assure child safety.	17%	100%	0%	0%	0%	33%	50%	25%
A Safety Assessment was documented in accordance with required practice.	40%	54%	27%	25%	20%	77%	33%	58%
A Protective Action was documented in accordance with required practice.	0%	N/A	N/A	0%	N/A	N/A	N/A	N/A
A Safety Plan was documented in accordance with required practice.	17%	0%	0%	0%	0%	33%	50%	50%
The family network and others were appropriately involved in the gathering of information.	68%	62%	60%	81%	60%	86%	64%	60%
The family networks and others were appropriately involved in developing Safety Plans.	74%	100%	80%	67%	50%	67%	100%	75%
Policy and procedures related to safety intervention were followed.	57%	60%	53%	44%	53%	73%	47%	67%
Safety plan is sufficient to protect child from threats of severe harm.	36%	100%	60%	20%	0%	33%	50%	25%
Efforts to coordinate with law enforcement were documented.	82%	60%	88%	92%	100%	100%	50%	86%
Interview protocols were followed or reason for deviation were documented.	67%	60%	73%	44%	73%	73%	73%	73%
The appropriate definition was used in making the case status determination.	92%	80%	93%	100%	93%	100%	80%	100%
The finding was correctly documented in N-FOCUS	96%	100%	93%	100%	80%	100%	100%	100%
Factual information supports the selected finding.	93%	93%	93%	94%	87%	100%	87%	100%
Proof of certified notice to the alleged perpetrator is located in the file. <i>(At this time, Reviewers do not review copy of "hard" file.)</i>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A