

Southwest Service Area

Initial Assessment 1st Round - Safety Model QA Review

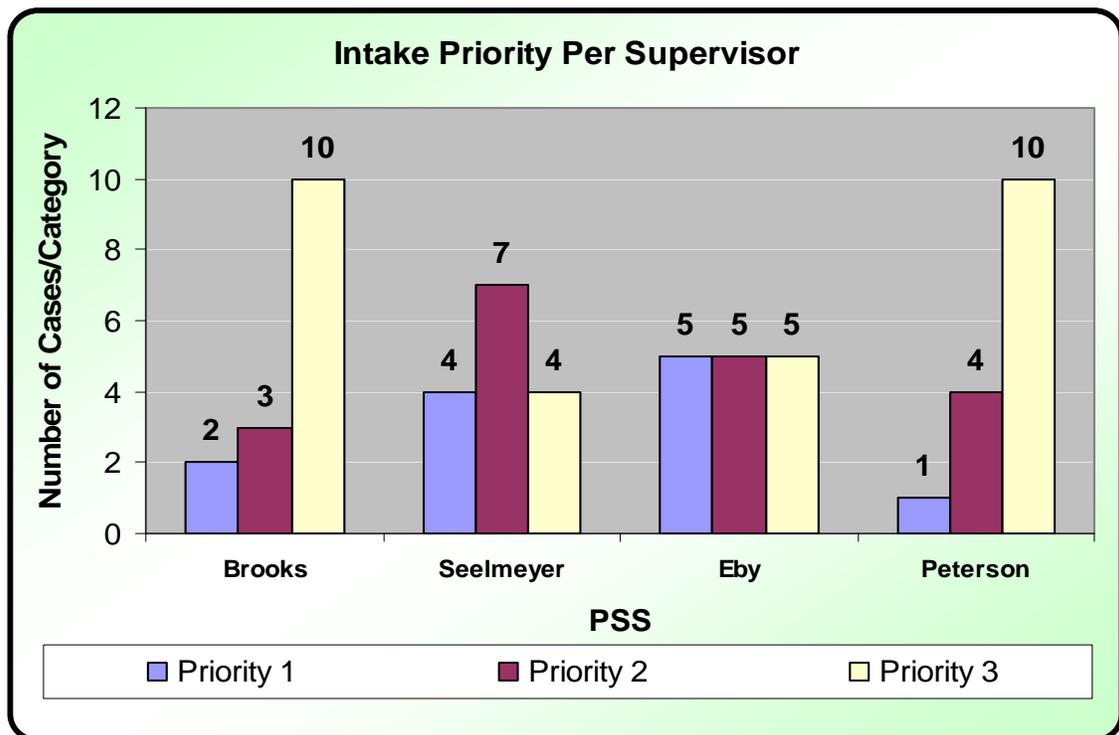
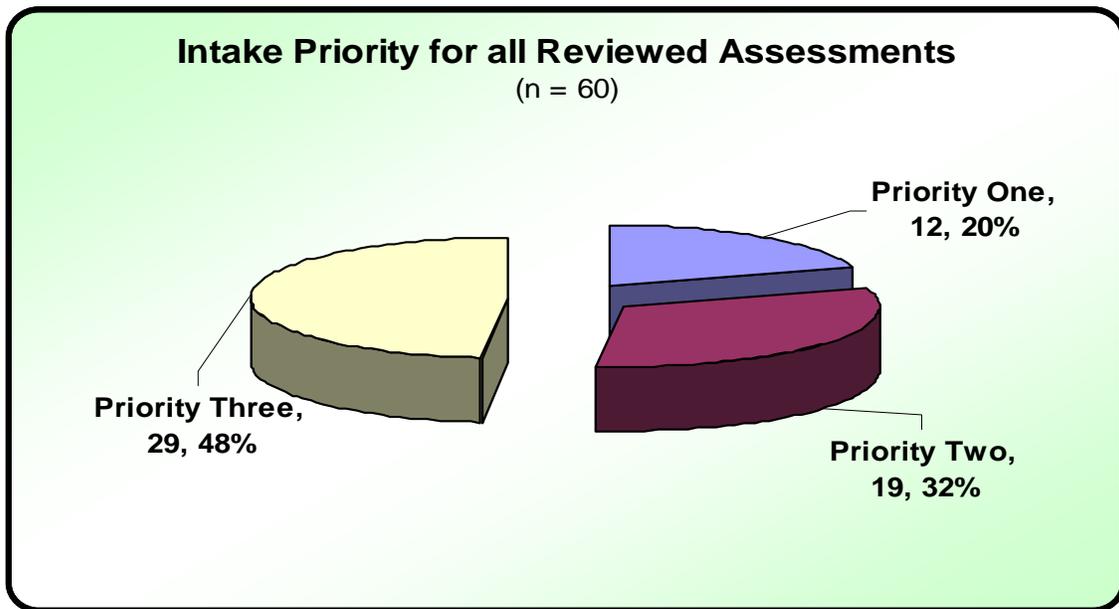


Nebraska Department of Health and Human Services
Quality Assurance

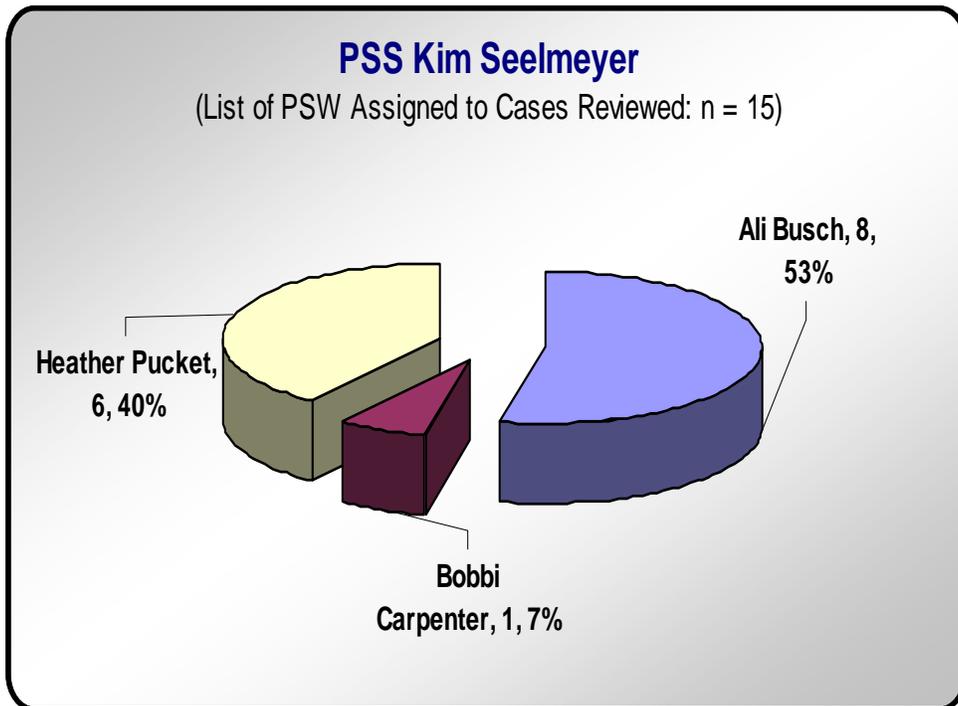
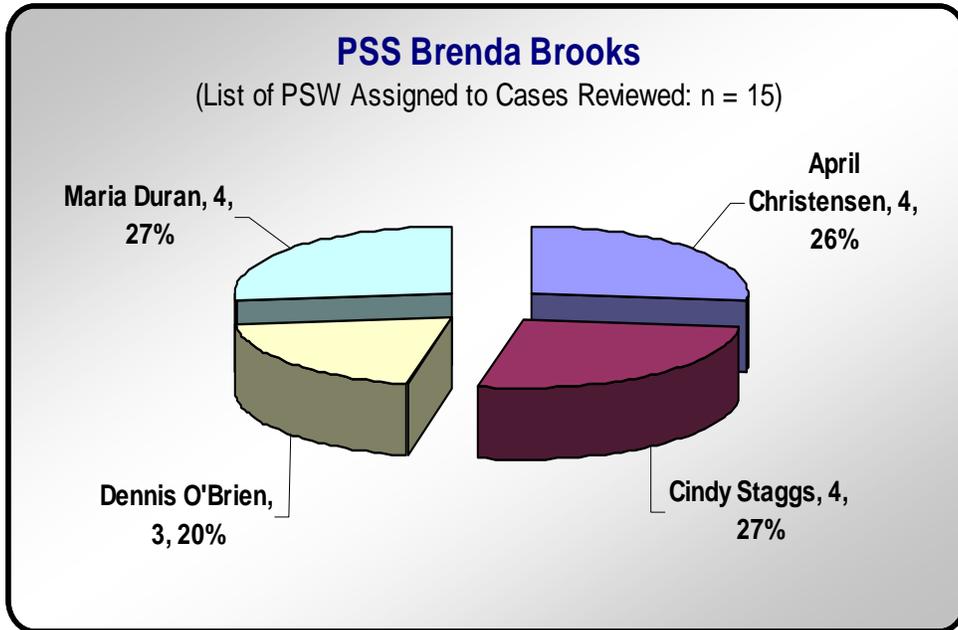
September 2008

The Quality Assurance Team completed the first round of reviews of Initial Assessment cases for the Southwest Service Area (SWSA) in September 2008. A total of 60 finalized assessments were submitted to QA staff from four Protection and Safety Supervisors (PSS) in SWSA. The reviews consisted of cases from each of the following Protection and Safety Supervisors: Brenda Brooks, Kim Seelmeyer, Michelle Eby, and Nicole Peterson.

Of the 60 cases reviewed, 12 were priority 1 cases, 19 were priority 2 cases and 29 were priority 3 cases.

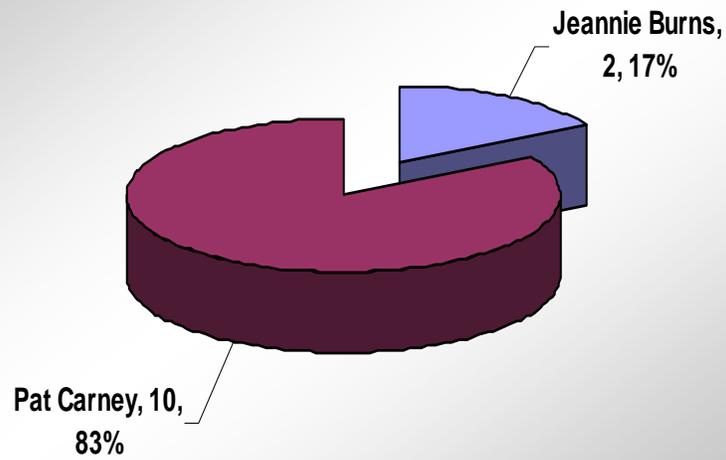


The following charts contain a breakdown of cases per worker for each Protection and Safety Supervisor:



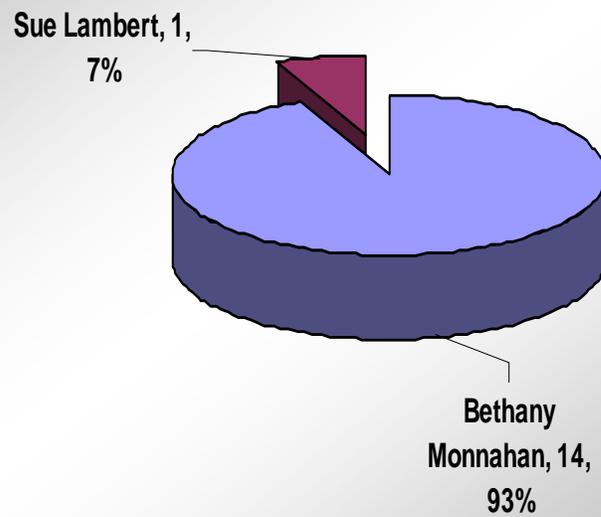
PSS Michelle Eby

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



PSS Nicole Peterson

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



The following is a summary of data from ALL 60 reviews. Charts for these overall data can be found in the attached excel file: *SWSA 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: *SWSA Safety QA Report.CHARTS.By SUP.xls*.

Initial Response/Contact Information (Chart 1):

- Initial contact with child victim was made within required time frame in 70% of the Safety Assessments (42 out of 60 instances).
- Other children in the household were present in 25 of the 60 (42%) of the reviewed assessments. Other children in the home were interviewed in 19 out of 25 instances (76%). The reviewers were unable to find any explanation to reasonably justify the lack of contact with other children in the household in all of the cases where other children were not interviewed (0 out of 6 instances).
- 24 of the reviewed assessments had a non-maltreating caregiver listed in the intake. The non-maltreating caregiver was interviewed in 96% or 23 out of 24 instances.
- Other adults were present in 9 of the reviewed assessments. 33% or 3 out of 9 of these adults were interviewed by workers.
- Interview with the maltreating caregiver occurred in 100% or 60 out of 60 assessments.
- Interview protocol was followed in 43% or 26 out of 60 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 32% or 11 out of 34 cases.

Present Danger (Chart 2):

- Worker identified present danger at the initial contact with the child victim and/or family in 10 of the 60 reviewed Safety Assessments (17%). *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.*
- 57 out of 60 (95%) of the time the reviewers agreed with the worker's assessment of Present Danger.
 - The reviewers disagreed with the worker's conclusion in three (3) instances where the worker identified present danger.
- 10 Safety Assessments had an Immediate Protective Action (IPA) taken.
 - Reason for the protective action was explained to the parent/caregiver in ALL of the IPA's taken (100%).
 - Protective Action included a provision for oversight in ALL IPA's taken (100%). However, oversight requirement was sufficient to assure that the Protective Action was implemented in accordance with expectation and assured child safety in NONE of the IPA's taken. (0%).
 - Nine out of 10 of the Protective Actions contained parent's willingness to cooperate (90%).
 - Protective Action contained a description of the persons responsible for the protective action in 5 out of 10 of the IPA's taken. (50%).
 - Protective Action contained confirmation of person responsible for Protective Action (trustworthiness, reliability, commitment, availability, alliance to plan) in three of the IPA's taken. (30%).
 - Description of how Protective Action will work was reflected in 4 out of 10 IPA's taken. (40%).

- Timeframes of the Protective Action was documented in one out of 10 of the IPA's taken. (0%).
- Overall, none (**0.0%**) of the Protective Action Plans were judged to be sufficient by Reviewers.

***Domains (Chart 4):** Some reviewer comments in the assessments in which information was NOT found to be sufficient in the domains are included in this section.*

- **Maltreatment** – Sufficient information was collected in 75% (45 out of 60) of the assessments.
 - *Reviewer Comments: Provide a brief summary of interviews in order to support findings. Interview or include information for everyone listed as perpetrators. 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 60% (36 out of 60) of the assessments.
 - *Reviewer Comments: What were the circumstances of the other intakes? Majority of the domain area can be moved into maltreatment as supporting evidence, general parenting and discipline. 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 72% (43 out of 60) of the assessments.
 - *Reviewer Comments: What conclusions can be drawn from the worker's contact with all parties regarding the child's behavior and development? Worker observation of child (ren), description of overarching statements surrounding child's development or behavioral difficulties; need to assess all children living in home.*
- **Disciplinary Practices** – Sufficient information was collected in 47% (28 out of 60) of the assessments.
 - *Reviewer Comments: Does the child do any disciplining of her younger siblings since she appears to take on a mothering role with her younger siblings? 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, and patterns of discipline with older children.*
- **General Parenting** – Sufficient information was collected in 57% (34 out of 60) 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 47% (28 out of 60) of the assessments.
 - *Reviewer Comments: Need to include all adults living in the home, community or family supports, employment status, mental health, domestic violence and substance abuse information. Talk about the nature of adult relationships within the home (marriage, girlfriend/boyfriend, nanny and other relationships).*

Collateral Source (Chart 4): *Some reviewer comments were included in this section.*

- 50 out of the 60 assessments indicated that information should have been collected from a collateral source. Collateral information was collected in 48% or 24 out the 50 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 4): *Some reviewer comments were included in this section.*

- Maternal relatives were identified in 65% of the cases (39 out of 60).
- Paternal relatives were identified in 47% of the cases (28 out of 60).
 - *Reviewer Comment: Documentation needs to contain at a minimum first name, last name, and location (city & state).*

ICWA (Chart 4): *Some reviewer comments were included in this section.*

- Information regarding ICWA was obtained in 65% of the cases (39 out of 60).
 - *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 3): The worker identified impending danger at the initial contact with the child or family in 28% or 17 out of the 60 cases reviewed. **The reviewer agreed with the worker's decision in 80% or 48 out of the 60 cases reviewed.**

- The reviewer disagreed with the worker in one of the cases, in which 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 11 of the cases, in which the worker indicated that there was NO impending danger at the initial contact with the youth and family. The reviewers determined that there was either enough information in the documentation to indicate impending danger at the worker's initial contact with the youth and/or family or that there was limited information in the assessment and not enough to make a determination on whether or not there was impending danger at the initial contact with the child and/or family.

Impending Danger at the end of the Initial Assessment (Chart 4): The worker identified impending danger at the end of the initial assessment in 16 out of the 60 cases reviewed (27%).

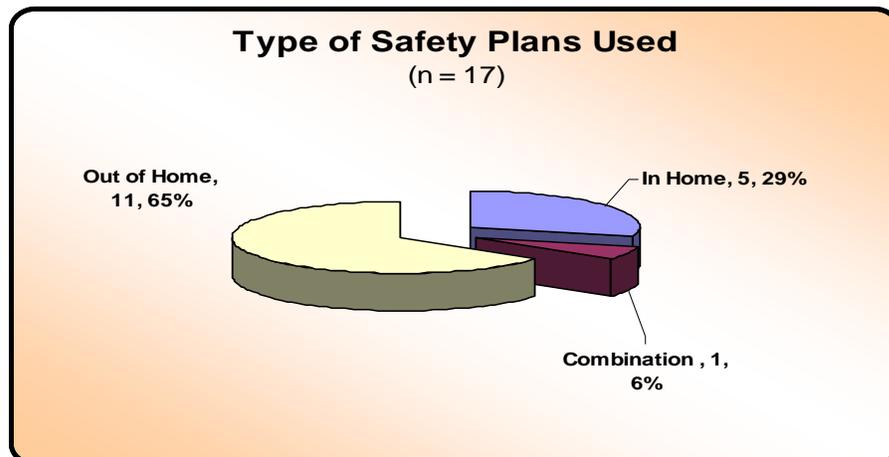
- 35 out of 60 (58%) of the reviewed assessments contained sufficient information to provide a reasonable understanding of family members and their functioning.

- 44 out of 60 (73%) of the reviewed assessments contained sufficient information to support and justify decision making.
- 35 out of 60 (58%) of the reviewed assessments contained sufficient information in the six domains to accurately assess the 14 factors.
- Safety threats were identified in 16 of the reviewed assessments.
 - In 81% or 13 out of 16 instances the reviewer agreed with the worker on all of the safety factors identified “yes”.
 - Within the safety factors identified “yes”, 13 out of 16 (81%) contained threshold documentation for identification/justification of impending danger.
- In 67% or 40 out of 60 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 16 out 60 (27%) of the reviewed assessments. The reviewer agreed with the worker’s decision that the child was UNSAFE in 15 out of the 16 assessments (94%).
 - The worker determined that the child was SAFE in 44 out of 60 (73%) of the assessments reviewed. The reviewer agreed with the worker’s decision that the child was SAFE in 29 out of the 44 assessments. The reviewer determined that the child was unsafe **or** that the information in the assessment was not sufficient to make determination of safe or unsafe in 15 out of the 44 (34%) cases in which the worker determined the child to be SAFE.

Safety Plan (Chart 5):

The worker determined that the child was unsafe in 16 out of the 47 (27%) cases reviewed, however, a safety plan was established at the conclusion of the safety assessment in 17 out of 60 (28%) of the reviewed assessments.

- 29% or 5 out of 17 of the safety plans were in home safety plans. A reviewer indicated that the worker should have considered a combination safety plan in one of the cases in which an in-home safety plan was used.
- 6% or 1 out of 17 of the safety plans was a combination safety plan. A reviewer agreed that the worker used the appropriate safety plan in the case in which a combination safety plan was used.
- 65% or 11 out of 17 of the safety plans were out of home safety plans. A reviewer indicated that the worker should have considered a combination safety plan in one of the cases in which an out of home safety plan was used.



- 15 out of 17 (88%) safety plans contained a contingency plan; reviewer judged the contingency plan to be appropriate in 9 out of 17 (53%) 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 14 out of 17 (82%) 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 9 out of 17 (53%) 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 17 (82%) safety plans addressed who was going to make sure the child was protected.
- 10 out of 17 (59%) safety plans addressed what action is needed.
- 11 out of 17 (65%) safety plans addressed where the plan and action are going to take place.
- 3 out of 17 (18%) safety plans addressed when the action will be finished.
- 7 out of 17 (41%) safety plans addressed how it is all going to work and how the actions are going to control for safety.
- 3 out of 17 (18%) 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*).
- 4 out of 17 (24%) safety plans involved in home services.
- 16 out of 17 (94%) 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 10 out of the 16 (63%) of the safety plans that contained a plan for oversight.
- 11 out of 17 (65%) 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. Safety plan did not contain any details, no contingency plan and no timeframes and the reviewer was unable to determine how it would be adjusted if threats increased or decreased.*
- Overall, 18% (3 out of 17) 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	SWSA	Brooks	Seelmeier	Eby	Peterson
	n=60	n=15	n=15	n=15	n=15
The Nebraska Safety Assessment Instrument was completed correctly and completely	27%	13%	13%	47%	33%
Documentation is on N-FOCUS	98%	100%	93%	100%	100%
Required Time Frames were met	73%	80%	60%	73%	80%
A reasonable level of effort was expended given the identified safety concerns.	75%	53%	87%	87%	73%
Safety of the child/youth was assured during the assessment process.	83%	67%	100%	93%	73%
Sufficient information was gathered for informed decision making	60%	40%	73%	80%	47%
Available written documentation was obtained from law enforcement and others as appropri.	50%	100%	20%	100%	0%
ICWA information was documented	63%	20%	47%	87%	100%
Information was obtained about non-custodial parent, relatives, and other family support.	50%	13%	47%	73%	67%
An Immediate Protective Action was appropriately implemented to assure child safety.	70%	67%	60%	100%	N/A
A Safety Plan was appropriately completed and implemented to assure child safety.	25%	0%	17%	50%	N/A
A Safety Assessment was documented in accordance with required practice.	35%	13%	20%	73%	33%
A Protective Action was documented in accordance with required practice.	9%	0%	20%	0%	N/A
A Safety Plan was documented in accordance with required practice.	29%	0%	0%	63%	N/A
The family network and others were appropriately involved in the gathering of information.	63%	29%	85%	80%	60%
The family networks and others were appropriately involved in developing Safety Plans.	79%	60%	80%	100%	N/A
Policy and procedures related to safety intervention were followed.	63%	47%	53%	80%	73%
Safety plan is sufficient to protect child from threats of severe harm.	53%	25%	40%	75%	N/A
Efforts to coordinate with law enforcement were documented.	92%	88%	82%	100%	100%
Interview protocols were followed or reason for deviation were documented.	65%	47%	60%	80%	73%
The appropriate definition was used in making the case status determination.	85%	80%	87%	93%	80%
The finding was correctly documented in N-FOCUS	90%	87%	87%	93%	93%
Factual information supports the selected finding.	90%	87%	93%	93%	87%
Proof of certified notice to the alleged perpetrator is located in the file.	N/A	N/A	N/A	N/A	N/A