



QUARTER 8
PIP 2.3.1 (C)
Rural

DCFS PIP Item 2.3.1 (C)

Each Jurisdiction will implement a peer or supervisory review to evaluate the quality of contacts.

The DCFS QA unit is responsible for coordinating and facilitating a quarterly peer review that will assess the quality of contacts between caseworkers and biological parents, children and out of home caregivers.

Each Quarter the review will cover 2 of the 4 District Offices, so that every 9 months the same offices will be reviewed again. Two case workers from the office under review will participate as reviewers, along with QA staff.

Sample:

A random sample of 3 cases per substitute care worker will be selected for review. Reviews in 2013 will focus on children in out of home placements. These reviews will not include ICPC or Independent Living cases. Separate tools will need to be developed for those case types.

Period under Review:

The PUR will be the previous 5 months. Case notes selected for review will include the following case note types:

- Child Contact
- Parent Contact and
- Foster Parent contact (this includes any out of home caregivers)

Review Tools:

Caseworker/Parent Visit Scoring Matrix
Caseworker Contact with Child Scoring Matrix
Caseworker Visit with Caregiver Scoring Matrix

Outcome:

An overall score of 3 or above is considered meeting Work Performance Standards. Over all scores below a 3 will result in mentoring and coaching from supervisors and/or the QA / Training Unit to improve performance in that area. In the instance that this is necessary, that particular caseworker's notes will be re-reviewed every 3 months until they meet the 3 or above expectation.