

CONFIDENTIALITY AND THE QSR

- ◆ Confidentiality is an important part of the QSR.
- ◆ All QSR reviewers are required to sign confidentiality agreements.
- ◆ You and your family's names will not be referenced in any public information that is shared about the QSR.
- ◆ QSR reviewers are not to share any of the information that is learned in an interview with other people that they will interview. *NOTE: QSR reviewers will share the information learned from all interviews with the caseworker and supervisor at the end of the QSR, but the reviewers will not say who said what.*



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 your:

- ◆ Safety;
- ◆ Permanency and the stability of your 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 with your case as well as 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: YOUTH



**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.

HOW WAS MY CASE SELECTED?

- ◆ Your 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 your case.
- ◆ They gather information from interviews over the course of 2-3 days.
- ◆ Information gathered guides evaluation of your safety, permanency and well-being in addition to practice performance of those working with you.

“They listened to what I had to say.”

- Youth



WHO IS INTERVIEWED?

- ◆ Only people that are currently or recently involved in working with you. Examples include:
 - * You
 - * Your parents/caregivers/resource parents
 - * Your relatives
 - * Important people in your life
 - * Your caseworker and sometimes your caseworker's supervisor
 - * Your teacher/guidance counselor
 - * Service providers—therapists, counselors, case managers
 - * Attorneys
- ◆ 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:

- ▶ Who are the most important people in your life?
- ▶ Do you feel safe where you currently live?
- ▶ A 'team' is made up of people working together to reach the same goal. Who are all the people on your team? How do they work together?
- ▶ What is your biggest worry?
- ▶ Who has a say with the planning for you and your family?
- ▶ How are things going with school?
- ▶ Do you see a doctor, as needed?
- ▶ How are you dealing with things going on in your life?
- ▶ Do you feel like you have a say about your case planning?
- ▶ Do you feel like you can share your feelings about what is going on for you and your family?
- ▶ Are you treated with respect?
- ▶ How often does your caseworker visit you?
- ▶ What services would help your family succeed?

Date and time of my interview:
