

Quality Services Review Round IV Executive Summary

The Quality Service Review (QSR) is a critical component of the Continuous Quality Improvement (CQI) process that is used to assess and monitor progress at the state and county level. The QSR process takes a closer look at each county's implementation of Pennsylvania's Child Welfare Practice Model while also conducting a system-wide evaluation about how all system partners work together as a team to provide quality and effective services. This case-specific and system-wide process assures we gather data that informs outcome-driven goals and objectives to improve local and statewide practice efforts, policy development, and system change.

The QSR centers around 23 indicators grouped in two domains. Each indicator is rated on a six point Likert scale, with a rating of 1, 2, or 3 being an unacceptable rating for which improvement in this area should be sought. A rating of 4, 5, or 6 is an acceptable rating and maintenance in that area should be encouraged.

QSRs are conducted during rounds; during each round new counties are able to phase-in by participating in their first QSR. Not every county will participate for each round but the county will commit to participating in a QSR at least once every third round from when the county first phased-in. The fourth round of the QSR¹ was conducted between December 2013 and November 2014 and included 181 case reviews (107 in-home cases and 74 out-of-home cases) from 14 counties, five of which were participating in their first QSR.

As seen in Figure 1, indicator ratings under the Child/Youth & Family Status Domain, which examines the safety, permanence and well-being of the child/youth, as well as the capacity of the child/youth's caregivers (both familial and substitute) to provide support to that child/youth, were generally rated within the acceptable range (rating 4, 5, or 6). Pathways to Independence had the most significant indicator rating change from Round III to Round IV; the proportion of applicable cases rated acceptable under the Pathways to Independence indicator decreased significantly² during Round IV (46%) from Round III (75%).

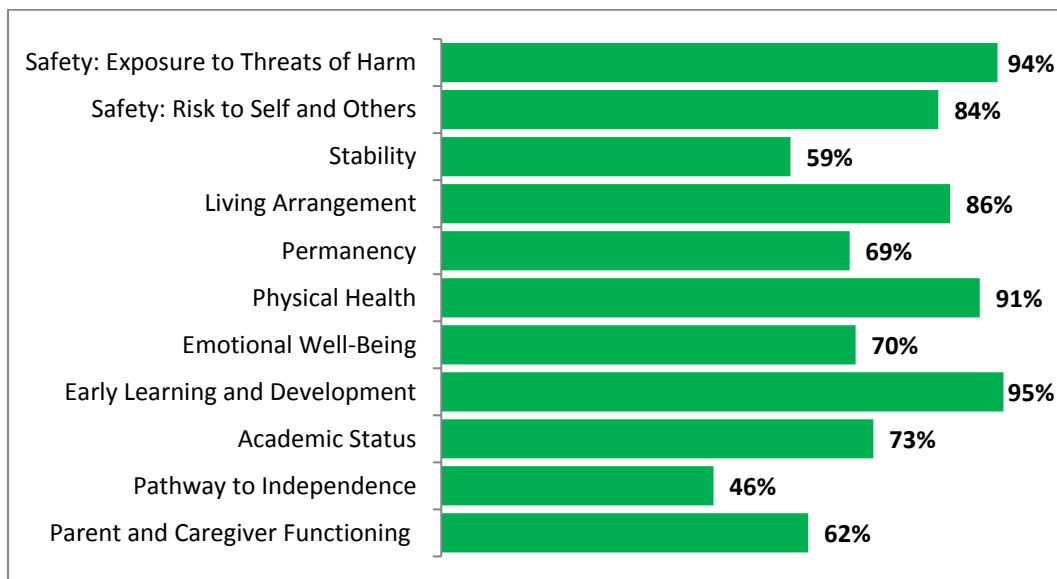


Figure 1: "Child/Youth & Family Status Domain" Acceptable Ratings

¹ For more information about the QSRs from Rounds I-IV please visit <http://www.pacwrc.pitt.edu/CQI.htm>.

² T-test was used to determine statistical significance ($t= 2.096$; $df= 43$; $p=.04$)

The Practice Performance Domain section examines the twelve indicators used to assess the status of core practice functions. The Cultural Awareness & Responsiveness indicator as well as the Intervention Adequacy & Resource Availability indicators were most likely to be rated within the acceptable range within this domain.

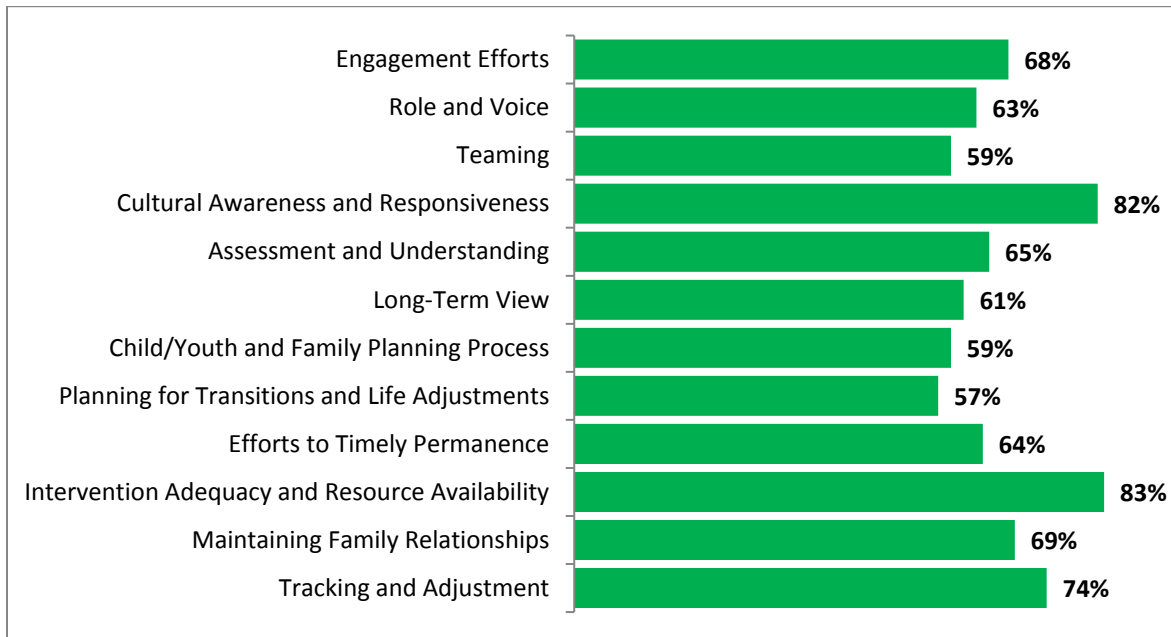


Figure 2: "Practice Performance Domain" Acceptable Ratings

Beyond receiving the case level data and a PowerPoint summarizing the indicator ratings, each county that participates in a QSR also receives a county final report detailing the overall indicator ratings, the sub-indicator ratings; and a summary of how the county ratings compare to all previous QSR rounds the county has participated in. Counties are encouraged to use the QSR results when drafting County Improvement Plan benchmarks and goals.

The fifth round of the QSR began December 2014 and consisted of six county reviews, of which three counties participated in their first QSR.