



NORTH DAKOTA QUALITY ASSURANCE REVIEWS

AN OVERVIEW FOR FOSTER CAREGIVERS

PURPOSE: The goal of the child welfare system is to promote, safeguard, and protect the overall well-being of children, to intervene on behalf of abused and neglected children, and to work with children and families to assure that every child has a permanent, safe, and nurturing environment in which to achieve their maximum potential.

ND Children and Family Services (CFS) employs the Quality Assurance (QA) Unit to complete QA Case Reviews as one tool to ensure child welfare services achieve these outcomes.

WHO CONDUCTS THE QA REVIEWS?

- CFS QA Unit
- The CFS QA Unit is remotely located throughout the state, but all staff have a Bismarck phone number, which will appear on caller ID.
- A Release of Information (ROI) is NOT needed to speak with CFS QA Reviewers at any point during these Case Reviews.

WHAT IS EXPECTED?

- Children and Family Services does expect participation from caregivers, including licensed foster parents. Please share your availability so arrangements can be made that work for you!
- CFS welcomes your questions! Your foster child's case manager, your licensing worker, or CFS QA Reviewers are all happy to answer your questions.

QA REVIEW HIGHLIGHTS

- CFS QA Unit obtains a random sample of foster care cases to review.
- Once a case is identified in the random sample, the CFS QA Unit contacts foster caregivers who are or have cared for the foster child.
- Cases that are finalized for review are scheduled. If a case is reviewed, phone interviews will be scheduled with foster parents.
- CFS QA Unit reviews the case record and completes phone interviews.
- Results are analyzed and shared statewide.

WHAT CAN I EXPECT TO BE ASKED?

Case-related interviews focus on a specific child who is currently placed with you or has been placed with you in the past. These interviews give you a chance to share how the agency worked with you and the child in your home. The information you share is confidential. A final report of the review is provided to the child's custodial agency but will not identify your specific comments. While the information will not have any direct impact on the child's case, your feedback provides information on how children and families are served. In the interview, you may be asked questions such as:

- Did the agency assess your needs as a foster parent or pre-adoptive parent? Did they provide services to address any identified needs?
- How often did the agency assess the needs of the child in your home, and did the child get the services he or she needed?
- If the child was on medication, how was the medication monitored?

YOUR VOICE MATTERS!

The voice of foster and adoptive parents is critical to the QA Case Review process. Making changes that help children and families begins with understanding what families working with the ND child welfare system are experiencing. Thank you in advance for your partnership!

QA Case Reviews provide foster parents another great opportunity to participate as a member of a professional team! (PRIDE Competency #5)

QA UNIT STAFF

QA Manager: Leanne Miller

Admin Assistant: Danielle Quam

QA Lead Reviewers: Amy Bakken, Nicole Fleming

QA Reviewers: Amy Wesley, Brianna Blue,

Dawn Lockrem, Kyle Russell, Tara Krogh, Tonya Canerot

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