

ND CFS Quality Assurance

QA CASE REVIEW

Key Case Participant Interview Guide

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. This guide is intended for those participating in Key Case Participant Interviews to anticipate typical questions that can be expected during the interview process. Please note, this guide is NOT inclusive of all the questions that may be asked.

POSSIBLE INTERVIEW QUESTIONS:

1. SAFETY OUTCOMES 1 & 2:

- Did initiation and face to face contact with all alleged victims for accepted reports during the PUR occur timely in accordance with state policy? If no, what were the barriers?
- How did the agency assess safety and risk to the children during the PUR?
- What safety or risk concerns did the agency's assessments identify? Were there any present or impending danger concerns at any time during the PUR?
- Were services offered to the family to address safety/risk concerns and prevent foster care placement or re-entry after reunification?
- Was a safety plan developed and if so, what did it entail (safety monitors)? If one was in place how often was it monitored/updated?
- (FC cases): Were there safety concerns during the (Target Child) TC's visitations with family? If so, how did the agency address the concerns?
- (FC cases): Were there safety concerns for the TC in any foster care setting? Were any 960s filed on behalf of the TC in any placement? If so, please describe.

2. PERMANENCY OUTCOMES 1 & 2:

- Were any move(s) for the TC planned by the agency? If not, can you walk me through any barriers you faced? How did the agency support the TC in transitioning to a new placement?
- Is the child's current placement setting stable and free from risk of disruption? If yes, how did the agency support stability? If not, are appropriate services being provided to achieve stability and reduce the probability of disruption?
- What permanency goals were in effect during the PUR? When were they established? What factors led to the selection of the goals and did those goals remain appropriate during the PUR?

- If the TC was in foster care for more than 15/22 months, questions related to filing the petition for TPR or if an exception existed will be asked.
- What efforts were made during the PUR by the agency and court to support timely permanency for the TC? Were there barriers?
- Were all siblings in foster care placed together during the entire PUR? If no, what were the reasons?
- How often did the TC have visitation with their parents and siblings also in care not placed together? Where were they held? How long were they held? Did the visitation pattern change during the PUR?
- Are other connections important for the child being preserved? "Other connections" could include cultural, tribal, faith community, extended family, and other important relationships which existed prior to coming into care.
- What relative searches were needed during the PUR? How were they conducted? If relatives were ruled out, what were the reasons?
- What kinds of things did the agency do to support the relationship between the parents and the child besides visits?

3. WELL-BEING OUTCOMES 1, 2, & 3:

- How did the agency assess the participant's (TC, mother, father, foster parents) needs? What services were provided to address those needs?
- Were there services needed that were not available during the PUR?
- Can you tell me about the child's relationship with the non-custodial parent? What has the agency done to nurture this relationship, if applicable?
- How did the agency involve each person in case planning?
- How did the agency involve the family in the following case planning activities: identify the family's strengths/needs, which services and providers would be used, the case goals, evaluating progress or lack thereof throughout the PUR?
- How often did the agency meet with the child(ren) and parents? Did the agency meet with the child(ren) one on one outside of the presence of a caregiver? What kinds of things did you talk about? What are some of the child(ren)'s likes and dislikes?
- When applicable, what educational needs were identified for each child? How were those needs addressed?
- When applicable, what physical health/dental/vision needs were identified for each child? How were those needs addressed? For FC cases, was the TC prescribed any medication? If so, how did the agency provide medication oversight in line with state policy?
- When applicable, what mental health/behavioral health needs were identified for each child? How were those needs addressed? For FC cases, was the TC prescribed any psychotropic medication? If so, how did the agency provide medication oversight in line with state policy?

For more interviewing tips, please review the [CFSR Case-Related Interview Guides and Instructions](http://www.cfsrportal.acf.hhs.gov/resources/round-4-resources/cfsr-round-4-instruments-tools-and-guides).