

# ND CFS QUALITY ASSURANCE

## QA CASE REVIEW REFERENCE

### Glossary

Several acronyms and common terms are utilized in the Quality Assurance (QA) Case Reviews. Below is a list of some of the most common for your reference.

**Case Sample Period:** The time frame used to define a case review event's pool of eligible cases. This period extends through the first six (6) months of the PUR. In-home services cases will have an additional 45 days from the end of the case sampling period to ensure the case has been opened for a sufficient number of days.

**Children and Family Services Reviews (CFSR):** Reviews conducted by the Children's Bureau, within the United States Department of Health and Human Services, to help states improve safety, permanency, and well-being outcomes for children and families who receive services from the child welfare system. The CB conducts the reviews to ensure conformity with federal child welfare requirements, determine what is actually happening to children and families in child welfare services, and help states help children and families achieve positive outcomes. The CFSRs monitor states' conformity with the requirements of Title IV-B of the Social Security Act.

**Children's Bureau (CB):** A federal agency organized under the United States Department of Health and Human Services' Administration for Children and Families that is tasked with improving child abuse prevention, foster care, and adoption.

**First Level Quality Assurance (FLQA):** Ensures the accuracy and consistency of ratings and any trends in ratings or changes in ratings across the review period. FLQA provides support and answers to their teams when questions arise. FLQA are experts on the OSRI.

**Key Case Participants (KCP):** The members of the child and family team who must be interviewed during the QA Case Review. Must include, but not limited to: the child/children (school-age/developmentally appropriate), child's parent(s) and/or caregivers, child's foster parent(s), pre-adoptive parent(s), or other caregivers such as group home staff if the child is in foster care, and the family's caseworker(s). If a KCP cannot be interviewed, another person to speak to their

perspective can be explored. When the caseworker has left the agency or is no longer available to be interviewed, the supervisor will participate in the interview.

**Measurement Period:** The state will utilize a rolling quarterly sample. Two quarters will make up one measurement period. Quarters one (A) and two (B) of the calendar year will comprise the first measurement period, and quarters three (C) and four (D) of the calendar year will represent the second measurement period.

**Onsite Review Instrument (OSRI):** The federal standardized case review instrument used to evaluate safety, permanency, and well-being outcomes in foster care and in-home services cases during QA Case Reviews and Child & Family Services Reviews.

**Period Under Review (PUR):** The time frame used when reviewing casework practice to inform the review instrument ratings. The PUR will start at the beginning of the sampling period and ends when the case is reviewed. At times, the review team will look back prior to the PUR for permanency goals and decisions, or relative searches, although, for the most part, the review team will focus on events in a case during the period under review.

**Quality Assurance (QA):** A process designed to assess the success of the total system in achieving its goals and ensuring that quality standards are met.

**QA Case Review:** Conducted by examining a random sample of the state's foster care and in-home services cases which may include CPS. Information is gathered from both case files and interviews with KCPs and inputted into the federal standardized OSRI. This process then generates data on state performance and evaluates safety, permanency, and well-being outcome achievement. The QA Case Review ensures that the state child welfare system meets applicable federal and state requirements and regulations.

**QA Case Review Team:** The QA Case Review team is comprised of one (1) to three (3) reviewers, one (1) FLQA, and one (1) SLQA.

**Rationale Statement (RS):** A rationale statement is a short essay-like response at the end of each item that provides case-specific details explaining and justifying the item's rating. It highlights strengths or challenges related to specific practices, systemic issues, or resources that affected performance on the item. Using the OSRI item questions, applicability notes, instructions, and

definitions and taking into account the information obtained from the case file review and interviews, a determination is made for each item as to whether the item will receive an overall rating of strength, area needing improvement (ANI), or not applicable (NA).

**Reviewer:** An individual who reviews case practice through both case file review and interviews with KCPs to assess casework practice in accordance with the OSRI.

**Risk:** An OSRI term that refers to the likelihood, chance, potential, or probability of child abuse and/or neglect occurring in the future.

**Safety:** An OSRI term that refers to a current condition within a home or family and considers whether there is an immediate threat of danger to a child.

**Second Level Quality Assurance (SLQA):** The process used to ensure consistency statewide and across all reviews; the accuracy of ratings including changed ratings and the resolution of disputed ratings; and to provide technical assistance in challenging areas of the OSRI. Completed by designated SLQA persons.

**Secondary Oversight (SO):** Provided by the CB to ensure accuracy of ratings, changed ratings, resolution of disputed ratings, assistance in understanding challenging areas of the instrument, and national consistency. SO occurs during a federal onsite CFSR and any subsequent PIP measurement plan period.

**Target Child (TC):** A specific child whose foster care case is under review.