

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

August 2, 2012

What's Inside:

Revised process
and tools for Best
Practice Reviews
(BPRs)

M E M O R A N D U M

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND CHILDREN'S DIVISION STAFF

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: BEST PRACTICE REVIEW (BPR)—REVISED PROCESS AND TOOLS

DISCUSSION:

The newly revised and standardized Best Practice Review (BPR) process formally began on July 1, 2012. Best Practice Reviews, formerly known as Accreditation Maintenance Reviews, were implemented after the Children's Division (CD) received statewide accreditation by the Council on Accreditation (COA), as part of the plan to maintain standards established by the COA. Quarterly case record reviews are required by COA standards. Additionally, all states must operate a quality assurance system, evaluate the quality of services, identify the strengths and needs of the service delivery system, provide relevant reports, and evaluate program improvement measures implemented, per requirement of the Program Improvement Plan (PIP) that was implemented as a result of the Child and Family Services Review (CFSR).

A standardized BPR process allows the Division to compare practice from circuit to circuit and to use results in any given circuit to inform and improve practice statewide. Also, it allows the Division to compare progress within circuits from year to year (in non-metro circuits) or from quarter to quarter (in metro circuits).

Program Areas/Records to be Reviewed and Sampling Methodology:**Child Abuse and Neglect**

Non-Metro: 20% of recently concluded within the last 90 days

Metro: 5% each quarter of recently concluded within the last 90 days

Family-Centered Services

Non-Metro: 10% annually, active in the last 12 months, open at least 60 days

Metro: 2.75% active each quarter, open at least 60 days.

Alternative Care

Non-Metro: Same methodology as FCS

Metro: Same methodology as FCS

Vendor Records (Vendor Types, FH, CF, FG, KH, RH, FA)

Non-Metro: 10% annually of open licensed vendor files

Metro: 2.75% per quarter of open licensed vendor files

Process Revision

Best Practice Reviews will occur in non-metro sites monthly. This means all program areas plus resource records will be reviewed in one circuit most every month depending on the number of circuits in the region. Best Practice Reviews in metro sites will occur quarterly. This means a program area will be reviewed each month of each quarter and additionally, resource records will be reviewed one month each quarter.

Quality Assurance (QA) and Quality Improvement (QI) staff will work with Circuit Managers/Program Managers to set a review date. Staff will be alerted of the review date. Records will be randomly selected by *Research and Evaluation* in accordance with the established sampling methodology. No Foster Care Case Management (FCCM) cases will be reviewed. Circuit staff will be given notice of **five business days** of the specific cases that have been selected for a BPR. After the review is completed, QA/QI staff will meet with Circuit staff and discuss what strengths were found (in order to build upon the strengths) and what challenges were identified (in order to devise strategies to enhance practice at the local level).

Tool Revision

In the interest of standardizing the tools used for BPRs, a workgroup comprised of QA and QI staff representing each region was established. Workgroup members picked the “best” questions from all the existing tools to create one standard set of tools specific to each program area/type of records. These tools are available from your QA and QI Specialists upon request.

Conclusion

The Children’s Division proudly touts itself as a learning organization committed to delivering consistent and quality services using principles of continuous quality improvement. Case record reviews are a fundamental component of a sound QA and QI system within an effective agency. Best Practice Reviews serve to ensure that documentation of essential service components exist in the case record, allow the division to gather objective information regarding quality service provision, and help identify systemic barriers to quality services. Best Practice Review results provide an opportunity for staff to build upon strengths and to develop plans for improving practices which will lead to more efficient and effective service delivery to children and families of Missouri.

NECESSARY ACTION	
<ol style="list-style-type: none"> 1. Review this memorandum with all Children’s Division staff. 2. All questions should be cleared through normal supervisory channels and directed to: 	
PDS CONTACT Linda K. Miller 573-522-2713 Linda.K.Miller@dss.mo.gov	PROGRAM MANAGER Susan Savage 573-751-4920 Susan.K.Savage@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS N/A	
FORMS AND INSTRUCTIONS N/A	
REFERENCE DOCUMENTS AND RESOURCES N/A	
RELATED STATUTE N/A	
ADMINISTRATIVE RULE N/A	
COUNCIL ON ACCREDITATION (COA) STANDARDS PA PQI 4	
CHILD AND FAMILY SERVICES REVIEW (CFSR) Item 31: Quality Assurance System The state must operate an identifiable quality assurance system in all jurisdictions where the services are provided, evaluate the quality of services, identify the strengths and needs of the service delivery system, provide relevant reports, and evaluate program improvement measures implemented.	
PROTECTIVE FACTORS Parental Resilience N/A Social Connections N/A Knowledge of Parenting and Child Development N/A Concrete Support in Times of Need N/A Social and Emotional Competence of Children N/A	
FACES REQUIREMENTS N/A	