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**Child Abuse and Neglect Hotline: 800-800-5556**

April 30, 2010

To: Regional Managers  
Directors, Local Offices, Department of Child Services

From: James W. Payne, Director  
Angela Green, Deputy Director of Practice Support  
Doug Weinberg, Chief Financial Officer  
David Judkins, Deputy Director of Field Operations  
Department of Child Services

Subject: Changes to the Quality Service Review Processes  
DCS-10-05

In an effort to provide more opportunities for field staff to participate in the Quality Service Review (QSR) process, the Practice Support Division's Performance and Quality Improvement Unit will reduce each QSR from 5 to 2 days. The reduction in days will decrease travel, lodging cost and staff time required for each review. Because of this change, reviewers must be released from their regular assigned duties to participate in the QSR process. In order to maintain the QSR process, it is critical for reviewers to attend scheduled reviews. Regional Managers will ensure appropriate reviewer replacement in rare situations where reviewers must modify their schedule.

The 2-day QSR process begins with Region 8 on July 20 to 21, 2010. Tuesday and Wednesday will be the designated review days for the scheduled week. The number of cases pulled for review, case preparations, and interviews scheduled will remain consistent with the baseline year for each region. The review process will consist of the following:

- On-site reviewer orientations at individually assigned locations,
- Pre-scheduled interviews,
- Family Case Manager initial interviews and debriefings, and
- Mini Rounds.



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The Grand Round session will be held on either Thursday or Friday of the review week as determined by the Regional Manager. It is not a requirement for reviewers to attend the Grand Round session but are welcomed to participate if their schedule allows.

The Department of Child Services (DCS) remains committed to maintaining the utmost quality and integrity of the QSR process. Information obtained through the QSR review process continues to assist in developing strategies toward improving outcomes for families and children; therefore, reducing the number of days in the review process will not affect the quality for best practices established in the QSR protocol.

The following represents the new roll out schedule:

### QSR Reviews 2010 – 2011

Regions	Dates
Region 4	5/10 – 14, 2010
Region 17	6/7 – 11, 2010
Region 8*	7/20 – 21, 2010
Region 16	8/24 – 25, 2010
Region 3	9/21 – 22, 2010
Region 2	10/26 – 27, 2010
Region 11	12/7 – 8, 2010
Region 10A	1/11 – 12, 2011
Region 10B	1/25 – 26, 2011
Region 10C	2/8 – 9, 2011
Region 10D	2/22 – 23, 2011
Region 12	3/8 – 9, 2011
Region 6	4/5 – 6, 2011
Region 1A	5/3 – 4, 2011
Region 1B	5/17 – 18, 2011
Region 1C	6/7 – 8, 2011
Region 1D	6/21 – 22, 2011
Region 13	7/12 – 13, 2011

\* Begin 2 Day Review Schedule

If you have any questions regarding this change, please address them to the Lisa Whitaker, Performance and Quality Improvement State Director at 317-233-9354.



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Sincerely,

James W. Payne, Director  
Department of Child Services

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