

DSS Policy and Procedure Guide

Division 03: Child Welfare

Chapter 11: Continuous Quality Improvement (CQI) Support

Item 004: CQI Support Incident Review

Suggested changes send to: [DSS PSOA](#) Mailbox

Issued: **October 30, 2015**

References: [PPG 03-01-002](#)

Revisions in Red

Replaces Issue: September 11, 2007

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Preamble

Child Welfare Policy and Procedure Guides (PPGs) are meant to be used as tools to relay best practice and staff expectations. It is understood that specific case scenarios may not always align themselves with the stated practices and that at all times what is of paramount importance is the Safety and Well-being of the children we are charged to protect.

Policy

Incident reports are submitted by the Department of Social Services (DSS), Child Welfare staff in accordance with PPG 03-11-001 Incident Reporting and Investigation. Administration has designated Child Welfare Continuous Quality Improvement (CQI) Support (formerly known as Quality Assurance) to review and record all incident reports received.

Purpose

To provide a uniform, timely and efficient review of incidents and issues identified in the course of CQI Support assessments.

Procedure

Incident Reports

Child Welfare CQI Support shall begin their review of the incident when the initial email is received via the DSS Child Welfare CIR distribution list/mailbox. CQI Support shall complete the following regarding all Incident Reports:

- Log each Incident Report into the Child Welfare CQI Support database.
- Copy all Incident Reports electronically into the CQI Support Incident Report folder.
- Review all Incident Reports for the following:

- Safety factors
- Reporting needs
- Minors not interviewed but impacted
- Need for immediate services
- Current case/referral status
- Alerts and Disclosure issues
- Determine the appropriate **CQI Support** response, **which** may include, but are not limited to:
 - Log/file for documentation purposes
 - **Immediate inquiry**
 - **Referrals to additional program staff, other agencies or other resources**
 - **Monitoring referral or case for resolution**
 - **Initiating a CQI Support review**
 - **Request to elevate a Reportable Incident to a Critical Incident.**

Incidents with Identified **Concerns**

When a **concern** is practice/program related, an email shall be sent from **CQI Support** to all appropriate DSS staff and their supervisors. **The Lead Program Manager (LPM), if one is assigned, shall be cc'd on the inquiry.**

- **The original email shall be forwarded and/or a copy of the incident report attached for reference when possible.**
- The **assigned PM, Child Welfare Deputy Director** and Director will be included on any issues that are systemic in nature or likely to become high profile.
- This email shall summarize the **concern** and provide a bullet point list of **items** or questions for staff to respond to. An expected date of response, generally **five** working days, shall be included.
- **DSS staff who are unable to respond by the requested deadline shall consult with their supervisor regarding an alternate date and inform the CQI Support staff of the expected date of response. CQI Support staff will update their records to reflect the new date unless there are immediate safety factors that must be addressed.**

Alerts and Disclosure Concerns

CQI Support staff shall do a brief review of the cases for Reportable Incidents and at least a six-month review for Critical Incidents of each minor involved in the incident and those associated with them in the CWS/CMS computer system for disclosure issues. Required alerts will be identified using the list in Attachment A. Alerts not identified by CQI Support staff remain the responsibility of the assigned Social Worker (SW) in accordance with PPG 03-01-002, Mandatory Disclosure Policy.

CQI Support staff will log each minor reviewed and status of the identified alerts in the CQI Support database.

When necessary, CQI Support will update the case alerts and/or Health and Education Passport (HEP). An email shall be sent from CQI Support to the SW and copied to the supervisor indicating the revisions made and for the SW to review for accuracy.

DSS staff who disagrees with the revisions shall consult with their supervisor or PM, respond with an explanation of why the revision was not appropriate and update CWS/CMS, as needed. CQI Support staff will update the database records to reflect the response.

Reporting

CQI Support staff will compile a quarterly report for DSS Administration with the following information:

- Number of incident reports received.
- Division reporting incident.
- Type of incident.
- Number of children involved.
- Any trends observed by CQI Support staff.

Attachment A

Case Alerts
Aggressive/violent with description of specifics
Cruelty to animals
Fire setter
Verbally aggressive/hostile/threats to injure/kill others
Destructive to property
Stealing
History of 5150s/hospitalizations/arrests
Mental Health Diagnosis plus medications
Allergies to food and/or medications
Health problems such as asthma, seizures, diabetes, etc.
Cannot be with younger children and reason why
Extreme fears/phobias/night terrors
Substance abuse
Warnings regarding parent(s)' dangerous behavior/threats, etc.
Developmentally delayed/ Central Valley Regional Center (CVRC) client
Self wounding
Incarcerated/probation
Suicide attempts
Suicidal ideation and/or gestures
Withdrawn/depressed
Enuresis and/or encopresis
Drug exposed/Fetal Alcohol Syndrome
Special education/ Individualized Education Plan (IEP)/504 plan
Pregnancy/Teen parent
Sexually active
Sexually provocative
Sexual aggression/perpetration
History of runaway
Victim of sexual abuse
History of making false allegations
Gang involvement
Smoker
Recent death of parents, siblings, close family member, etc.
Non ambulatory
Hearing and/or visually impaired
Victim of a hate crime

Health Notebook Alerts/Entries
<i>Summary Page</i>
Summary of client's overall health condition
Information re: location of client's health records
Medical concerns needing follow up
<i>Diagnosed condition</i>
Any conditions diagnosed by a health care or mental health professional
<i>Observed Conditions</i>
Any health conditions observed by others
Any sight or hearing difficulties observed
Any observed or reported behavioral concerns
Anything requiring a case alert
<i>Medications</i>
JV220 entries to include Alerts, date of approval, date first used, date no longer used, parental approval
Any medications approved by medical professionals
Any reported medications
<i>Hospitalizations</i>
Any 5150 hospitalizations
Any other hospitalizations
<i>Medical Tests</i>
Medical test results
<i>Referrals</i>
Referral dates
Referral results
<i>Immunization</i>
Updating of immunizations
<i>Well child</i>
Updating of CHDP & Dental exams
<i>Birth History</i>
Birth place
Any other family medical health history