

Child Protective Investigations Rapid Safety Feedback Qualtrics Review Tool User Guide

This guide to be followed if one review will be submitted at a time.

STEP 1: LINK

- A. Click the link below to access a blank tool. This same link will be used for each case review to be entered. A blank tool will not appear until the case review in progress has been submitted to the manager – so if you leave your session at any time, you can click on the link and be brought back to where you last left off with the review.

Blank Case Review Tool Link: http://myflfamilies.co1.qualtrics.com/SE/?SID=SV_1S2NV4adnTNQfLn

- B. The tool will appear in your browser.

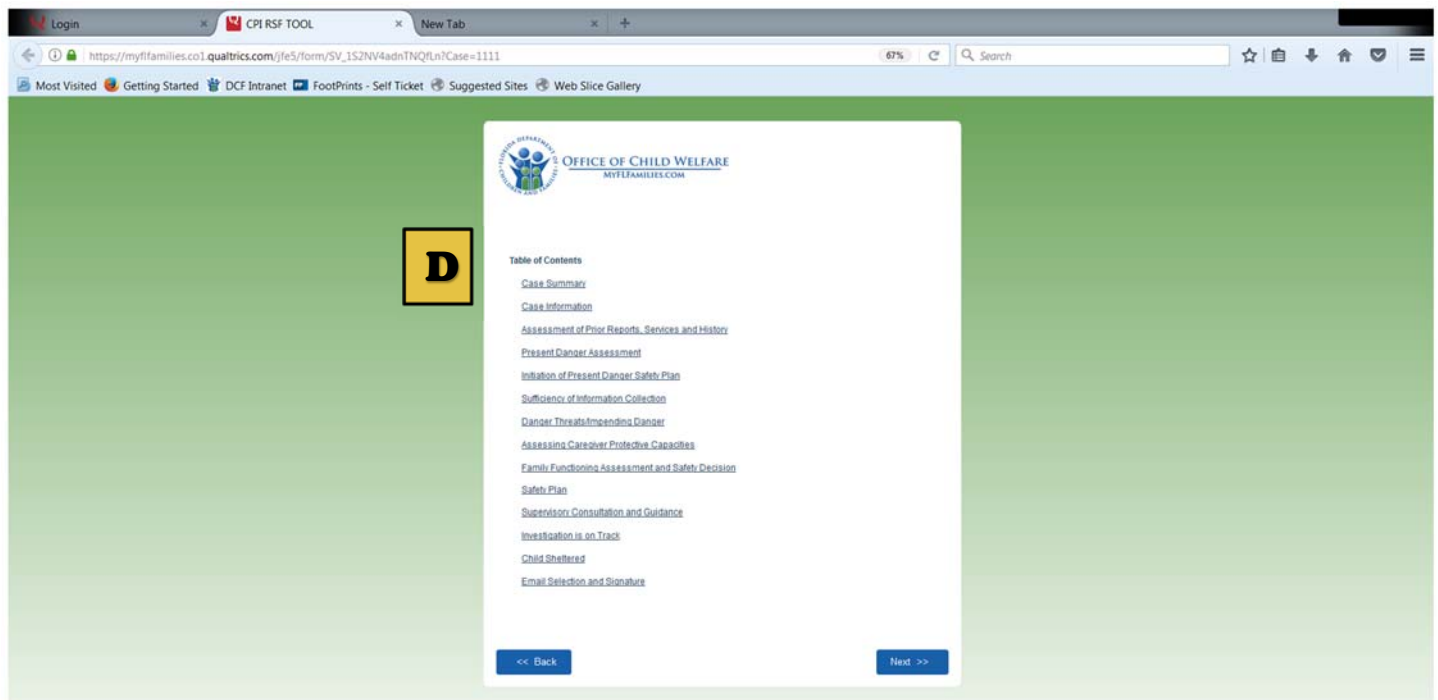


C. Click on the “Next” button to proceed with the case review.



STEP 2: COMPLETING THE SURVEY REVIEW TOOL

D. The Table of Contents appears. If you have a review in progress, you can click on any link in the contents to be directed to that page. Otherwise, click on the Next button to move forward with the review.



- E. When you begin the review, you will find that the Table of Contents will always appear to the left of the screen. This feature will allow you to go jump from section to section of the survey review tool by clicking on any of the item links.

Table of Contents

- Case Summary
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- Investigation is on Track
- Child Sheltered
- Email Selection and Signature

Would you like to add a case summary to this review?

☐ Yes

☐ No

<< Back Next >>

- F. Continue through the survey review tool by selecting a response for each question. The response you select will show a filled radio button. Users can change responses at any time throughout the case review. **Responses will not be saved unless you advanced to the next page.**

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D1. Review Period

☒ January 2017 ☐ May 2017 ☐ September 2017

☐ February 2017 ☐ June 2017 ☐ October 2017

☐ March 2017 ☐ July 2017 ☐ November 2017

☐ April 2017 ☐ August 2017 ☐ December 2017

D2. Region

☒ Northwest

☐ Northeast

☐ Central

☐ Suncoast

☐ Southeast

☐ Southern

D3. Circuit of Primary Responsibility

☐ 1 ☒ 5 ☐ 9 ☐ 13 ☐ 17

☐ 2 ☐ 6 ☐ 10 ☐ 14 ☐ 18

☐ 3 ☐ 7 ☐ 11 ☐ 15 ☐ 19

☐ 4 ☐ 8 ☐ 12 ☐ 16 ☐ 20

D4. Please fill in the following information:

QA Reviewer Name (First Last):

Intake Number (no):

G. Each item will have a notes box where comments/notes can be typed.

The screenshot shows a web browser window with the URL https://mylifefamilies.co1.qualtrics.com/jfe5/form/SV_1S2NV4adnTNQ/Case=1111. The page displays a list of criteria for review:

- In order to be able to review or prior abuse and criminal history:
- Prior abuse and criminal history being contained in the file with no indication of review by the investigator.
- There is no indication that the background screening information drove pre-commencement activities and the proper identification of danger threats, parent protective capacities, and child vulnerability.
- A safety plan was made with someone whose criminal history and priors could affect child safety.
- Missing criminal history and priors due to not identifying the correct focus of household participants and frequent visitors.

Below the list are two radio buttons: ☒ Yes and ☐ No.

A yellow box with the letter 'G' is overlaid on the left side of the form.

1.0 Notes

Notes can be typed here. If you continue typing, eventually scroll bars will appear to the right. This is set up as an essay text box, so reviewers should be able to type a good bit of information in these notes boxes.

At the bottom are two buttons: "<< Back" and "Next >>".

H. Any item with a response of "Area Needing Improvement" selected will result with an RFA question appearing

The screenshot shows a web browser window with the same URL as the previous form. The page displays a list of criteria for review:

- The investigator did not identify present danger upon assessment with the family when the family conditions indicated present danger. A REQUEST FOR ACTION IS REQUIRED.
- The investigator did not apply the present danger criteria accurately.
- The CCSPE does not agree with the present danger assessment.

Below the list are two radio buttons: ☐ Yes and ☒ No.

A yellow box with the letter 'H' is overlaid on the left side of the form.

2.0.1 Was an RFA completed?

☐ Yes

☐ No

☐ No, issue(s) resolved

2.0 Notes

At the bottom is a large text box for notes.

- I. If you try and proceed through the survey review tool without answering an item, upon clicking the “next” button, you will receive a message in red asking you for a response to be selected.

The screenshot shows a web browser window with the URL https://myfamilies.co1.qualtrics.com/jfe/form/SV_152NV4adnTNQ?Case=1111. The page is titled "OFFICE OF CHILD WELFARE" and "MYFAMILIES.COM". A sidebar on the left contains a "Table of Contents" with items like "Case Summary", "Case Information", "Assessment of Prior Reports, Services and History", "Present Danger Assessment", "Initiation of Present Danger Safety Plan", "Sufficiency of Information Collection", "Danger Threats/Impending Danger", "Assessing Caregiver Protective Capacities", "Family Functioning Assessment and Safety Decision", "Safety Plan", "Supervisory Consultation and Guidance", "Investigation is on Track", "Child Sheltered", and "Email Selection and Signature". The main content area displays question 3.0: "Did the CPI implement a present danger safety plan that was sufficient to control the present danger threats identified?". Below the question, there is a "Core Concepts" section, a "Rating Guidance" section, and a list of "Yes" ratings. A red message "Please answer this question." is displayed above the question.

- J. If you attempt to go to a previous page in the survey review tool by clicking on the “Back” button, you will receive a navigation message. If you “Go Back,” responses entered will be temporarily saved but not recorded until you return to the same page and click on the “Next” button.

The screenshot shows a web browser window with the URL https://myfamilies.co1.qualtrics.com/jfe/form/SV_cYotQEzEzT7HOq8?Case201712345. The page is titled "CM RSF TOOL". A sidebar on the left contains a "Table of Contents" with items like "Case Summary", "Case Information", "Assessment of Prior Reports, Services and History", "Present Danger Assessment", "Initiation of Present Danger Safety Plan", "Sufficiency of Information Collection", "Danger Threats/Impending Danger", "Assessing Caregiver Protective Capacities", "Family Functioning Assessment and Safety Decision", "Safety Plan", "Supervisory Consultation and Guidance", "Investigation is on Track", "Child Sheltered", and "Email Selection and Signature". The main content area displays question 2.6: "and there are documented efforts to locate them." Below the question, there are radio buttons for "Strength", "Area Needing Improvement", and "Notable". A confirmation message box is displayed in the center, stating: "We'll temporarily save your work, but answers on this page will not be recorded unless you come back and submit this page." The message box has "Go Back" and "Stay on Page" buttons. At the bottom of the page, there are "Back" and "Next" buttons.

- K. When you have responded to all questions in the survey review tool, you will be asked to select the manager who will review your case.

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- Email Selection and Signature

Please select the manager who will review the document

Back Next

- L. From the drop-down box, carefully select the manager to whom your case review tool will be emailed for a final review. You must be careful with your selection, otherwise the case review tool will be sent to someone else!

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- Email Selection and Signature

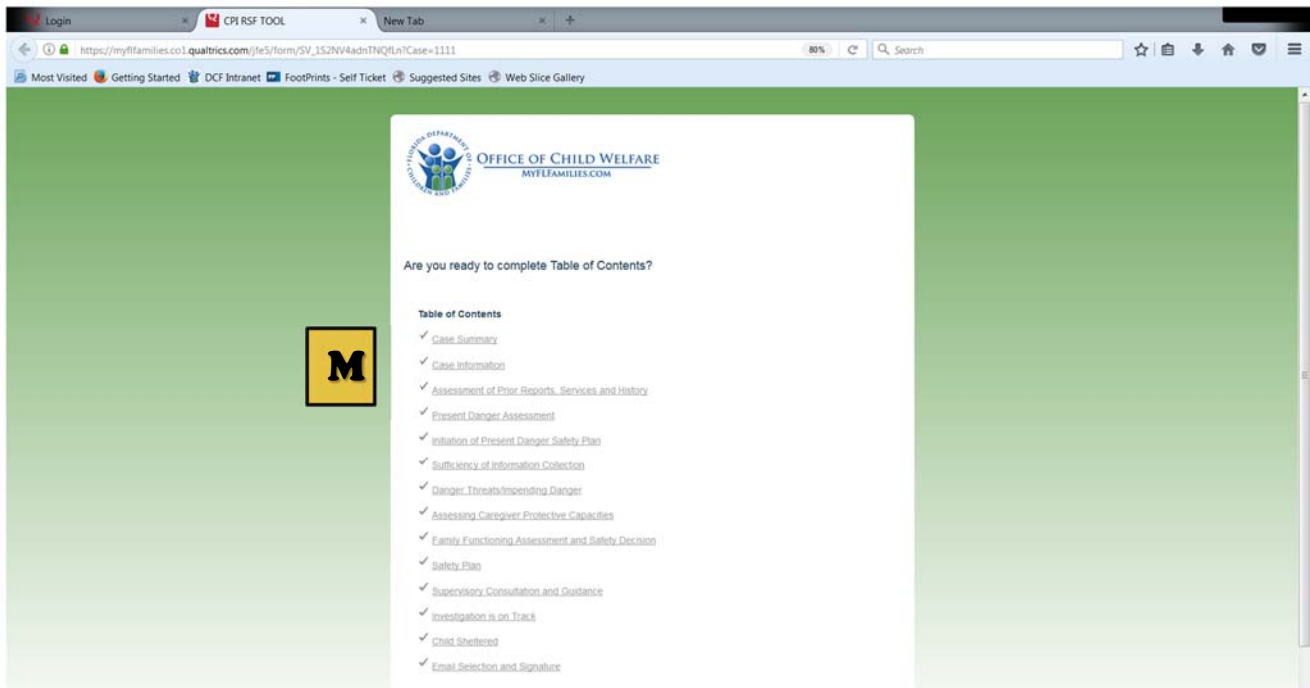
Please select the manager who will review the document

Next

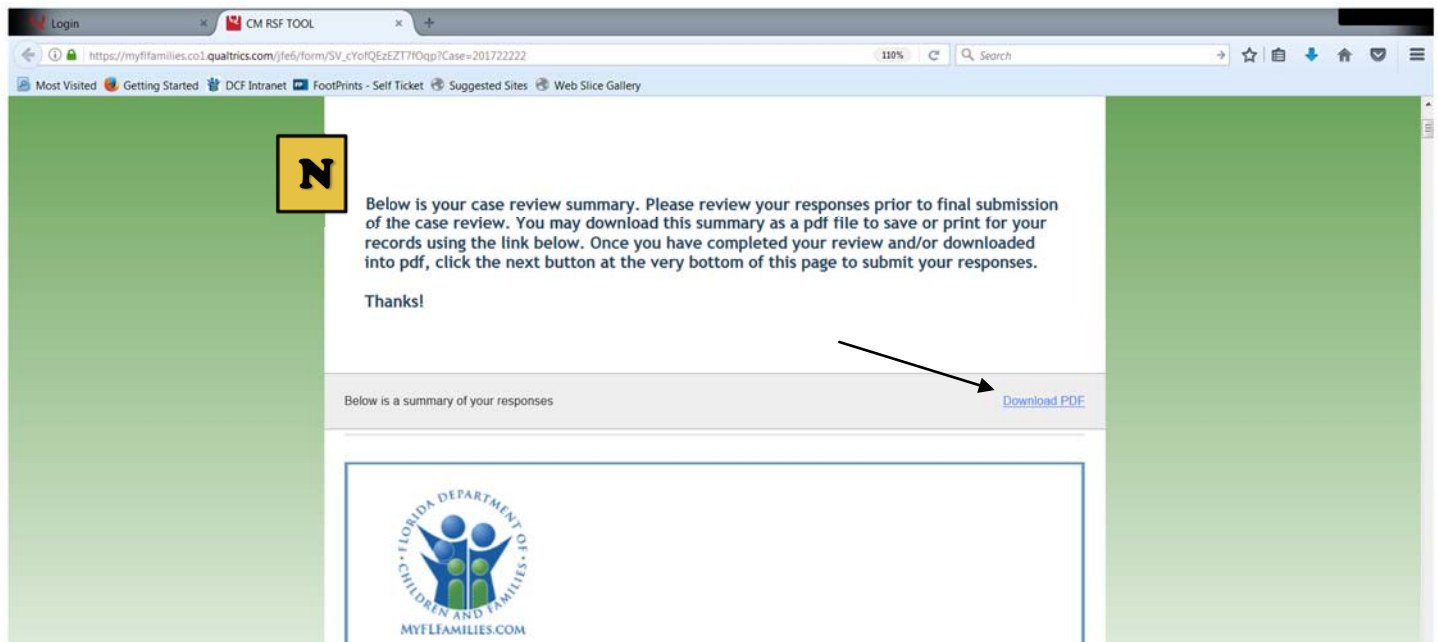
Manager Selection List:

- kelly.farcloth@myffamilies.com
- patricia.olson@myffamilies.com
- christopher.brown@myffamilies.com
- amanda.wilson@myffamilies.com
- marta.timmmons@myffamilies.com
- frank.perry@myffamilies.com
- loven.alleyne-babb@myffamilies.com
- amy.kelly@myffamilies.com
- stam.hall@myffamilies.com
- yuliyek@qualtrics.com

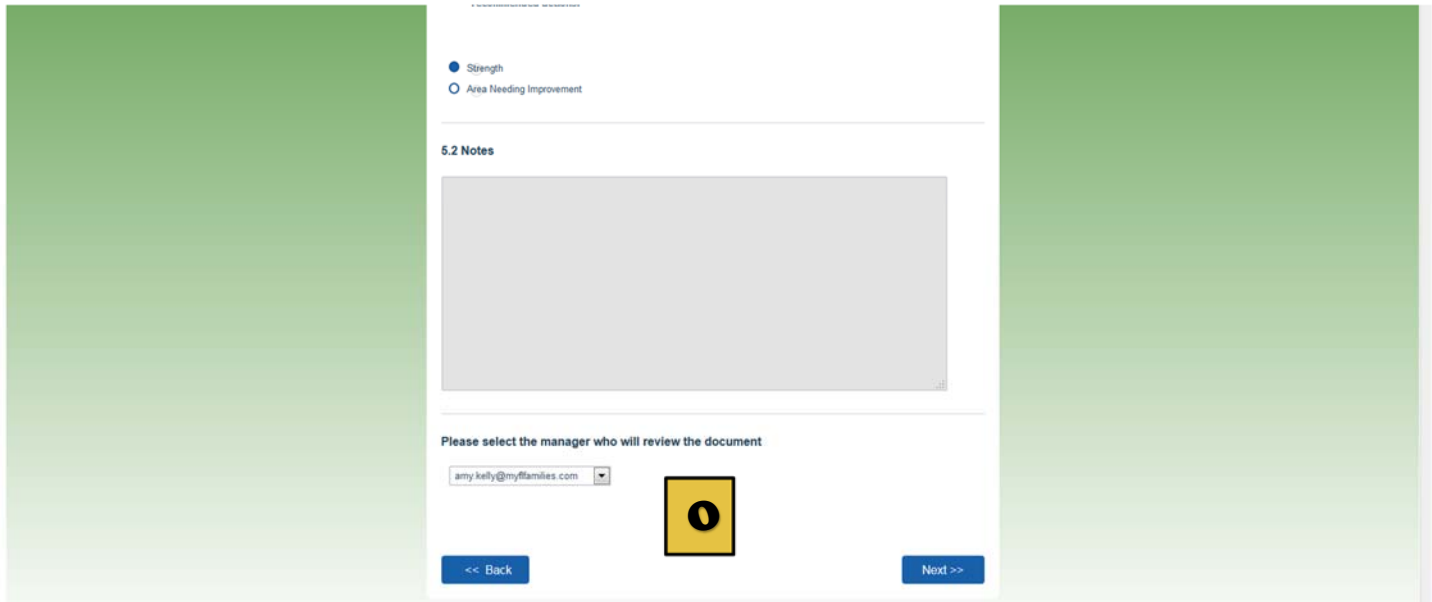
- M. Once you select your manager's email and click on the "Next" button, you will be asked if you are ready to complete. Select "Next" or click on any item link to go back to that section and make any corrections.



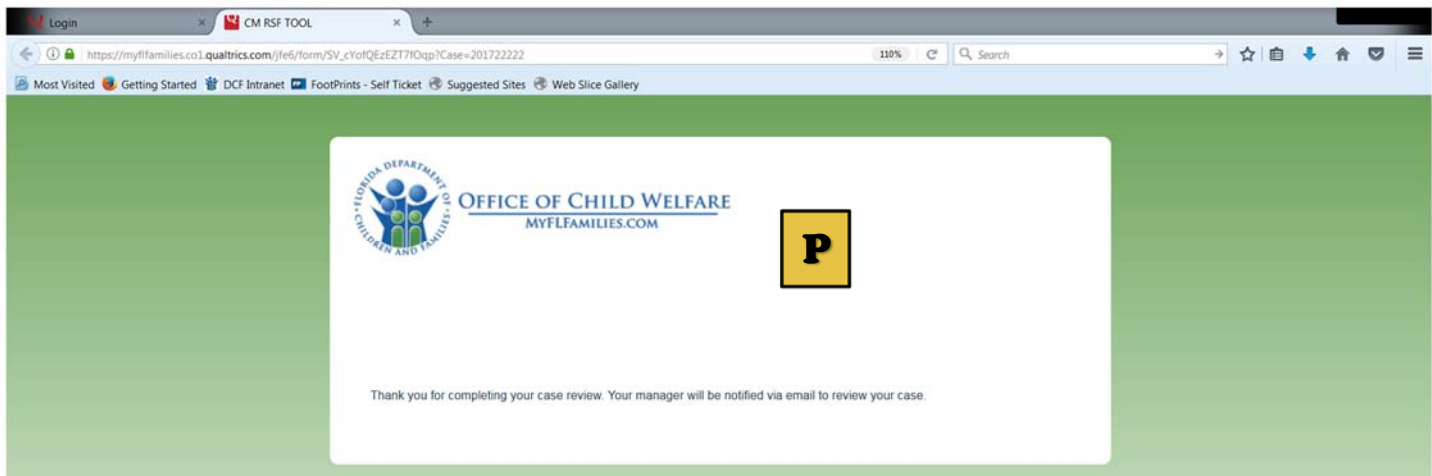
- N. When you click "Next" in step M, you will then be provided a case review summary. Here you can scroll down the page and review all of your responses for each question/item. You can also download a PDF of this summary to save on your computer or print for a hard copy.



- O. Changes cannot be made in the case review summary. You must use the “Back” button or Table of Contents to go back into the review tool and make any needed corrections. Otherwise, click on the “Next” button to submit your work.



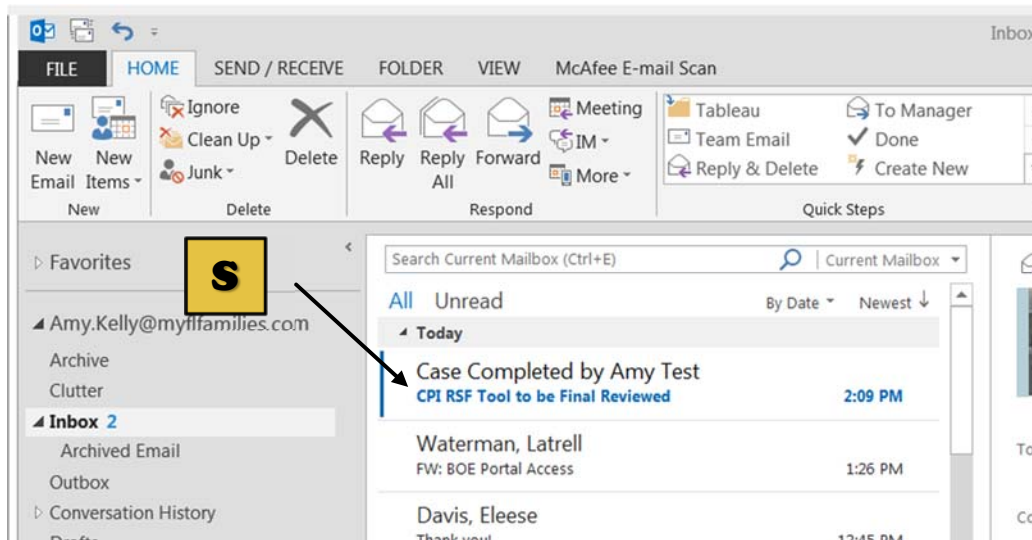
- P. Once you click on “Next” from the case review summary page, you will receive a thank you message and your case review will be automatically emailed to the designated manager for a final review. The manager will be alerted via email that a case is pending their review. Once submitted to the manager, you will no longer have access to the case review. Either the manager can make changes upon their final review or the Qualtrics admin in CQI QA can assist.



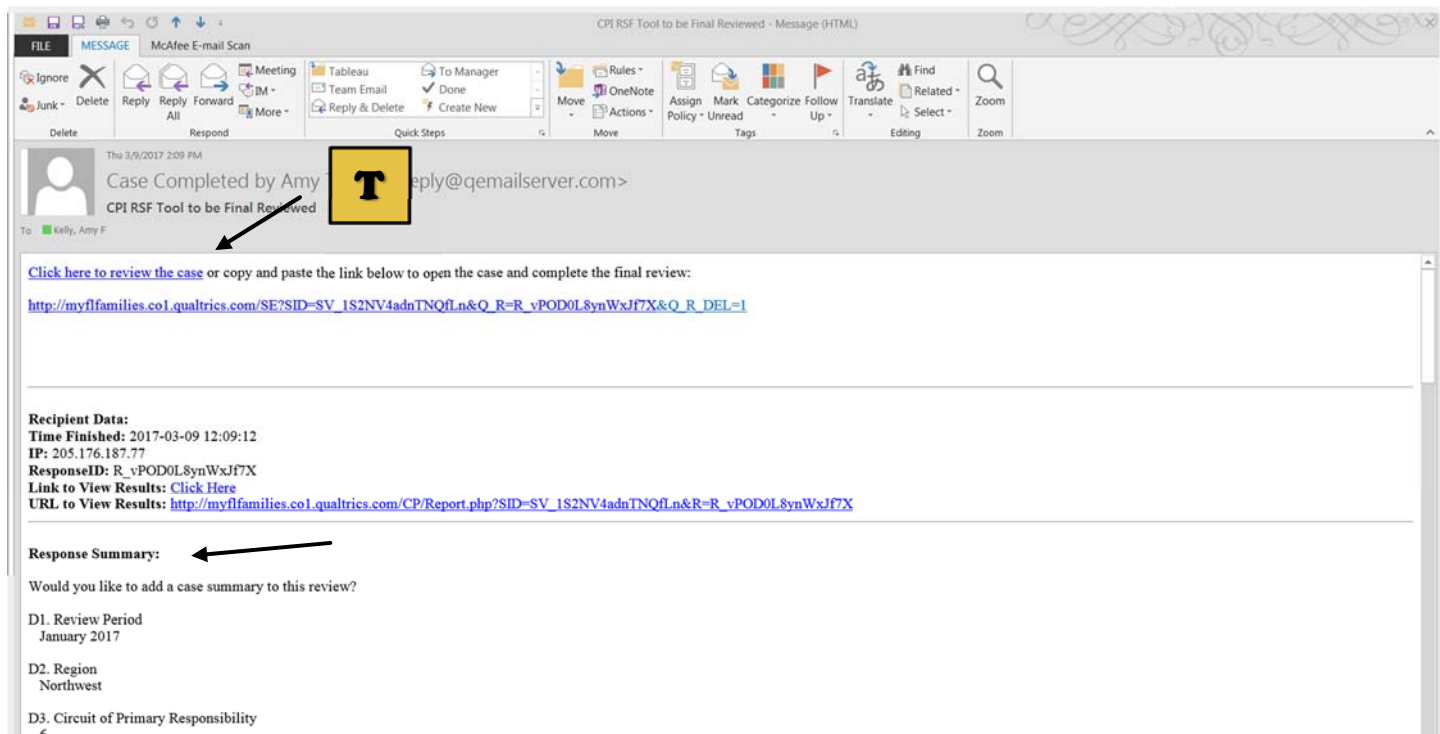
- Q. Complete steps A through P for each case review to be completed.
- R. Should you exit your browser at any time during prior to submitting the tool, click on the next button at the bottom of the page of the tool to save your work. You can then click on the survey link and you will be redirected to the page you left off. A blank tool will not appear until you have submitted the current tool in progress.

STEP 3: MANAGERS FINAL REVIEW PROCESS

- S. When a reviewer has completed a case review and submitted the survey case review tool, the manager will be notified via email to conduct a final review.



- T. Open the email. You will find the review summary in the body of the email but will need to click on "Click here to review the case" to open the case review tool for final review.



- U. When you click on the “Click here to review the case” link, the survey case review tool will open. Navigate through the survey case review tool and review the work of the reviewer. Make any needed changes at this point since the tool cannot be re-opened for corrections to be made.

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D2. Region

Northwest ☒ Northeast ☐
Central ☐ Southwest ☐
Southeast ☐ Southern ☐

D3. Circles of Primary Responsibility

1 ☐ 5 ☐ 9 ☐ 13 ☐ 17 ☐
2 ☐ 6 ☐ 10 ☐ 14 ☐ 18 ☐
3 ☐ 7 ☐ 11 ☐ 15 ☐ 19 ☐
4 ☐ 8 ☐ 12 ☐ 16 ☐ 20 ☐

D4. Please fill in the following information:

QA Reviewer Name: Amy Test
(Past Last) Initials: 20171111
PSRN Child ID: 1234
(Pyoungest child in family)
PSRN Case ID: 122

D5. Number of Prior Investigations:

0 ☒ 4 ☐ 8 ☐
1 ☐ 5 ☐ 9 ☐
2 ☐ 6 ☐ 10 ☐
3 ☐ 7 ☐ 11+ ☐

D6. Safety Determination:

Safe ☒
Unsafe ☐
Pending Information Collection Completion ☐

- V. After all items have been reviewed, the manager will be prompted to enter any comments regarding the case review. The manager must also sign on the line indicating they have completed a final review of the survey case review tool. Signature will need to be done with the computer mouse.

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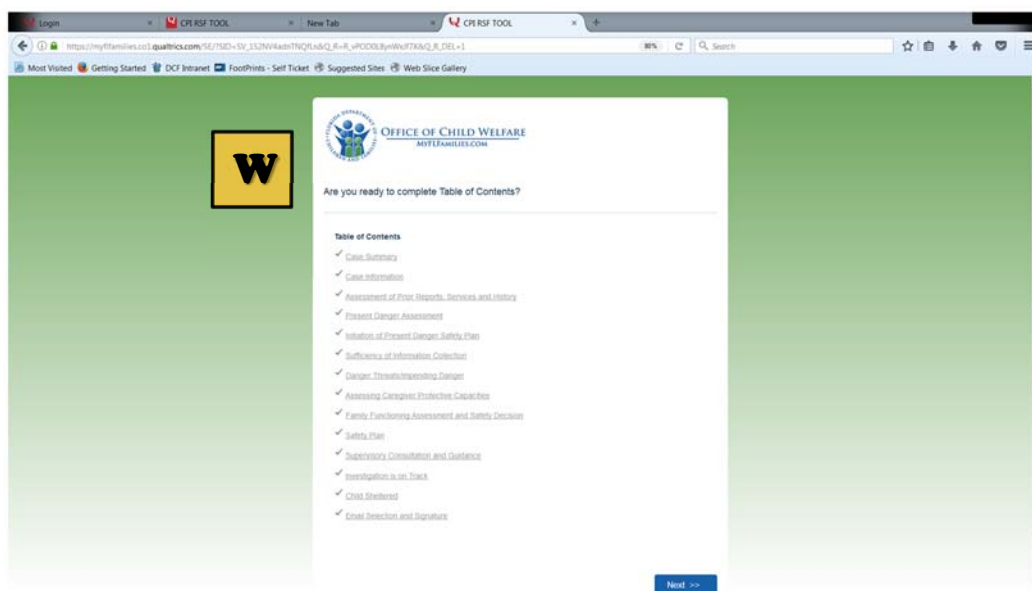
Managers comments regarding case review:

No comments at this time.

Statement of review and signature of manager - by signing below (using mouse), you indicate that you have reviewed the case and are marking it as final reviewed.

Amy Test

- W. Once signed and the “Next” button clicked, the manager will be prompted to ensure completion of the final case review. Any items in the list with no check mark indicates that page was not viewed. The manager can click on that item link in the list to be directed to that page for review and continue through the tool and be brought back to this screen. Click the “Next” button.



- X. You have completed the final case review! A thank you message will appear and the responses to each item will be stored for reporting.



Complete steps S through W for all cases emailed to you pending a final review.

ADDITIONAL INFORMATION

- Mozilla Firefox is the preferred web browser to use for Qualtrics
- Use the same web browser and computer for completing each survey case review tool
- Clicking the “Next” button in the survey review tool will save the work on the page you completed
- If you close out of your survey prior to submitting it, you can click the survey link to be directed to the tool and pick up where you left off
- Once a survey case review tool has been submitted for a final review, corrections can be made at the hands of the manager. Otherwise, call or email the Qualtrics administrator in central office/headquarters CQI/QA to assist