



## Community Based Care Annual Summary of Quality Assurance Review Findings Report to Headquarters Office of Family Safety

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### Summary of Case Management Practice Trends

This section should address QA findings over time; it should address the agency's strengths/promising practice trends and areas needing improvement. CBCs are responsible for producing the bulk of the report as a "Self-Assessment," however, it is recommended that they collaborate with their regional counterparts for additional input. The summary should be based on all of the data collected through the QA reviews and any other sources of information that measure local performance.

The summary must be evaluative in nature – not simply descriptive in a narrative format. It should not be a "cut and paste" of findings from the review tools or a re-hash of review questions in bullet fashion with performance shown by percent achieved for a standard.

*Evaluative Language:* Presents judgments; assesses status and outcomes; gauges, ranks, and rates performance over time. Using evaluative language allows the "Self Assessment" to address how well the agency is doing; is the agency's policies and practices providing quality service delivery and producing positive outcomes for children and families? A combination of descriptive and evaluative language offers a reliable picture of the system of care. It shares a narrative story and outlines characteristics.

### Practice Trends

The following grouping of practice trends should be addressed in the summary. The summary should provide an analysis and evaluation of performance trends across multiple service delivery and management factors.

1. Assessment
2. Family Engagement
3. Service Planning and Provision
4. Promoting Case Progress
5. Supervisory Review and Oversight

### Addressing Findings

The summary should briefly describe how the CBC will react to the analysis of findings. It may be a simple reference that findings will be addressed as described in the annual update of the Quality Management Plan or in the local Quality Improvement Plans.

### Regional Input – Optional

Management staff from CBCs and the regions will determine if they wish to collaborate in writing the summary.

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Signatures (deemed pertinent by the CBC and region if collaborating)      Date