



IIS/IFRS PEER RECORD REVIEW INSTRUCTIONS

The IIS/IFRS Peer Record Review Instructions are to be used during IIS/IFRS Peer Record Reviews. These instructions will serve as a guide to assist in making decisions regarding the rating of case record contents and quality.

Each rating has been defined so that the reviewer may select the rating that most closely matches what s/he has found in the case record.

The nature of the process allows for some reviewer subjectivity, therefore each reviewer should carefully follow the instructions and rating indicators provided to maintain as much consistency as possible.

Note: It is very important that each section is completed carefully and thoroughly to ensure the generated report is based upon the accurate findings of the reviewer.

A rating MUST be entered for each item.

When reviewing closed cases, consider the case materials as if the family was open and currently receiving services. For example, when asked to determine the correlation between services being provided and the family needs, examine the services that had been provided when the case was open. It is incorrect to select the answer that states no services are being provided unless none were provided during the service delivery process.

At the end of each section there is space to document comments. For this review to be beneficial to the staff, all pertinent information should be provided in the comment section explaining significant findings that led to any *negative* rating. These comments are important to promote quality improvement efforts.

Reviewer Information:

This section is used to document the reviewer's name and the date the review took place.

Case Information:

In this section, the family's name and the IIS/IFRS Specialist's name and agency should be documented.

Section II: Quality of Service Delivery

This section is designed to rate the overall quality of IIS/IFRS Service Delivery.

- 1) Was sufficient information documented in the initial family assessment to determine that IIS/IFRS was the appropriate service for the family?
 1. There is sufficient information documented to determine IIS/IFRS was the appropriate service.
 2. There is documented information to determine IIS/IFRS was appropriate, but it could be clearer.
 3. The information documented to determine IIS/IFRS was the appropriate service is unclear.
 4. There is no information documented to determine IIS/IFRS was the appropriate service.

- 2) Did face to face contact (including virtual face to face contact) with the family occur within 24 hours of receipt of the initial referral for IIS and 72 hours for IFRS by the contractor?
 1. The record clearly documents that contact with the family occurred within 24 hours.
 2. An exception to the requirement is clearly documented.
 4. There is no documentation to show that the worker made contact with the family within 24 hours.

Note: An example of a clear exception to the requirement could be that the family was not available during the first 24 hours; or that the CD worker requested that the initial family contact be postponed beyond the first 24 hours, etc.

- 3) Was immediate safety of the family assured through a safety plan?
 1. The record clearly documents that immediate safety was assured through a safety plan.
 2. Safety was assured, but the safety plan was not appropriate.
 4. There is no documentation to suggest immediate safety was assured.

Note: This documentation may be found in the initial Safety Plan.

- 4) Was the referral source notified verbally or in writing within 24 hours of the initial screening that family was accepted or not accepted?
 1. There is clear evidence in the record that the referral source was notified verbally or in writing within 24 hours of the initial screening.
 4. There is no evidence in the record that the referral source was notified verbally or in writing within 24 hours of the initial screening.

- 5) Does the initial family assessment clearly document:
 - a) Safety of the child and all family members?
 1. The initial family assessment clearly documents the safety of the child and all family members.
 4. The initial family assessment does not clearly document the safety of the child and all family members.

Note: If the initial assessment is not in the file, rate this as "4".

 - b) Areas of need?
 1. The initial family assessment clearly documents areas of need.
 4. The initial family assessment does not clearly document areas of need.

Note: If the initial assessment is not in the file, rate this as “4”.

- c) Frequency, intensity, and or/duration of behaviors placing children at risk of removal?
 - 1. The initial family assessment clearly documents the frequency, intensity, and or/duration of behaviors placing children at risk of removal.
 - 4. The initial family assessment does not clearly document the frequency, intensity, and or/duration of behaviors placing the children at risk of removal.

Note: If the initial assessment is not in the file, rate this as “4”.

- d) Examination of environmental conditions and their influence upon the family?
 - 1. The initial family assessment clearly documents examination of environmental conditions and their influence upon the family.
 - 4. The initial family assessment does not clearly document examination of environmental conditions and their influence upon the family.

Note: If the initial assessment is not in the file, rate this as “4”.

- e) Consideration of the interactions of all family members?
 - 1. The initial family assessment clearly documents consideration of the interactions of all family members.
 - 4. The initial family assessment does not clearly document consideration of the interactions of all family members.

Note: If the initial assessment is not in the file, rate this as “4”.

- f) The contingencies impacting family needs?
 - 1. The initial family assessment clearly documents the contingencies impacting family needs.
 - 4. The initial family assessment does not clearly document the contingencies impacting family needs.

Note: If the initial assessment is not in the file, rate this as “4”.

- g) Strengths and behavioral assets?
 - 1. The initial family assessment clearly documents strengths and behavioral assets.
 - 4. The initial family assessment does not clearly document strengths and behavioral assets.

Note: If the initial assessment is not in the file, rate this as “4”.

- 6) Does the record reflect the initial family assessment was submitted to the Children’s Division?
 - 1. There is clear evidence in the record that the initial family assessment was submitted to the Children’s Division.
 - 4. There is no evidence in the record that the initial family assessment was submitted to the Children’s Division.

7) Does the Service Plan clearly document:

- a) Services to protect child(ren) from harm and to prevent further abuse/neglect?
 - 1. The Service Plan clearly documents services to protect child(ren) from harm and to prevent further abuse/neglect.
 - 4. The Goal Sheet/Service Plan does not clearly document Services to protect child(ren) from harm and to prevent further abuse/neglect.

Note: If the Service Plan is not in the file, rate this as “4”.

- b) Services to reduce the risks to the children's safety or well-being?
1. The Service Plan clearly documents services to reduce the risks to the children's safety or well-being.
 4. The Service Plan does not clearly document services to reduce the risks to the children's safety or well-being.
- Note: If the Service Plan is not in the file, rate this as "4".
- c) Areas of focus?
1. The Service Plan clearly documents the areas of focus.
 4. The Service Plan does not clearly document the areas of focus.
- Note: If the Service Plan is not in the file, rate this as "4".
- d) The idea that children have essential needs for care beyond child safety?
1. The Service Plan clearly documents the idea that children have essential needs for care beyond child safety.
 4. The Service Plan does not clearly document the idea that children have essential needs for care beyond child safety.
- Note: If the Service Plan is not in the file, rate this as "4".
- e) Services that support and enhance parents' capacity to safely care for their children?
1. The Service Plan clearly documents services that support and enhance parents' capacity to safely care for their children.
 4. The Service Plan does not clearly document services that support and enhance parents' capacity to safely care for their children.
- Note: If the Service Plan is not in the file, rate this as "4".
- f) The value and importance of maintaining children's connections with their families when it is believed the family unit is the best place for the children?
1. The Service Plan clearly documents the value and importance of maintaining children's connections with their families when it is believed the family unit is the best place for the children.
 4. The Service Plan does not clearly document the value and importance of maintaining children's connections with their families when it is believed the family unit is the best place for the children.
- Note: If the Service Plan is not in the file, rate this as "4".
- g) Achievable, measurable, behaviorally oriented goals and tasks?
1. The Service Plan clearly documents achievable, measurable, behaviorally oriented goals and tasks.
 4. The Service Plan does not clearly document achievable, measurable, behaviorally oriented goals and tasks.
- Note: If the Service Plan is not in the file, rate this as "4".
- h) That the family participated in the development of the service plan?
1. There is clear evidence in the record that the family participated in the development of the service plan.
 4. There is no clear evidence in the record that the family participated in the development of the service plan.
- Note: If the Service Plan is not in the file, rate this as "4".

- 8) Does the record reflect the initial service plan was submitted to the Children's Division?
 1. There is clear evidence the Service Plan was submitted to CD.
 4. There is no clear evidence in the record that the Service Plan was submitted to CD.

- 9) Did the worker link the family with appropriate safety network contacts and community resources?
 1. There is clear evidence that the family was linked with appropriate safety network contacts and community resources.
 4. There is no clear evidence that the family was linked with appropriate safety network contacts and community resources.

N/A. No external resources needed.

- 10) Did the services provided meet the family needs?
 1. There is clear evidence that the services provided met the family needs.
 2. The services met some of the family's needs.
 4. There is no clear evidence that the services provided met the family needs.

- 11) Were worker interventions/activities/progress/obstacles clearly documented in the service delivery notes?
 1. There is clear evidence in the service delivery notes of the worker interventions/ activities.
 2. There is some evidence in the service delivery notes of the worker interventions/ activities, but the document could be clearer.
 3. 4. There is no clear evidence in the service delivery notes of the worker interventions/ activities.

- 12) Does the record document ongoing safety assessment of the child, family, and community?
 1. There is clear evidence of ongoing safety assessment of the child, family, and community.
 4. There is no clear evidence of ongoing safety assessment of the child, family, and community.

Note: The word community in this context refers to whether the child and family are safe within the community and whether the community is safe from the child and family

- 13) Is there evidence that the family's level of functioning and protective capacities were continually assessed during the intervention?
 1. There is clear evidence that level of functioning and protective capacities were continually assessed during the intervention.
 4. There is no clear evidence that level of functioning and protective capacities were continually assessed during the intervention.

- 14) Did the skill-building activities respond to the individualized and specific needs of the family (e.g., child management skills, emotional management skills, interpersonal skills, assertiveness skills, advocacy skills, life skills, self-sufficiency skills, behavioral modification skills, etc.)?
 1. Skill-building activities were individualized to the specific needs of the family.
 2. Skill-building activities could have been more individualized to the specific needs of the family.
 3. Skill-building activities appear to be selected from a prescribed narrow range of options, and were not individualized to the specific needs of the family.

4. There were no skill-building activities individualized to the specific needs of the family.
- 15) Does the record document contacts with family members to accomplish goals?
1. The record clearly documents contacts to accomplish goals.
 4. The record does not clearly document contacts to accomplish goals.
- 16) Were joint staffings conducted with other agencies/individuals pertinent to the family?
1. The record clearly documents that joint staffings were conducted with other agencies/individuals pertinent to the family.
 4. The record does not clearly document that joint staffings were conducted with other agencies/individuals pertinent to the family.
- 17) Is there evidence that the family participated in the termination of services?
1. The record clearly documents joint planning with the family with the family for the termination of services.
 4. There is no clear documentation of joint planning with the family for the termination of services.
- 18) Were follow-up services recommended?
1. The record clearly documents follow-up services were recommended.
 4. The record does not clearly document whether follow-up services were recommended.
- N/A. No follow up services were recommended.
- a) Were referrals and linkages made for follow-up services?
1. The record clearly documents referrals and linkages were made for follow-up services.
 4. The record does not clearly document referrals and linkages were made for follow-up services.
- N/A. No follow up services were recommended.
- b) Was the family involved in the formulation of the follow-up plan?
1. The record clearly documents the family's involvement in the formulation of the follow-up plan.
 4. The record does not clearly document the family's involvement in the formulation of the follow-up plan.
- 19) Termination:
- a) Was the Children's Division and/or referring agency notified within 24 hours of the termination?
1. The record clearly documents the Children's Division and/or referring agency were notified within 24 hours of the termination.
 4. The record does not clearly document whether the Children's Division and/or referring agency were notified within 24 hours of the termination.
- b) Was the Termination Summary submitted to the Children's Division within 10 days after termination or 5 days for an early termination?
1. The record clearly documents the termination summary was submitted to the Children's Division within the required timeframe.
 4. The record does not clearly document whether the termination summary was submitted to the Children's Division within the required timeframe.

20) On a scale of 0 to 10 where 10 is there is clear evidence that there is a behaviorally-oriented, goal directed service plan that addresses the results of the initial family assessment and 0 is there is no evidence that there is a behaviorally-oriented, goal directed service plan that does not address the results of the initial family assessment.

What is your rating for the overall quality of service delivery?

- Should be a number between 0-10
- In the Comments Section - add comments based on your rating for the overall quality of service delivery what evidence do you need to see in the case file to bring your number up?

Section II: Record Content

This section is designed to rate the record.

- 1) Are contact entries detailed and thoroughly documented?
 1. The record clearly documents that all contact entries are current and thorough.
 2. The record documents some contact entries are current and thorough, but the documentation could be clearer.
 3. The record documentation of that all contact entries are current and thorough is unclear.
 4. The record does not document all contact entries are current and thorough.

2) On a scale of 0 to 10 where 10 is there is clear evidence in the record documentation to understand the purpose of the work that was completed with the family and 0 is there is no evidence in the record documentation and the purpose of the work with the family is not understood.

What is your rating for the overall quality of documentaion?

- Should be a number between 0-10
- In the Comments Section - add comments based on your rating for the overall quality of documentation what evidence do you need to see in the case file to bring your number up?

SECTION IV: SERVICE AVAILABILITY

This section is designed to rate service availability of the contractor.

- 1) Did the record document the contractor availability (24/7)?
 1. The record clearly documents the above.
 4. The above factors are not documented in the record.
- 2) Were coverage arrangements made during the specialist vacation/illness?
 1. There is clear evidence that coverage arrangements were made during the specialist's vacation/illness.

4. There is no evidence that coverage arrangements were made during other specialist's vacation/illness is not documented.

Note: If there was no Specialist/Therapist vacation/illness requiring coverage arrangements, rate this as "1".

- 3) Please list the number of weeks of direct Specialist contact.

a) Please count the total number of weeks the intervention lasted, and enter this value.

- 4) On a scale of 0 to 10 where 10 is there is clear evidence that the contractor was available to provide services which represented a crisis intervention / solution focused model that emphasized teaching skill building and 0 is there is no evidence that the contractor was available to provide services which represented a crisis intervention / solution focused model that emphasized teaching skill building.

What is your rating for the overall quality of service availability?

- Should be a number between 0-10
- In the Comments Section - add comments based on your rating for the overall service availability what evidence do you need to see in the case file to bring your number up?

SECTION IV: SUPERVISION/CONSULTATION

This section is designed to rate the program activities of Supervisors.

- 1) Was there at least weekly consultation with supervisor?
 1. There was at least weekly consultation by the specialist with supervisor.
 4. There was not at least a weekly consultation by the specialist with supervisor.
- 2) Were weekly consultation recommendations and concerns documented?
 1. Recommendations and concerns were clearly documented.
 4. Recommendations and concerns were not documented, or weekly consultations did not occur.
- 3) Did the supervisor attend in person or virtually the initial family screening, or did the supervisor visit the family in person or virtually within the first 7 calendar days of service?
 1. Supervisor attended the initial family screening, or visited the family within the first 7 calendar days.
 4. Supervisor did not attend the initial family screening, or visit the family within the first 7 calendar days.
- 4) Rating of overall quality of SUPERVISION/CONSULTATION.
 1. All of the above elements of supervision/consultation are clearly met.
 2. Most of the above elements of supervision/consultation are clearly met.
 3. Some of the above elements of supervision/consultation are clearly met.
 4. Few of the above elements of supervision/consultation are clearly met.

SECTION V: OVERALL COMMENTS

Use this section to document the overall strength of the case record?
Are there any areas for improvement?

