	INDIANA DEPARTMENT OF CHILD SERVICES **CHILD WELFARE MANUAL**	
	Chapter 2: Administration of Child Welfare	**Effective Date:** August 1, 2011
	Section 18: Reflective Practice Survey (RPS)	**Version:** 1

POLICY [NEW]

The Indiana Department of Child Service (DCS) Reflective Practice Survey (RPS) provides an analysis of case management services by identifying the strengths and needs of the family, as well as, those of the Family Case Manager (FCM). The RPS tool uses field observation and a FCM interview to review cases in order to evaluate the FCM's practice skills.

Cases pulled for the RPS will be randomly selected by the Office of Data Management (ODM). The RPS will be completed quarterly in conjunction with the Quality Assurance Review (QAR). See separate policy, 2.17 Quality Assurance Review (QAR). Only one (1) case will be selected per FCM for the QAR and RPS for an overall comprehensive assessment. The selected case, RPS tool and a link to the QAR SharePoint can be accessed through the Indiana Child Welfare Information System (ICWIS) by clicking the *'Review'* icon.

> **Note:** The RPS pull consists of any assessment or case with an open case status within the previous 6 months from the pull date. The period under review begins with the pull date and reflects back one year. Each case will be reviewed for quality and best practice.

DCS will use the information obtained from the RPS to identify regional trends.

Code References
   N/A

PROCEDURE

The Supervisor will:
1. Shadow the FCM on a home visit for the selected case;
2. Interview the FCM after the home visit using the RPS Indicator questions;
3. Score the case using information obtained from the field observation and FCM interview; and
4. Provide feedback to the FCM.

> **Note:** The Supervisor will use case summary questions three (3) and four (4), at the end of the RPS, to identify trends and generate the trends report.

5. Develop and submit a trends report summary to the DCS Local Office Director (LOD).

The DCS Local Office Director (LOD) will submit a list of county trends to the Regional Manager (RM).

PRACTICE GUIDANCE

N/A

FORMS AND TOOLS

1. RPS Tool- available in ICWIS
2. Quality Assurance Tools – available on the QAR SharePoint.

RELATED INFORMATION

N/A