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CHILD PROTECTION SERVICES  
STANDARDS FOR EFFECTIVE PRACTICE

**STANDARDS FOR ADMINISTRATION**

**10.12 QUALITY ASSURANCE (Collecting, Monitoring And Evaluating Program Services)**

**Council on Accreditation**

The Council on Accreditation Standards G2 (Continuous Quality Improvement) and G5 (Quality of the Service Environment) link to and support Standard 10.12 *Quality Assurance*.

**Administrative Code**

The Ohio Administrative Code Rules 5101:2-57-02 (Child Protection Oversight and Evaluation); and 5101:1-49 (Quality Control Findings) address Standard 10.12 *Quality Assurance*.

**I. Philosophy**

CFSAs are accountable to the children and families served, the public and governing and advisory bodies for program outcomes and associated expenditures. CFSAs maintain accountability by collecting, monitoring and evaluating information that reports the extent to which program outcomes are being achieved and service expectations met.

Maintaining a quality assurance system that includes evaluation of performance, financial stability, customer satisfaction, and administrative compliance of internal and external program services provides the CFSA with the data needed to determine whether or not the program should be maintained, improved, revised or removed.

**II. Outcome**

Services are evaluated to ensure client outcomes are achieved in a cost effective and efficient manner.

**III. Evaluation**

FACSIS events, CPOE and the Federal Health and Human Services outcomes may be considered when evaluating this standard. In addition, the CFSA may consider the following:

- tracking and reporting on program indicators and performance measures;
- monthly Ticker Reports on QA elements;
- peer reviews on a quarterly basis.

**IV. Standards for Implementation**

**A. The Self-Evaluation Team/QA Department**

- 1) The CFSA should have a Self-Evaluation Team or Quality Assurance Department that has a mission, goals, formal structure and written procedures for identifying data needed

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to be gathered, and collected, monitored, reviewed data, and develop program recommendations based on the data findings.

**B. Gathering Data**

The CFSA should have a plan for collecting and providing regular statistical reports and qualitative data on the three CORE child welfare outcomes: Child Safety, Permanency and Child and Family Well-Being, as well as the Chaffee Independent Living Law.

- 1) At a minimum, the CFSA should monitor programs and services by collecting, analyzing, and reporting on:
  - a. data required by the Ohio Department Of Job and Family Services;
  - b. demographic information on children and families;
  - c. program service statistics;
  - d. information regarding staff workload, retention, credentials, and training needs;
  - e. service needs assessment data;
  - f. data to assess the cost-effectiveness of services;
  - g. data to assess compliance with state and federal regulations.

**C. Monitoring and Reporting**

- 1) The CFSA should establish methods for monitoring program and direct service outcomes, financial activities, contract deliverables and human resource activities (training, turnover, etc.) on a monthly basis, at minimum.
- 2) The CFSA should have a process for regularly informing key stakeholders of findings identified as a result of monitoring activities.

**D. Evaluation of Program Services**

Conducting performance evaluations on services provided by, or on behalf of, the CFSA provides verification of whether or not children and/or families' needs are being met.

- 1) The process for evaluating program services should:
  - a. be clear, concise, simple and legible;
  - b. measure the extent to which the services are effective;
  - c. evaluate client utilization of services;
  - d. be completed by persons qualified and experienced in the evaluation process;
  - e. be consistent across program services.
- 2) When evaluating program services, consideration should be given to the following areas:
  - a. service objectives or contract deliverables;
  - b. forms to be developed and used;
  - c. opportunity for in-house program staff, contract providers and consumers to participate in the evaluation process;
  - d. process for corrective action;
  - e. schedule for review (quarterly, semi-annual, annual) with time frames for evaluation activities;
  - f. analysis of collected data, aggregation and reporting with summary of outcomes;
  - g. use of evaluation findings in future planning.

- 3) In developing evaluation criteria, the CFSA should consider including the following:

- a. target population (demographics);
- b. form and cost of services;
- c. outcomes for children and families;

- d. use;
- e. appropriateness of service to client needs and outcomes achieved; and
- f. documentation of same

#### **E. Financial and Administrative Evaluation for Purchased Services**

The purpose of conducting a financial evaluation of contracted services is to assure that the CFSA is receiving the services that are being paid for.

- 1) The financial evaluation of contract services must be reviewed against the child and family contract service plan to assure contracted client outcomes are being achieved.
- 2) When identifying the items to be included in the financial evaluation of program services, the CFSA should consider the following:
  - a. units billed are supported by adequate documentation;
  - b. rate billed is rate stated in the contract;
  - c. periodic review of actual expenditures against planned rate of expenditures;
  - d. additional criteria, as needed, based on specific contract requirements;
  - e. contract amendments are supported by documentation.
- 3) The CFSA evaluates the extent to which the contract provider meets the administrative requirements outlined in the contract.

#### **F. Customer Satisfaction Evaluation**

Conducting periodic customer service evaluations provides the CFSA with critical information regarding the qualitative aspects of the service provided while providing an opportunity for the customer to articulate concerns and issues and provide feedback.

- 1) The CFSA should develop a process for surveying and evaluating consumer satisfaction on an annual basis, at minimum. The evaluation process should include, but not be limited to:
  - a. written surveys at case conferences;
  - b. phone bank;
  - c. focus groups;
  - d. one-on-one interviews;
  - e. mailed surveys.
- 2) The collected information should be provided to the program service area or contract provider for future planning.

#### **V. Financial Implications**

Costs associated with the evaluation of program goods and services provided in-house or through a contract provider are as follows:

- a. evaluation design: 80 hours @ \$71/hour = \$5,680
- b. program/financial evaluation of goods and services:  
40 hours @ \$71/hour = \$2,840/program goods and/or services provided in-house or by a contract provider.