



South Carolina Department of Social Services

Work Aid – Child Welfare Quality Assurance Debrief

Supplemental to DSS Policy Manual: Division of Quality Assurance and Continuous Quality Improvement

Purpose: This work aid guides Quality Assurance (QA) Review staff and Child Welfare staff and leadership in the process of debriefing the results of the QA review at the county level.

A. Accessing Review Data	1. Once the cases are approved and final in the Online Management System (OMS), the QA administrative assistant emails the county director, regional director, Director of Child Welfare Operations, Operations leadership, Director of Agency QA and CQI, State QA manager, regional QA manager, and performance coaches to alert them that they now have access to the cases and standard reports via SharePoint under the QA reviews by regions. 2. SharePoint contains the following information: a. PDFs of all reviewed cases b. Standard reports from the OMS that provide data on performance
B. Prior to the Debriefing	1. The county director, team leaders, and case managers review the cases internally to process the findings prior to the county debriefing. Performance coaches will be involved on an as needed basis. 2. The performance coaches may review each case with case managers who were assigned the case for training and coaching purposes for both improvement and recognition of a case handled well. The regional QA manager can be included in these discussions upon request. All foster care, family preservation and investigative workers shall be provided the cases reviewed in their county for learning purposes. 3. The regional QA manager and QA data analyst work together to prepare a PowerPoint presentation for debriefing to focus on key areas of practice needing improvements.
C. Scheduling the Debriefing	1. The administrative assistant emails the county director to schedule the debriefing. 2. Invitees to the meeting include: a. County leadership and staff; b. Deputy Director of Child Welfare; c. Director of Child Welfare Operations; d. Regional Director;

	e. Director of Agency QA and CQI; f. State QA manager; g. CQI/QA data analyst, and regional QA manager; h. Consultants from the Capacity Building Center for States (optional, upon request); and i. Representatives from Children’s Bureau (optional, upon request). 3. The debrief shall be scheduled within two weeks of the review being complete.
D. The County Debrief	1. The debriefs are scheduled for one hour. 2. During the meeting the regional QA manager and QA data analyst, upon request, discuss relevant data and trends from the review. 3. The regional QA manager and QA data analyst focus on key focus areas as determined by quality assurance and child welfare leadership. 4. The regional QA manager offers any needed support or guidance for participation in a CQI process based on areas of needed practice improvement. 5. The debriefs will be recorded. A copy of the debrief PowerPoint presentation will be placed in the county’s folder after the debrief has ended.