

## **Pennsylvania's Quality Service Reviews (QSR)**

Quality Service Reviews (QSR) provide a means to assess the quality of casework practice. The reviews being used in Pennsylvania are patterned after the Child and Family Service Reviews (CFSR) established by the federal Administration for Children and Families (ACF). The Child and Family Service Reviews assess state performance in the areas of child protective services, foster care and adoption, while focusing on goals in the areas of safety, permanency and well-being.

The Pennsylvania Office of Children, Youth and Families' (OCYF) federal CFSR review was completed during August of 2002. Pennsylvania was in substantial conformity for one of the seven outcomes related to the safety, permanency and well-being of children and families as well as six of the seven "systematic factors" assessed by ACF such as training, information systems and licensing. The systemic factor that was not in conformity was case review.

The Quality Services Review focuses on the 23 "items" identified in the federal review process that relate to the safety, permanency and well-being of children and families. Pennsylvania's case reviews measure county performance through a review of 15 county children and youth agency cases. Case records are reviewed by local review teams. Parties to the case are interviewed to develop ratings for each of the items. Item ratings form the basis of the outcome ratings for the two safety, two permanency and three well-being outcomes.

The reviews are designed to help improve child welfare services and the outcomes for children, youth and families who receive services by identifying strengths and needs within county programs, as well as areas where technical assistance can lead to program improvements. Other purposes of the reviews include:

- Assist counties with implementation of internal quality assurance;
- Inform practice at the county and state;
- Inform resource allocation within the county and state;
- Assemble data that will inform county and OCYF policy;
- Use information for federal reporting; and
- Provide timely and specific feedback to OCYF and the counties on program performance and outcomes.

Please follow the links on the left hand side of this page to learn more about Quality Service Reviews in Pennsylvania.