

**Virginia Department of Social Services
Quality Service Review (QSR)**

QSR Reviewer Positions – Information and Criteria

QSR is a system improvement tool and process used to assess the quality of child welfare practice to improve outcomes for children and families in Virginia. QSR assesses both the current status of the child and family as well as the systemic performance indicators impacting children.

Implementation of the QSR process will utilize Virginia Social Service professionals, trained in the protocol and process, to work in pairs to complete the case reviews. At this time we are accepting Reviewer applications from staff in local departments of social services as well as from VDSS state staff. In selecting Reviewers, we are looking for individuals who couple a belief in the Children's Services System Practice model with the following skills and/or attributes.

**We are looking for Reviewers
with the following attributes:**

- Knowledge of Virginia's Children's Services System Practice Model
- Ability to engage respondents
- Ability to employ active listening
- Ability to employ basic interviewing skills
- Ability to anticipate changing directions in the course of interviews
- Ability to use confidentiality appropriately and observe boundaries
- Ability to accurately summarize a case

**After training, Reviewers
will be expected to:**

- Understand how case practice skills operationalize the values and principles of the Practice Model
- Understand the QSR process and protocol
- Score objectively based on the QSR protocol and understand scoring method
- Ability to distinguish efforts from outcomes
- Write a descriptive and accurate case summary that supports the scores assigned
- Provide accurate, strength-based feedback in oral and written format, to LDSS social workers and supervisors

Reviewer Role

During a single week, Reviewers working in pairs will review and assess two cases. Each case requires two days of a Reviewer's time and the primary method of information collection is interviews with the child, family and service providers. Based upon interviews and case record information, the Reviewer will assess the family/child status and system performance as defined by the Virginia QSR protocol as the quality standard. Additional Reviewer functions include providing feedback to the LDSS director, supervisor and social worker and summarizing and presenting case information in a verbal and written report.

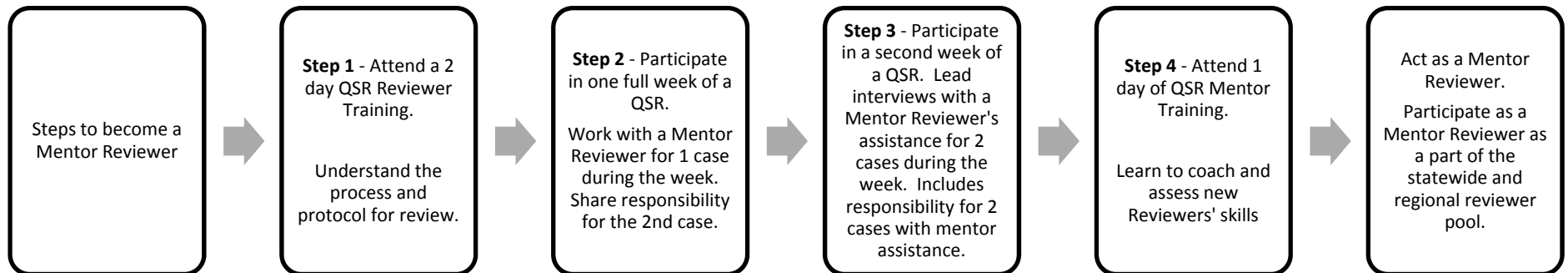
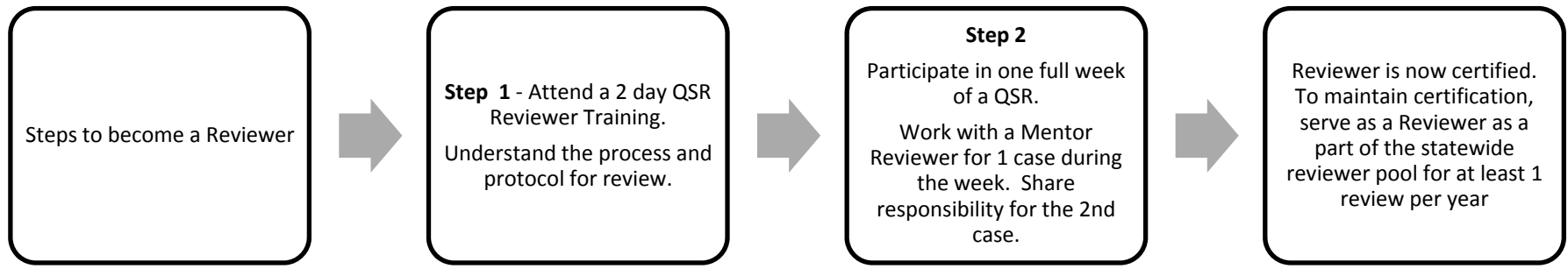
To help prepare individuals who are interested in becoming Reviewers we offer a complete training module. This module includes three steps:

1. Participate in a two day initial classroom training
2. Be mentored on four case reviews (or two weeks). This Reviewer mentoring process will include observing, practicing leading a review and receiving constructive feedback
3. Participate in one day follow-up classroom training to learn to train and mentor other Reviewers

To maintain Reviewer status, ideally each Reviewer will participate in at least one review per year once all training is completed. Participation as a Reviewer requires supervisory approval as this process does require time out of the office. If you are interested in learning more about how you may become a reviewer please contact:

- Mary Nedell at 804.726.7513 or Mary.Nedell@dss.virginia.gov
- Visit www.vafamilyconnections.com

Process for Developing Reviewers and Mentor/Reviewers for the Quality Service Review



Reviewer – Individual who has completed two days of QSR training and then participates in a QSR review of two cases with a Mentor/Reviewer.

Mentor/ Reviewer – Individual who has gone through a complete training process and attends a one day mentor training. Mentor/Reviewers work with newly trained reviewers as the second step for reviewer training.

Shadow – Individual who has not been trained in the QSR but who observes the interviews and scoring process as a part of the case review team. The shadow position on a review team is a one time opportunity to learn and understand the QSR process and outcomes.