#  CALIFORNIA

**SAFETY-ORGANIZED PRACTICE/STRUCTURED DECISION MAKING® SYSTEM**

**SCREENING CQI TOOL**

**Case Name:**  **Date/Time of Report:**

**Screening Worker:**  **Supervisor:**

**Methodology:** Supervisors will read screener narrative and review the Structured Decision Making (SDM®) hotline tools for agreement and review and assess quality of provisional harm and danger statements according to a practice behaviors scale.

**Goal:** This tool provides a continuous quality improvement (CQI) structure for supervisors to coach workers and provide balanced feedback on areas of accomplishment and areas for development and plan with workers next steps in strengthening skills.

**A. SDM® HOTLINE TOOL COMPLETION**

# Screening Decision:  In  Out

**Maltreatment Type** *(check all that apply)*:

|  |  |  |
| --- | --- | --- |
| * Physical abuse
* Severe neglect
* None selected

**American Indian/Alaska Native Determination:****Were Tribal Representatives Consulted:**  | * Sexual abuse
* Threat of sexual abuse
* General neglect
* No

🞏 Yes🞏 No, Contact attempted🞏 N/A | * Emotional abuse
* Threat of neglect
* Yes

🞏 No, contact not attempted  |
| **Screening Override:**  |  Policy  Other  |  None  |
| **Response Priority:**  |  24 hours  10 days  |  Not applicable (screened out)  |
| **Response Priority Override:**  |  To 24 hours  To 10 days  |  None  |

| **General** | **Agreement** | **Comments** |
| --- | --- | --- |
| Completed per policy  |  Yes No |  |
| **Screening Criteria**  |  |  |  |
| Preliminary screening  |  Yes |  No  |
| Screening criteria  |  Yes |  No |
| Screening decision  |  Yes |  No |
| Overrides  |  Yes |  No |
| **Response Priority**  |  |
| Automatic 24 hour  |  Yes |  No |
| Decision trees  |  Yes |  No |
| Response priority overrides  |  Yes |  No |
| Final response priority  |  Yes |  No |
| **Cross-Reporting** |  |
| Cross-Reporting Required |  Yes |  No |  |
| Cross-Report Completed |  Yes N/A |  No |  |

|  |  |  |
| --- | --- | --- |
| **Areas of Accomplishment**  | **Areas of Development**  | **Next Steps**  |
|  |  |  |

**B. SOCIAL WORKER PRACTICES**

# Use of Solution-Focused Questions and Interviewing Ladder

Consider the following when completing the scale.

* Evidence of use of Three Questions structure
* Evidence of use of questions about family network
* Evidence of use of solution-focused questions related to reported worries
* Orients caller to process for making screening decisions; documents assessment of caller’s motivations

| **Scale for Your Worker/Yourself** |
| --- |
| **Emerging\*** | **Acquired†** | **Accomplished‡** |
| **1** | **2** | **3** | **4** | **5** | **6** |
| Comments:               |  |  |  |

\* Rarely or inconsistently demonstrates the practice behaviors; or using them requires significant supervisor direction/support.

† Often demonstrates the practice behaviors, with some or minimal direction from supervisor.

‡ Consistently demonstrates the practice behaviors as standard practice in virtually all referral/case circumstances, using independent critical thinking skills.

# Quality of Harm and Danger Statements and Screener Narrative

Is a provisional harm statement documented in the screener narrative?  Yes  No

Is a provisional danger statement documented in the screener narrative?  Yes  No

Consider the following when completing the scale.

* Written in family-friendly language (no jargon)
* Behaviorally specific
* Clearly states impact on child
* Links to SDM hotline tool screening criteria selected

| **Scale for Your Worker/Yourself** |
| --- |
| **Emerging\*** | **Acquired†** | **Accomplished‡** |
| **1** | **2** | **3** | **4** | **5** | **6** |
|               |  |  |  |  |

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# Strategies for Coaching Practice Improvement

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| --- |
|               |