**California**

**SAFETY-ORGANIZED PRACTICE/Structured decision making® system  
SCREENING CQI Tool**

**Reviewer:**

**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 | Sexual abuse  Threat of sexual abuse  General neglect | Emotional abuse  Threat of neglect |

**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 |

|  |  |  |
| --- | --- | --- |
| **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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| --- |
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