

Child Protective Investigations Rapid Safety Feedback Qualtrics Review Tool User Guide

This guide to be followed if one review will be submitted at a time.

STEP 1: LINK

- A. Click the link below to access a blank tool. This same link will be used for each case review to be entered. A blank tool will not appear until the case review in progress has been submitted to the manager – so if you leave your session at any time, you can click on the link and be brought back to where you last left off with the review.

Blank Case Review Tool Link: http://myflfamilies.co1.qualtrics.com/SE/?SID=SV_1S2NV4adnTNQfLn

- B. The tool will appear in your browser.



C. Click on the “Next” button to proceed with the case review.

Child Protective Investigations

Rapid Safety Feedback & Secondary Case Review Instrument

This document contains the case review items, core concepts, instructions and considerations, and rating criterion which critical child safety teams will use to assess open investigations of children under four years of age meeting the criteria described on page 3.

Office of Child Welfare Practice July 2016

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STEP 2: COMPLETING THE SURVEY REVIEW TOOL

D. The Table of Contents appears. If you have a review in progress, you can click on any link in the contents to be directed to that page. Otherwise, click on the Next button to move forward with the review.

D

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- [Initiation of Present Danger Safety Plan](#)
- [Sufficiency of Information Collection](#)
- [Danger Threats/Impending Danger](#)
- [Assessing Caregiver Protective Capacities](#)
- [Family Functioning Assessment and Safety Decision](#)
- [Safety Plan](#)
- [Supervisory Consultation and Guidance](#)
- [Investigation is on Track](#)
- [Child Shelters](#)
- [Email Selection and Signature](#)

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- E. When you begin the review, you will find that the Table of Contents will always appear to the left of the screen. This feature will allow you to go jump from section to section of the survey review tool by clicking on any of the item links.

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- Email Selection and Signature

Would you like to add a case summary to this review?

☐ Yes

☐ No

<< Back Next >>

- F. Continue through the survey review tool by selecting a response for each question. The response you select will show a filled radio button. Users can change responses at any time throughout the case review. **Responses will not be saved unless you advanced to the next page.**

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D1. Review Period

☒ January 2017 ☐ May 2017 ☐ September 2017

☐ February 2017 ☐ June 2017 ☐ October 2017

☐ March 2017 ☐ July 2017 ☐ November 2017

☐ April 2017 ☐ August 2017 ☐ December 2017

D2. Region

☒ Northwest ☐ Northeast

☐ Central ☐ Suncoast

☐ Southeast ☐ Southern

D3. Circuit of Primary Responsibility

☐ 1 ☒ 5 ☐ 9 ☐ 13 ☐ 17

☐ 2 ☐ 6 ☐ 10 ☐ 14 ☐ 18

☐ 3 ☐ 7 ☐ 11 ☐ 15 ☐ 19

☐ 4 ☐ 8 ☐ 12 ☐ 16 ☐ 20

D4. Please fill in the following information:

QA Reviewer Name (First Last):

Intake Number (no):

G. Each item will have a notes box where comments/notes can be typed.

The screenshot shows a web browser window with the URL https://mylifefamilies.co1.qualtrics.com/jfe5/form/SV_1S2NV4adnTNQ/Case=1111. The page has a header with 'Login', 'CPI RSF TOOL', and 'New Tab'. Below the header is a navigation bar with links: 'Most Visited', 'Getting Started', 'DCF Intranet', 'FootPrints - Self Ticket', 'Suggested Sites', and 'Web Slice Gallery'. The main content area is divided into two columns. The left column is green and contains a yellow box with a black 'G'. The right column is white and contains a list of criteria with radio buttons for 'Yes' and 'No'. The criteria are:

- Prior abuse and criminal history being contained in the file with no indication of review by the investigator.
- There is no indication that the background screening information drove pre-commencement activities and the proper identification of danger threats, parent protective capacities, and child vulnerability.
- A safety plan was made with someone whose criminal history and priors could affect child safety.
- Missing criminal history and priors due to not identifying the correct focus of household participants and frequent visitors.

Below the criteria are two radio buttons: 'Yes' (selected) and 'No'. Below the radio buttons is a section titled '1.0 Notes' with a text box containing the text: 'Notes can be typed here. If you continue typing, eventually scroll bars will appear to the right. This is set up as an essay text box, so reviewers should be able to type a good bit of information in these notes boxes.' At the bottom of the form are two buttons: '<< Back' and 'Next >>'.

H. Any item with a response of “Area Needing Improvement” selected will result with an RFA question appearing

The screenshot shows a web browser window with the URL https://mylifefamilies.co1.qualtrics.com/jfe5/form/SV_1S2NV4adnTNQ/Case=1111. The page has a header with 'Login', 'CPI RSF TOOL', and 'New Tab'. Below the header is a navigation bar with links: 'Most Visited', 'Getting Started', 'DCF Intranet', 'FootPrints - Self Ticket', 'Suggested Sites', and 'Web Slice Gallery'. The main content area is divided into two columns. The left column is green and contains a yellow box with a black 'H'. The right column is white and contains a list of criteria with radio buttons for 'Yes' and 'No'. The criteria are:

- The investigator did not identify present danger upon assessment with the family when the family conditions indicated present danger. A REQUEST FOR ACTION IS REQUIRED.
- The investigator did not apply the present danger criteria accurately.
- The CCSPE does not agree with the present danger assessment.

Below the criteria are two radio buttons: 'Yes' and 'No' (selected). Below the radio buttons is a section titled '2.0.1 Was an RFA completed?' with three radio buttons: 'Yes', 'No', and 'No, issue(s) resolved'. Below the radio buttons is a section titled '2.0 Notes' with a text box.

- I. If you try and proceed through the survey review tool without answering an item, upon clicking the “next” button, you will receive a message in red asking you for a response to be selected.

The screenshot shows a web browser window with the URL https://myfamilies.co1.qualtrics.com/jfe/form/SV_152NV4adnTNQ?Case=1111. The page is titled "OFFICE OF CHILD WELFARE" and "MYFAMILIES.COM". A red message at the top says "Please answer this question." The main content area displays question 3.0: "Did the CPI implement a present danger safety plan that was sufficient to control the present danger threats identified?". Below the question, there is a detailed explanation of the concept and a list of rating criteria. A sidebar on the left contains a "Table of Contents" with links to various sections of the survey.

Table of Contents

- ✓ Case Summary
- ✓ Case Information
- ✓ Assessment of Prior Reports, Services and History
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3.0 Did the CPI implement a present danger safety plan that was sufficient to control the present danger threats identified?

Core Concepts: Where there is present danger, a protective response is developed in detail and implemented with the family through a Present Danger Safety Plan. Because family and individual circumstances are dynamic and not static in nature, present danger can be manifested at any point throughout the investigation. Development and implementation of a Present Danger Safety Plan during this initial, very early involvement with the family creates a "safety bubble" around the children in the home. This allows the investigator enough time to collect sufficient information on the family to inform the safety decision; however, the present danger plan shall not be in effect for more than 14 days without a staffing being held to assess the safety plans ongoing effectiveness to protect the child and to discuss and remove any barriers to completing the FFA-investigation.

Rating Guidance: CCSPEs are to use their professional judgment when rating this item and must provide rationale for the rating in the comments section.

When applying the rating criterion the CCSPE is looking at the sufficiency of the present danger plan to control the present danger threats identified.

The CCSPE will consider the following for "Yes" ratings:

- The investigator identified the appropriate safety services to control and manage the threats of safety with the home.
- The investigator identified the appropriate safety service providers to help manage the plan.
- The family was engaged in development of the safety plan.
- The investigator is sufficiently managing the safety plan with a minimum of weekly contact with all safety service providers.

- J. If you attempt to go to a previous page in the survey review tool by clicking on the “Back” button, you will receive a navigation message. If you “Go Back,” responses entered will be temporarily saved but not recorded until you return to the same page and click on the “Next” button.

The screenshot shows a web browser window with the URL https://myfamilies.co1.qualtrics.com/jfe/form/SV_cYotQEzEzT7HOq?Case201712345. The page is titled "CM RSF TOOL". A red message at the top says "Please answer this question." The main content area displays question 2.6: "and there are documented efforts to locate them." Below the question, there is a list of radio button options: "Strength", "Area Needing Improvement", and "Unable". A "Confirm Navigation" dialog box is displayed in the center of the screen, with a yellow warning icon and the text: "We'll temporarily save your work, but answers on this page will not be recorded unless you come back and submit this page." The dialog box has two buttons: "Go Back" and "Stay on Page". At the bottom of the page, there are two buttons: "<< Back" and "Next >>".

Confirm Navigation

⚠ We'll temporarily save your work, but answers on this page will not be recorded unless you come back and submit this page.

Go Back Stay on Page

<< Back Next >>

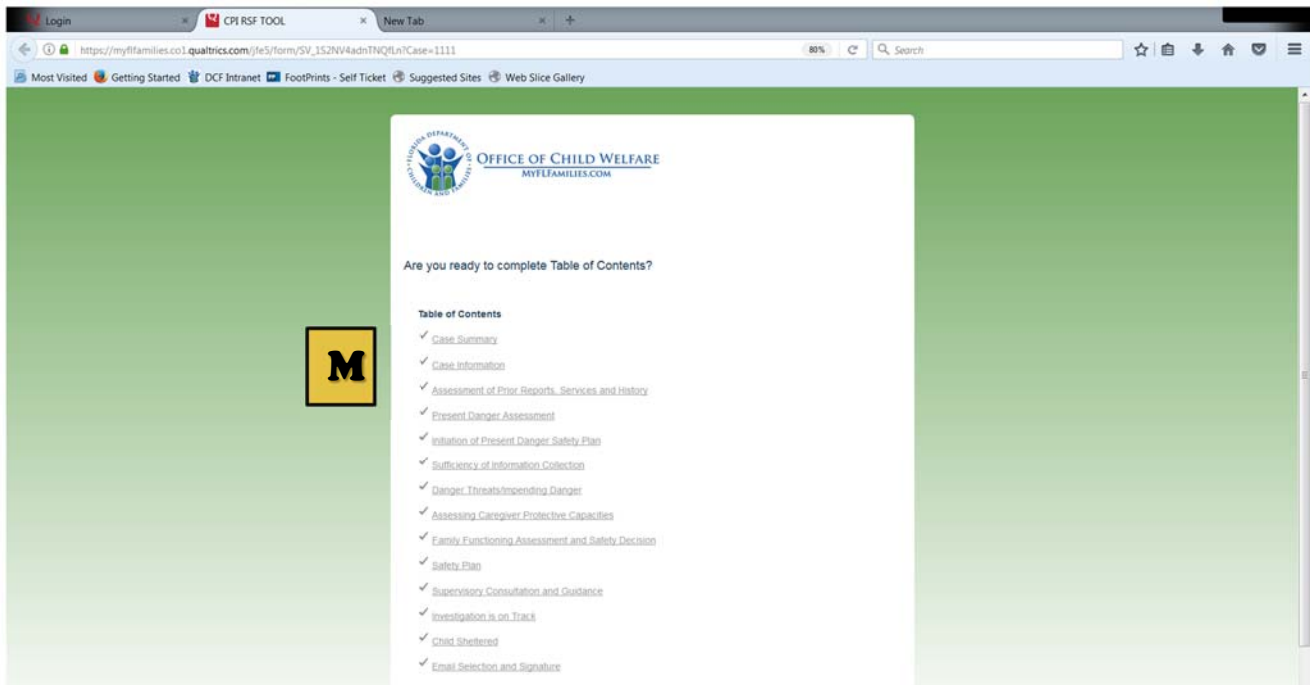
- K. When you have responded to all questions in the survey review tool, you will be asked to select the manager who will review your case.

The screenshot shows a web browser window with the URL https://myfamilies.co1.qualtrics.com/jfe5/form/SV_152NV4adnTNQfLn/Case=1111. The page is titled "OFFICE OF CHILD WELFARE MYFAMILIES.COM". On the left, a "Table of Contents" sidebar lists various survey sections, with "Email Selection and Signature" highlighted at the bottom. The main content area displays the text "Please select the manager who will review the document" above a dropdown menu. To the right of the dropdown is a yellow box with a black letter "K". Below the dropdown are two buttons: "<< Back" and "Next >>".

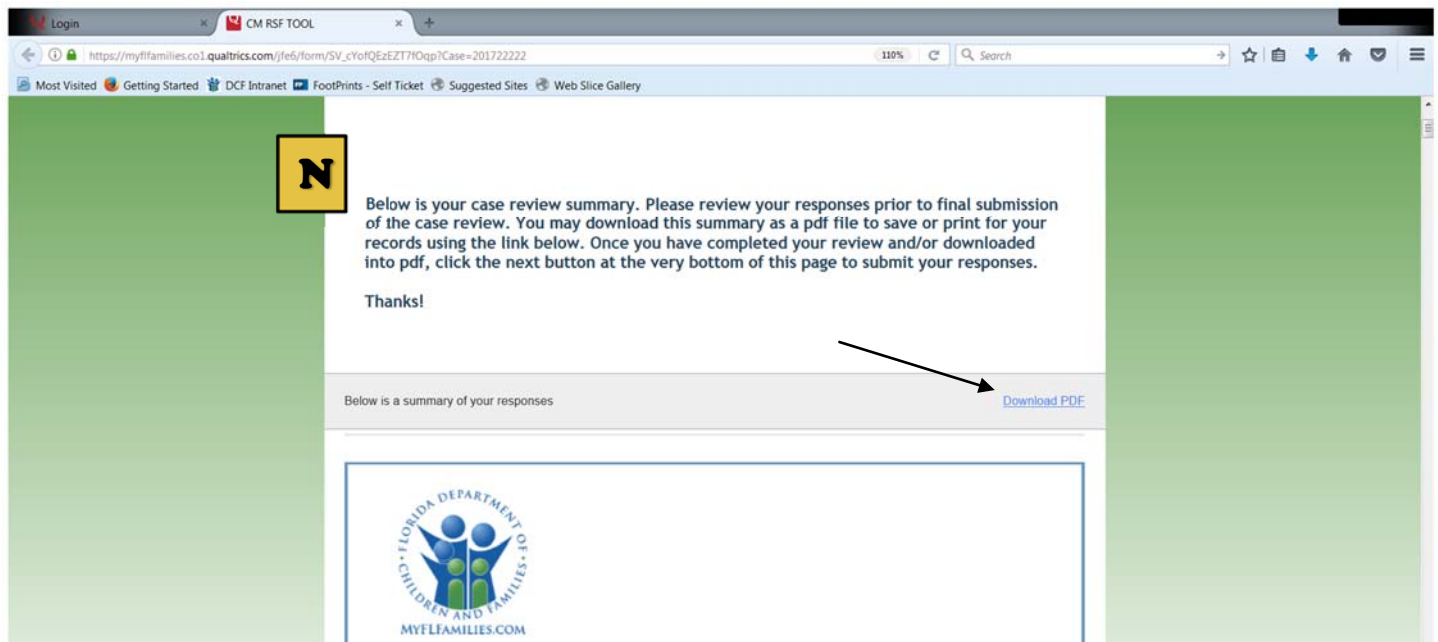
- L. From the drop-down box, carefully select the manager to whom your case review tool will be emailed for a final review. You must be careful with your selection, otherwise the case review tool will be sent to someone else!

This screenshot shows the same survey review tool interface as the previous one, but with the dropdown menu open. The dropdown list contains the following email addresses: kelly.farcloth@myfamilies.com, patricia.olson@myfamilies.com, christopher.brown@myfamilies.com, amanda.wilson@myfamilies.com, marta.timmons@myfamilies.com, frank.perry@myfamilies.com, loven.alleyne-babb@myfamilies.com, amy.kelly@myfamilies.com, stam.hall@myfamilies.com, and yuliyek@qualtrics.com. The dropdown is currently set to the first option, kelly.farcloth@myfamilies.com. The yellow box with the letter "L" is now visible to the right of the dropdown. The "Next >>" button remains at the bottom right.

- M. Once you select your manager's email and click on the "Next" button, you will be asked if you are ready to complete. Select "Next" or click on any item link to go back to that section and make any corrections.



- N. When you click "Next" in step M, you will then be provided a case review summary. Here you can scroll down the page and review all of your responses for each question/item. You can also download a PDF of this summary to save on your computer or print for a hard copy.



- O. Changes cannot be made in the case review summary. You must use the “Back” button or Table of Contents to go back into the review tool and make any needed corrections. Otherwise, click on the “Next” button to submit your work.

Strength
Area Needing Improvement

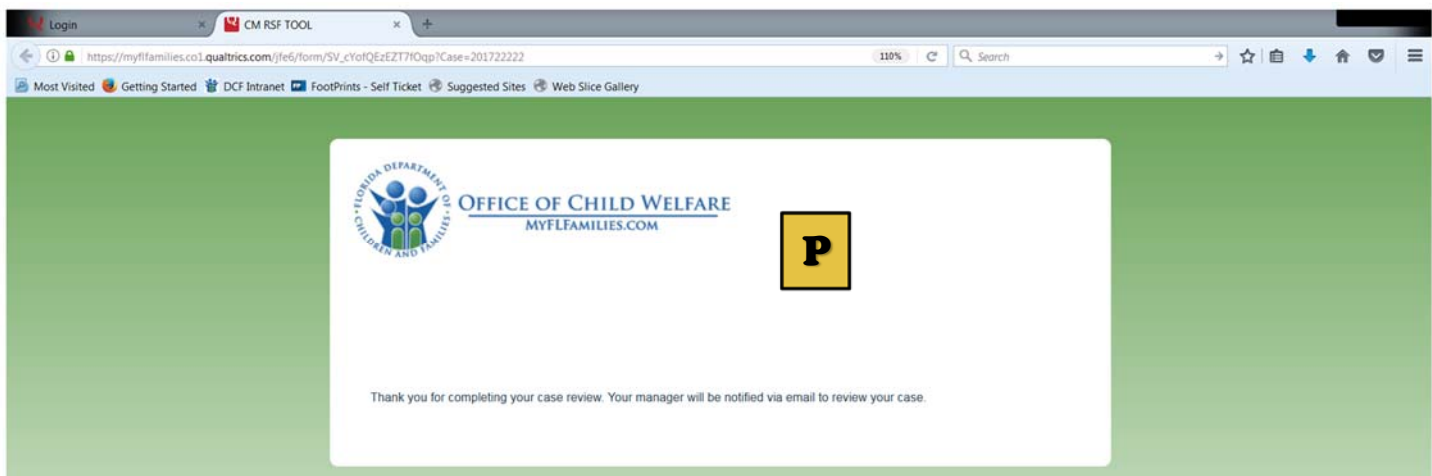
5.2 Notes

Please select the manager who will review the document

amy.kelly@myflfamilies.com

<< Back Next >>

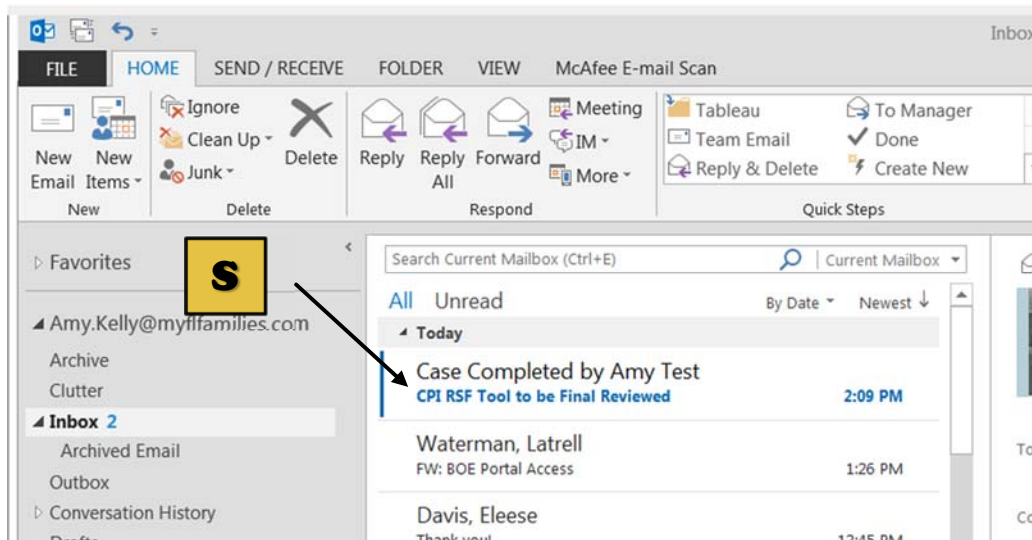
- P. Once you click on “Next” from the case review summary page, you will receive a thank you message and your case review will be automatically emailed to the designated manager for a final review. The manager will be alerted via email that a case is pending their review. Once submitted to the manager, you will no longer have access to the case review. Either the manager can make changes upon their final review or the Qualtrics admin in CQI QA can assist.



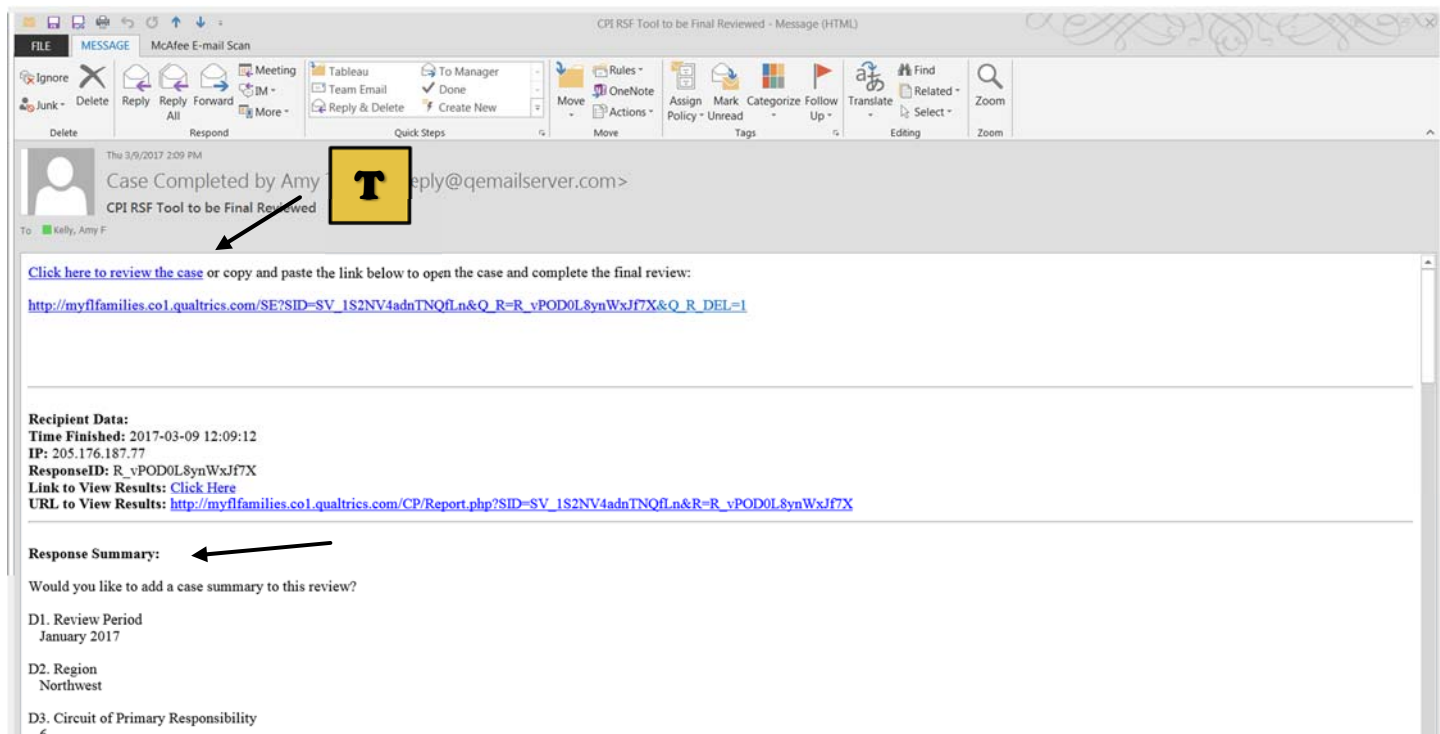
- Q. Complete steps A through P for each case review to be completed.
- R. Should you exit your browser at any time during prior to submitting the tool, click on the next button at the bottom of the page of the tool to save your work. You can then click on the survey link and you will be redirected to the page you left off. A blank tool will not appear until you have submitted the current tool in progress.

STEP 3: MANAGERS FINAL REVIEW PROCESS

- S. When a reviewer has completed a case review and submitted the survey case review tool, the manager will be notified via email to conduct a final review.



- T. Open the email. You will find the review summary in the body of the email but will need to click on "Click here to review the case" to open the case review tool for final review.



- U. When you click on the “Click here to review the case” link, the survey case review tool will open. Navigate through the survey case review tool and review the work of the reviewer. Make any needed changes at this point since the tool cannot be re-opened for corrections to be made.

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January 2017 ☐ May 2017 ☐ September 2017
February 2017 ☐ June 2017 ☐ October 2017
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D2. Region

Northwest ☒ Northeast ☐
Central ☐ Southwest ☐
Southeast ☐ Southern ☐

D3. Circles of Primary Responsibility

1 ☐ 5 ☐ 9 ☐ 13 ☐ 17
2 ☐ 6 ☐ 10 ☐ 14 ☐ 18
3 ☐ 7 ☐ 11 ☐ 15 ☐ 19
4 ☐ 8 ☐ 12 ☐ 16 ☐ 20

D4. Please fill in the following information:

QA Reviewer Name: Amy Test
Email: amy.test@mytfamilies.com
Phone Number (no area code): 20171111
PSRN Child ID: 1234
PSRN Child ID (youngest child in family):
PSRN Case ID: 122

D5. Number of Prior Investigations:

0 ☒ 4 ☐ 8 ☐
1 ☐ 5 ☐ 9 ☐
2 ☐ 6 ☐ 10 ☐
3 ☐ 7 ☐ 11+ ☐

D6. Safety Determination:

Safe ☒
Unsafe ☐
Pending Information Collection Completion ☐

- V. After all items have been reviewed, the manager will be prompted to enter any comments regarding the case review. The manager must also sign on the line indicating they have completed a final review of the survey case review tool. Signature will need to be done with the computer mouse.

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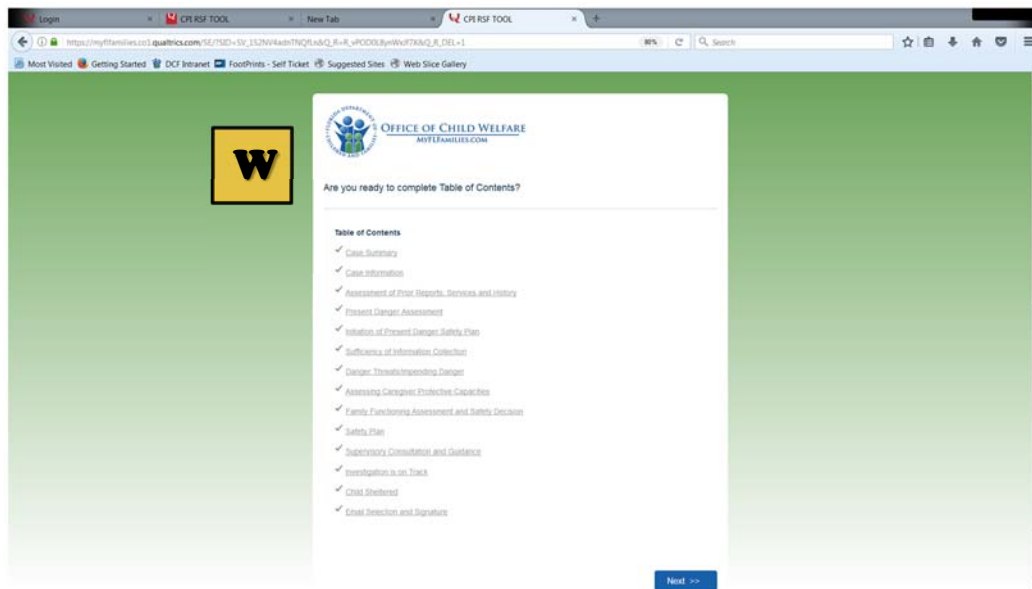
Managers comments regarding case review:

No comments at this time.

Statement of review and signature of manager - by signing below (using mouse), you indicate that you have reviewed the case and are marking it as final reviewed.

Amy Test

- W. Once signed and the “Next” button clicked, the manager will be prompted to ensure completion of the final case review. Any items in the list with no check mark indicates that page was not viewed. The manager can click on that item link in the list to be directed to that page for review and continue through the tool and be brought back to this screen. Click the “Next” button.



- X. You have completed the final case review! A thank you message will appear and the responses to each item will be stored for reporting.



Complete steps S through W for all cases emailed to you pending a final review.

ADDITIONAL INFORMATION

- Mozilla Firefox is the preferred web browser to use for Qualtrics
- Use the same web browser and computer for completing each survey case review tool
- Clicking the “Next” button in the survey review tool will save the work on the page you completed
- If you close out of your survey prior to submitting it, you can click the survey link to be directed to the tool and pick up where you left off
- Once a survey case review tool has been submitted for a final review, corrections can be made at the hands of the manager. Otherwise, call or email the Qualtrics administrator in central office/headquarters CQI/QA to assist

Child Protective Investigations Rapid Safety Feedback Qualtrics Multiple Review Tool User Guide

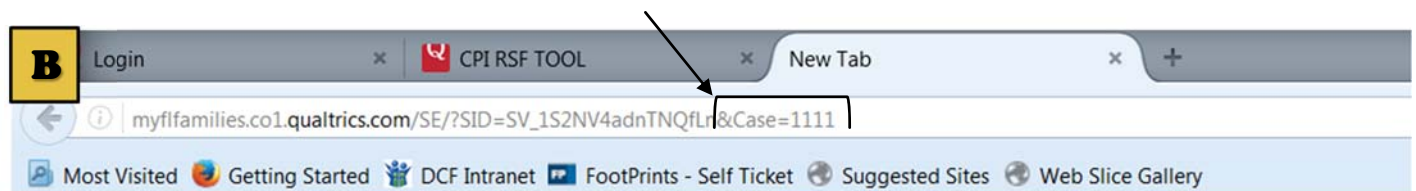
STEP 1: MAKING THE SURVEY REVIEW TOOL LINK UNIQUE TO EACH CASE REVIEW

- A. Copy and paste the link below into your web browser. Before pressing enter on the keyboard or clicking “go” in the web browser, you must add a unique identifier in the URL. Adding a unique identifier to the URL will provide users with the ability to complete multiple cases simultaneously. Refer to step 1B on adding the unique identifier.

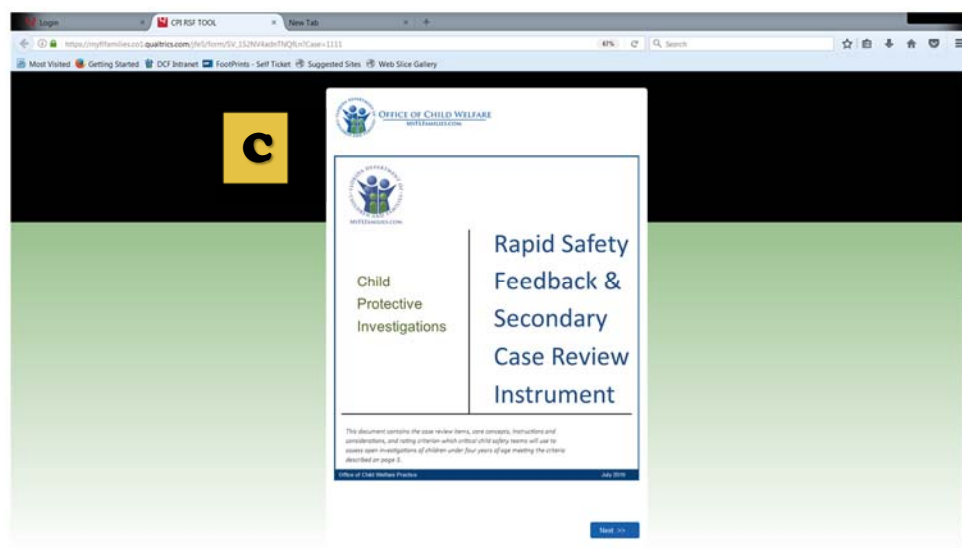
Blank Case Review Tool Link: http://mylifamilies.co1.qualtrics.com/SE/?SID=SV_1S2NV4adnTNQfLn



- B. Append to the very end of the URL, the following with no spaces: & Case = # (where # is the case id of the case you are reviewing - no dashes). The “C” in case must always be capitalized.

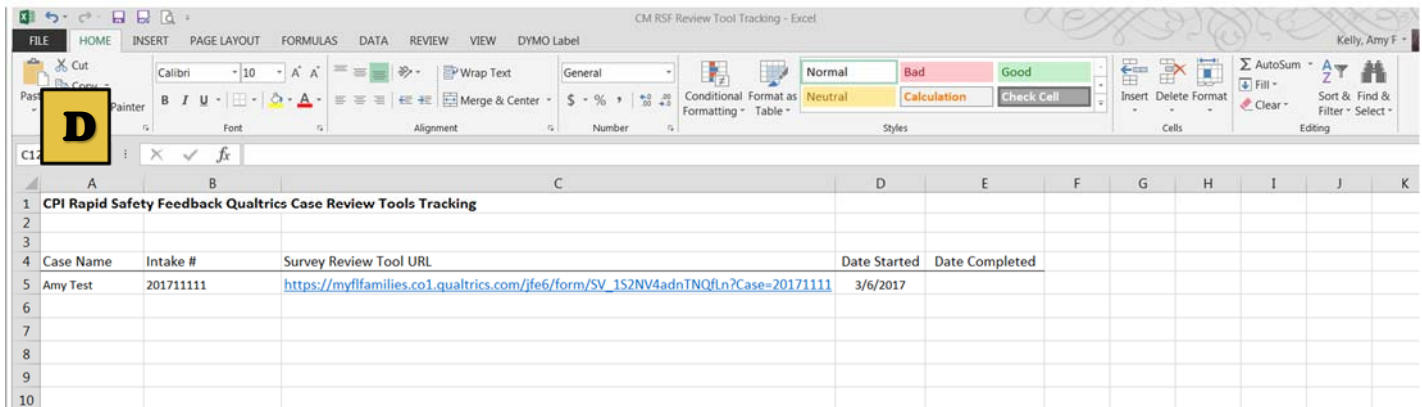


- C. After appending the unique identifier to the end of the URL as instructed in steps A and B, press enter on the keyboard or the go/refresh arrow in your browser. You will then be directed to a new blank tool.



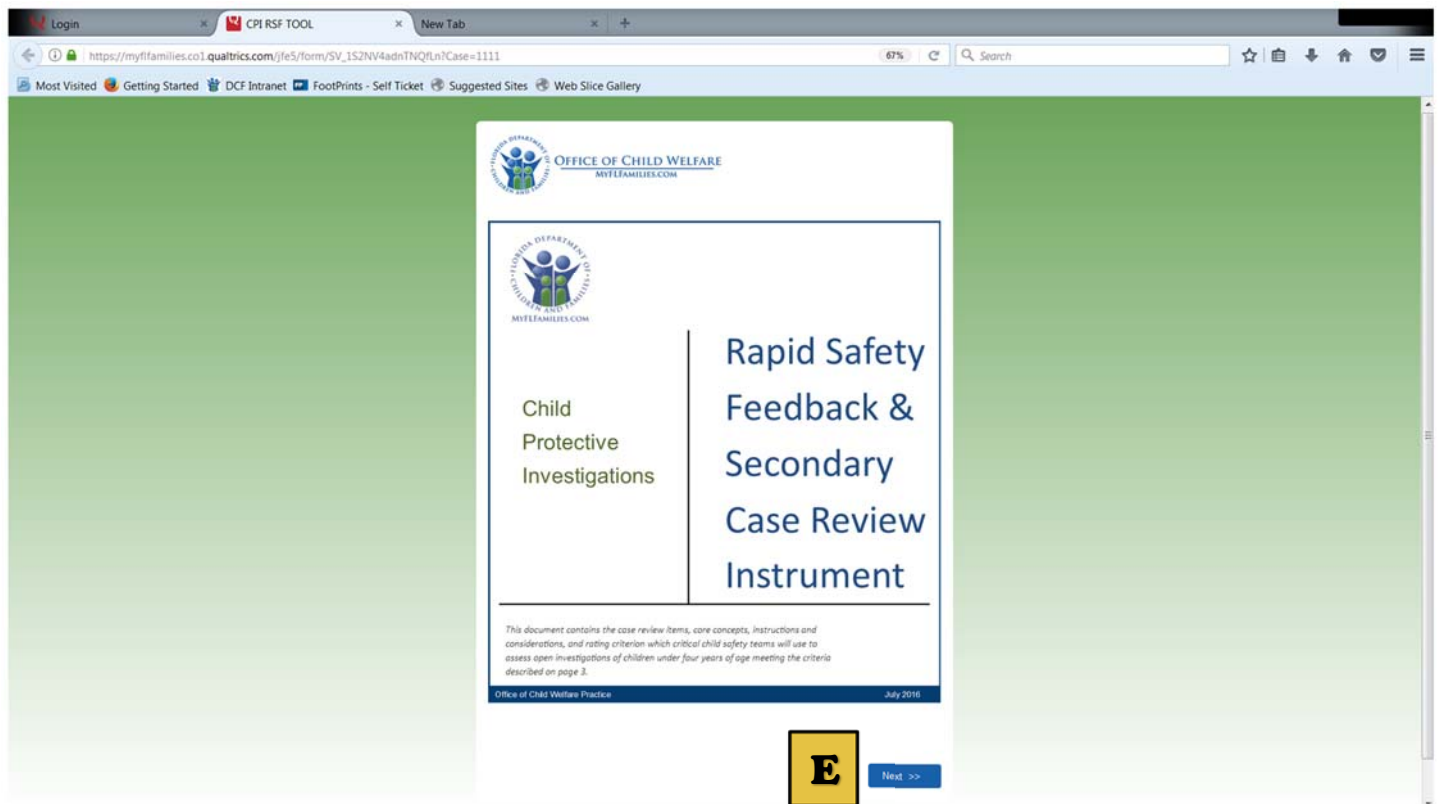
- D. Before continuing with the case review, open the excel spreadsheet tracking template and copy and paste the new unique link from your browser into column C. Keeping all unique links in the spreadsheet will serve as a tracking mechanism and provide organization of your review tools in progress. Save this file.

****The unique URL will change. Qualtrics automatically changes the ampersand to a question mark – leave as is****



CPI Rapid Safety Feedback Qualtrics Case Review Tools Tracking									
Case Name	Intake #	Survey Review Tool URL	Date Started	Date Completed					
Amy Test	201711111	https://myflfamilies.co1.qualtrics.com/jfe6/form/SV_152NV4adnTNQfLn?Case=201711111	3/6/2017						

- E. After pasting in the unique URL into the excel template, go back to your browser and Click on the “Next” button to proceed with the case review.



Office of Child Welfare
MYFLFAMILIES.COM

Child Protective Investigations

Rapid Safety Feedback & Secondary Case Review Instrument

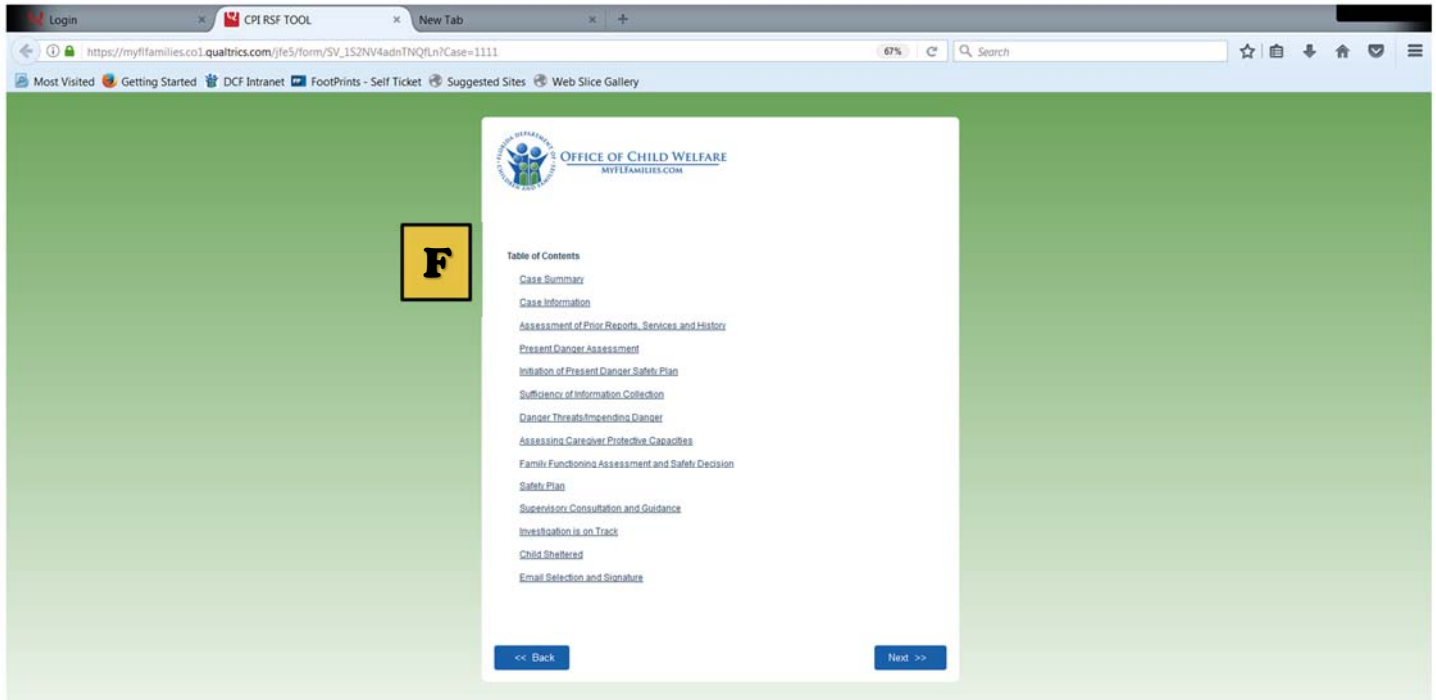
This document contains the case review items, core concepts, instructions and considerations, and rating criterion which critical child safety teams will use to assess open investigations of children under four years of age meeting the criteria described on page 3.

Office of Child Welfare Practice July 2016

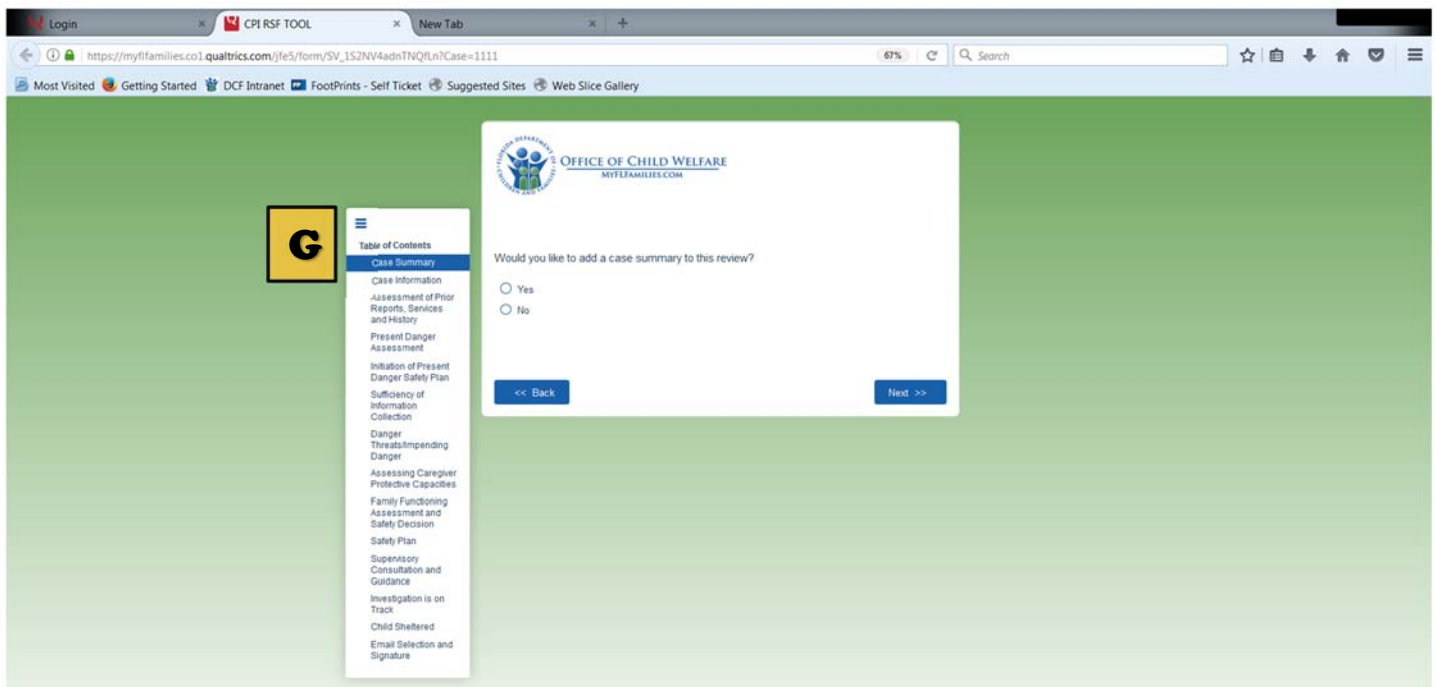
E Next >>

STEP 2: COMPLETING THE SURVEY REVIEW TOOL

- F. The Table of Contents appears. If you have a review in progress, you can click on any link in the contents to be directed to that page. Otherwise, click on the Next button to move forward with the review.



- G. When you begin the review, you will find that the Table of Contents will always appear to the left of the screen. This feature will allow you to go jump from section to section of the survey review tool by clicking on any of the item links.



- H. Continue through the survey review tool by selecting a response for each question. The response you select will show a filled radio button. Users can change responses at any time throughout the case review. Responses will not be saved unless you advanced to the next page.

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D4. Please fill in the following information:

QA Reviewer Name (First Last)
Intake Number (no)

- I. Each item will have a notes box where comments/notes can be typed.

• Prior abuse and criminal history being contained in the file with no indication of review by the investigator.

• There is no indication that the background screening information drove pre-commencement activities and the proper identification of danger threats, parent protective capacities, and child vulnerability.

• A safety plan was made with someone whose criminal history and priors could affect child safety.

• Missing criminal history and priors due to not identifying the correct focus of household participants and frequent visitors.

☒ Yes
☐ No

1.0 Notes

Notes can be typed here. If you continue typing, eventually scroll bars will appear to the right. This is set up as an essay text box, so reviewers should be able to type a good bit of information in these notes boxes.

<< Back Next >>

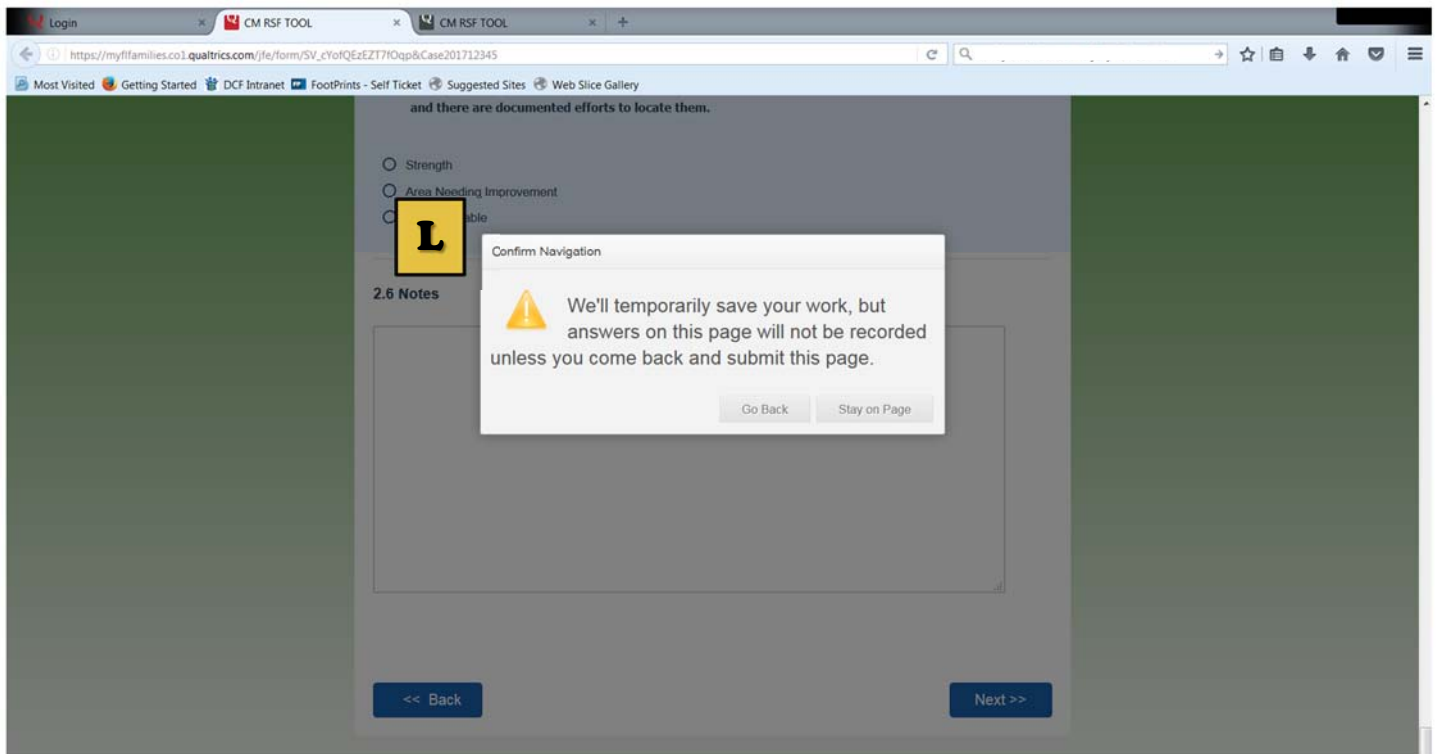
- J. Any item with a response of “Area Needing Improvement” selected, a question pertaining to an RFA being completed will appear.

The screenshot shows a web browser window with the URL https://myflfamilies.co1.qualtrics.com/jfe5/form/SV_152NV4adnTNQfLn?Case=1111. The browser tabs include "Login", "CPI RSF TOOL", and "New Tab". The page content includes a list of bullet points: "The investigator did not identify present danger upon assessment with the family when the family conditions indicated present danger. A REQUEST FOR ACTION IS REQUIRED.", "The investigator did not apply the present danger criteria accurately.", and "The CCSPE does not agree with the present danger assessment." Below these are radio buttons for "Yes" and "No", with "No" selected. A yellow box with the letter "J" is overlaid on the left side of the form. Below the radio buttons is the question "2.0.1 Was an RFA completed?" with radio buttons for "Yes", "No", and "No, issue(s) resolved". Below this is a section for "2.0 Notes" with a text input field.

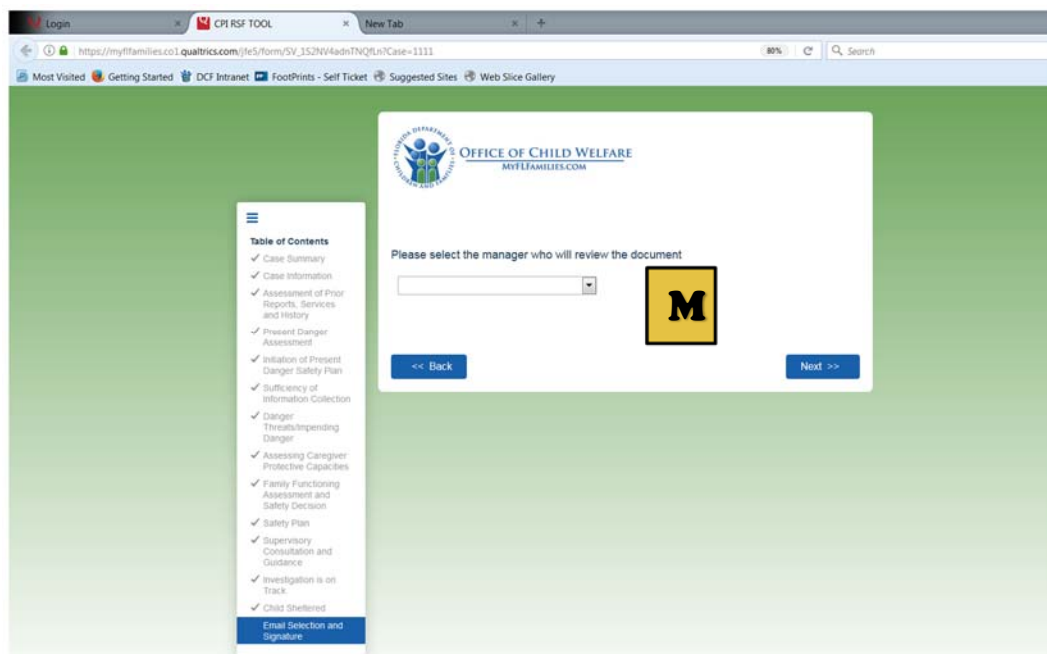
- K. If you try and proceed through the survey review tool without answering an item, upon clicking the “next” button, you will receive a message in red asking you for a response to be selected.

The screenshot shows the same web browser window as before. The page content includes a "Table of Contents" on the left with a list of items: "Case Summary", "Case Information", "Assessment of Prior Reports, Services and History", "Present Danger Assessment", "Initiation of Present Danger Safety Plan", "Sufficiency of Information Collection", "Danger Threats/Impending Danger", "Assessing Caregiver Protective Capacities", "Family Functioning Assessment and Safety Decision", "Safety Plan", "Supervisory Consultation and Guidance", "Investigation is on Track", "Child Sheltered", and "Email Selection and Signature". The "Initiation of Present Danger Safety Plan" item is highlighted. The main content area shows the "OFFICE OF CHILD WELFARE" logo and the text "Please answer this question." in red. Below this is the question "3.0 Did the CPI implement a present danger safety plan that was sufficient to control the present danger threats identified?" with a detailed description of the question and a list of bullet points: "The investigator identified the appropriate safety services to control and manage the threats of safety with the home.", "The investigator identified the appropriate safety service providers to help manage the plan.", "The family was engaged in development of the safety plan.", and "The investigator is sufficiently managing the safety plan with a minimum of weekly contact with all safety service providers." A yellow box with the letter "K" is overlaid on the left side of the form.

- L. If you attempt to go to a previous page in the survey review tool by clicking on the “Back” button, you will receive a navigation message. If you “Go Back,” responses entered will be temporarily saved but not recorded until you return to the same page and click on the “Next” button.



- M. When you have responded to all questions in the survey review tool, you will be asked to select the manager who will review your case.



- N. From the drop-down box, carefully select the manager to whom your case review tool will be emailed for a final review. You must be careful with your selection, otherwise the case review tool will be sent to someone else!

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- ✓ Safety Plan
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- ✓ Investigation is on Track
- ✓ Child Sheltered
- ✓ Email Selection and Signature

Please select the manager who will review the document

Next >>

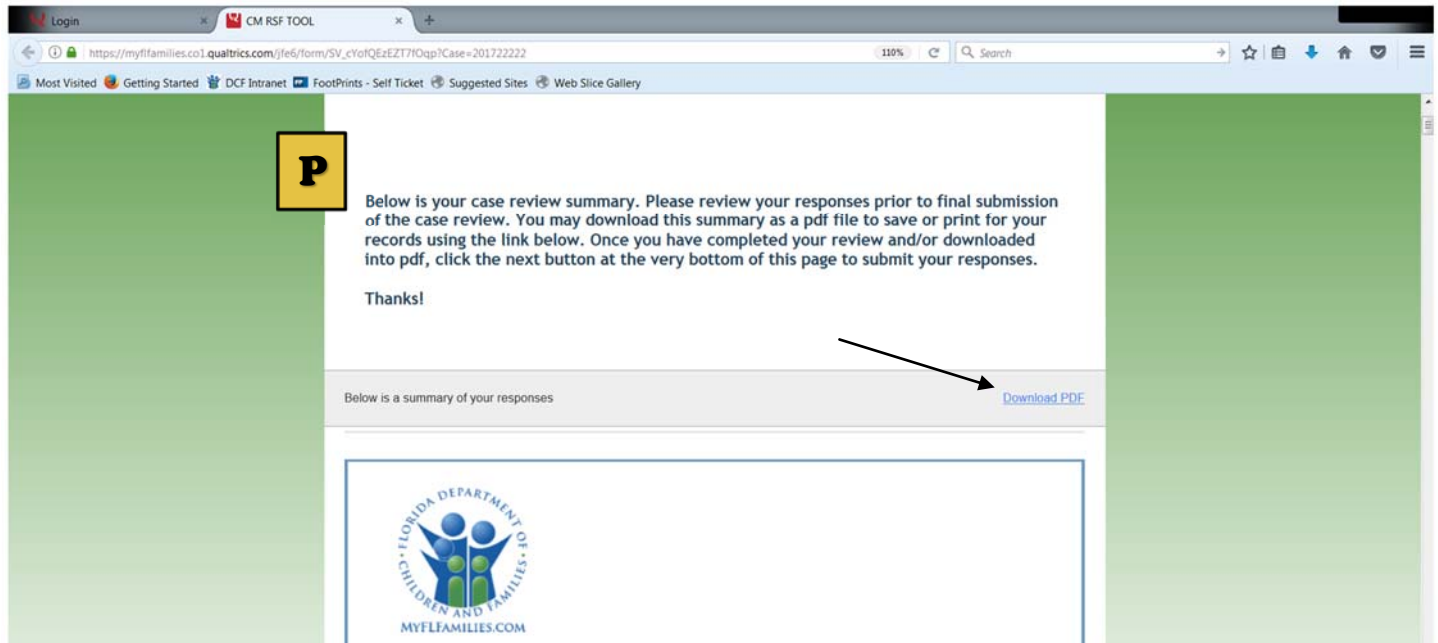
- O. Once you select your manager's email and click on the "Next" button, you will be asked if you are ready to complete. Select "Next" or click on any item link to go back to that section and make any corrections.

Are you ready to complete Table of Contents?

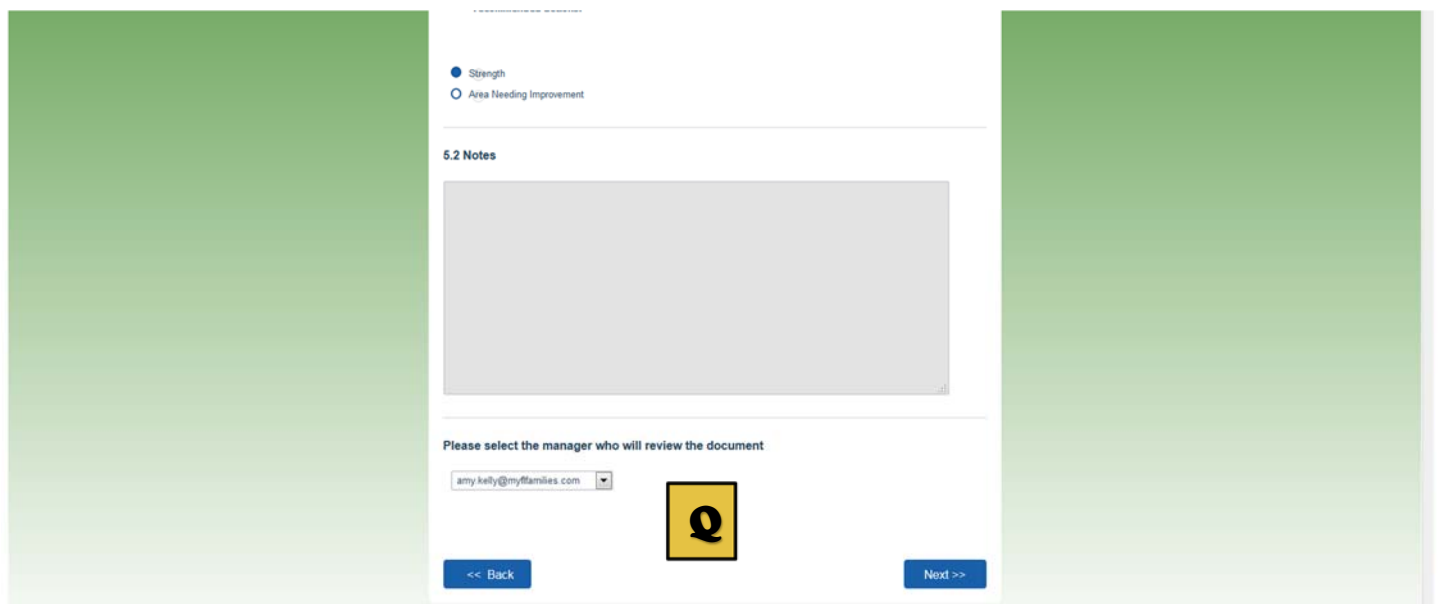
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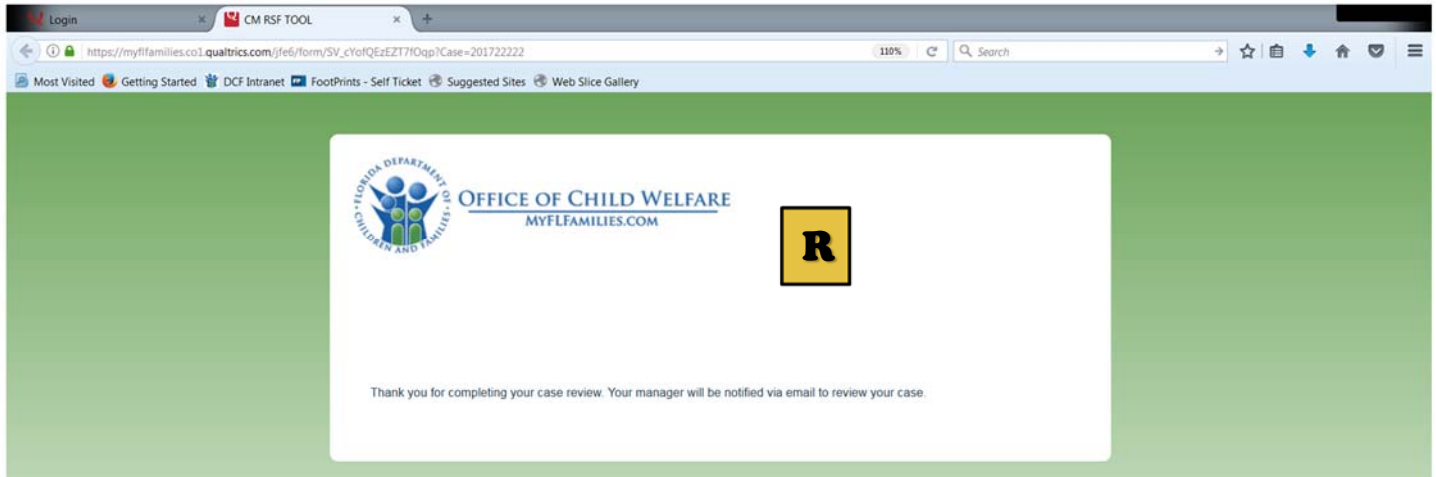
- P. When you click “Next” in step O, you will then be provided a case review summary. Here you can scroll down the page and review all of your responses for each question/item. You can also download a PDF of this summary to save on your computer or print for a hard copy.



- Q. Changes cannot be made in the case review summary. You must use the “Back” button or Table of Contents to go back into the review tool and make any needed corrections. Otherwise, click on the “Next” button to submit your work.



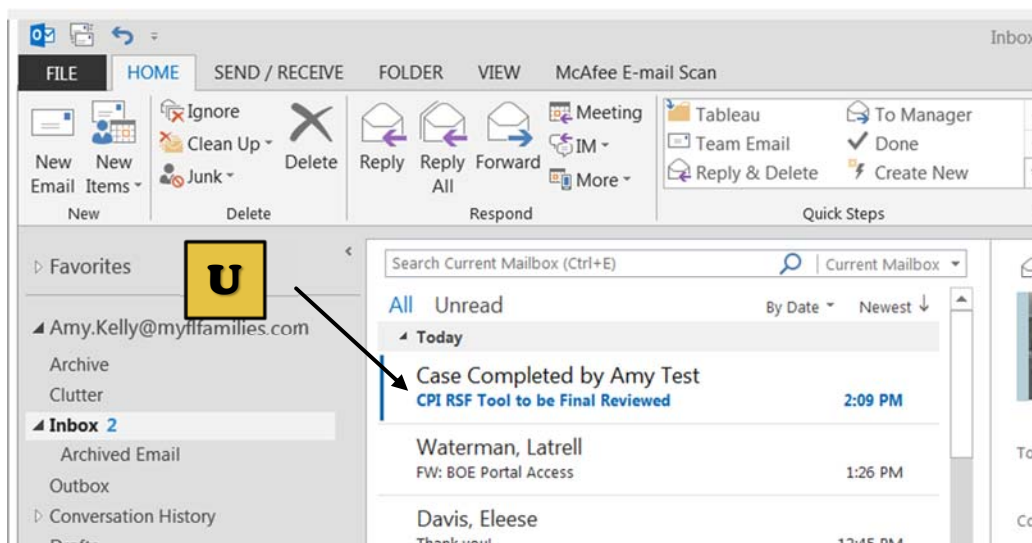
- R. Once you click on “Next” from the case review summary page, you will receive a thank you message and your case review will be automatically emailed to the designated manager for a final review. The manager will be alerted via email that a case is pending their review. Once submitted to the manager, you will no longer have access to the case review. Either the manager can make changes upon their final review or the Qualtrics admin in CQI QA can assist.



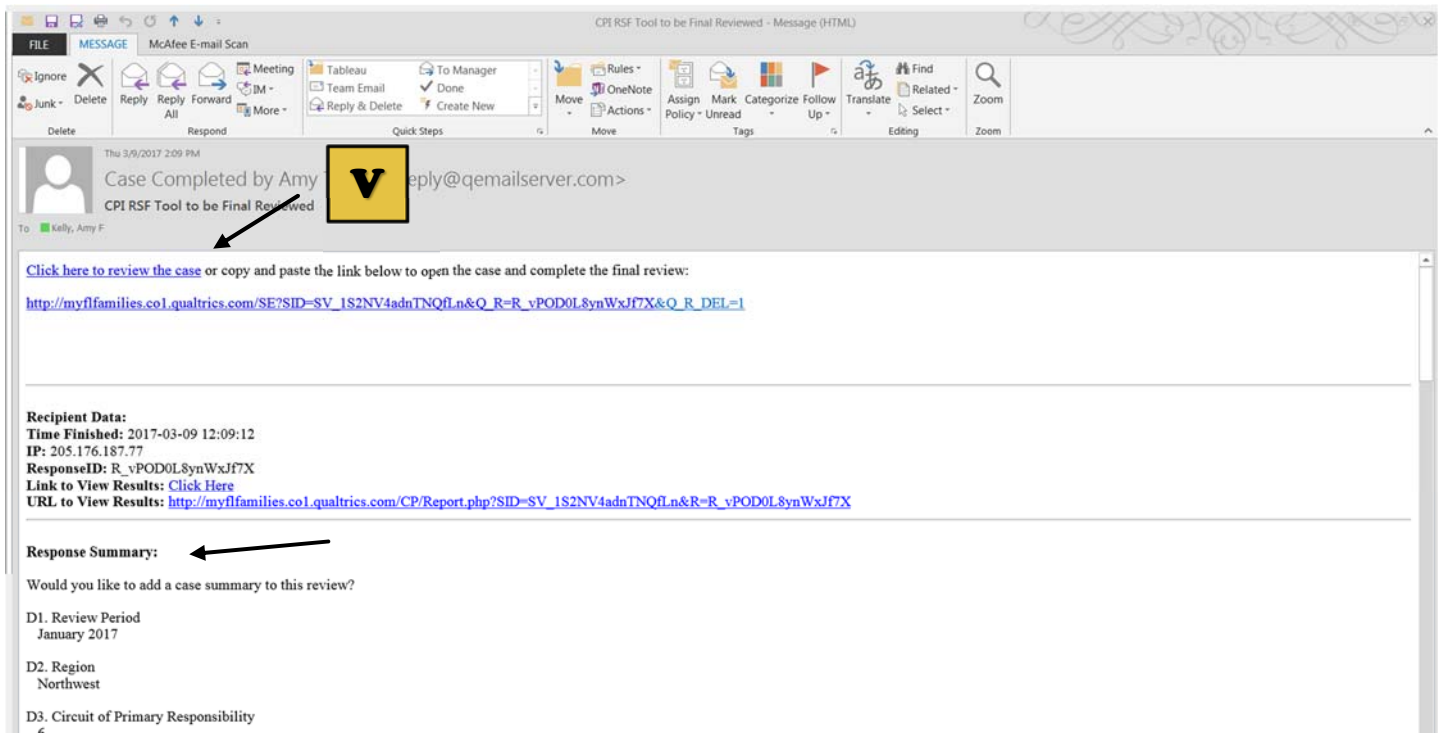
- S. Refer back to your excel tracking sheet and log the date you submitted the completed review tool.
- T. Complete steps A through S for each case review to be completed.

STEP 3: MANAGERS FINAL REVIEW PROCESS

- U. When a reviewer has completed a case review and submitted the survey case review tool, the manager will be notified via email to conduct a final review.



- V. Open the email. You will find the review summary in the body of the email but will need to click on “Click here to review the case” to open the case review tool for final review.



- W. When you click on the “Click here to review the case” link, the survey case review tool will open. Navigate through the survey case review tool and review the work of the reviewer. Make any needed changes at this point since the tool cannot be re-opened for corrections to be made.

- X. After all items have been reviewed, the manager will be prompted to enter any comments regarding the case review. The manager must also sign on the line indicating they have completed a final review of the survey case review tool. Signature will need to be done with the computer mouse.

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Managers comments regarding case review:

No comments at this time.

Statement of review and signature of manager - by signing below (using mouse), you indicate that you have reviewed the case and are marking it as final reviewed.

[Signature]

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- Y. Once signed and the “Next” button clicked, the manager will be prompted to ensure completion of the final case review. Any items in the list with no check mark indicates that page was not viewed. The manager can click on that item link in the list to be directed to that page for review and continue through the tool and be brought back to this screen. Click the “Next” button.

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Are you ready to complete Table of Contents?

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- Z. You have completed the final case review! A thank you message will appear and the responses to each item will be stored for reporting.



Complete steps U through Z for all cases emailed to you pending a final review.

ADDITIONAL INFORMATION

- Mozilla Firefox is the preferred web browser to use for Qualtrics
- Use the same web browser for completing each survey case review tool
- Clicking the “Next” button in the survey review tool will save the work on the page you completed
- If you close out of your survey prior to submitting it, you can copy and paste the link from your excel template into your web browser and pick up where you left off
- Once a survey case review tool has been submitted for a final review, corrections can be made at the hands of the manager. Otherwise, call or email the Qualtrics administrator in central office/headquarters CQI/QA to assist
- After pasting the original survey case review tool link into your browser, append the “&Case=#” (as described in step 1 A – C) to the URL before proceeding. If this is not done correctly and in the order as instructed, the survey will not save and be inaccessible should you close out of it
- Qualtrics is web-based and the survey tool can be accessed from any device so long as you have the link