**QIC-AG Continuum Assessment for Partner Sites**

**Overview:**

The QIC-AG Continuum Assessment builds off of the initial assessments that have already been completed with the sites for target population 1 and 2. Target population 1 and 2 are defined as follows:

* **Target Group 1**: Children with challenging mental health, emotional or behavioral issues who are waiting for an adoptive or guardianship placement as well as children in an identified adoptive or guardianship home for whom the placement has not resulted in finalization for a significant period of time.
* **Target Group 2:** Children and families who have already finalized the adoption or guardianship. This group includes children who have obtained permanency through private guardianship and domestic private or international adoptions.

The continuum assessment is composed of two separate but inter-connected elements. The first element gathers macro level organizational information on the site. This information is organized by capacity domains that fall under process, outcomes and cost. Listed below are the capacity domains broken out by the categories.

Process

* Infrastructure (includes questions related to legal and policy)
* Functioning (includes questions related to structure, communication and assessment)
* Operations (includes questions related to inter and intra agency relationships, monitoring/management , programs/interventions and availability/access)

Outcomes:

* Knowledge (includes questions related to training)
* Ability (includes questions related to provider capacity)
* Attitudes (includes questions related to culture of the system)
* Critical reflection and evaluation (includes questions related to needs identification and impact)

Cost:

* Resources (includes questions related to finances)

The second element gathers specific information about the programs/interventions that are offered at each of the intervals on the QIC-AG continuum framework:

* Stage setting
* Preparation
* Focused
* Universal
* Selective
* Indicated
* Intensive
* Maintenance

The completed continuum assessment will: 1) clarify the existing services offered at each interval of the continuum; 2) assist in identifying gaps and strengths along the site’s continuum; 3) inform the identification of evaluable interval assignment; and 4) identify areas for capacity building. Ultimately, the continuum along with the population template will lay the foundation for the work that will be done with the sites over the course of the initiative. A similar assessment will be completed at the conclusion of the project with each site to assess changes that have been made to both the macro level system and the continuum of services since the start of the QIC-AG. This information will be critical to the evaluation of the QIC-AG.

**Element #1: Macro Level Organizational Information**

**PROCESS**

**INFRASTRUCTURE:**

**Legal and Legislative:** Legislation is in place that supports the provision of services to target group 1 and 2.

* What legal mandates/legislation/statues positively or negatively impact target group 1 and/or 2? Please describe including date they were instituted.
* Are there any active lawsuits and the impact on target group 1 and 2? If yes, please describe including start and estimated end date.
* Is there any pending legislation that may impact target group 1 and 2? If yes, please describe.

**Policy:** The agency has written policies and procedures that promote and support service delivery to target group 1 and 2.

* What are the policies and procedures that impact service delivery to target group 1 and 2 (i.e.: subsidy eligibility)?
* Are there gaps in these policies and procedures that hinder the work with target group 1 and 2? What has been done to address these noted gaps? When did the efforts occur?

**FUNCTIONING:**

**Structure:** The agency has methods in place to identify needs of target group 1 and 2 and this information is used to develop and structure services for the Target Group 1 and 2.

* What are the site’s current plan for the identification, development and refinement of services for adoptive and guardianship families? How is this plan used to inform your practice model?
* Are post adoption/guardianship family’s needs and issues represented in the site’s current strategic plan? (If so, how? What process was used to get this information) (If their needs are not included, what is the willingness to include this information?)
* What is the current structure to coordinate and support pre- and post-adoption/guardianship service providers?
* Is there an existing committee or governance structure that coordinates work related to services for target group 1 and 2?
* How does the site currently determine needs, develop strategies, and prioritize projects and initiatives related to target group 1 and 2? How does the site assess program effectiveness? What and how are stakeholders involved with this process?

**Communication:** The agency has developed strategies to ensure information is consistently obtained about target group 1 and 2 and that this information is shared among key services providers and stakeholders relevant to the population.

* What are the current outreach and engagement plans that target adoptive/ guardianship families?
* How is information shared across departments, systems, private and voluntary sectors related to the needs of adoptive and guardianship families?
* Are there current statewide information systems/processes that collect information on target group 1 and 2 and provide this information to service providers (i.e. performance dashboard, monthly QA reports, survey results, policy transmittals)?

**Assessment:** The agency has established methods to gather information on the needs of individual children and families in target group 1 and 2 and uses this information to inform the development and delivery of services.

* How is the site conducting comprehensive screening and functional assessments of children to ensure appropriate service intervention?
* What standardized assessment tools are used to identify risks, protective factors and treatment needs of children and families in target group 1 and 2?
* What is the linkage between assessments, interventions and outcomes? In other words, how is data from assessments used to target interventions and to determine the extent to which selected interventions contributed to the outcomes?

**OPERATIONS:**

**Interagency and Intra-Agency Relationships:** The agency has developed cross system, interdepartmental and community partnerships that maximize resources for target group 1 and 2.

* Are there any relationships with private provider networks/associations involved with target group 1 and 2? If yes, please describe their role and relationship with the child welfare agency.
* Does your site have a state/local foster/adoptive/guardianship parent association? If yes, describe their role and relationship with the child welfare agency. How do they provide input regarding the needs of Target Group 1? Target Group 2?
* Are the coordinated referrals and hand-offs between pre and post adoption and guardianship services/workers? If yes, please describe.
* Are there formal linkages between cross system service providers (i.e. mental health and child welfare committee meetings, human service coordinating bodies) that coordinate services for target group 1 and 2? If yes, please describe their role and relationship with the child welfare agency.

**Availability/Access:** The agency has developed methods and strategies to consistently inform adoptive parents and guardians of the availability and process for accessing services for target group 1 and 2.

*Pre Adoption/Guardianship (target group 1):*

* How are families informed of services that will be available to them after finalization of adoption/guardianship?
* Are there any services/vendors that start providing services prior to finalization and continue to provide services post finalization?

*Post Adoption/Guardianship:*

* How and when are adoptive and guardianship families made aware of the services that are available to them?

Are there families that you are aware of that do not know how to access services? How do you become aware of these families and what do you do to assist them?

* Is there a centralized process for families to access services? If yes explain. If not explain the process for accessing services.
* Is there currently a warm or hotline for pre- and post-adoptive/guardianship families to contact? If yes, what are the hours?
* Is there currently an up to date online database that families can access to get information on pre- and post -adoption and guardianship services? Who keeps this up to date? If there is not an online database, what other methods are families using to get information on pre- and post-adoption and guardianship services?
* Do you routinely track the reason families call for services? What barriers do adoptive and guardianship families most often report in accessing services?

**Monitoring and Management:** The agency has developed methods and strategies to gather detailed information on programs and services provided to target group 1 and 2 and uses this information to refine their processes.

* How does your site monitor programs/interventions that serve the target groups?
* How is this information used to increase staff effectiveness (improved knowledge, skills, attitudes/perspectives, behaviors) or improve program components?
* What challenges do you face in monitoring these programs/interventions?
* Are there standard implementation/outcome expectations for vendors that provide services to target group 1 and 2? If yes, what are the expectations and how are they monitored?
* Does your site have a current client satisfaction process for foster parents and/or adoptive parents/guardians?

**Programs/Interventions:** The agency has developed culturally sensitive methods and strategies to identify the services and interventions that will respond to the needs of target group 1 and 2.

* What assessments are done routinely to identify the needs of target group 1 and 2?
* How are assessments and diagnoses currently used to identify the program or interventions that appropriately matches the identified need?
* What is the process to roll out a new intervention in the state/county/tribe?
* How does the site identify and assess the appropriateness of a new intervention before implementation? (i.e. Evidence Based Intervention (EBI) Integration Committee, a specific department/unit) Who are the key staff involved in these decisions? Can you describe any success or failures in trying to implement EBI in the past?

**OUTCOMES**

**KNOWLEDGE:**

**Training:** The agency has a training and education process that includes components to prepare staff and families to respond to the needs of target group 1 and 2 in a culturally sensitive/relevant manner.

* What trainings are offered to providers that serve target group 1 and 2 (i.e.: related to assessment, intervention, and evaluation)?
* What regular trainings are offered to foster, adoptive and guardianship families? Are any offered to youth?
* Are there current expectations and standards related to the level of adoption competency for staff that work with target group 1 or 2? If yes, describe.
* Is there a training structure that will be included in the planning and support of the QIC-AG initiative?
* What trainings are offered to integrate trauma informed practice into the service environment?

**ABILITY:**

**Capacity of Providers:** The agency has processes in place to identify and monitor the capacity of providers working with target group 1 and 2.

* How does the site currently assess the capacity of providers to respond to the needs identified for target group 1 and 2?
* Are there sufficient providers with adoption/guardianship competency to respond to the needs of target group 1 and 2?
* How does the system measure the ability of providers to effectively serve target group 1 and 2?

**ATTITUDES:**

**Culture:** The agency has an understanding of its current culture and uses this information to guide the plans for positive change.

* How often has the site implemented new interventions in the past year? past five years?
* What is the history of the site in terms of implementation and expectation of utilizing new practices for target group 1 and 2?
* How motivated are line staff, middle managers and directors to implement new practices for target group 1 and 2?
* Does the agency administration perceive there to be a need to change the continuum of services for target group 1 and 2? Do line level staff?
* What is the current workload and time pressures for staff providing services to target group 1 and 2?
* Does the agency value the philosophy of trauma informed services? How has trauma informed practice been integrated into the practice philosophy?
* How does the site feel about the significance of developing an evidence base to support child welfare practice? Does the agency culture support/value the use of evidenced supported intervention?

**CRITICAL REFLECTION AND EVALUATION:**

**Needs Identification:** The agency has developed strategies that routinely assess needs and preferences of target group 1 and 2.

* Are there currently any standardized processes at a macro level to determine what needs and additional supports may be necessary for target group 1 and 2?
* How are adoptive and guardianship families involved in the identification of services/interventions?

**Impact:** The agency has a process in place to collect outcome data on services/interventions offered to target group 1 and 2.

* Is there a research/data division that does or can provide information about the outcomes of services that focus on target group 1 and 2? If yes, how frequently are the outcome data collected and what information is currently being collected on the continuum services?
* Is there an outside vendor(s) that your system works with to collect outcomes on interventions for target group 1 or 2?
* What data is currently available establishing the effectiveness of interventions designed for target population 1 and 2?

**COST**

**RESOURCES:**

**Finances:** The agency has resources to develop and implement services to meet the needs of target group 1 and 2.

* What is the site’s ability to financially support the development and implementation of services to meet the needs or target group 1 and 2?
* What is your site’s current budget for target group 2?
* Is the availability of services for target group 1 and 2 driven more by resources or need? Explain.
* Are there any barriers to identifying and hiring sufficient staff with the necessary characteristics and attitudes to serve as implementers?
* Is the site currently under or expecting any budgetary reductions that could impact their ability to allocate resources and staff time to this initiative?

**Element #2:**

**Programs/Interventions Offered at Each Interval on the QIC-AG Continuum Framework**

**Directions:**

Conduct a thorough assessment of all services/interventions offered by the site that work with the QIC-AG target populations. For each service/intervention identified, answer all of the questions below. We are interested in collecting information for each of the intervals along the QIC-AG continuum: Stage Setting, Preparation, Focused, Universal, Selective Indicated, Intensive, and Maintenance. Services/interventions listed below should be directly related to target group 1 and/or 2. Please note that we are asking for specific services rather than programs. For example ASAP may be the program that provides post adoption services in TN. However, ASAP provides many services. Each of these services should be listed below and not lumped under one entry called ASAP. Please also note that we are looking for services/interventions that are offered anywhere in the site (i.e. designated state, county that is working with QIC-AG).

Following the interval specific questions, there are some broad questions about the site’s overall continuum.

**Questions to be asked for each service/intervention in the interval:**

* Type of service (Information and referrals, educational programs or materials, support programs (groups, mentors, buddy families, etc.), in-home counseling, out-of-home counseling, respite, residential/day treatment, mediation, assessment, specialized recruitment and development, educational advocacy, other )
* Name of service/intervention
* Length of time service/intervention has been in use
* What is the primary goal of the service/intervention?
* Who are the current providers?
* Practitioner characteristics (Number of staff, minimum educational standards, training requirements, case ratio, clinical supervision, types of practitioner such as social worker, physician, parent, current workload and time pressures of staff who are providing current service)
* Regions/locations served:
  + Eligibility criteria for service/intervention
* Characteristics of service/intervention
* Evidence supported/promising practice (name, if applicable)
* Risk factors/protective factors addressed by service/intervention
* Intended client
* Service delivery (frequency, duration, source of referrals)
* How did the site originally identify the need for the program?
* What assessment tools are used (functional, resiliency, mental health) and are these used to determine eligibility for the service/intervention
* Outcomes
* Is output and/or outcome data collected?
* How is data collected?
* Number of clients served in last fiscal year?
* What was impact on families served in last fiscal year?
* Is there a standard set of outcome measures for this program/intervention?

**Questions to be asked for each the interval:**

* + What services/interventions are missing in this interval to meet the needs of target group 1 or 2?
  + What are the major barriers in this interval to providing services to target group 1 or 2?
  + Are there major barriers target group 1 or 2 encounter accessing services in this interval?
  + What are the major strengths in this interval to providing services for target group 1 or 2?