



New Hampshire Division for Children, Youth and Families Policy Manual
2855 RISK AND SAFETY CONSULTATION

Chapter: Quality Assurance

Section: Practice Reviews

Approved:

Joseph E. Ribsam, Jr., DCYF Director

Policy Directive: **23-10**

Effective Date: **February 2023**

References Of Note

Federal Authority:

Statutes: [RSA 126-A](#)

Administrative Rules:

Case Law:

This policy establishes the guidelines for Risk and Safety Consultation Quality Assurance reviews.

Required Practices

Any deviations to the following information must be documented with Supervisory Approval.

- I. Risk and Safety Consultation (RSC) is a quality assurance program implemented by DCYF.
 - A. Pursuant to RSA 126-A:4, IV(b), records from quality assurance programs are confidential, privileged and protected from direct or indirect discovery, subpoena, or admission into evidence in any judicial or administrative proceeding, except in cases of department-led legal action or evidence of fraudulent or criminal behavior which is referred to the appropriate law enforcement authority.
 - B. Records protected under RSA 126-A:4, IV include, but are not limited to:
 1. Documentation within the RSC dashboard (Mindshare) including (but not limited to) predictions, assignments, review tools, and tracking of action steps;
 2. Internal review tools completed by RSC Coaches and Supervisors;
 3. Emails from RSC Coaches and Supervisors to staff and Supervisors about action steps and accountability related to RSC;
 4. Reports or statements generated by RSC Coaches and Supervisors for the purpose of quality assurance; and
 5. Minutes or notes from internal teaming meetings to discuss gaps in practice and future action steps to address those gaps.
- II. Field staff must engage and collaborate with RSC Coaches and Supervisors during the process.

- III. RSC Coaches or Supervisors will implement RSC by:
 - A. Completing the safety-focused review tool;
 - B. Scheduling the RSC Teaming to discuss the case;
 - C. Facilitating the RSC Teaming;
 - D. Devising a plan for further assessment and actions, if needed;
 - E. Documenting the teaming and related actions in the RSC dashboard (in Mindshare); and
 - F. Tracking RSC Action Tasks.
 - 1. The RSC Coach should follow-up with the CPSW and their immediate Supervisor if actions are not completed by the given due date.
- IV. The Teaming process will include:
 - A. Debriefing safety concerns, emerging dangers, and risk of future death or serious injury of any child in the home/family;
 - B. Developing a plan to reduce potential threats to children, if identified;
 - C. Identifying who will be responsible for action tasks and assigning timeframes for the tasks; and
 - D. Providing positive feedback regarding case strengths, as well as discussing case concerns and opportunities for improvement.
- V. RSC Coaches and Supervisors may consider ending RSC involvement on an open CPS Assessment when the following criteria are met:
 - A. A minimum of 3 of the safety-focused review tools have been completed over the course of the CPS Assessment;
 - B. The CPS Assessment has been open for at least 60 days;
 - C. There are no pending action steps;
 - D. Identified safety and risk concerns have been addressed; and
 - E. There is no active Safety Plan in place.
- VI. Prior to ending involvement on an open CPS Assessment, the RSC Coach or Supervisor will document the reasons for ending RSC involvement in the RSC dashboard (Mindshare) and will notify the CPSW and their Supervisor that RSC is ending its involvement.
- VII. As part of Continuous Quality Improvement (CQI), the RSC team will:

- A. Provide quarterly feedback to management with data stratified by question in order to determine:
 - 1. Trends;
 - 2. Anomalies;
 - 3. Areas for improvement; and
 - 4. Areas of high performance;
- B. Meet in-person with DCYF leadership to develop a performance improvement plan; and
- C. Share positive trends observed in a particular unit with all units.

Glossary and Document Specific Definitions

[A - B](#) [C - D](#) [E - F](#) [G - I](#) [J - L](#) [M - N](#) [O - Q](#) [R - S](#) [T - V](#) [W - Z](#)

For the Purpose of this Document:

“Teaming” means a staffed meeting between the RSC Team and field staff that occurs within one (1) business day of a review’s completion to mitigate safety concerns, encourage case practice improvement, and provide coaching and support to child welfare staff.

Document Change Log

PD	Modification Made	Approved	Date