Iowa Department of Health and Human Services

Crisis Intervention, Stabilization, and Reunification Contracts (CISR) Recruitment, Retention, Training, and Support (RRTS)

Annual Innovation and Improvement and Quality Assurance System Report

Submit to contract Service Contract Specialist by August 31st after the end of each contract state fiscal year.

Contractor	
Contract Number	
Service	**Select one...**
HHS Service Area	
SFY	
Date of Report	

Innovation And Improvement
(CISR Contract Section 1.3.4.12.5 - RRTS Contract Section 1.3.8.7)

Contractor Strengths, Successes, and Challenges

Using concise narrative in the boxes below, describe your program's strengths and resulting successes or achievements that are tied to at least one identified Guiding Principle of the Iowa Child Welfare System (see list at end). Provide data to support these achievements. You may use the extra boxes on Page 2 as needed.

Strength A: **Successes:**	
Strength B: **Successes:**	
Strength C: **Successes:**	
Strength D: **Successes:**	

Strength A: **Successes:**	
Strength B: **Successes:**	
Strength C: **Successes:**	
Strength D: **Successes:**	

Using concise narrative in the boxes below, describe the challenges you have faced in the past year. Follow these with strategies and timelines for improvement. You may use the extra boxes on Page 4 as needed.

Challenge A:	
Strategy and timeline for improvement:	
Challenge B:	
Strategy and timeline for improvement:	
Challenge C:	
Strategy and timeline for improvement:	
Challenge D:	
Strategy and timeline for improvement:	

Challenge A:	
Strategy and timeline for improvement:	
Challenge B:	
Strategy and timeline for improvement:	
Challenge C:	
Strategy and timeline for improvement:	
Challenge D:	
Strategy and timeline for improvement:	

The Guiding Principles of Iowa's Child Welfare System state that safety for Children emerges and is enhanced when stakeholders do all of the following:

a) Families, Children, youth and caregivers will be treated with dignity and respect while having a voice in the decisions that affect them.

b) The ideal place for Children is with their families; therefore we will ensure Children remain in their own homes whenever safely possible.

c) When services away from the family are necessary, Children will receive them in the most family-like setting and together with siblings whenever possible.

d) Permanency and connections with siblings and caring and supportive adults will be preserved and encouraged.

e) Children will be reunited with their families and siblings as soon as safely possible.

f) Community stakeholders and tribes will be actively engaged to protect Children and support families.

g) Services will be tailored to families and Children to meet their unique needs.

h) Child welfare professionals will be supported through ongoing development and monitoring to promote success and retention.

i) Leadership will be demonstrated within all levels of the child welfare system.

j) Decision making will be outcome based, resource-driven, and continuously evaluated for improvement.

Quality Assurance System

CISR Contract Section 1.1 Special Terms Definitions: *"**Quality Assurance**"* means the procedures established and activities undertaken by the Contractor to ensure services are delivered in accordance with requirements established by the Agency and to improve the quality of services to achieve safety, Permanency, and well-being.

RRTS Contract Section 1.1 Special Terms Definitions: *"**Quality Assurance**"* means the procedures established and activities undertaken by Contractors to ensure that these services are delivered in accordance with requirements established by the Recruitment, Retention, Training, and Support Contract.

Report shall be contracted Service Area specific.

Quality Assurance System - Describe your internal quality assurance system including, but not limited to, case processing software ability, data analysis, process and practice, and supervision to ensure the quality of services provided and reporting accuracy.
Effectiveness – Discoveries as a result of the established internal quality assurance processes. Areas of strength, weaknesses/deficiencies. Include data.
Outcome – Changes that have been or will be implemented to address or enhance effectiveness and continued quality assurance.