

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

August 16, 2012

M E M O R A N D U M

What's Inside:Revisions to the
Supervisory
Case Review
Process and
Tools

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND
CHILDREN'S DIVISION STAFF

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: SUPERVISORY CASE REVIEW PROCESS

DISCUSSION:

The purpose of this memorandum is to introduce the revised Supervisory Case Review (SCR) process and review tool (SCRT). The SCR was first developed in 2006 as a result of the Child Welfare Supervision Strategic Plan and introduced in memo [CD06-57](#). The SCR supports the Division's mission and continuous quality improvement environment. The revised SCR will further support supervisor efforts to bring about positive outcomes for children and families by providing a structured process for verifying and cultivating the competent delivery of services.

Revising the SCR is an action step of the current Program Improvement Plan as outlined in memo [CD11-102](#) addressing the goal of increasing accountability and aligning policy with practice. Workgroups consisting of all position levels and the Supervision Advisory Committee were instrumental in the tool revisions. [Click here for highlights of the SCR process and tool revision.](#) Due to changes to the tool, each supervisor must load the revised spreadsheet and tools on the computer prior to beginning use of the revised tool. [Please click here for instructions on how to load the materials on the computer.](#)

Revisions to the SCR process include reducing the number of cases to be reviewed and extending the time for completing the reviews. Cases will be reviewed quarterly instead of monthly. This will provide more time for the supervisor to complete a qualitative review.

- Supervisors who oversee CA/N exclusively will review two completed hotlines from each worker each quarter.
- Supervisors who oversee FCS and AC will review one child/case for each worker each quarter.
- Supervisors who oversee multiple program areas will have one CA/N review and one FCS or AC case review for each worker every quarter.

Each supervisor will have approximately sixty days to complete the reviews and submit the results to Central Office. This will provide thirty days at the end of each quarter to devote to coaching activities with staff before beginning the next quarter's reviews. During the months of August and September, supervisors should become familiar with the revised tools, complete their assigned reviews and prepare to dialogue with Quality Assurance and Quality Improvement Specialists as requested. This introductory period will allow time for supervisors to seek out clarification as needed regarding the new tools and processes. Results will begin being posted with the reviews beginning in October.

Alternative Care and Family-Centered Service supervisors will receive notification by email at the beginning of the quarter with a list of cases to review from a sample of their assigned cases. For AC and FCS cases, the review provides a necessary pause for assigned supervisors to evaluate important aspects of the on-going case.

The review process for CA/N cases has been modified based on feedback from supervisors. The CA/N SCRT's, as revised, will be a peer supervisory review. Because a CA/N response is a one time event of short duration and due to a supervisor having recently approved the CA/N response and determination, supervisors were not fully benefitting from the review process as previously designed. A peer review will provide an opportunity to benefit from the insight and expertise of one another. The CA/N review list will be sent to the Circuit Manager (CM), at the beginning of the quarter, who will appoint non-assigned supervisors to complete the case reviews. Circuit Managers have discretion about which supervisor they will assign the review. If the CM does not have supervisor resources available within the circuit, the CM should coordinate with the Field Support Manager to assign within the region. For supplemental CA/N documentation or information not found in FACES, supervisors completing CA/N reviews are encouraged to contact the assigned CA/N supervisor to discuss the information as needed.

Once a supervisor completes a review, the results are automatically sent to a database located in Central Office through a feature of the tool. For AC and FCS supervisors, the data will simultaneously be sent to the supervisor's personal hard drive (H: drive). For CA/N supervisors, the data will be aggregated by central office and returned to the Circuit Manager for distribution to the assigned supervisors. Supervisors are encouraged to use results to identify trends for the worker and unit, and provide coaching to staff by discussing results and sharing observations. Unit level results should be used to identify strengths and areas needing improvement at a broader level. Results will help to identify learning opportunities, provide teaching moments and build upon strengths. The results should not be used in a punitive or punishing manner. [Supervisor Case Review results](#) will also be compiled for state and circuit levels and posted on the intranet quarterly.

A new quality assurance and quality improvement review process will be used to supplement the SCR process. Quality Assurance (QA) Specialists and Quality Improvement (QI) Specialists will receive a review listing of a sub-sample of selected FCS and AC cases and will complete reviews using a modified version of the SCRT which includes a written justification for each overall score. QA/QI Specialists may cross regions in order to complete the assigned review. After the review is completed, the QA/QI will contact the supervisor to compare results and provide supportive detailed

feedback. The results from QA/QI review will be used to measure the agency's improvement on the items for the Program Improvement Plan.

Each supervisor is being asked to recommit to the SCR by completing the review tool timely, to identify trends and share feedback with staff during clinical supervision through the various ways described during SCR training. The SCRT completion rate statewide for 2011 was seventy-three percent. The PERforM goal for SCRT completion by FCS and AC supervisors is eighty percent. [Click here to view circuit performance scores and completion rates for the past six years.](#) As change agents, supervisors should use SCRT results to examine and establish plans to improve practice in areas of need. Utilizing the information in case conferences provides an additional opportunity for supervisors to reinforce policy requirements and guide staff about best practice leading to improved safety, permanency and well being for the children and families of Missouri.

NECESSARY ACTION	
<ol style="list-style-type: none"> 1. Review this memorandum with all Children's Division staff. 2. All questions should be cleared through normal supervisory channels and directed to: 	
PDS CONTACT Carla Gilzow (573) 751-1354 Carla.R.Gilzow@dss.mo.gov	Unit Manager Meliny Staysa, MSW (573) 751-4832 Meliny.J.Staysa@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS	
Section 1, Chapter 1.3 Section 3, Chapter 10.4	
FORMS AND INSTRUCTIONS	
CD-58 CAN Supervisory Case Review Tool CD-58 FCS Supervisory Case Review Tool CD-58 AC Supervisory Case Review Tool	
REFERENCE DOCUMENTS AND RESOURCES	
Highlights of the SCR Process and Tool Revision Instructions for the Automation Process	
RELATED STATUTE	
N/A	
ADMINISTRATIVE RULE	
N/A	
COUNCIL ON ACCREDITATION (COA) STANDARDS	
PA-PQI 4	
CHILD AND FAMILY SERVICES REVIEW (CFSR)/ PROGRAM IMPROVEMENT PLAN	
PIP Action Step 2.3 Revise Case Review Tool to expand scope of reviews and incorporate CFSR items. PIP Action Step 2.4 Develop a case review process to measure PIP progress using the	

SCRT. <http://dss.mo.gov/cd/cfsr/pip/second-round-pip.pdf>

PROTECTIVE FACTORS

Parental Resilience N/A

Social Connections N/A

Knowledge of Parenting and Child Development N/A

Concrete Support in Times of Need N/A

Social and Emotional Competence of Children N/A

FACES REQUIREMENTS

N/A