

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

January 17, 2017

M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF

FROM: TIM DECKER, DIRECTOR

SUBJECT: CASE REVIEW TOOL IN FACES

DISCUSSION:

The purpose of this memorandum is to introduce the new Case Review Tool in FACES. Case reviews serve multiple purposes and fulfill both federal and Council on Accreditation (COA) guidelines. Most importantly, case reviews help us assess the quality and effectiveness of services we provide to children and families and guide our efforts toward Continuous Quality Improvement.

The Case Review Tool will be used to conduct Alternative Care (AC) reviews, Family Centered Services (FCS) reviews and Child Abuse Neglect Reviews (CA/N) reviews. A technical PowerPoint training has been developed and is available on the FACES Information page. Quality Assurance (QA) and Quality Improvement (QI) staff will be following up with training to include interpretation and application of the review questions and the incorporation of interviews into the case review process.

Process and Roles:

It will be the responsibility of Children's Division QA/QI staff to initiate a new Case Review. A random sample will automatically be provided based on parameters selected. QA/QI staff will be allowed to select and assign specific reviewers for each case to be reviewed. The selection of reviewers will be based on settings within the Office Worker Association screen. Staff who is designated to review AC, FCS and/or CA/N cases, must have the corresponding checkbox marked on Office Worker Association within their Primary Office and also must have an email address entered on the Worker screen in FACES.

Begin Date: 02 / 01 / 1999 End Date: / /

Primary office: Yes No

Worker Function:

<input type="checkbox"/> Adoption	<input type="checkbox"/> Alternative Care	<input type="checkbox"/> CA/NHU	<input checked="" type="checkbox"/> Central Office
<input type="checkbox"/> Chafee Foster Care Independence Program	<input type="checkbox"/> Circuit Office	<input type="checkbox"/> Clerical	<input type="checkbox"/> CMO Coordinator
<input type="checkbox"/> Eligibility	<input type="checkbox"/> Family Centered Services	<input type="checkbox"/> Family Reunion Services	<input type="checkbox"/> ICPC Compact Administrator
<input type="checkbox"/> Intensive In-Home Services	<input type="checkbox"/> Interstate Compact on Adoption and Medical	<input type="checkbox"/> Interstate Compact on the Placement of Children	<input type="checkbox"/> Investigation/Assessment
<input type="checkbox"/> KIDS/Dedicated KIDS Withdrawal	<input checked="" type="checkbox"/> Level 1 Approver	<input type="checkbox"/> Level 2 Approver	<input type="checkbox"/> Licensing
<input type="checkbox"/> Licensing - Default Worker	<input type="checkbox"/> Out-of-Home Investigation	<input type="checkbox"/> Overpayment Coordinator	<input type="checkbox"/> Quality Assurance
<input type="checkbox"/> Regional Office	<input type="checkbox"/> Residential Care Screening team Coordinator	<input type="checkbox"/> Residential Program Unit (RPU)	<input type="checkbox"/> RPU Reviewer
<input type="checkbox"/> SSN Reviewer (CDPU)	<input type="checkbox"/> Subsidy	<input type="checkbox"/> Older Youth Financial Expenditures(OYFE) Report Reviewer	<input type="checkbox"/> OYTS
<input type="checkbox"/> TLP Provider	<input type="checkbox"/> Chafee Provider	<input type="checkbox"/> Foster Care Case Management Referral Recipient	<input type="checkbox"/> Specialized Care Regional Liaison
<input type="checkbox"/> Specialized Care Referral Recipient	<input type="checkbox"/> Oversight Specialist	<input type="checkbox"/> FCCM Payments	<input checked="" type="checkbox"/> FCS Case Reviewer
<input checked="" type="checkbox"/> AC Case Reviewer	<input checked="" type="checkbox"/> A/N Case Reviewer	<input checked="" type="checkbox"/> QA/QI Staff	

The QA/QI Specialist will notify the assigned supervisor that the case has been selected for review. In addition to FACES information, the reviewer will contact the assigned worker to facilitate access to the paper case file. The paper file can be reviewed in person or the information can be scanned and emailed to the reviewer.

A list of all cases assigned to be reviewed and the due dates will display on the reviewer's Personal Home page. The list on the reviewer's Personal Home Page will serve as links into the Case Review Tool.

The Case Review Tool contains a Summary, Face Sheet and up to 18 items, depending on the type of the review being completed. Some of the questions contain data pre-populated from FACES. Reviewers will have the ability to navigate back and forth among the Items and save work completed prior to rating. All required questions must be completed before rating a particular Item. All Items must be rated before the tool can be submitted back to the QA/QI for approval.

Once the review is completed, it will be electronically submitted back to the originating QA/QI for approval. Upon approval, an email and worker alert will be sent to the assigned worker and supervisor of the case that was reviewed. New links into the Case Review Tool will be available on the Monitoring screen for the case reviewed. It is an expectation the supervisor will review and discuss the results with the assigned worker and jointly develop a plan for further case action, if necessary. Copies of the review results should not be kept in the paper case file and should not be included in case record requests.

A report with high level aggregate data is in development and will be available in FACES at a future release date. This report will allow management to look at results from reviews done in specifics area of the state and see strengths/areas of concern, determine trends and assist with practice improvement.

Case Review policy

The QA and QI Specialists will be responsible for initiating case reviews in their assigned regions. At a minimum, it is expected that each sub-region will have an annual case review comprised of 40 Alternative Care AC and 25 Family Centered Services FCS cases (to be consistent with federal Child and Family Services Review (CFSR) standards) and 5% of Child Abuse and Neglect CAN cases. The case review sample size may be adjusted based on the needs of the CFSR Statewide Assessment, ongoing Program Improvement Plan monitoring and COA maintenance.

Similar to current case review practices, reviewers will be identified by regional management and will be selected from current CD or contracted staff with knowledge of practice and policy. All staff selected as reviewers will be required to complete training prior to assignment of a case review.

The new case review tool provides the opportunity for contracted agencies to be involved in the case review process. One of the parameters for case sampling includes CD cases only, contracted cases only or a combination of both. We should encourage participation of contracted partners as case reviewers.

A list of Frequently Asked Questions is being developed and will be available on the QA/QI intranet page in the near future.

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 Randy McDermit 573-751-8932	MANAGER CONTACT Tiffany Moore 573-751-2502
CHILD WELFARE MANUAL REVISIONS N/A	
FORMS AND INSTRUCTIONS N/A	
REFERENCE DOCUMENTS AND RESOURCES N/A	
RELATED STATUTE N/A	