

03-08-16 CDSS CASE REVIEW TECHNICAL ASSISTANCE WEBINAR

Welcome and Housekeeping

- Webinar agenda, PowerPoint, and notes will be available on the [Case Review Webpage](#)
- Purpose and Structure of Technical Assistance Webinars
 - To discuss changes to procedures and process, to review and update instruction provided, and to offer training and educational opportunities
 - These webinars neither replace the three coaching calls you are required to participate in to become a Certified Case Reviewer, nor do they take the place of the ongoing coaching calls that a number of Regional Training Academies provide to support Reviewers, rather you are encouraged to participate in all supports to the extent possible
 - CDSS welcomes suggestions for future agenda items, please email suggestions to the [Case Review Inbox](#)

Quarter 3 Updates

- Qtr. 3 begins on 04/01/16, which is also the beginning of the Federal CFSR period
- The Period Under Review (PUR) start date for Qtr. 3 is 04/01/15
- Stop working on Qtr. 1 & Qtr. 2 cases once you receive Qtr. 3 case sample
 - Complete the cases that you started from Qtr. 1 & Qtr. 2, but do not start any new cases from past quarters once Qtr. 3 cases are disseminated
- Qtr. 3 list to be distributed on 03/10/16
- Once you receive Qtr. 3 case sample, CDSS advises counties to begin screening the cases for eligibility, so that you can begin reviewing the cases at the start of Qtr. 3
- ACF is conducting a third level of quality assurance for all CFSR cases
 - ACF expects to see cases entered into OMS that have Second Level QA done and are ready for their third level of QA by 04/15/16

Polling Outcomes

- Given your current training and experience conducting case reviews, how confident are you in your ability to complete the review of Qtr. 3 cases timely (this is a skills confidence question, not workload)?
 - Of the participants that responded, 51% said they are somewhat confident (could use some help, but will finish); 37% said they are very confident (will get them done); 10% said they are not confident (still learning and not sure they will finish); and 3% said they are not confident (they will not be able to finish)

- Based on workload, how confident are you in your county's ability to complete Qtr. 3 case reviews timely?
 - Of the participants that responded, 62% said they are somewhat confident their county will complete Qtr. 3 cases timely; 21% said they are not at all confident their county will complete Qtr. 3 cases; and 17% said they are very confident their county will complete Qtr. 3 cases timely

Item/Definition Clarifications

- Period Under Review
 - The PUR is generally from the designated PUR start date until the day you begin the ratings in OMS or case closure
 - Official guidance from the Children's Bureau regarding the PUR - The PUR refers to the established date that the case review begins (the start of the sampling period), and includes all agency services and actions on all accepted maltreatment reports and open cases from the start of the PUR, up to the date that the case is reviewed or case is closed, whichever comes first. To accurately answer all questions in the Onsite Review Instrument (OSRI), it is necessary for reviewers to consider all services and actions provided by the state during the entire PUR. For example, during the PUR a state may be conducting safety and risk assessments, linking families to services, and coordinating safety planning during an investigation or differential response assessment, before actually opening the case. These agency services and actions would be considered and taken into account when completing OSRI questions. Similarly, if multiple cases are open during the PUR, all of those cases would be considered for assessment in the OSRI. If the case being reviewed is a foster care case, any other cases opened during the PUR that involved the identified target child (foster care or in-home) would be considered for assessment ([OSRI Frequently Asked Questions](#) on the CFSR Information Portal).
 - All cases that are open during the PUR are part of the rating e.g., foster care cases when returned home in an open Family Maintenance case or one case closes and then another is opened during the PUR
 - The review is not ongoing throughout the QA process e.g., A Reviewer begins rating a foster care case yesterday and expects to do Initial QA within the next couple days, but a new referral comes in today – this referral is not utilized for the purpose of case reviews
- Face Sheet
 - Naming convention – enter first name and last name (first name first) separated by a space e.g., Dave McDowell
 - Applies to items: B. Case Name, G1. Child Table, and G2. Participant Table
 - Always include names of biological parents, if known, even if uninvolved during PUR

- OSRI Item 1: A1. Reports Table
 - In California a disposition of “opened for services” does not exist if a report was received on a child in the family but it was “screened out” or “referred for an assessment,” which would indicate a differential/alternative response assessment
 - Disposition column should reflect disposition of the referral as substantiated or unfounded
- OSRI Item 5: Question 5F – Did the agency file or join a termination of parental rights petition before the period under review or in a timely manner during the period under review?
 - The Adoption and Safe Families Act requires an agency to seek termination of parental rights when the child has been in care for at least 15 of the most recent 22 months
 - The objective of this question is to determine if the agency intended to file for termination of parental rights in a timely manner, not that the .26 hearing actually occurred
 - Evidence/documentation of petitioning for termination of parental rights
 - Notice of intent to terminate parental rights is acceptable e.g., JV300
 - Must be formal case record documentation, such as, a court report or notice that recommends a .26 hearing be set to terminate the parental rights

Training Updates

- Several upcoming Case Review Trainings, training flyers available on our [webpage](#)

CFSR Portal/OMS Access Requests

- The Child and Family Services Reviews (CFSR) Online Monitoring System (OMS) can be used for several different purposes including training and continuous quality improvement (CQI)
 - The OMS training site allows users to enter mock cases and stakeholder interview notes to practice using the OMS application
 - Typically once you attend the 4-day in person training to become a Certified Case Reviewer you are automatically granted OMS training site access, so you can enter your practice cases
 - The state OMS CQI review site is a separate site that states can use to review their own cases for ongoing CQI purposes and/or conduct stakeholder interviews
 - Typically once you become a Certified Case Reviewer, you are automatically granted OMS live site access
 - If you become temporarily certified online, submit your certificate of completion to the [Case Review Inbox](#), and then CDSS will request OMS live access through JBS International

- CFSR Portal Access
 - The Child and Family Services Reviews (CFSR) Information Portal is a website that provides a single venue for information on the CFSRs
 - Access to the E-Training Platform and Resources sections are now available to the public, however, the full site is only available to approved users
 - If you are not an approved user you cannot track your completion of the modules or access the online 80-question quiz to become temporarily certified to conduct case reviews
 - If you are not yet a Certified Case Reviewer or have not attended the 4-day in person training to become a Certified Case Reviewer and you would like to request access to the portal to become temporarily certified online, you may do so [here](#), which typically takes the Children’s Bureau a week to approve

Quality Assurance Process Changes

- On the OSRI face sheet, in order to orient our federal partners to the case, the Reviewer is to add a QA note with a narrative summary of the following information:
 - PUR start and end date
 - Case type i.e., foster care or in-home
 - Family composition i.e., identify all children in the family and their ages, identify the target child, indicate who lived with the child when they entered care and how the person is involved in the case and/or related to the child, including the mother, father, and caregivers even if they are not living in the home
 - If a key participant was not interviewed, include your rationale for not interviewing them and if applicable, indicate if CDSS approved to exclude a key participant from the interview
 - Date of the first case opening, of the cases open for services during the PUR
 - If applicable, the date of the child’s most recent entry into foster care
 - If applicable, the date of discharge from foster care for the most recent foster care episode
 - Date of the most recent case closure during the PUR or if the case is still open at the time of review
 - Reason for case opening e.g., physical abuse, substance abuse, domestic violence etc.
 - The child’s permanency goals during the PUR

- Tips for narrative fields
 - Be concise and ensure you are addressing what the item is assessing for
 - Use objective and concrete language
 - Quantify data to illustrate your point e.g., caseworker visits and any information contained in a table (please note, data entered into tables does not appear when generating reports in OMS)
 - Justify all ratings regardless of whether it is a strength, an area needing improvement, or not applicable
 - If the item is rated as a strength, explain the agency's efforts in detail
 - If the item is rated as an area needing improvement, explain how you arrived at that rating e.g., describe what was missed by your agency
 - If the item is not applicable, include a brief narrative explaining why it is not applicable
 - Use brackets around additional comments or systemic issues in order to indicate this information is not justifying the item rating, but rather being used for internal and/or CQI purposes

Responses to County Questions

- OSRI Item 1 Question B is always zero because there is no state requirement

Next Webinar: April 12, 2016 2pm-3:30pm