

CDSS MONTHLY CASE REVIEW TECHNICAL ASSISTANCE

July 19, 2016



Welcome

- ▣ Please use chat/questions feature for questions
- ▣ We will be polling participants at points during the webinar
- ▣ Webinar info will be posted to our webpage after the webinar is completed



Purpose and Structure

- ▣ CDSS welcomes suggestions for future agenda items
- ▣ These webinars are a primary source of official case review information but do not reduce the value of other resources that are being made available



Agenda Review

- Q3 Wrap-up
- Q4 PUR
 - Start date
- Case Review Discussion
 - Time needed to complete a case review & Poll
 - Tips for completing a case Review
 - Role of the QA Staff
 - CQI Poll
 - Inquiry Process
 - Item 5 documentation
 - Needed information for Probation cases



Quarter 3 Wrap-up

- ▣ Q3 ended on June 30, 2016
- ▣ QA has started for CQI cases
- ▣ CDSS will provide instructions on when and how to finalize cases



Case Review Reminders

- ▣ Case Review Reminders
 - Q4 PUR starts July 1, 2015
 - Names only used in the face sheet and the participant table
 - No acronyms in the OMS
 - DO NOT review cases open in CWS/CMS for payment purposes or court process
 - Transferring cases between counties



Case Review Reminders

- ▣ **New Information on CFSR Portal:**
 - Well-Being 1, item 12B
 - Safety 2, item 3(D)
 - Safety 2, item 3 (E, F)
 - Permanency 1, item 4
 - Permanency 1, item 5
 - General Question in regards to a foster child that is placed by the agency with an out of state relative.



Case Review Discussion

- ▣ Q4 Cases
 - All cases need to be entered into OMS by September 16, 2016



Case Review Discussion

- ▣ Cases previously reviewed MAY be reviewed in subsequent quarters



Case Review Discussion

- ▣ Time needed to complete a case review
 - Poll



Case Review Discussion

- ▣ Tips for completing a case review
 - How to handle challenges with documentation?
 - How long do I wait to hear back from a key participant?



Case Review Discussion

- ▣ Role of the QA staff
 - Review initial list for potential case elimination
 - Check for conflicts of interest between case assignment of county review staff
 - Staff all inquiries
 - Serve as primary contact for CDSS



Case Review Discussion

- ▣ Assure first level QA is conducted
- ▣ Assure justifications meet standards
- ▣ Utilize resources, the QA guide and reviewer brief



Case Review Discussion

- ▣ Ensure all quality assurance feedback is addressed
- ▣ Apply that feedback to other cases
- ▣ Ensure deadlines are met



Case Review Discussion

- ▣ Track county outcomes
- ▣ Incorporated into county CQI



Case Review Discussion

- ▣ Poll: How is your county incorporating the case reviews into internal continuous quality improvement?



Inquiry Discussion

- ▣ Counties have improved on the level of detail provided; thank you for providing the necessary information to make informed decisions about your case inquiries! You rock!



Inquiry Form Reminders

- ❑ Inquiries received without sufficient information will be returned to the county
- ❑ Include the case open and closure date on ALL inquiries
- ❑ For exclusion criteria #2, indicate whether or not a subsequent in-home case opened



Inquiry Form Reminders

- ❑ Exclusion criteria #7, if a case was previously reviewed, include the date the review was completed by your county and if there were any subsequent case openings
- ❑ For exclusion criteria #11, do not forget to indicate who is available for interview
- ❑ For inquiries related to key participants, you must include the dates of your engagement attempts



Item 5 Documentation

- ▣ What should counties include in ratings justification summary?



Case Opening & Closure Dates Probation

- ▣ Case Open Date: Date of First Title IV-E Placement
- ▣ End Date: The Date That the Out of Home Placement Order is Rescinded



Case Review Training Updates

4-Day Reviewer Training:

September 27-30, 2016 (Northern)

Quality Assurance Training:

August 24, 2016 (Bay Area)



County Reviewer Q&A

▣ Questions?



Closing

- ▣ Next Webinar is August 9, 2016 (2:00-3:30)
- ▣ Quality Assurance Mail Box:
 - CFSRQualityAssurance@dss.ca.gov
- ▣ Questions always welcome:
 - cwscasereviews@dss.ca.gov

