

# CDSS MONTHLY CASE REVIEW TECHNICAL ASSISTANCE

September 13<sup>th</sup>, 2016



# 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



# Expectations of Materials

- ▣ Onsite Review Instrument,
- ▣ Quality Assurance Guide
- ▣ Reviewer Brief – Understanding the Federal Expectations for Rating Cases



# Agenda Review

- ▣ Ethics and the intent of reviews
- ▣ New case list announcement
- ▣ Inquiries
- ▣ Case Review best practice examples
  - Los Angeles County
  - Lake County
- ▣ Case Review Discussion
  - Items 2,3,12b ,16,17,18 Identifying needs vs. services
  - Item 5& 6 Concurrent Planning
  - Item 18 Assessment based on a child's age
  - Probation cases
  - Transfer cases
  - Rating AWOL cases
  - Override function in OSRI



# Intent of Case Reviews

- ❑ The integration of qualitative case reviews with statistical outcome data analysis allows for a deeper, more specific understanding of county and statewide practices, policies, and procedures from the perspectives of various case participants, including case-carrying social workers and probation officers, parents, caregivers, and children and youth."<sup>2</sup>
- ❑ ACF mandate to utilize information from case review processes to track performance improvements and set the baseline for Round 3 Program Improvement Plan and to meet the case review requirements for the Federal Child and Family Services Review (CFSR) "<sup>1</sup>
- ❑ To examine Child Welfare and Probation practices and ensure conformity with Title IV-E and Title IV-B requirements.<sup>1</sup>



# Safety Concerns

“All case review staff are mandated reporters, and as such must follow the legal and ethical obligation associated with this responsibility. Any immediate safety issues that emerge during the review process, including but not limited to, new allegations of abuse/neglect, must be reported to the county hotline and accepted as a referral. No instances of new allegations may bypass the required intake process.

If a concern about a child’s safety or possible illegal behavior by an employee is identified while reviewing a case, the concern must be immediately reported by the case reviewer or QA staff to their supervisor and the appropriate Program Manager. This level of information should be provided in the OMS for documentation purposes of both the report and the rating affected by the action. For example, if through the case review, it’s determined that the caseworker has not conducted the required monthly contacts for an excessive amount of time, this would be a safety concern that does not rise to the level of a mandated report yet still needs to be addressed.”<sup>1</sup>



# Naming Convention of Quarters

<u>Naming Convention</u>	<u>Time Period</u>	<u>Beginning of PUR</u>
FFY 15-16 Quarter 1	October 2015-December 2015	October 2014
FFY 15-16 Quarter 2	January 2016-March 2016	January 2015
FFY 15-16 Quarter 3	April 2016- June 2016	April 2015
FFY 15-16 Quarter 4	July 2016-September 2016	July 2015
FFY 16-17 Quarter 1	October 2016-December 2016	October 2015
FFY 16-17 Quarter 2	January 2017-March 2017	January 2016
FFY 16-17 Quarter 3	April 2017- June 2017	April 2016
FFY 16-17 Quarter 4	July 2017-September 2017	July 2016



# Case List

- ▣ September 16<sup>th</sup> with your FFY 2016-2017 Quarter 1 Case Review List



# County Case Review Practice

- ▣ Volunteers will be sharing their Case Review Practice:
  - Jessica Brown with Los Angeles County
  - Melinda Lehr with Lake County



# Los Angeles County's Review Process

- ▣ Work done prior to the start of the hard copy review
- ▣ Documents Reviewed
  - Documents within the PUR and outside the PUR
  - Tools used
- ▣ Preparation for next case Interview



# Lake County's Review Process

- ▣ Work done prior to the start of the hard copy review
- ▣ Documents Reviewed
  - Documents within the PUR and outside the PUR
  - Tools used
- ▣ Applying CQI to case review
  - Feedback loop



# Inquiry Response Follow-up

Inquiry response follow-up when CDSS requests more information to make a determination

- ❑ Refer to 5/19/16 & 6/20/16 emails regarding exclusion/retention criteria
- ❑ Please submit a new inquiry form through the website when additional information is added to the original inquiry
- ❑ DO NOT email additional information related to your inquiry form to the case review inbox.



# Identifying Needs vs. Services

- ▣ Differentiate between needs and services
- ▣ Each need should be linked with a corresponding service
- ▣ This applies to items 2, 3 ,12a, 12b, 12c, 16, 17 &18
- ▣ Examples



# Items 5 Concurrent Planning

- ❑ Item 5 : If two concurrent permanency goals have been established during the PUR, be sure to include both in the Permanency Table.
- ❑ In the rating justification for Item 5, be sure to provide information regarding the agency's efforts in working toward both goals.
- ❑ If the goal of adoption was established as a concurrent goal prior to the PUR, then provide that information in the justification to support the timeline.



# Item 18 - Mental/Behavioral Health of Child

## ▣ Item Applicability

- Children under 1 are typically not rated due to difficulty separating mental health from development



# Item 18 - Mental/Behavioral Health of Child

## ▣ Item Applicability

- Children ages 1-4 are rated depending on the removal reason/exposure to trauma, number of placements, presenting behaviors, and ability to engage in therapy based on development



# Item 18 - Mental/Behavioral Health of Child

## ▣ Item Applicability

- Older children and youth will typically be rated due to trauma from removal, loss of loved ones and community, behaviors, and ability to engage in mental health services due to trauma from removal, loss of loved ones and community, behaviors, and ability to engage in mental health services



# Paramours and Same-Sex Partners

- ▣ Items 2 & 3 – Safety Items
  - Include paramours
  
- ▣ Items 12b – Needs and Services of Parents
  - Co-parenting paramours vs. non co-parenting paramours
  - Same-sex partners are rated no differently



# Probation Case Review Tips

- ▣ Expectation of the review
- ▣ Date case opened
  - Provide a timeline for the entire period under review
  - Review the period of time that the target child is in the Title IV-E placement

# Rating AWOL youth

- ▣ Are we taking all reasonable steps on an ongoing basis to find the youth?
- ▣ If efforts are being made, do not rate the period of time the youth is AWOL in 13, 14, 16, 17, 18.
- ▣ Take effort into account for item 3.



# Overrides

- ▣ Most frequently used for short-term foster care cases following the QA guide instructions.
- ▣ Indicate in QA note that an override is recommended and provide the justification for this.
- ▣ Do not complete the override at county level, once it is approved, CDSS QA staff will complete it.



# 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 October 11th, 2016 (2:00-3:30)
  
- ▣ Quality Assurance Mail Box:
  - [CFSRQualityAssurance@dss.ca.gov](mailto:CFSRQualityAssurance@dss.ca.gov)
  
- ▣ Questions always welcome:
  - [cwscasereviews@dss.ca.gov](mailto:cwscasereviews@dss.ca.gov)

