
**ORANGE COUNTY SOCIAL SERVICES AGENCY
CFS OPERATIONS MANUAL**

Effective Date: April 20, 2004
Revised: October 12, 2007

Number: D-0304

Quality Assurance of Cases—Supervisory Responsibilities

Purpose	To provide guidelines for supervisory responsibilities for quality assurance of case management activities, including supervisory contact verification and case reviews.
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Approved	This policy was approved by Mike Ryan, Director of CFS, on October 12, 2007. <i>Signature on file.</i>
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Background	This policy was originally published as PDU Dispatch “Contact Policy Revisions for CFS” (D-0304-D) on April 20, 2004.
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Client contacts, mandated by Federal and State regulations, are an essential part of child welfare services. They contribute to the Orange County Children and Family Services (OC CFS) mission to partner with families and communities to ensure that children live in safe, nurturing, and permanent homes.

Senior Social Services Supervisors (SSSSs) are responsible for ensuring that contacts are completed in a timely and professional manner, following the guidelines below.

POLICY

Oversight Responsibilities	<p>SSSSs who supervise case-carrying Senior Social Workers (SSWs) will:</p> <ul style="list-style-type: none">• Maintain current knowledge of case issues and direction• Make regular use of available monitoring tools [e.g., Business Objects report, Safe Measures, Structured Decision Making
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(SDM), etc.]

- Ensure that all court reports include current information that is consistent with case file and Child Welfare Services/Case Management System (CWS/CMS) documentation
- Ensure compliance with all mandates and case plan activities

Case Conferences

SSSSs will meet a minimum of one time per month with each SSW to hold in-person case conferences to discuss case management issues and case plan progress.

Exception: Conferences with probationary SSWs will be held a minimum of twice a month until it is mutually determined that this is no longer necessary.

Each case will be discussed during case conferences at least once per quarter, and more frequently as needed, based on individual case circumstances.

Contact Verification/ Case Review Guidelines

SSSSs will complete one case review (including both the contact verification and case review sections) per unit SSW per quarter, for the purpose of obtaining a comprehensive view of a specific case. The SSSS will utilize Parts 1 and 2 of the *Supervisory Contact Verification/Case Review* form (F063-28-355) to complete this process.

The SSSS will complete the contact verification (Part 1 of the *Supervisory Contact Verification/Case Review* form) prior to completing the case review (Part 2). After a minimum of two unsuccessful attempts to contact a caregiver, if the caregiver is still unavailable to complete Part 1, the SSSS will select an alternate case to review.

During the process of contact verification/review, each SSSS will:

- Follow the guidelines as set forth in the *Supervisor Case Review Guidelines* form (F063-28-353)
- Utilize case files, CWS/CMS, Safe Measures, SDM, discussions with caregivers and/or service providers, and any other available tools, to obtain information when completing the verification/review process
- Ensure that the SSW has followed all contact guidelines as set forth in CFS Policy and Procedure (P&P) Case Compliance Contacts and Documentation (E-0105)

The SSSS will submit a contact verification/case review packet to the assigned Program Manager (PM) no later than the last day of each quarter, and notify the PM if any further action is necessary.

Refer to Procedure section below for further direction on this process.

**PM
Responsibilities**

PMs will review their program's *SSSS Summary Contact Verification/Case Reviews* forms (F063-28-361) to identify trends in case management activities, the need for additional training or feedback, and to provide suggestions for resolution of any identified concerns.

PMs will provide a written summary utilizing *PM Summary Contact Verification/Case Reviews* form (F063-28-360) to include program data and relevant issues, concerns, training needs, and caregiver comments.

PMs will ensure that copies of all program *Supervisory Contact Verification/Case Review* forms, *SSSS Summary Contact Verification/Case Reviews* forms, and *PM Summary Contact Verification/Case Reviews* forms are submitted to Quality Assurance (QA) no later than 15 calendar days after the end of the quarter (April 15th, July 15th, October 15th, and January 15th).

**Non-English
Speaking Cases**

When the SSSS is unable to communicate with the caregiver due to a language barrier, the SSSS will attempt to arrange for an interpreter (i.e., another SSSS or PM) to conduct a conference call with the assigned SSSS present. If no interpreter is available to assist, the SSSS will select an alternate case to review.

**Review Follow-
Up**

The SSSS will provide each unit SSW with a copy of the completed *Supervisory Contact Verification/Case Review* form that corresponds to their case and verbal feedback.

The SSSS will ensure that any case management concerns identified during the contact verification/review process are resolved, based on the nature of the concern (e.g., provide SSW with additional training, hold more frequent case conferences, conduct more frequent review of CWS/CMS and court documentation, etc.).

**Response to
Caregiver
Concerns**

If a caregiver has questions or concerns that are identified during the contact verification/review telephone interview, the SSSS will provide resources as requested. Resources include, but are not limited to:

- Foster Care Liaison
- Resource Hotline
- *Caregiver and Children and Family Services' Partnership Coordination of Care Guidelines* brochure (F063-28-348 and

REFERENCES

Hyperlinks

Users accessing this document by computer may create a direct connection to the following references by clicking on them.

- CFS P&P [Case Compliance Contacts and Documentation \(E-0105\)](#)

Other Sources

Other printed references include the following:

None.

REQUIRED FORMS

Online Forms

Required forms listed below may be printed out and completed, or completed online, and may be accessed by clicking on the link provided.

Form Name	Form Number
Supervisory Contact Verification/Case Review	F063-28-355
Supervisor Case Review Guidelines	F063-28-353
SSSS Summary Contact Verification/Case Reviews	F063-28-361
PM Summary Contact Verification/Case Reviews	F063-28-360

Hard Copy Forms

Forms listed below must be completed in hard copy (including multi-copy NCR forms). **For reference purposes only**, links are provided to view these hard copy forms, where available.

Form Name	Form Number
None.	

CWS/CMS Forms

The following required forms may **only** be obtained in CWS/CMS. **For reference purposes only**, links are provided to view these CWS/CMS forms, where available.

Form Name	Form Number
None.	

Brochures

Brochures to distribute in conjunction with this procedure include:

Brochure Name	Brochure Number
<u>Caregiver and Children and Family Services' Partnership Coordination of Care Guidelines</u>	F063-28-348
<u>Caregiver and Children and Family Services' Partnership Coordination of Care Guidelines (Spanish)</u>	F063-28-348Sp

PROCEDURE

Required Actions– SSSS Responsibilities	The following actions must be completed by the SSSS when conducting supervisory contact verification/case reviews.	
Staff Responsible	Step	Required Action
SSSS	1.	Randomly select one case per unit SSW to be reviewed. Note: Do not select a case that was reviewed during the previous quarter.
	2.	Per policy above, complete contact verification process utilizing Part 1 of <i>Supervisory Contact Verification/Case Review</i> form.
	3.	When interview has been completed with caregiver, complete Part 2 of <i>Supervisory Contact Verification/Case Review</i> form.
	4.	When one contact verification/review per unit SSW has been completed, complete <i>SSSS Summary Contact Verification/Case Reviews</i> form.
	5.	Provide each unit SSW with completed copy of <i>Supervisory Contact Verification/Case Review</i> form and verbal feedback, per policy above.
	6.	Compile copy of <i>SSSS Summary Contact Verification/Case Reviews</i> form and one copy of each <i>Supervisory Contact Verification/Case Review</i> form per unit SSW and submit to PM, per policy above.

7. Maintain copies of contact verification/case reviews for future reference, if needed.

Required Actions– PM Responsibilities	The following actions must be completed by the PM when compiling the supervisory contact verification/case reviews documentation.	
<u>Staff Responsible</u>	<u>Step</u>	<u>Required Action</u>
PM	1.	Obtain copies of <i>Supervisory Contact Verification/Case Review</i> forms and <i>SSSS Summary Contact Verification/Case Reviews</i> form from each program SSSS.
	2.	Review forms and identify trends, areas of concerns, or need for additional training.
	3.	Complete <i>PM Summary Contact Verification/Case Reviews</i> form and submit to QA, per policy section above.