

CASE FILE REVIEW



Purpose

Quality Assurance Activity to ensure

- Meeting minimum RSA guidelines
- Discuss ways to improve documentation/services
 - NOT for beating up other counselors/offices
 - Identify policy clarification/training needs
 - Identify best practices
- Evaluate based on what is acceptable work vs. outstanding work or best practice

Also serves as good training opportunity for staff

- See how other districts approach different situations
- Learn techniques, ways of doing things
- See areas of difficulty experienced in other areas

OVERALL GOAL IS TO IMPROVE OUR CASEWORK AND CONSISTENCY BETWEEN OFFICES!

Review Preparation

Select Cases to be reviewed

CFR Review meeting

- Assign practice cases
- Go over how to complete review
 - Case File Review Module on FACES
 - FileDirector use

Completion of practice cases

- Done before review
- Report run to compile everyone's results
- Reviewed at CFR Kick-Off meeting to ensure everyone is interpreting questions the same

CFR Kick-Off meeting

- Review practice case results/make sure questions on review instrument are answered
- Review and answer final questions on how to do review

Practice Cases

1 cases selected from one district

- Rotates between districts every year

Usually, one successful case

Done to ensure consistency on interpretation of review instrument (questions)

- Results from these excluded from final review results

Methods

Select sample size (number of cases reviewed) based on number of people served each year

- Usually ends up being between 350-400 cases yearly

Based on sample, a target number of cases are selected from each caseload

- Try to minimize pulling cases where counselor who do most of the work in case is no longer with the division

Review cases from each case type

- Closed before IPE
- Closed after IPE but before services (those with IPE for C and G only, or no services paid)
- Closed unsuccessful
- Closed successful
- Currently open cases
- Ineligible cases

Methods

19 Reviewers

- 7 State office Staff
- 5 District Supervisors
- 7 Counselors from different districts

Each reviews 10-12 cases over 3 days to 1 week

- Depending on format (virtual or in-person)
- Rest of cases reviewed in targeted review quarterly by State Office Staff

Review cases for

- Meeting RSA Guidelines
- Best practices
- Identifying areas of needed clarification/training/improvement in processes

Review Process-In Person

Meet in Pierre

All review in computer lab in one of the state offices

Review cases from Tuesday afternoon to Thursday at 12n

Allows for on-going, in-person discussion

Can reassign cases if one person gets done and needs more to review

Review Process- Virtual

Review cases independently in district offices

Have one-week to review cases starting Monday morning and going to Friday morning

On-going discussion occurs

- Via Microsoft Teams chat
 - Allows everyone to see questions asked and responses given
- Daily check in meetings as needed

Reassigning of cases can be done if needed, but not usually required with additional time to review

Review Wrap-Up

After all cases are reviewed

- *All meet as a group to discuss*
 - Recommendations for changes/clarification to review questions
 - Questions about policy
 - *Discuss inconsistencies across cases/districts and whether it's policy/best practice different*
 - *Discuss policies that need updated to clarified to assist with certain processes*
- Discussion about training needs
 - *Areas where we didn't feel like we were doing as well and should consider doing training on*

Important for planning action steps
needed following review

Post-Review Activities

Following review

- *Staff look over their reviewed cases, look at “no” responses received and can dispute these if it was felt that they were docked on those questions inappropriately.*
- *Disputes to go supervisor, and then to state staff to make final determination and corrections*
- *Reports run*

Final CFR Report created to

- *Show outcomes of review*
- *Areas where we consistently scored low*
- *Recommendations for improvements to review questions*
- *Recommendations for improvements in policy or training topics to increase counselor knowledge*

2024 CFR Results

Areas where we saw improvement from last year's review

- *Supported Employment being documented correctly on the IPE*
- *Quarterly Reporting*
- *Repossession of equipment when needed-also has previously been a low-scoring area for several years.*
- *Correct wage verification*

Clarification in policy/training will be provided on

- *SS Documentation*
- *Eligibility Extension*
- *Financial Needs*
- *336 Forms*
- *Requirements for Benefit Specialist Services*
- *PSE*

Other Changes

- Resources for Staff

- *List of policy revisions or reminders and when those occurred*
- *Document with new staff and their start date*
- *Update closure checklist*
- *Help reviewers keep track of when, how, why certain things may have occurred in a case*

QUESTIONS?

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