



Children's Administration

Targeted Case Review

Outcome 11: Caregiver Information

July 1, 2012 – December 31, 2012

This is a report of the results of a targeted case review of concerning information provided to caregivers utilizing the Child Information Placement Referral form. This case review is required by the Braam Revised Settlement and Exit Agreement.

The Agreement states:

***Outcome 11:** Licensed caregivers will receive appropriate and timely information about the needs of children placed with them.*

I. Background and Purpose

This is the report of results from the second targeted case review concerning information provided to caregivers utilizing the Child Information Placement Referral form. Previously, a similar outcome was measured by the Survey of Foster Parents and Relative Caregivers conducted by Washington State University. Pursuant to the revised agreement, the case review process will be conducted every six months.

II. Measure Definition

Case review will measure whether the caseworker provided the caregiver a completed Child Information / Placement Referral Form (DSHS 15-300). Compliance is achieved when the referral form is signed by the caregiver indicating they received the information and dated showing that

they received the information within the required timeframes or verified by Department records showing an email containing the information was sent to the foster parent within the required timeframe. The required timeframes are: within 72 hours of an initial placement; and at or before a planned change in placement or within 24 hours of an urgent placement change. This outcome will be measured by case review of children in out-of-home care for more than 30 days who were initially placed or changed placements within the last six months.

Full Compliance Measure: 90% of licensed and unlicensed caregivers will be provided adequate information about the needs of the child placed with them (including but not limited to behavioral, medical, developmental and educational needs).

III. Sample Methodology

A. Size

The sample size for the initial case reviews will be 50 cases. When performance exceeds 20 percent, the subsequent case review samples will increase to 100. When performance exceeds 40 percent, the subsequent case review samples will increase to 200. The results of these reviews will be provided every six months.

B. Sample Definition

Cases to be reviewed were randomly selected from FamLink. The sample included cases which met the following criteria:

Child Information: On date evaluated – all these were true for the child:

- An initial placement or placement change occurred during the review period.
- In out-of-home care for at least 30 days
- Under the placement care and authority of the Children’s Administration
- Age on report date is under 18
- Not placed in a licensed facility

IV. Review Process

This targeted case review was led and completed by Children’s Administration headquarters staff. This was an electronic case review. Reviewers looked at numerous places in FamLink to verify the case met the sample criteria and determine if the Child Information Placement Referral form was completed and provided to the caregiver within the required timeframe. For those cases where verification was unclear, the assigned social worker was contacted to gather any existing documentation.

The random sample was reviewed to verify that the child:

1. Was in out-of-home placement more than 30 days.
2. Was placed in out-of-home care during the months being reviewed.
3. Had an initial out-of-home placement or change in placement during the review period.

Review for compliance:

The child’s case was reviewed to determine if the Child Information Placement Referral form was completed and signed by or e-mailed to the caregiver within the required timeframe.

Review for quality assurance:

One hundred percent of the sample cases were reviewed a second time by a team comprised of three headquarters staff to ensure statewide inter-rater reliability.

V. Results

A. Outcome Compliance by State and Region

Outcome 11				
	Statewide	Region 1	Region 2	Region 3
# of Cases Reviewed	50	19	15	16
% Full Compliance	24% <i>(12 out of 50)</i>	26% <i>(5 out of 19)</i>	20% <i>(3 out of 15)</i>	25% <i>(4 out of 16)</i>
% Total Non-Compliant	76% <i>(38 out of 50)</i>	74% <i>(14 out of 19)</i>	80% <i>(12 out of 15)</i>	76% <i>(12 out of 16)</i>
Indicators of Progress	84% <i>(32 out of 38)</i>	63% <i>(12 out of 19)</i>	67% <i>(10 out of 15)</i>	63% <i>(10 out of 16)</i>
No Indicators of Progress	16% <i>(6 out of 38)</i>	11% <i>(2 out of 19)</i>	13% <i>(2 out of 15)</i>	13% <i>(2 out of 16)</i>

Summary

- Twelve out of 50 cases were rated fully compliant, for a statewide compliance rate of twenty-four percent, an increase of ten percent as documented in the initial review.
- Region 1 achieved the highest compliance at 26%, improving 30% over the initial review.
- Region 3 achieved 25% compliance; an improvement of 32% over the initial review.

- Region 2 achieved a slightly lower compliance at 20%; however this was a significant improvement of 30% from the initial review.
- Seventy-six percent, 38 out of 50 cases reviewed, were determined to be “non-compliant.” Of the non-compliant cases reviewed, 84% showed indicators of progress. Case reviewers found:
 - Forty-two percent or 21 cases revealed the Child Information Placement Referral form was completed, but provided to the caregiver outside the required timeframes.
 - Twenty percent, or 10 cases, revealed the Child Information Placement Referral form was completed but documentation could not be located verifying it was provided to the caregiver.
 - Two cases, or 4%, of the non-compliant cases there was a case note or other indication the form was completed and provided to the caregiver but no documentation could be located verifying it was provided to the caregiver.
 - One case where the social worker completed the Child Information Placement Referral form (15-300) and Placement Agreement form (15-281). However, the signature verifying the caregiver received the Child Information Placement Referral form is on the Placement Agreement form, not the Child Information Placement Referral form.
- Sixteen percent of the cases were determined to have “no indicators of progress” because the reviewer was unable to find any documentation that the form was completed within the required timeframe. Social workers reported the form was not completed for the following reasons:
 - The placement was not made using the Placement Coordinator and therefore the worker was not aware the form needed to be completed.
 - After Hours staff made the placement without completing the form and obtaining the caregiver’s signature. The assigned social worker was not aware the form had not been completed and provided to the caregiver.
 - The placement was made with a child’s relative. The assigned social worker believed the relative already knew the information about the child.
 - Social workers continue to report workload impacts completion due to the required timeframes.

B. Timeframe Results

The table below represents the timeframe for completing the Child Information Placement Referral form to the caregiver.

	Timeframe			
	Statewide	Region 1	Region 2	Region 3
# of Cases Reviewed	50	19	15	16
Within 72 hours of initial placement:	40% <i>(20 out of 50)</i>	21% <i>(4 out of 19)</i>	47% <i>(7 out of 15)</i>	56% <i>(9 out of 16)</i>
At or before a planned change in placement:	50% <i>(25 out of 50)</i>	68% <i>(13 out of 19)</i>	47% <i>(7 out of 15)</i>	31% <i>(5 out of 16)</i>
Within 24 hours of an urgent placement change:	10% <i>(5 out of 50)</i>	11% <i>(2 out of 19)</i>	6% <i>(1 out of 15)</i>	13% <i>(2 out of 16)</i>

Summary

- The majority of cases reviewed were marked as a planned placement change (50%).
- Forty percent of the cases reviewed were marked as initial placements.
- Urgent placements accounted for the remaining ten percent of cases reviewed.
 - All regions demonstrated significant improvements in providing the Child Information Placement Referral form at the time of the child’s initial placement.
 - Each region had challenges in providing the Child Information Placement Referral form at or before a planned change in the child’s placement.
 - Cases where a Child Information Placement Referral form was provided within 24 hours of a child’s urgent placement change, showed the least amount of change in performance.

VI. APPENDIX A

Following is the tool used during the case review to ensure consistency among reviewers.

OUTCOME 11 **CASE REVIEW DESIGN**

Goal

Caregivers shall be adequately trained, supported, and informed about children for whom they provide care so that the caregivers are capable of meeting their responsibilities for providing for the children in their care.

Outcome Being Reviewed

Outcome 11: *Licensed caregivers will receive appropriate and timely information about the needs of children placed with them.*

Case review will measure whether the caseworker provided the caregiver a completed Child Information / Placement Referral Form (DSHS 15-300). Compliance is achieved when the referral form is signed by the caregiver indicating they received the information and dated showing that they received the information within the required timeframes or verified by Department records showing an email containing the information was sent to the foster parent within the required timeframe. The required timeframes are: within 72 hours of an initial placement; and at or before a planned change in placement or within 24 hours of an urgent placement change.

How often and when will the Case Review occur?

The first reporting period for this outcome will be January 1, 2012, to June 30, 2012.

Population from Which the Sample Will Be Selected

The sample selected contains the following data elements:

Child Information: On date evaluated – all these are true:

- In an open placement episode excluding trial return home
- Placement care and authority with Children's Administration (Those children under placement care and authority with 'Tribal/Band without IV-E Agreement', 'Private Agency', 'Other State responsible for all legal actions', 'federal', 'Juvenile Rehabilitation Admin' are excluded from this sample).
- Age on report date is < 18.0
- Child was in out-of-home care for at least 30 days
- Placed into care from home during reporting period
- Excludes children placed in a licensed facility

Sample Size

The sample size for the initial case reviews will be 50 cases. When performance exceeds 20 percent, the subsequent case review samples will increase to 100. When performance exceeds 40 percent, the subsequent case review samples will increase to 200.

Reviewer Guidance: Verify the child meets sample criteria.

Specific Questions and Criteria

- 1. Which timeframe applies to the completion of the Child Information Placement Referral form (15-300) during the review period?**

The required timeframes are: (Check the timeframe that applies)

- Within 72 hours of an initial placement (an initial placement means the first placement of a child into out-of-home care);

Items in *Italics* are pursuant to the *Braam v. State of Washington* Revised Settlement and Exit Agreement.

- At or before a planned change in placement; **or**
- Within 24 hours of an urgent placement change. Urgent is defined as one of the following:
 - a) A court order has been entered requiring an immediate change in placement.
 - b) The child is being returned to home.
 - c) The child is unsafe.

Reviewer Guidance: The timeframe is based on the most recent placement event during the review period. If a 15-300 form was completed, it should indicate the timeframe.

2. Did the caseworker provide the caregiver with a completed Child Information/Placement Referral Form (DSHS 15-300) within the required timeframe?

Full Compliance:

- The completed Child Information / Placement Referral Form (DSHS 15-300) was signed **and** dated by the caregiver indicating they received the completed form within the required timeframe,
- An e-mail verifying that the completed Child Information / Placement Referral Form (DSHS 15-300) form was sent to the caregiver within the required timeframe.

Reviewer Guidance:

A form is “complete” when includes information known to the department about the child, except as provided in RCW 70.24.105.

Documentation may be found in the following locations, but not limited to:

- Case Note
- Case File
- File Upload (contains either a copy of the signed form or e-mail containing the information was sent to the caregiver within the required timeframe)
- Any evidence found in a case note, must be corroborated by a copy of the signed/dated form or an e-mail containing the information was sent to the caregiver within the required timeframe.
- Reviewers will look for the completed Child Information Placement Referral Form (15-300) based on the initial placement or, based on the most recent placement change.

Non-Compliance:

Other Indicators of Progress

- The Child Information/Placement Referral Form (DSHS 15-300) was provided to the caregiver outside of the required timeframes.
- The Child Information/Placement Referral form was completed but documentation cannot be located verifying it was provided to the caregiver.
- Case note or other indication that the completed form was provided to the caregiver but documentation cannot be located for verification.

Reviewer Guidance: Document the reasons why the case was rated as “Other Indicators of Progress” in CAPERs. Documentation should include a brief description how the information was verified. If the reviewer found verification that the form was completed or provided, explain how/where it was verified (e.g. FamLink Desktop shows a completed form for Bobby, however reviewer was unable to find a signed copy, or case note #1234 states the form was given to the caregiver at a home visits, but social worker reported she did not obtain their signature.)

Items in *Italics* are pursuant to the *Braam v. State of Washington* Revised Settlement and Exit Agreement.

If the reviewer is unable to verify the form electronically, they will contact the social worker for additional information (ask if the form was provided and signed, etc.)

If the social worker has a signed form outside of FamLink, it must be verified by the reviewer (e-mail or uploaded into FamLink).

No Indicators of Progress

No documentation can be located indicating the Child Information/Placement Referral Form (DSHS 15-300) was completed and provided to the caregiver.

Reviewer Guidance: Reviewers will contact the social worker to determine the reason why the form was not provided to the caregiver within the required timeframe. This information will be documented in CAPERs.

Not Applicable:

Case did not meet sample criteria (i.e. child was placed in a licensed facility or is involved in a CHINS proceeding, etc.).

Reviewer Guidance: Briefly describe in CAPERs the reason why the case is “not applicable.”