



Children's Administration

Targeted Case Review

Outcome 11: Caregiver Information

January 1, 2014 – June 30, 2014

This is a report of the results of a targeted case review concerning information provided to caregivers utilizing the Child Information Placement Referral form which 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 fifth 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. 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 within 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 the cases where the form was not completed in the required timeframe, reviewers relied on the responses collected from the monthly quality assurance reviews from January 2014 to June 2014. This provided more accurate and reliable information in determining why the form was not being completed in the required timeframes.

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	200	68	64	68
% Full Compliance	74% <i>(147 out of 200)</i>	72% <i>(49 out of 68)</i>	83% <i>(53 out of 64)</i>	66% <i>(45 out of 68)</i>
% Total Non-Compliant	26% <i>(53 out of 200)</i>	28% <i>(19 out of 68)</i>	17% <i>(11 out of 64)</i>	34% <i>(23 out of 68)</i>
Indicators of Progress	85% <i>(45 out of 53)</i>	89% <i>(17 out of 19)</i>	64% <i>(7 out of 11)</i>	91% <i>(21 out of 23)</i>
No Indicators of Progress	15% <i>(8 out of 53)</i>	11% <i>(2 out of 19)</i>	36% <i>(4 out of 11)</i>	9% <i>(2 out of 23)</i>

Summary

- One hundred and forty-seven out of 200 cases were rated fully compliant, for a statewide compliance rate of 74%.
 - Region 1 achieved 72% compliance
 - Region 2 achieved 83% compliance.
 - Region 3 achieved 66% compliance.
- Twenty-six percent, 53 out of 200 cases reviewed, were determined to be “non-compliant.”
- Of the non-compliant cases reviewed, 85% showed indicators of progress. Case reviewers found:

- Ninety-one percent or 41 cases revealed the Child Information Placement Referral form was completed, but provided to the caregiver outside the required timeframes.
- Nine percent or 4 cases revealed the Child Information Placement Referral form was completed but documentation could not be located verifying it was provided to the caregiver.
- Fifteen percent of the cases were determined to have “no indicators of progress”. The top three reasons identified by social workers during the monthly quality assurance reviews found the form was not completed for the following reasons:
 - The caseworker forgot to complete and provide the form to the caregiver.
 - The caseworker indicated they were not aware of the requirement to get the form completed within the required timeframe.
 - Caseworkers continue to report the tight timeframes required for completing the form is impacting workload.

Timeframe Results

For cases reviewed, the below table identifies the required timeframe for providing the Child Information Placement Referral form to the caregiver.

	Timeframe			
	Statewide	Region 1	Region 2	Region 3
# of Cases Reviewed	200	68	64	68
Within 72 hours of initial placement:	30% <i>(60 out of 200)</i>	38% <i>(26 out of 68)</i>	23% <i>(15 out of 64)</i>	28% <i>(19 out of 68)</i>
At or before a planned change in placement:	70% <i>(140 out of 200)</i>	62% <i>(42 out of 68)</i>	77% <i>(49 out of 64)</i>	72% <i>(49 out of 68)</i>
Within 24 hours of an urgent placement change:	0% <i>(0 out of 200)</i>	0% <i>(0 out of 68)</i>	0% <i>(0 out of 64)</i>	0% <i>(0 out of 68)</i>

Summary

- The majority of cases reviewed, 70%, were marked as a planned placement change.
- Thirty percent of the cases reviewed were marked as initial placements.
- No cases reviewed were marked as urgent placements.

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);

- 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.)

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.”