

# ND CFS QUALITY ASSURANCE

## 24C QA CASE REVIEW (JULY – SEPTEMBER)

Greetings! North Dakota's QA Case Reviews for 24B (April-June) are wrapping up, and the results will be available in September of 2024. We appreciate everyone's continued hard work to make these case reviews successful! We are about to begin the third quarter of 2024 (24C), which is also our last push for state reviews before the Round 4 Federal CFSR begins in October. We want partner agencies to have the following information about the next review event. If you or your staff have questions, please contact Leanne Miller at [lemiller@nd.gov](mailto:lemiller@nd.gov)

### 24C HIGHLIGHTS

#### 1. Case Outreach

- Beginning **Monday, June 3rd**, QA Reviewers will begin contacting agencies to begin the case outreach process.
- Each QA Reviewer has been designated as a contact person for each zone and agency in the state and will be able to work with your agency throughout the case review event. Contact information can be found on the unit's Insider Page or CFSTC websites. Links to these resources are found below.
- Similar to 24B, if an agency has migrated their case files to the SharePoint Site, they do not need to upload the case file to their agency's Microsoft Team's Private Channel. We had several case files that we were able to access through the SharePoint Site in 24B. While there were some technical difficulties regarding access on some of them, we believe this issue has since been resolved. Any case file documentation that is not uploaded into SharePoint will continue to be uploaded into Microsoft Teams.
- There will continue to be no Preliminary Results Meetings (PRM) in 24C. However, agencies are still encouraged to reach out to the QA Manager should they have any questions when they receive the final case review report. **THANK YOU** to those that did so in 24B!
- The QA Unit will review **19 cases** this quarter (12 FC and 7 IH). To ensure a sufficient representation of metro cases and meet the ratios of the stratified sample, the following cases will be reviewed per Cross Zonal Team:
  1. Cross Zonal Team 1- 4 FC cases and 1 IH case
  2. Cross Zonal Team 2 (metro)- 2 FC cases and 1 IH cases
  3. Cross Zonal Team 2 (non-metro)- 1 FC case and 1 IH case
  4. Cross Zonal Team 3- 3 FC cases and 3 IH cases
  5. Cross Zonal Team 4- 2 FC cases and 1 IH case

#### 2. Case Schedule

- The QA Unit plans to secure the final slate of cases by the close of business on **Friday, June 21<sup>st</sup>, 2024**.
- The first week of case reviews will begin on **Monday, July 8<sup>th</sup>, 2024**.

- QA Reviewers will communicate case selection and scheduling information to agency personnel and remain a point of contact throughout the review schedule.

### 3. Case Preparation

- Once agencies are notified they have a case in the sample, further directions and support can be found at either the [QA Unit's Insider page](#) or the [CFSTC website](#) page.
- If the case file is not in the SharePoint Site, case files will be uploaded into your agency's private channel in the DHS Microsoft Teams platform or sent to the QA Manager a week before the scheduled review week. Below is a snapshot of what the review schedule will be and when files are due.

## 24C SCHEDULE DETAILS

**CASE SAMPLE PERIOD:** 7/1/23 – 12/31/23

**PERIOD UNDER REVIEW (PUR):** 7/1/23 – Date the case is reviewed

<b>CASE SAMPLE OUTREACH</b> 6/3/24 – 6/21/24	The QA Unit contacts agencies to discuss cases that potentially will be in the CFS QA Case Review based on the stratified case sample list's ranking order and contacts Key Case Participants to confirm cases.
<b>AGENCY PREPARATIONS</b> 6/24/24 – Date Case Reviewed	The CFS QA Unit's Insider page & the UND Children and Family Services Training Center (CFSTC) website provides resources, training, documents, and details on how to prepare for a QA Case Review.



### PROVIDING CASE DOCUMENTATION:

If applicable, case file documents are to be uploaded electronically through the private channel in DHS Microsoft Teams. If you are unable to access Teams or if a paper file is necessary, please contact the QA Manager to secure arrangements.

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	REVIEW WEEK	UPLOAD FILE TO CFS BY	FC CASES	IH CASES	FINALIZED STATUS
1	7/8/24-7/12/24	7/1/24	0	7	8/9/24
2	7/15/24-7/19/24	7/8/24	4	0	8/16/24
3	7/22/24-7/26/24	7/15/24	4	0	8/23/24
4	7/29/24-8/2/24	7/22/24	4	0	8/30/24
ALT	8/12/24-8/16/24	8/5/24	TBD	TBD	9/13/24
<b>24C CASE REVIEW TOTALS</b>			<b>12 FC</b>	<b>7 IH</b>	