

ND CFS QUALITY ASSURANCE

ROUND 4 CHILDREN & FAMILY SERVICE REVIEWS (CFSR) QUARTER 1

Greetings! As the last quarter of state QA reviews wrap up, the focus shifts to the large undertaking of the R4 CFSR, North Dakota's first-ever state-led CFSR Case Review. This opportunity was made possible due to the successful process established for case record reviews in 2019. As a state-led CFSR, we will conduct the Federal R4 CFSR during two quarterly case reviews instead of a one-week event. The main difference agencies will experience from the ongoing QA Case Reviews is that more cases will be reviewed in a slightly different order. The process for securing the case sample will remain the same. Therefore, as preparations begin, we want partner agencies to have the following important CFSR Case Review information. If you or your staff have questions, please contact Leanne Miller at lemiller@nd.gov.

R4 CFSR Q1 HIGHLIGHTS

1. Case Outreach

- Beginning the week of **Monday, August 26th**, QA reviewers will contact agencies to initiate the case outreach process. Agencies will be contacted to discuss cases that may be reviewed based on the stratified case sample list's random ranking order. The QA reviewer will contact relevant key case participants to determine if they are interested in participating in the review or if someone else can speak to their perspective. We may seek the assistance of the agency to reach a case participant.
- A designated QA reviewer will be the contact person for each zone/agency and will work with your agency throughout the case review event. Contact information and QA outreach assignments can be found [QA unit's Insider page](#) or the [CFSTC website](#) page.
- The QA unit will review **40 foster care cases** this quarter. Should any FC cases be eliminated in R4 Q1, the alternate FC cases will be reviewed in Q2 (January – March 2025) when 25 in-home cases will be reviewed. To ensure a sufficient representation of metro and statewide representation in the case sample, the following number of foster care cases will be reviewed per Cross Zonal CQI Team:
 1. Cross Zonal CQI Team 1 – 14 FC cases
 2. Cross Zonal CQI Team 2 (metro) – 7 FC cases
 3. Cross Zonal CQI Team 2 (non-metro) – 2 FC cases
 4. Cross Zonal CQI Team 3 – 9 FC cases
 5. Cross Zonal CQI Team 4 – 8 FC cases



2. Case Schedule

- The QA unit plans to secure the final slate of cases by the close of business on **Friday, September 20th, 2024**.
- Q1 CFSR Case Reviews will begin on **Monday, October 7th, 2024**, and continue until **Friday, December 6th, 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 Review Preparation

- Once agencies are notified they have a case in the sample, further directions and support can be found online. The [QA unit's Insider page](#) or the [CFSTC website](#) page provides resources, training, documents, and details on preparing for a QA Case Review.

4. R4 CFSR Q1 Case Review Details

- **CASE SAMPLING PERIOD:** 10/1/23 – 3/31/24
- **PERIOD UNDER REVIEW (PUR):** 10/1/23 – Date the case is reviewed
- Once the review is approved and final, agencies will receive a copy of the final report. Please contact the QA Manager with any questions about the results.
- Case files must be provided to the QA unit a week before the review event. Options for accessing the case record include direct access to the case file on the agency's SharePoint site or uploading the file to the agency's Microsoft Teams Channel in -Tm-DHS-CFS-QA-Case-Reviews. Tribal agencies may email the necessary files.

	REVIEW WEEK	UPLOAD FILE TO CFS BY	FC CASES	FINALIZED STATUS TARGET
1	10/7/24-10/11/24	9/30/24	7	11/8/24
2	10/14/24-10/18/24	10/7/24	4	11/15/24
3	10/21/24-10/25/24	10/14/24	4	11/22/24
4	10/28/24-11/1/24	10/21/24	4	11/29/24
5	11/4/24-11/8/24	10/28/24	7	12/6/24
6	11/18/24-11/22/24	11/12/24	7	12/20/24
7	12/2/24-12/6/24	11/25/24	7	1/3/25
R4 CFSR Q1 CASE REVIEW TOTALS			40 FC	



THE CASE REVIEWS MATTER!

- Hearing from parents, caregivers, youth, and workers about their first-hand experiences is important.
- Making changes that help children and families begins with understanding what individuals experience working with the North Dakota child welfare system!