

ND CFS QUALITY ASSURANCE

ROUND 4 CHILDREN & FAMILY SERVICE REVIEWS (CFSR) QUARTER 2

Greetings! Our first quarter of North Dakota’s first-ever state-led CFSR Case Review has just wrapped up! We will now be embarking on the second quarter to finish up reviewing the required 65 cases for the Round 4 CFSR. We appreciate everyone’s collaboration and hard work to make this process a success. As preparations begin for the second quarter, 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 Q2 HIGHLIGHTS

1. Case Outreach

- Beginning the week of **Monday, December 16th**, 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 **25 in-home cases** this quarter and **2 foster care cases** as a result of foster care case eliminations that occurred in R4 Q1. *There will also be additional cases that will be secured as alternate cases for both in-home and foster care cases (*only for CXZ teams 1 & 2 – metro*) should more eliminations occur. Based on the proportion of in-home cases in the statewide sample and foster care cases that were eliminated during the first quarter, the following number of cases will be reviewed per Cross Zonal CQI Team:
 - Cross Zonal CQI Team 1 – 4 IH cases & 1 FC case
 - Cross Zonal CQI Team 2 (metro) – 1 IH case & 1 FC case
 - Cross Zonal CQI Team 2 (non-metro) – 4 IH cases
 - Cross Zonal CQI Team 3 – 11 IH cases
 - Cross Zonal CQI Team 4 – 5 IH cases



2. Case Schedule

- The QA unit plans to secure the final slate of cases by the close of business on **Friday, January 17th, 2025**.
- Q2 CFSR Case Reviews will begin on **Monday, February 3rd, 2025**, and continue until **Friday, March 21st, 2025**.
- 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 Q2 Case Review Details

- CASE SAMPLING PERIOD:** 1/1/24 – 6/30/24
- PERIOD UNDER REVIEW (PUR):** 1/1/24 – 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	IH CASES	FC CASES	FINALIZED STATUS TARGET
1	2/3/25 – 2/7/25	1/27/25	5	1	3/7/25
2	2/10/25 – 2/14/25	2/3/25	6	1	3/14/25
3	2/24/25 – 2/28/25	2/18/25	7	0	3/28/25
4	3/3/25 – 3/7/25	2/24/25	7	0	4/4/25
ALT	3/10/25 – 3/14/25	3/3/25	TBD	TBD	4/11/25
ALT	3/17/25 – 3/21/25	3/10/25	TBD	TBD	4/18/25
R4 CFSR Q2 CASE REVIEW TOTALS			25 IH	2 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!
- The review's overarching purpose is to support practice improvement **to strengthen** the state child welfare system's ability to achieve its goal of **Safe Children, Strong Families**.