

# ND CFS QUALITY ASSURANCE

25B (OCT 25 – MAR 26)

## STATEWIDE MESSAGE

The QA Unit will begin a new set of reviews starting on October 1<sup>st</sup>. We plan to return to a six-month measuring period, breaking these reviews into two quarters. Plans to utilize a four-month measuring period did not work out as anticipated. However, efforts to incorporate a new type of case review, which we refer to as an “Item-Only” review, were successful. In an Item-Only review, practice is assessed for specific case review items that require a larger number of cases. This ensures we have a sufficient sample of cases for all items when evaluating performance and making improvements, which is a new requirement for this next PIP measurement plan. Extending each review period back to the 6-month timeframe will support the state’s ability to achieve these new requirements.

We appreciate everyone’s patience, collaboration, and hard work as we find a more efficient process for the state. As we launch into this next review event, we want partner agencies to have the following important CFSR Case Review information.

## 25B HIGHLIGHTS

### 1. Case Sampling and Outreach

- A random statewide sample will be utilized. We will then divide the sample according to the proportions found in each CQI Cross Zonal Team, ensuring a sufficient number of cases for the Metro area, much like we did previously. However, each QA Reviewer will be assigned to specific agencies to work within their own list throughout the review event.
- We will complete all case reviews by the end of March 2026. During the first quarter (Oct – Dec), we will conduct thirty-five (35) full reviews. During the second quarter (Jan – Mar), six (6) foster care cases will be reviewed as well as Item-Only reviews. Because not all cases apply to all items, we cannot determine in advance how many Item-Only reviews will be required. Progress will be closely monitored throughout the review event. Our target is to have a minimum of thirty-three (33) applicable cases for each item that will eventually be tracked in our measurement plan.
- Case reviews will be staggered throughout the review period. We anticipate that each reviewer will complete two full case reviews per month. We will review in-home services cases first and then move to the foster care sample.
- The **period under review (PUR)** for this event is 3/1/25 to the date the case is reviewed or closed (whichever happens first)
  - North Dakota has shifted to a shorter ‘PUR’. Instead of a 12 – 15 month ‘lookback’ time for which practice is assessed, the state focuses on more recent practice, which will help the state better understand the impact of performance improvement efforts.

## 2. Case Files

- Access to case file documents will be needed sooner rather than later in this revised process. QA will utilize any case files located in a Zone's SharePoint Child Welfare Files library.
  - Agencies not utilizing SharePoint for their child welfare files will be given **five (5) business days** to gather and submit case file documentation. This can be done by uploading the case files to the assigned TEAMS channel or emailing the files to the QA Reviewer.

## 3. Case Related Interviews

- QA Reviewers will contact agencies to initiate the case outreach process as cases appear in the sample.
- The QA Reviewer will also 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. Once non-agency case participants have agreed to participate, the case will be secured for review. The QA Reviewer will coordinate interviews with the agency worker on a case-by-case basis.
- Interviews must be held within **seven (7) business days** of the case being secured.

## 4. Case Review Findings

- Once a case has been reviewed and has reached the approved and final status, agency personnel will receive a copy of the final report.
- After reviewing the final report, agencies can contact Leanne Miller, QA Manager, if there are questions about the case review results.

## THE CASE REVIEWS MATTER

- Hearing from parents, caregivers, youth, & workers about **their first-hand experiences** is **important**.
- **Making changes** that help children & 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**.



Please visit the [QA HHS Insider Page](#) and [CFSTC Website](#) for additional information and tools.

If you have any questions about this message or the QA Case Review process, please contact Leanne Miller, QA Manager at [lemiller@nd.gov](mailto:lemiller@nd.gov).