

ND CFS QUALITY ASSURANCE

24B QA CASE REVIEW (APRIL-JUNE)

Greetings! North Dakota's QA Case Reviews for 24A (January-March) are wrapping up! We know everyone is extremely busy and we appreciate the collaboration and partnership to make North Dakota's case review process successful. Results from the first quarter, will be available in April of 2024. We are about to begin the second quarter of the first measurement period of 2024, so I want partner agencies to have the following updates about the next review event. If you or your staff have questions, please contact Leanne Miller at lemiller@nd.gov.

24B HIGHLIGHTS

1. Case Outreach

- Beginning **Monday, March 11th**, 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.
- The process to secure the final case sample will continue to be similar to previous reviews; however, agencies can expect to see a couple changes regarding the case review process. If an agency has migrated their case files to the SharePoint Site, they will no longer need to upload the case files to their agency's Microsoft Team's Private Channel. The QA Unit will also **no longer hold a Preliminary Results Meeting (PRM)** following the review week. The QA Unit has received a variety of feedback from multiple partners regarding the PRMs and the decision has been made to discontinue them until after the Round 4 CFSR. After the Round 4 CFSR, the QA Unit will reevaluate if or how the PRMs are brought back into our state's process of conducting case reviews. Agencies are still encouraged to reach out to the QA Manager should they have any questions when they receive the final case review report.
- The QA Unit will review **19 cases** in this second 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:
 - Cross Zonal Team 1 – 4 FC cases and 1 IH case
 - Cross Zonal Team 2 (metro) – 2 FC cases and 1 IH case
 - Cross Zonal Team 2 (non-metro) – 1 FC case and 1 IH case
 - Cross Zonal Team 3 – 3 FC cases and 3 IH cases
 - 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 **Tuesday, April 2nd, 2024.**
- The first week of case reviews will begin on **Monday, April 15th, 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.
- 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.

24B SCHEDULE DETAILS

CASE SAMPLE PERIOD: 4/1/23 – 9/30/23

PERIOD UNDER REVIEW (PUR): 4/1/23 – Date the case is reviewed

CASE SAMPLE OUTREACH 3/11/23 – 4/2/24	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.
AGENCY PREPARATIONS 4/3/24 – 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:

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.

Leanne Miller, QA Manager
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	REVIEW WEEK	UPLOAD FILE TO CFS BY	FC CASES	IH CASES	FINALIZED STATUS
1	4/15/24-4/19/24	4/8/24	0	7	5/17/24
2	4/22/24-4/26/24	4/15/24	4	0	5/24/24
3	4/29/24-5/3/24	4/22/24	4	0	5/31/24
4	5/13/24-5/17/24	5/6/24	4	0	6/14/24
ALT	5/20/24-5/24/24	5/13/24	TBD	TBD	6/21/24
24B CASE REVIEW TOTALS			12 FC	7 IH	