

Central Region CFSR Case Reviewer Survey Results (Survey-Monkey / Administered August 2015)

1.) What types of training / support will support you to be successful in reviewing cases?

- Responsive help from CDSS and the Children's Bureau regarding item-specific questions about the OSRI
- Technical questions that help show what the state and feds are looking for on some items. Quick feedback or answers when technical issues arise.
- Q&A as we use the tool to refine the parameters in real life situations
- I think that meeting with other counties and discussing issues and strategy will be helpful. I would also like to have a better grasp of the state/feds metrics for answers. In other words, how would they rate things?
- An example of the QA reviewer process/interview. I have read the instruction from the training binder. 2) I hope this doesn't sound too mean, but I don't find it supportive to be asked to complete all these surveys (3 at last count) while reviewing the second mock case.)
- Training on what is the federal perspective of "concerted effort" with case examples.
- Continued education on what the Federal Government requirements and what the State is instructing us to do. Interview techniques that are not specific to Child Welfare Services investigation.
- CQI Convening's and Symposiums to assess what tools and resources other counties are using to gather data, and results as soon as they are made available to provide updates on Q&A's.
- Going over specific cases together and discussing difficult case items as a group.
- On going support such as a monthly meeting to share and discuss issues that come up on reviews an what other counties do.
- Interviewing
- I have not yet had the opportunity to attend Federal Case Review Training. I am registered for October training in San Diego.

2.) What training / support might help you feel most prepared to review your first case?

- Responsive help from CDSS and the Children's Bureau regarding item-specific questions about the OSRI
- Additional training on the QA process of the review.
- Perspective on CDSS and Federal perspectives and expectations
- Knowing strategies that have worked for other counties. Also, Having the second test case's answers explained.
- Being available to answer questions as they come along.
- Training on what is the federal perspective of "concerted effort" with case examples.
- Timely feedback from the state Liaison on scoring and common errors, or on the successes that other counties are having with interviewing, and time saving techniques.
- Concrete answers from the state regarding how to answer items on the tool.
- Ongoing support once the reviews go live
- Running FAQ so that others that have questions may help us in a different county that have the same questions.

3.) What are you finding challenging with the case review process?

- Lack of responses to questions about OSRI
- Someone should review the test case, the names change, the social worker listed never enters a narrative, it is hard to tell how to score some items based on what appears to be errors in changing the case information
- The biggest challenge is not really knowing what the state/feds expect. In spite of the training, we did not really get a good handle on that. Again, I am referring to how they would rate things.
- Trying to figure out how to rate items where the family being reviewed meets some of the criteria, but not all. Or some for a "Yes" answer and some for a "No" answer.
- Locating parents and care providers and then getting them to agree to an

interview. Making a determination on "concerted efforts" in situations that are not black and white.

- Finding time to sit down and read. Getting a direct answer from the State about rules and how to score items.
- Competing interests with the case reviews and the CQI work, how to complete case reviews when other priorities are being asked of the reviewers as well. Also, I would like the programmers to develop an OSRI tool that can be completed in PDF and the data emailed or pasted into the OSRI database. It is poor planning that we are able to enter the info 2 times as the OSRI requires each item to be hand fed, I would like to completed the process on the PDF, then submit the report without having to re type the information again. I find this a challenge and time consuming, please fix this part of the system
- Vague and conflicting information from the coaching calls and state on this process and rating items.
- Nothing really yet as we have only done one practice case
- Definitions are lengthy and it is difficult to understand how the item should be rated.

4.) What successes have you had with the case review process?

- Very interesting to conduct interviews, get a different picture than just the case documentation; county has begun to update policy & procedures based on OSRI items (i.e. see the child alone during every visit as mandatory)
- I have found that my views on review questions have been on par with my peers, which has been helpful.
- Meeting with Social Workers to prepare them in the context of CQI
- We have gained insight into our process and also have found parents and foster parents are grateful to be asked their opinions
- Staff in Fresno overall seems receptive to the process. Personally, I'm becoming more comfortable with the review instrument (but not completely comfortable).
- Completion of a few case reviews. Creating a brochure, introduction letter in Spanish and English. Interviews of social workers. Developing a case review team to discuss cases, ideas, and scoring.
- Working together as a team and as a region.

- Interesting and effective trainings on the process, and OSRI tool looks pretty functional.
- Identifying issues and making the caseworker aware enabling them to address prior to next court hearing. Empowering the clients in discussing their experiences and identifying both practices we could improve and identifying strengths in our county.
- The one that we have done was easy and there weren't any major issues.
- We have organized orientations for staff.

5.) What level of RTA support would be helpful to assist your county in successfully implementing the case review process?

- Ongoing support through Q and A calls and monthly check ins to help guide the implementation process.
- Cross county sharing of experiences
- Keep the flow of communication going.
- I think the August training for Leadership will be very helpful.
- Keeping the monthly/quarterly meetings going. I find them very helpful!
- Re state to County leadership, that the reviews are priority, and that other CQI work does not take precedent over the case reviews.
- More education on CQI process as we do not have a formal process in place.
- Making sure we understand everything that is involved.
- Assistance with messaging and roll out. Assistance with written material or a way to share out developed written material.

6.) Knowing what you know now, what would have better prepared you for the case review training?

- The initial training would have been better if we read through a real/mock case first and then talked our way through the tool, rather than going over a blank tool with no context.
- A brief overview of the items and the process
- More advance warning about the second mock case. Instead of telling us less than one week prior that it will take us 4-5 days to complete the review of the second

mock case, we should have been given at least a couple of weeks in order to arrange schedules.

- I think it may have helped to set expectations from the beginning that many hours of homework at night is required during the four days of training. That way I could have cleared my calendar and mentally geared up for this experience.
- The testing process.
- The coaching sessions were not organized with common cases. I would have been more productive to have mock cases after the training that all could participate in conversing about, we had the training session. The 3 phone calls were not very helpful as no one could figure out a perspective on a case someone was calling in about, just did not provide usefulness on how to use the tool.
- The initial training could have been more useful if they allowed more time for us to review the mock case. The case practices felt rushed and the trainer presented the information poorly. It appears that the first practice case created more confusion as the trainers enabled too much processing as a group and the answers to questions were very subjective rather than concrete and objective. It's difficult to be trained by individuals who are not sound on the process and it is too fluid. It would have been more effective had the training been completed by an individual with who was in the field practicing social work and could relate the review to actual case practice.
- I felt prepared as I went to the one in June and I had sat on some of the coaching calls with my staff for the central region
- Face to face meetings to discuss practice cases after the training maybe at an in person regional meeting.