

**Federal Case Reviewers' Learning Collaborative**  
2000 Franklin Street, Oakland – California Endowment  
August 9, 2018 / 10am-3pm

**Notes**

**State of the State** (Karena Brown, Ram Ross)

- PIP is approved but not posted or available for review yet – soon!
- PIP baseline data collection period ended with Quarter 3.
- The PIP cases received two weeks ago are considered PIP measurement cases.
- CDSS County Consultant assignments – 4 positions still not filled; eventually each consultant will only carry 5-6 counties each, which will allow the consultants to be more responsive. If you haven't heard from your new consultant, you'll hear from them soon, though some county assignments have stayed the same. Both Karena and Ram will be the Bay's RTA consultant.
- Next step: Karena will send Emily the CDSS County Assignment list to distribute.

**County Sharing: Item dilemma, something to share that would be helpful for other Case Reviewers to know and questions that have come up:**

- Alameda: 1. How to address collecting information when there are differing levels of information for various items based on which county the case took place in? Suggestion to use SafeMeasures to collect more information. Suggestion to utilize CWS/CMS analyst who has statewide access to collect more information. 2. How much information is enough to show an informal assessment (as workers have difficulty quantifying specific responses)? Suggestion to help workers elaborate on how they're assessing for safety and risk. Every contact is considered an informal assessment; it's difficult to define the proper frequency and duration – it's case by case due to the many variables in a case. Reviewers should focus on the general pattern and critically think about the pattern to determine the rating; level of contact needs to match up with what's documented.
- Contra Costa: Having difficulties with developing a feedback loop between the Case Review team and Leadership in a timely fashion. Case Review is about looking at the data but the ongoing CQI component should be addressed with your CFSR Consultant. *Next step: Karena will also connect the CC team to other counties who have been successful in their feedback loop.*
- Marin: Struggling because there's no feedback loop going to the workers; some workers actively want feedback and others aren't interested. Because Marin is a small county, this can cause conflict. Only one CQI report has been provided to Leadership in the last 7-8 months. A suggestion was provided to look at San Diego's format of using SOP in their feedback loop. *Next step: Karena will look into other small or medium sized counties who are having success with their feedback loops.*

- Monterey: Staffing changes – QA role has been filled. Working on closing the feedback loop and developing their framework.
- San Francisco: Different interpretations amongst team from the last webinar re: Item 8. If they don't meet the definition for Items 8 and 11, then SF has not been rating them – this is what CDSS has advised to continue doing.
- San Mateo: Question about Item 7 and placement with siblings – active foster care case where child came into care in San Mateo but has another sibling in care in another county and now children are placed together. Rate Item 7 as N/A. Capture related details in Item 9.
- Santa Clara: New Case Reviewer on board this month, to replace Misty. New Manager has replaced Stan. Director has invited the Case Review team to present at a regular CQI meeting, and their Director m to be involved in the SIP. Recently observed LA's Data Stat monthly meeting, which is part of LA's CQI/feedback loop process. The meeting was empowering, inspiring and truly a learning organization; they observed positive competition amongst units based on the data dashboard. *Next step: Karena will distribute one of LA's recent data books.*
- Santa Cruz: Has a PIP measurement (in-home) case – infant came into care due to positive toxicology; Mom didn't engage in services but would try to take the child when she was under the influence. Dad and child live in paternal grandmother's home. County created a safety plan, which named paternal grandmother as primary caregiver. Question: should the paternal grandmother be rated in Item 12b as mom? CDSS will respond soon; answer is likely yes because child views grandmother as mother (attachment) and because grandmother is acting as a primary caregiver.
- Solano: Waiting for management to assign a temporary QA person so there haven't been any big dilemmas or issues – they've gone back to the basics and are spending time doing internal peer review.
- Sonoma: Facing many staffing issues and Case Review hasn't been a focus so they haven't faced any issues to report.

#### **Networking Lunch and Alameda CQI Presentation (Laurel Pendleton)**

- Lunch provided by BAA
- Case Review contact list update

#### **CQI focus on Transparency - focused discussion on Item 12 (Arturo Perez)**

- OMS outcome data for Items 12a, 12b and 12c data to date – see scanned notes.

#### **Closing**

- Important Dates
  - September 14, 2018: QA Training in Berkeley
  - September 17-20, 2018: 4-Day Training in Davis
  - October 9-12, 2018: 4-Day Training in San Diego
  - November 6, 2018: BAA Learning Collaborative in Oakland

- December 11, 2018: QA Training in Fresno
- February 5, 2019: BAA Learning Collaborative – Location TBD
- February 5-8, 2019: 4-Day Training in Berkeley
- May 8, 2019: BAA Learning Collaborative – Location TBD