P-2380 Reach Up Supervisory Case Reviews (22-14)

Supervisory case reviews (SCRs) are completed by Reach Up Supervisors and used as a tool to promote best practice among Reach Up Case Managers.

Selecting Cases for Review

Each Reach Up Supervisor selects number of cases asked for by Central Office.

Reviews must be completed by the last business day of the month each month.

Choose different case manager (including contracted case managers)'s cases to review each month until everyone has had a case reviewed and continue in this manner.

Cases should be chosen by the supervisor from every selected case manager. If possible, select a case that Reach Up AOPs has completed a case review of in the last 4-6 months to review what case specific work has been done around "Next Steps." If a case review has not been done in last 4-6 months, review the general "Next Steps" from the last AOPs case review, and note if efforts have been made to address the steps.

Observing meeting or interaction

Once a case has been selected, find out when the next scheduled meeting is to be held between the case manager and the participant. Attempt to join the meeting either in person, virtually, or by joining a three-way call.

Tracking SCRs

Log the review on the "Supervisory Case Review Tracking Sheet" located on the shared drive in the SCR folder (Y:\AHS ALL SHARE\ESD\SCR).

Scan or save the original document to the share drive.

Role of the Operations Director

District Operations Directors will choose 3 of the case reviews that the Reach Up Supervisor has completed to review and log that on the "Supervisory Case Review Tracking Sheet".

Use of Form 242CR-RU

Form 242CR-RU is completed by the Reach Up Supervisor for each Supervisory Case Review.

Identifying information

Date completed: Actual date the supervisor is completing the SCR.

Month of review: Should be same month as the date completed. Best practice is to review 4-6 months back in the case, or as long as the case manager has held the case if shorter than 4-6 months.

Date of Most Recent AOPS Review: Check when last AOPs case review was completed in district, and if case manager had one completed.

Case Review Recommendations/Next Steps: At the end of each AOPs case review there should be some specific next steps identified for the case manager to work on.

Date of observed meeting: If able to observe a meeting between the case manager and the participant, indicate date observed.

Assessment

Appointment scheduled within 30 days from the time the case manager was assigned the case: Only needs to be answered if case opened in the past 12 months.

UNCOPE/PHQ2 (604SUPP): Review case notes for documentation of when PHQ and UNCOPE were completed or reference to them already being in the file, participant already in treatment, etc. Should be completed during initial appointment or within 30 days of the initial appointment if not appropriate at first meeting. If no mention in case notes, case manager should complete. Can be rescreened if changes in participant's life warrant rescreen. Concerns should be followed up with referrals.

Stepping Stones tool used in first 30 - 60 days and documented: Stepping Stones should be referred to in case notes. Copies of the tool should be available in most cases (especially for the initial use).

Stepping Stones tool used minimum of every 6 months (can be used more frequently depending on participant) and documented: Same note as above.

FSM (Family Support Matrix) is current (check "assessment updated" date): Case notes indicate when the FSM is updated and should match "assessment updated” date. Case notes should provide reasoning behind why certain domains are considered Strength, Neutral or Interfere based on the case manager perspective.

GPDR/R

Ongoing documentation of goal-setting tools (Stepping Stones, “Potholes and Detours,” GPDR/R worksheets – indicate in comments which ones were used): Goal sheets should be referred to in case notes. Copies of goal sheets should be available in most cases.

Longer term goal for improving finances (employment, training, education, SSI, etc.) identified: Identify the long term goal.

Goal (shorter term goals identified): Identify the shorter-term goals (activities). May be one or more. Indicate up to two on SCR.

Plan – Specific tasks identified, preferably physically written by participant, accountability written into plan (who will check in and when), possible potholes explored: Note what parts of the plan are completed for each shorter-term goal identified. Suggest ways the plan could be made more specific.

Do-- Evidence of action or engagement toward the goal: Consider if the right amount of time was allowed to complete the plan.

Review – Is the goal still important to the participant, what worked/did not work in the plan? Case notes should indicate if the goal review process was completed, and what was the result. Point out when this step is missed.

Revise – What should be updated? The goal, the plan?: If a goal or plan is not accomplished, point out how it might have been revised.

FDP - Exploring Opportunities

Signed and dated (including initial FDP if opened within the last 12 months): Matches date signed in ACCESS. Allow for electronic signatures or indicate verbal agreement. Case notes should indicate if FDP is only available in Notices.

Current: Includes at least one current activity.

Matches documented goal planning conversations in case notes: Activities include tasks and are written with strength-based language. When possible, goals use existing ACCESS activities, with specifics spelled out in the tasks. Refers to goal sheets when appropriate.

Hand-written FDP matches ACCESS: Activity name, dates and hours.

Participation code: Indicate code.

Activities Align with Participation code:

Activities are up-to-date and reflect participant progression: Goals and activities build on each other.

Scheduled/verified hours entered: Timesheets are entered by the 12th of the following month. Participants are held accountable for late timesheets when appropriate. Hours are entered correctly.

Overcoming Obstacles

Initiated support services conversation with participant: Noted in case notes.

In the last 6 months appropriate use of support services, including incentives were provided: Ensure support service discussions are in case notes and indicate when approved or denied. Include what supports were provided and any suggestions for other supports.

Support services documented in case notes and file if additional documentation is needed: Estimates, receipts, etc.

Appropriate planning for transportation: Have discussed GNG, R2G, and transportation goal(s), and noted in case notes.

Appropriate planning for housing: Have discussed rental subsidies, rental assistance, and long term housing goal(s), and noted in case notes.

Contact with Participant—Increasing Connections

Evidence of key Reach Up frameworks (strength-based practice, family-centered practice, behavioral economics, financial empowerment): Case notes reflect case manager's knowledge of and use of key frameworks and best practices in conversations and actions with participant.

2Gen Approach (childcare discussed, authorization offered, school performance discussed, higher education opportunities shared): Consider if it is easy to know who the children are in the family based on case notes.

Frequency of contact meets intensity of need: Minimum of monthly contact with case manager, more as situation requires. Text messaging and email utilized when available.

Home/community meetings offered: Offered and participant preferences documented.

Appropriate referrals to support goals (employment and training, education, SU/MH): Case notes provide clear identification of services providers and next steps. Include what referrals were made and any suggestions for other referrals.

Offered and arranged 3-way meeting at time of referral with partners, such as with ES, SSS, or MH/SU CM.

Add any notes from observed meeting/interaction between case manager and participant: This is a space to enter any observations the supervisor made while sitting in on the case manager meeting with the participant.

Electronic Case File Management

Electronic file is organized by brads: General set up of electronic case files follows procedure.

Necessary documents are saved to the electronic file in the appropriate brads: Consider if any type of document is missing from the file.

Documents are saved with the proper naming convention- date, document type, participant initials: Example—10.21.21 TPS MB or 10.21.21 GNG Transportation Points MB.

Case notes are up to date with no big gaps in time, objectively document meeting content and participant progress, and entries include type of contact and next appointment: Entered for each contact with participant.

Appropriate Releases of Information: Releases obtained for all appropriate referrals and other community partners.

Conciliations, sanctions and 60-month closures

Efforts to engage participant prior to Good Cause, conciliation, sanction/closure are pursued:

Good Cause: Pursued and documented, if good cause is found conciliation/sanction is removed.

Conciliation forms: Resolution matches reason for conciliation.

Sanction forms: Reasons letter is available.

Form 606 completed, signed and dated:

Sanction entered into ACCESS:

ACCESS

TODOs in ACCESS are up to date: Check for specific case and for entire caseload.

CATN notes used appropriately: Consider if anything is missing that should be CATNed.

Wrap Up

Next Steps/Due Date section of the spreadsheet. Issues in need of follow up are noted. For example, reference to UNCOPE or PHQ2 was not in case notes. This should be highlighted as a next step with a due date for the Reach Up Supervisor to follow up on.