

DEPARTMENT OF HUMAN RESOURCES
SOCIAL SERVICES ADMINISTRATION
311 WEST SARATOGA STREET
BALTIMORE, MARYLAND 21201

DATE: March 10, 2009

POLICY # SSA #09-17

TO: Directors, Local Departments of Social Services
Assistant Directors of Social Services

FROM: Carnitra White, Interim Executive Director
Social Services Administration 

RE: Local Supervisory Review Process

PROGRAMS AFFECTED: INVESTIGATION SERVICES
Child Protective Services - Intake and Assessment

IN-HOME SERVICES

Child Protective Services – Continuing
Services to Families with Children – Intake
Services to Families with Children – Continuing
Families Now
Family Preservation
Intensive Family Services
Consolidated Family Services

OUT-OF-HOME SERVICES

Foster Care
Kinship Care
Adoption

RESOURCE SERVICES

Resource Family Homes

ORIGINATING OFFICE: Social Services Administration

ACTION REQUIRED OF: Local Departments of Social Services
Child Welfare Supervisors / Assistant Directors / Directors

REQUIRED ACTION: Local Departments of Social Services child welfare supervisors are
required to use the revised Local Supervisory Review Instrument
for the monthly review of child welfare cases assigned to
Investigation, In-Home, Out-of-Home, and Resource Home

services. Local operation management staff is responsible for ensuring reviews are timely, accurate and complete.

- ACTION DUE DATE:** Immediate with current sample size.
New sample size will be effective May 2009.
- CONTACT PERSON:** Shirley Brown, Manager
Quality Assurance Unit
(410) 767-7152
- PURPOSE:** The Local Supervisory Review Instrument is designed for use by local department child welfare supervisors to identify strengths and areas needing improvement in case management practices on a case-by-case basis and to develop strategies for improving the overall quality of case practice. This policy directive provides guidelines for the implementation and use of the Local Supervisory Review instrument.
- BACKGROUND:** The development and implementation of the Department's child welfare Local Supervisory Review Instrument is the result of requirements of Maryland's 2003 federal Child and Family Services Review Program Improvement Plan and Maryland's Child Welfare Accountability Act of 2006.
- The Local Supervisory Review Instrument is a tool to assess the quality of casework practice at the state and local level. Development of the instrument was initiated by a committee of state and local staff and citizen representatives that developed a "Local Supervisory, Peer and Citizen's Review Instrument." Baltimore City Department of Social Services, Anne Arundel County Department of Social Services, and the Citizens Review Board for Children piloted the original instrument. In December 2006, the instrument was implemented statewide. Feedback from the local departments using the instrument indicated a need for an improved instrument that was more clinically focused, reflective of family-centered practice and user friendly.
- In 2007, through collaboration with the University of Maryland's School of Social Work, a revised Local Supervisory Review Instrument was developed.

Beginning in November 2007, the revised instrument was piloted in Harford, Anne Arundel, Caroline, Baltimore and Montgomery counties as well as Baltimore City. Additional revisions were made to the instrument based on feedback received from the pilot sites.

The revised instrument is being implemented statewide as noted above under "Action Due Date."

PROCEDURES:

CASE REVIEWS:

At the beginning of each month, each Local Department of Social Services will receive a sample of child welfare cases for review during the month using the Local Supervisory Review instrument. The sample size will vary from county to county; will be contingent upon caseload size and in accordance with Council on Accreditation standards. (See Attachment A). This new sampling strategy will become effective in May of 2009. Immediately upon receipt of the case sample information, each local department will review the case information for appropriateness and contact the Social Services Administration if an alternate case is needed.

The case supervisor will meet with the child welfare worker of record to conduct the case review. The instrument is designed to be completed electronically through the DHR Intranet.

The desk guide, which contains procedures and guidance on the use of the electronic document, is also available through the DHR Intranet.

All completed reviews are due to the Social Services Administration by the last business day of each month. Prior to submitting completed reviews electronically, a copy of each completed review should be printed by the local department. Supervisors will be able to view, but not change completed reviews, once submitted.

Administrators should view monthly case submissions through the DHR Intranet in order to be sure that the system is calculating monthly case review submission properly. Administrators should follow-up with supervisors regarding any case reviews not completed.

DATA COLLECTION AND REPORTING:

The University of Maryland School of Social Work (UMB/SSW) will have access to the SSA Intranet for the purpose of collecting Local Supervisory Review data.

UMB/SSW will prepare regular reports on aggregate department-wide data for distribution by SSA to local program administrators and supervisors and central office staff.

Aggregate data may be used to assess the quality of practice across the Department.

Analysis of aggregate data may also be used to identify systemic issues or training needed to assist local departments to improve the quality of practice.

Quarterly data reports prepared by UMB/SSW for each local department will report on the outcome areas of safety, permanence and well-being.

Data collected from items on the Local Supervisory Review Instrument that align with items from the Child and Family Services Review, Managing for Results, Child Welfare Accountability Act, StateStat, and Council On Accreditation (COA) will be collected and compiled for use by local department and central office staff for analysis and program improvement purposes.

TRAINING:

The University of Maryland Child Welfare Training Academy conducts mandatory supervisory training on the Local Supervisory Review Instrument for In-Home, Out-of-Home, Investigation, and Resource Home services. Registration for quarterly training will be available through the UMB/SSW website.

Additional information needed to derive random samples:	Attachment A
1. Sample Month is upcoming month for which sample is needed (e.g. November 2008 is Sample Month)	
2. Sample Run Date should be the 20th day of prior month (e.g. October 20, 2008)	
3. Sample Frame for each category --	
A. Investigations -- any case served at least 1 day during the three months prior to Sample Run Date (e.g. July 20, 2008 through October 20, 2008)	
B. In-Home -- any case served at least 1 day during the calendar year prior to Sample Run Date (e.g. October 20, 2007 through October 20, 2008)	
C. Out-of-Home -- any case served at least 1 day during the calendar year prior to Sample Run Date (e.g. October 20, 2007 through October 20, 2008)	
D. Public Foster Care Homes -- Active public foster homes as of Sample Run Date (e.g. October 20, 2008)	
4. Data elements needed for each Sample and Alternate obtained	
A. Investigations -- Referral ID, Casehead name, Casehead DOB, Casehead CHESSIE ID, Investigation Start Date, Investigation Completion Date	
-- Investigation Worker, Investigation Supervisor (last name and first names separate for each person)	
B. In-Home -- Case ID, Casehead name, Casehead DOB, Casehead CHESSIE ID, In-Home PA Start Date, In-Home PA End Date, SubProgram Category	
-- Family Worker, Supervisor (last name and first names separate for each person)	
C. Out-of-Home -- Case ID, Child name, Child DOB, Child CHESSIE ID, Removal Start Date, Removal End Date	
-- Child Worker, Family Worker, Supervisor (last name and first names separate for each person)	
D. Resource Homes -- Provider ID, Name (primary), DOB (primary), Number beds approved, Number children placed	
-- Resource Worker, Supervisor (last name and first names separate for each person)	
5. Reports needed in Business Objects	
A. LSR report must be run MONTHLY, a separate jurisdiction report, run at end of month for upcoming Sample Month, be located in EACH jurisdictions folder, and contain ONLY the SAMPLE records	
B. LSR alternate report must be run MONTHLY as a STATE level report containing ALL ALTERNATE records, be located in the State folder, and will only be accessible to the State	
C. LSR case list report to be used to update the electronic instrument database for each sample month (the electronic LSR instrument will use this list to create placeholders for each Sample case, and it will allow for the Administrator to authorize an Alternative case to be used when a Sample case is unavailable/inappropriate for that month's supervisory review.	
This is a MONTHLY STATE level report containing BOTH SAMPLE and ALTERNATE records, containing the following fields: Sample Month, Jurisdiction, Program Area, Relevant ID, Sample/Alternative flag. The "relevant IDs" are as follows: Investigation--Referral ID; In-Home--Case ID; OOH--Child MD CHESSIE ID; Resource Homes--Provider ID	
D. CFSR report must be run MONTHLY as a STATE level report containing BOTH SAMPLE and Alternate records (need to be marked as such), in the State folder, accessible only to State	
NOTE--LSR and CFSR are the same report but need to be run twice at end of month--the idea is to get a DIFFERENT set of randomly selected cases each month for LSR and CFSR	