

Big Bend Community Based Care Policy & Procedure Manual

Series:	800: Performance and Quality Management	
Policy Name:	Quality Supervisor Case Reviews	
Policy Number:	810	
Origination Date:	2/2/2009	Revised: Board Meeting of 12/13/2018
Regulation:	CFOP 170-9, Chapter 10	

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), that Case Management Supervisors complete a high quality supervisory review of each case under their supervision at least every sixty (60) days.

Procedure

A. Case Management Supervisory Reviews

1. Case Management Supervisors will thoroughly review each case under their supervision with the assigned Case Manager at least once every sixty (60) days.
2. In addition, within five (5) business days of case transfer, the Supervisor will conducted a case consultation with the Case Manager to affirm the adequacy of the Safety Plan.
3. Case Management Supervisory Reviews will include, but are not limited to, the discussion and documentation of such discussion regarding:
 - a. The current case plan, case plan progress, if changes are needed to the case plan and action steps for those changes (if applicable);
 - b. The appropriateness of the current case plan goal;
 - c. Upcoming case events or milestones [i.e. court hearing dates and necessary documents (including Client Trust Balance Sheet, Requests for Fee Waiver Forms, education documents, and medical and psychotropic medications documents), TANF updates (Annual and related to any recent placement changes), ICPC home study deadlines, etc.];
 - d. Progress toward the permanency goal, any barriers to timely permanency and the plan of action to overcome those barriers;
 - e. Visitation requirements, status/participation in visitation, and how the children are responding to visitation;
 - f. Case Managers' contacts with and documentation regarding contact with the child, the parent(s), and the caregivers;
 - g. Updates regarding all services being provided to the children and families;
 - h. The adequacy of the services being provided to meet the identified needs of the child and family, if not and the plan of action if services are not adequately meeting those needs;

Big Bend Community Based Care Policy & Procedure Manual

- i. Child well-being indicators and documentation including medical, dental, immunization and psychotropic medications (if applicable); and
 - j. The accuracy, integrity and timeliness (within forty-eight (48) hours) of entry of case data in FSFN.
4. Case Management Supervisory Reviews must:
- a. Include tasks/action steps for Case Manager follow-up with due dates for completion;
 - b. Include instruction that the Case Manager rectify any deficiencies in FSFN case documentation with due dates for completion;
 - c. Include documentation of follow-up by the Supervisor confirming the completion (status and date) of previously assigned tasks; and
 - d. Be documented in FSFN within forty-eight (48) hours of the review.