

DPA WORK SERVICES QUALITY ASSURANCE REVIEW PROCESS FOR NEW HIRES

This document compliments the Work Services Procedures Manual section 1002-2

The Quality Assurance (QA) process is a continuum of reviews for each Work Services Case Manager. Reviews for new case manager's work during the 6 months of employment are completed by each Case Manager's supervisor. 100% of All CLNO, WAV, EA and FSSP's will be reviewed for minimum of 2 months after caseloads are assigned. At Supervisors discretion, 100% review will progress into targeted review or weekly/monthly spot checks depending on the new staff's understanding of each subject. (Example – after 2 months supervisor may deem that Case Manger understands documentation standards and may choose to spot check cases, while WAV is a more in depth topic; Supervisor may continue to review all entries for a longer timeframe). Comprehension of each subject is determined by the Case Managers supervisor.

Client Notes (CLNO):

The Case Manager Informs their supervisor when a client note is completed on:

- Employability Assessments
- Family Self Sufficiency Plan updates/reviews (CLNO and the FSSP)
- Supportive Services
- Family Progress Reports
- Penalty requests CLNO, CANO & Email

The supervisor will:

- Provide feedback within 5 business days
- Ensure feedback is constructive and provides guidance on format, content, and ease of understanding

Work Activity Verification (WAV):

The new Case Manager will:

- Perform work activity verification and complete the WAV process by the 15th of the month using the Caseload Monitoring example on the EST Resources page in Process Documents section.
- Supervisor and Case Manager will coordinate time to review the data entry prior to the 20th of the month.

The supervisor will:

- Review data entry and client note on each work activity verification reviewing for accuracy, checking for correct calculations, use of correct third party verification if required, and will discuss WAV with the new case manager during the agreed upon one-on-one time.

Employability Assessments and FSSP Development:

- The supervisor or an experienced case manager will observe or participate in all of the new case manager's appointments for approximately 1 month after receiving a caseload. The process may be altered depending on the new staff's skill level/comfort level with leading these appointments alone. New Case

Managers will also observe or lead interviews and enter notes for ongoing clients assigned to seasoned Case Managers as appropriate while under observation from that staff member.

Targeted Reviews:

- Targeted Reviews on a predetermined subject will begin at 2 months after a new case manager is assigned at least 10 cases and will continue on a monthly basis thereafter. Cases are chosen randomly and this could either replace or complement the 100% review as stated above on some subjects.

In-depth Supervisory Reviews:

- In-Depth Supervisory reviews will begin at 2 months after a new case manager is assigned a caseload and will continue on a monthly basis thereafter. Cases are chosen randomly and this could either replace or complement the 100% review as stated above.

QAIR's:

- Quality Assurance Internal Review (QAIR) will begin at 6 months after date of hire for each worker. QAIR are chosen monthly from a random list. They use only CMS (electronic) information, and never use the information in the hard file. The purpose of the QAIR is to ensure case management standards are upheld and the processes and procedures of each office and individual case managers are interpreted and applied correctly.

CSQA:

- Aside from the internal DPA Work Services case review processes, one additional review team, known as Contracted Serves Quality Assurance (CSQA), will review your work biannually. Their review includes an in-person interview along with a review of electronic and hard files. Please see your supervisor for more details about CSQA and their role.