



## **Policy: Supervisory Reviews of Case Management Services**

**ChildNet Number: CN 003.069**

**Original approved Date: December 2009**

**Policy Revised Date(s): July 9, 2014**

**Policy Sunset Date:**

**COA Standard(s): AS 4.02, FKC 4.05, 4.06. 19.09 TS 3.01, 3.06, 3.08**

### **Statement of Policy:**

It is ChildNet's policy to ensure case management supervisory reviews are conducted in a qualitative and consistent manner in an effort to achieve the goal established by the courts in a timely manner. The Supervisor is to ensure that service delivery is performed according to the organization's mission, policies and procedures, and service philosophy.

**Board Chair's Signature:**

**Date:**

07-29-14



## **Procedure: Supervisory Reviews of Case Management Services**

**ChildNet Number:** CN 003.069

**Original approved Date:** December 2009

**Procedure Revised Date(s):** November 17, 2010, July 9, 2014, March 8, 2017, May 8, 2024

**Procedure Sunset Date:**

**COA Standard(s):** AS 4.02, FKC 4.05, 4.06. 19.09 TS 3.01, 3.06, 3.08

### **Definitions:**

**Supervisory Review:** For purposes of this policy and procedure, supervisory reviews refer to the review conducted by a supervisor with case management responsibilities. A supervisory review consists of reviewing the case file contents and conducting a face-to-face discussion with the Dependency Case Manager to address case specific findings. The review is to be qualitative in nature and provide guidance and direction to the extent necessary to ensure all aspects of the child's safety, well-being, and permanency are being met while under the supervision of ChildNet.

**Supervisory Consult:** A supervisory consult is when the case supervisor with case management responsibilities responds to or is providing feedback and guidance on a specific situation. Consults are often given in brief, informal meetings with the Dependency Case Manager.

### **Statement of Procedure:**

During ChildNet's supervision of a case, the supervisor, at a minimum, is to conduct a quarterly supervisory review of all open cases in their unit in order to track and monitor the progress of the families and individuals receiving services, except as otherwise indicated in this procedure. In addition, the supervisor collects data to improve client outcomes and facilitates a qualitative discussion with the Dependency Case Manager to assure safeguards and services are in place and casework activity is moving the child(ren) toward an appropriate safe and permanent living arrangement. In addition, each review should discuss and assess the present danger and conditions for return. The supervisor is to use the Qualitative Quarterly Supervisory Review form and document in the Comprehensive Child Welfare Information System (CCWIS) system all reviews and consultations. Supervisory review or consult is to be differentiated in the record by selecting the Note Type option in the drop down menu. At a minimum, the following procedures shall be followed for all supervisory reviews:



## **A. Face to Face**

1. The Supervisor is to facilitate a face-to-face component that can be done while reviewing the case file or following the supervisors' independent review of the case file.
2. It is imperative that the Supervisor provides mentoring and modeling while supervising their staff. Workers receive additional support from supervisors or experienced workers when they are new employees, still developing competencies or are experiencing challenging situations with the families that they work with. During the quarterly reviewer's face to face discussion, the supervisor is to provide guidance, feedback, conflict management skills, and follow-up.
3. The Case Manager Supervisor shall review child welfare professional case notes to ensure timeliness of case note documentation.
4. The Case Manager Supervisor will provide consultation prior to approving the following: safety plans, (within 5 business days of case transfer), critical junctures, progress updates, case plans and modification of case plans, judicial reviews, case closure and case preparation activities. The Supervisor will use Case Notes page in the Child Welfare Information System utilizing the Supervisor Consultation note type.
5. If guidance and direction are not needed at that time, clear documentation is to be recorded.

## **B. Supervision Content Requirements**

- 1) All decisions made regarding case closure or redirection, along with the rationale for the decisions reached, will be clearly documented in the case record.
- 2) All decisions made regarding services and compliance will be clearly documented in the case record.
- 3) Other contacts with clients, including telephone conversations and in-person and virtual visits will be clearly documented in the case record.
- 4) Documentation should be accomplished within 48 hours of the activity.
- 5) Documentation should include:
  - a) Who was present
  - b) Where the meeting/contact occurred
  - c) Type of contact
  - d) What was discussed
  - e) Date of meeting/contact (day, month, and year)
- 6) Documentation will be placed in the electronic case file and/or in the Child Welfare Information System. Case record is defined as a combination of Florida System of Record and the electronic file record in Perceptive Content.

- 7) Pertaining to Supervisory Review, the following must be documented quarterly in each child's chronological notes utilizing the Review, Supervisor note type:
- a) Date of Supervision and individuals present
  - b) Topics discussed including progress and barriers to permanency as it relates to the Family Plan
  - c) Tasks and who is responsible
  - d) Follow-up on tasks from previous supervision.
  - e) The Case Manager Supervisor must note in the Child Welfare Information System that a "supervisory review" has occurred.
  - f) Discussion of monitoring of oversight of safety plan management.
  - g) Discussion surrounding what should be changed in order to meet conditions for return.
  - h) Child needs.
  - i) Evaluation and scaling of protective capacities.

**C. Psychotropic Medication Case File Review**

- 1. A quarterly supervisory review is required on every case where a child is prescribed psychotropic medication.
- 2. The Supervisor reviews CCWIS record, for appropriateness of actions taken and accuracy of documentation.

**D. Case Direction Follow-Up**

- 1. During each quarterly review, the supervisor is to ensure that each issue from the previous review requiring subsequent actions is completed and appropriately documented in the case file.
- 2. The intention of the Quarterly Reviews and subsequent follow up is to ensure that the supervisor is collecting and applying information to ensure improved client outcomes.

**E. System of Record Documentation**

Once completed, the content of the quarterly review is to be recorded in the CCWIS system of record under the corresponding note type.

President's Signature: \_\_\_\_\_



Date: 06-03-24