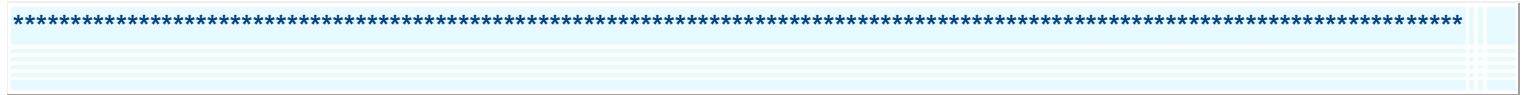


Department of Social and Health Services
Community Services Division
Social Services Manual

Revision: # 149
Category: **Program Standards (Case Review)**
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Summary

Updated the Case Review section of this page to 1). Clarify what activities are part of the “case review” process, and 2). Provide guidance on the use of the automated Social Service Audit Tool.



CASE REVIEW	
Required Actions	<ul style="list-style-type: none">• CSO Social Services Supervisors are responsible for monitoring the work of their staff by reviewing 5% of an experienced worker's caseload <u>each month and documenting the results. This includes:</u><ul style="list-style-type: none">○ <u>A minimum of three full case audits using the automated Social Service Audit Tool;</u>○ <u>Spot checks of specific work episodes (e.g. social service intake, treatment monitoring, and medical record reimbursements);</u>○ <u>Case staffings;</u>○ <u>Job coaching; and</u>○ <u>Observational audits</u>• In addition, for new workers, a 100% review is recommended for <u>at least</u> the first 6 months <u>of their probationary period, including a</u>

	<u>minimum of three full case reviews using the automated Social Service Audit Tool.</u>
Time Frames	Monthly
Required Verification	ACES, <u>Barcode</u> , eJAS, <u>Social Service Job Coach Guide</u> , <u>Social Service Audit Tool</u> Case Notes, Case Reading Guide, ABD Audit Program
WAC/Policy	N / A