

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

June 28, 2018

What's Inside:
Ending ECPSS
2nd Level Case
Reviews

M E M O R A N D U M

TO: ALL REGIONAL AND COUNTY CD AND FSD STAFF

FROM: TIM DECKER, DIRECTOR, CHILDREN'S DIVISION
PAT LUEBBERING, DIRECTOR, FAMILY SUPPORT DIVISION

SUBJECT: ECPSS 2ND LEVEL CASE REVIEWS TO CEASE

DISCUSSION:

Case reviews for the Child Care Subsidy program began being conducted in the Case Review System (CRS) in March 2012. In response to repeated audit findings and in an effort to evaluate the CRS for accuracy, the Early Childhood and Prevention Services Section (ECPSS) introduced 2nd level case reviews on Eligibility Specialist Supervisor case reviews in May 2014. The 2nd level case review process was implemented to identify programmatic strengths and challenges and areas for policy, field, and training improvement.

In the last several years, the Family Support Division (FSD), Jackson County Processing Center has worked diligently to improve processes, case work accuracy, and to be intentional in their approach. After considering many factors including taking efficiency and being purposeful into consideration, it was determined that beginning in April 2017, Eligibility Specialist Supervisors in the Jackson County Processing Center would begin conducting targeted case reviews on 20 cases each month. The cases that are being reviewed meet specific case action criteria and the targeted case review outcomes are compiled into a spreadsheet.

Case review findings are monitored each month by ECPSS and the Jackson County Processing Center. In July 2017, ECPSS determined 2nd level case reviews would no longer be necessary, instead working closely with the Jackson County Processing Center in analyzing the monthly findings to make future training and/or policy recommendations.

NECESSARY ACTION

1. Review this memorandum with all Family Support Division staff.
2. All questions should be cleared through normal supervisory channels and directed to:

PDS/MAS II CONTACT

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PROGRAM MANAGER

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CHILD CARE SUBSIDY PROGRAM MANUAL REVISIONS

N/A

FORMS AND INSTRUCTIONS

N/A

REFERENCE DOCUMENTS AND RESOURCES

N/A

RELATED STATUTE

N/A