

QUALITY ASSURANCE OF CASE RECORDS REVIEW

PURPOSE:

Performance that is consistently evaluated, measured, and reinforced will more closely support the mission of the Department of Corrections of protecting the community and providing opportunities for positive behavioral change. The Corrections Field Supervisor (CFS) plays a critical role by conducting routine reviews of case records, task lists, and other available reports. As a way of ensuring division-wide consistency and quality work, supervisory staff shall conduct case reviews. Reviews provide valuable information regarding implementation of the case management system.

Reports/Conference Procedures/Quality Assurance Reviews

The DJC Quality Assurance Review (DOC-2907), DJC Field Checklist (DOC-2850), Direct Observation (DOC-2875), and Supervisor Conference (DOC-2876J) assist supervisory staff in monitoring quality assurance of staff in confirming up-to-date and complete records regarding each youth.

When conducting a review, the CFS shall focus on timeliness and accurate completion of tasks, contact standards, and overall compliance with policies and procedures.

The CFS must review a minimum of four cases per year, one case per quarter, for each staff not on probation. For staff on probation status, the CFS shall review two cases per each PPD Planning and Development (DOC-2868) period.

Upon completion of the quality assurance review, the CFS and agent shall discuss the results. The CFS shall send the agent a copy of the review and copy the Regional Chief as needed.