**PROTECTION AND PERMANENCY MEMORANDUM, 14-18**

**TO:** Service Region Administrators

Service Region Administrator Associates

Service Region Clinical Associates

Regional Program Specialists

Family Services Office Supervisors

**FROM:** Tina Webb, Assistant Director

Division of Protection and Permanency

**DATE:**  December 19, 2014

**SUBJECT:** Updated CQI Case Review Instrument and CARES Website

The CQI-CARES website and [CPS Case Review Instrument](https://manuals.sp.chfs.ky.gov/Resources/Related%20Resources%20Library/CPS%20Case%20Review%20Instrument%20With%20Scoring%20Guide.docx) have been modified in an effort toward continued improvement in casework. The modification was needed in order to match the language in the instrument with language in the ADT and SOP manual. In addition, the instrument has been streamlined to include fewer questions, with an increased focus on the quality of casework. As CQI is a federal expectation, the new system and instrument will serve as an ongoing mechanism to assess, ensure and improve the quality of service delivery.

The new online system, CARES 2.0, will go live on January 1, 2015, and will be ready for 1st and 2nd Level CPS case reviews only. This site is not currently available; however, CQI specialists will be provided a link to the site once it is activated and they will ensure that all staff who need it will receive it. If staff visit the old link, they will be redirected to the new site.

Monthly case reviews are required for all cases per [SOP 30.6 CQI Case Review System](https://manuals.sp.chfs.ky.gov/chapter30/32/Pages/306continuousqualityimprovementcqiandthecasereviewprocess.aspx); however reviews for APS and Provide cases will be temporarily suspended while the instruments for these types of cases are being modified. It is anticipated that final versions will be completed for APS and Provide cases by March 2015.

CARES 2.0 will have a new look and a different feel than the current system. Since the system will not be tested prior to going live, the CQI specialists will be working closely with central office staff and programmers to resolve any issues that occur during the initial phase. Procedures for bug reporting will be issued with the system roll-out.

Since it will require some time to accrue the data using the new system, there will be a transition period in which statistically significant data will not be available; however, management should still continue to utilize case reviews as a coaching and mentoring tool.

If you have any questions regarding these revisions, please contact via e-mail, [Gretchen.marshall@ky.gov](mailto:Gretchen.marshall@ky.gov) or by telephone at (502) 564-7635, ext. 3587.