

PA CFSR PIP Monitoring Case Review Team

The entire CFSR team shares responsibility for ensuring that reviewers have access to information to inform their completion of the Onsite Review Instrument (OSRI) and to ensure that ratings are accurate and consistent. This is done by taking a collaborative, comprehensive and well-informed approach in the review of cases. The following provides a list of individuals who are integral to the success of these activities.

- **State Site Coordinators** and **Local Site Coordinators** coordinate case sampling and exclusions, case file preparation, interview scheduling, other site logistics, and coordination and facilitation in the CFSR exit conference.
- **Reviewers** review a child/family case file and interview key case participants by asking focused questions for the purpose of gathering and reconciling the information needed to answer the relevant questions using the guidance within, and supplemental to, the OSRI in conjunction with the support and guidance of the quality assurance team.
- **Assigned Quality Assurance Specialists** assist in all aspects of the onsite review from helping reviewers prepare their questions for the interviews through the completion and finalization of the OSRI, by:
 - Answering questions;
 - Working with reviewers on clarifying issues by following the OSRI instructions and resources provided;
 - Monitoring reviewer progress in completing the OSRI in a timely manner;
 - Assisting reviewers to reconcile information to arrive at appropriate case ratings;
 - Collaborating with fellow QA specialists around challenging items and/or case circumstances while ensuring that the OSRI is completed with fidelity; and
 - Participating in multiple levels of quality assurance.
- **Quality Assurance Coordinator** oversees all quality assurance activities at the onsite review, by:
 - Providing guidance and decisions on quality assurance issues that arise;
 - Managing the flow of cases through the quality assurance process;
 - Reporting CFSR process and OSRI issues to CFSR project managers, as needed;
 - Leading QA debriefings to discuss any quality assurance issues that arise during the onsite CFSR;
 - Finalizing all cases at the onsite review; and
 - Participation in the CFSR exit conference.
- **CFSR Project Managers** oversee the planning, assessing, implementing, monitoring, and evaluation of PA's CFSR PIP Monitoring process. They also are a liaison between the state and the Children's Bureau.