DATE: June 29, 2009

TO: Regional Directors

THROUGH: John K. Cooper, Acting Assistant Secretary for Operations
         David L. Fairbanks, Assistant Secretary for Programs

FROM: Alan Abramowitz, State Director, Office of Family Safety

SUBJECT: Regional Workload Adjustments Related to Quality Management

PURPOSE: The purpose of this memorandum is to inform you of decisions made that will alleviate workload issues associated with the current special QA review of children on psychotropic medications.

BACKGROUND: On May 28, 2009, Secretary Sheldon directed a special quality assurance review of all children prescribed psychotropic medications. To date, the number of children's files reviewed or under review totals 797. The breakdown is as follows:

<table>
<thead>
<tr>
<th>Review Period</th>
<th>Files Reviewed or Under Review</th>
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<tbody>
<tr>
<td>6/03-6/05</td>
<td>112 children ages 0-5</td>
</tr>
<tr>
<td>6/10-6/23</td>
<td>272 children ages 6-7</td>
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<tr>
<td>6/24-7/14</td>
<td>393 children ages 8-9</td>
</tr>
<tr>
<td>Total</td>
<td>797</td>
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During the June 23 exit conference concerning children ages 6-7, regional and community based care QA staff voiced concern about the upcoming first quarter quality assurance reviews and other requirements that are straining their resources. After careful consideration of the issues at hand, the following decisions have been made.

Temporary Adjustment to QA Process for Case Management

1. First quarter quality assurance reviews for FY 2009/2010 are cancelled. Second quarter reviews will continue as planned.

2. Exit conferences for QA reviews conducted the fourth quarter for case management may be cancelled.
Continued Contract Expectations

1. All data from the fourth quarter QA reviews for case management must continue to be entered into the QA database.

2. Submission of quarterly quality improvement plan status updates related to the Child and Family Services Review (CFSR) is extended until August 15.


There are no adjustments to the Semi-Annual Child Protective Investigation (CPI) review process.

We sincerely appreciate all efforts undertaken at the regional level in collaboration with our community partners to complete the psychotropic medication quality assurance review. This review is identifying serious gaps in our system of care that will improve practice across our state.

**ACTION REQUIRED:** Please share this information with Community Based Care lead agencies.

**CONTACT INFORMATION:** If you have any questions or need further information, please call Eleese Davis, Chief of Systems Management Performance (850) 921-9857 or Gail Perry at (850) 921-7794.

cc: CBC Contract Managers
    Regional QA Managers
    CBC QA Managers