

Request for Action Forms must be submitted to Circuit or CBC management staff or designated liaisons as soon as the concern is noted. Circuit or CBC management staff must respond in writing to the QA team lead or manager no later than 48 hours upon receiving the concern.

Request for Action Form

Please Check One:

Child Safety Concern

Response Due:

Administrative Concern

Response Due:

Quality Assurance Reviewer's Name:

Review Date:

Case Name:

Report Number (when applicable):

Program: **Adoption** **PS In-Home** **PS Out-of-Home** **Licensed FC**
 Post Placement Supervision **Adoption** **Independent Living**
 Child Protective Investigation

CBC Agency:

Circuit:

Unit/County: /

Presenting Concern(s):

Recommended Action(s):

A written response is due by _____ . Please document response on this form and submit to the Quality Assurance Manager identified below.

Submitted by: _____
Quality Assurance Reviewer

Reviewed by: _____
Quality Assurance Manager

Agency: _____

Agency: _____

Date: _____

Date: _____

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Response to Presenting Concern(s) and Recommended Action(s):

Prepared by: (Name/Title)

Date

Approved by: (Name/Title)

Date

All presenting Issue(s) and recommendation(s) are resolved.

Follow Up Action Required:

Safety Staffing Required. **Date/Time Scheduled:**

Additional Information/Action Needed to Resolve:

Date/Time Submitted: _____ / _____

Quality Assurance Reviewer;

Request for Action - Instructions

A. The Request for Action (RFA) form serves two purposes:

1. **Administrative Review** – During a QA monitoring of CPI or case management files, the reviewer may determine the need for an administrative review of the case based on several findings or concerns which, while they do not rise to the level of child safety, do have an impact on overall quality of performance and may indicate systems-wide issues needing resolution. Concerns regarding incorrect or missing case record information, e.g. misspelled names, incorrect demographic information, missing court documents etc. should be noted on the case review tool, rather than through an RFA form and should be provided to operations staff for review and follow-up. Examples of administrative concerns may include case file documentation found to be in significant conflict with information provided during in-depth interviews conducted during a review of CBC case management files. In another example, the reviewer may find documentation in the case file that is inappropriate, judgmental and/or perhaps unprofessional.
2. **Immediate Child Safety** – During a QA monitoring of CPI or case management files, the reviewer may identify that a child is in imminent danger and action is needed to address the issue. For example, case file documentation may indicate the caretaker responsible has access to the child in violation of court orders or an injunction. Such access may pose an immediate threat to child safety and would need attention if there is no solid documentation that the CPI and/or case manager has addressed the issue. In another example, the reviewer may identify immediate child safety concern during an interview with the child and/or the family.

The form should be completed when one or both of the above situations exist. Only one RFA is completed based on the overall review of a case file.

B. Steps for completing the Request for Action form

1. Complete the top portion of page 1.
2. Write a brief yet detailed statement about the presenting issue in an objective, factual and sufficiently complete manner to guide necessary follow-up.
3. If indicated, write a brief, specific recommendation.
4. Specify a timeframe for response from the CPI unit or case management provider.
 - If this is an immediate child safety issue, a response to the RFA should be provided within 24 hours.
 - If this is an administrative issue, the due date for response should be based on the presenting concerns but due before the end of the review week.
5. Sign and date as the person completing the form.

Request for Action - Instructions

6. Submit to the QA manager or team lead for his/her review. The completed form can be submitted either as a hard copy or electronic copy depending on region/CBC preference and practice.
 - If using hard copy of the RFA, make **two** copies. Keep one copy with the completed CPI or Case Management QA review. Give the original and one copy of the RFA form to the QA review team lead.
 - The QA team lead keeps the copy and gives the original RFA form to the local onsite representative of the CPI unit or the CBC lead agency.
 - If the RFA is submitted electronically, the QA reviewer and QA manager or team lead should follow region/CBC protocol for submission of electronic RFAs.
7. The QA team lead will follow-up to ensure a response is submitted within the requested time limit.
8. The QA team lead makes copies of the response page once the form is completed by the CPI unit/agency and returned to the QA manager or team lead. If using electronic copies, the QA team lead should follow region/CBC protocol for tracking of RFA responses.
9. Information is added to database.
10. Information regarding the number, type and resolution of each RFA is included in the written report of review findings.