The Home and Community Based Service (HCBS) case record review tool is used to complete uniform case reviews statewide. This review tool is used by Adult Protective and Community Supervisors (APCS) to review HCBS cases each month to monitor Adult Protective and Community Worker (APCW) performance. Each APCS is required to complete case reviews utilizing the case record review tool, for all APCWs completing any HCBS action, including initial assessments, reassessments, provider reassessment reviews, or care plan maintenance. Case reviews are conducted to ensure timeliness, appropriate documentation, accuracy of recordings, compliance with HCBS policy when developing care plans, etc.

The review tool and user’s guide can be accessed by approved Division of Senior and Disabilities (DSDS) staff, at: O:\HCBS Case Review.

For each APCW in case approval status, the APCS is required to review a minimum of three (3) case actions per team per month and enter these reviews into the electronic case record review tool. These three (3) case actions must be randomly selected and must be case actions that have been completed by an APCW who has obtained case approval.

For each APCW not in case approval status, the APCS is required to review a minimum of three (3) case actions per staff per month and enter these reviews into the electronic case record review tool. These three (3) case actions must be randomly selected.

All case reviews shall be completed within thirty (30) days of a case action. The case review shall be entered into the case record review tool within thirty (30) days of the completion of the review.

Case reviews utilizing the case record review tool do not negate the responsibility of the APCS to review all work for each APCW who has not received case approval status.

Case approval status may be granted after the APCS has reviewed the APCW’s work for a minimum of three (3) months. Case approval status can only be obtained by written approval from the Assistant Regional Manager, Regional Manager, or HCBS Co-Bureau Chief. Written approval from the HCBS Co-Bureau Chief is required for all requests granting case approval status earlier than three (3) months.

All case actions reviewed requiring remediation must be remediated within ten (10) business days. The APCS must enter the date the remediation was completed in the case record review tool (if the case review was completed in the tool). The APCS must obtain the APCW signature on all remediated actions. This documentation must be maintained by the APCS.