

Overview of the “Request for Reconsideration of a Finding of Maltreatment” Processes

CHISAGO COUNTY

- Panel considered involvement in this process at the request of the agency.
- Panel members have been involved in this process for about three years.
- The chair contacts panel members when a case needs to be reviewed. Usually three to five panel members agree to review a file.
- Panel members go in to Chisago County Health and Human Services and get the file from the receptionist. They review the file independently. Reviewers leave written comments and mark a form stating whether they think the determination of maltreatment should be upheld. The County notifies the person who requested the review by summarizing what the Citizen Review Panel members decided. The “majority rules”.
- To date about 30 requests for reconsideration files have been reviewed. Since getting citizen input, only a couple have been appealed to an administrative law judge at DHS, the next step in the process. Before citizen involvement, more cases were appealed.

WASHINGTON COUNTY

- Discussions between the panel and the agency lead Citizen Review Panel members to become involved in this process.
- Panel members have been involved for over two years.
- Panel members are contacted by the chair, via e-mail, and notified a case is available for review. The notice also suggests a day, time and location for panel members to meet with workers from the county to review the case. Usually three to five panel members respond and attend. The county manager and/ or a supervisor go over the case with the panel members and they decide if they agree with the determination of maltreatment. The County, taking the Citizen Review Panel members’ comments and recommendations into account, makes the final redetermination about the determination and notifies the person who requested the review.
- About 30 cases have been reviewed by the Citizen Review Panel members and only one case has been appealed to an administrative law judge, the next step in the process.

QUESTIONS TO BE ANSWERED BY THE PANEL

- Who will serve on the Request for Reconsideration Committee? Not all panel members have to be involved in this process. Decide who would like to participate and who will notify the rest of those on the list when there is a case to be reviewed.
- How often are people able and willing to come into the agency and review a case? Monthly, every other month, when available? If a group reviews a case with county staff, it takes 45 minutes to two hours, depending on the complexity of the case. Individual case reviews vary according to file size and the complexity of the case too. They can usually be reviewed from 20 minutes to an hour and a half. At first, cases will take longer. The time for review will shorten as the reviewer learns what to look for and as the case workers learn how to organize their files for the reviews.
- What are the preferences for training?
 - ⇒ Separate training for all interested - about one hour
 - ⇒ Training before first case actually reviewed
 - ⇒ Training session for all panel members at a Citizen Review Panel meeting.

QUESTIONS FOR HUMAN SERVICES

- Would it be helpful for your agency to have citizen input on the request for redetermination of maltreatment files?
- What type of training would you provide for this?
- What process would the county find most efficient, helpful, reliable and credible?
 - ⇒ Individuals reviewing the files
 - ⇒ County staff presentation of file to reviewers
 - ⇒ Other
- How will you record the recommendations and decisions?
- How will the person requesting the redetermination be notified?
 - ⇒ What forms do you want to use or develop?