



TO: RBWO Providers
FROM: Tiffany Cutliff, Office of Provider Management Director
DATE: October 6, 2021
RE: Monitoring Visits

Greetings RBWO Providers,

As mentioned in previous communications, the Division of Family and Children Services which includes the Office of Provider Management (OPM), resumed 100% of visits in person effective September 1, 2021. The purpose of this communication is to provide an update in regard to OPM visits, in light of the current circumstances surrounding COVID.

Safety Reviews

OPM resumed conducting 100% of our Safety Reviews in person as of September 1, 2021. OPM will continue to complete the COVID Questionnaire prior to and during each in-person visit. At any time, if there has been a COVID exposure or COVID positive case, the Safety Review visit will be conducted virtually instead.

Annual Comprehensive Reviews

OPM will resume conducting Annual Comprehensive Review visits. As you know, these visits are still required to be completed in coordination with RCCL and DJJ. In light of the current increase in COVID cases, OPM has modified the way in which Annual Comprehensive Reviews are conducted, to ensure the safety of everyone involved. Until further notice, OPM will be completing the physical plant and/or foster home visits in person. The records review portion of the Annual Comprehensive Review will be conducted off site, via GA SCORE. Providers will be asked to upload the requested documents into GA SCORE for review by the OPM Monitoring Specialist. GA SCORE has been modified to support this function and GA SCORE user instructions are being provided regarding this enhancement. You will receive notification via GA SCORE of the documents that need to be uploaded and you will have a 48 business hour window to upload the requested documents.

OPM will continue to complete the COVID Questionnaire prior to and during each in-person visit. At any time, if there has been a Covid exposure or Covid positive case, the physical plant portion of the Annual Comprehensive review will be conducted virtually instead.

If you have any questions regarding Monitoring Review visits from OPM, please contact your assigned Monitoring Manager.

CC: Mary Havick, Deputy Commissioner of Child Welfare
Colleen Mousinho, Senior Director
Dr. Shaun Johnson, Caregiver Coordination Section Director
Beth Vinyard, RCCL Director
Racquel Watson, DJJ Director