

## CFSR OMS Review Sites

The Child and Family Services Reviews (CFSR) Online Monitoring System (OMS) can be used for three different purposes: training, continuous quality improvement (CQI), and CFSR. Data entered for each purpose is maintained separately and can be accessed via three different sites. The following is a description of each site, notice of when the site is available, and a description of the information JBS requires to set up users and activate each site.

*It is important to remember that users and user roles are review-specific.* For example, the individual in the state serving as the CFSR State Team Leader may require access to the CFSR site as a Site Leader but may not need access or the same level of access to the CQI or training site. Therefore, information on users and user roles must be provided for each type of review.

### OMS State Training Sites

JBS has created a training site within the OMS for each state, Puerto Rico, and the District of Columbia. The training site allows users in the state to enter mock cases and stakeholder interview notes to practice using the OMS application. If states are not already using their training site and wish to, please consult with the Children's Bureau Regional Office (RO) and then, using the *OMS Training Review Contact Form*, provide JBS with:

- Name and e-mail address of State Administrator
- List of names and e-mail addresses of persons serving in the role of Reviewer for training purposes
- List of names and e-mail addresses of persons who perform quality assurance (QA) activities for training purposes
- List of names and e-mail addresses of persons who might serve in the Observer role for training purposes

The *OMS Training Review Contact Form* should be sent to [cw@jbsinternational.com](mailto:cw@jbsinternational.com) with a copy to the RO. If states are already using the training site, please routinely review the list of authorized users and their level of access and notify JBS if changes need to be made.

### OMS CQI Review Sites

The state OMS CQI review site is a separate site that states can use to review their own cases for ongoing CQI purposes and/or conduct stakeholder interviews. If states are not already using the CQI review site and would like to, please consult with your Children's Bureau (CB) RO and contact JBS. In particular, note that CB does not have access to the state's CQI review site data automatically, so a point of discussion with CB should be whether, how, and when the state will provide such access to CB, particularly for program improvement monitoring purposes. To support site set-up, please use the *OMS CQI Review Contact Form* to provide JBS with:

- Name and e-mail address of the State Administrator
- List of names and e-mail addresses for persons serving in the role of Reviewer for CQI purposes
- List of names and e-mail addresses for persons who perform QA activities for CQI purposes.
- List of names and e-mails for persons who might serve in the Observer role for CQI purposes.
- List of sites (counties)

- Whether the period under review start date should be fixed or open. If it is to be fixed, the date of the beginning of the period under review

The *OMS CQI Review Contact Form* should be sent to [cw@jbsinternational.com](mailto:cw@jbsinternational.com) with a copy to the RO. If states are already using the CQI review site, please routinely review the list of authorized users and their level of access and notify JBS at the above e-mail address of changes that need to be made.

#### **CFSR Site**

The OMS CFSR site will be used during the CFSRs for both Traditional Reviews and State Conducted Case Reviews. The Children's Bureau will work with those states being reviewed in 2015 to determine who should have access to this review site. The *CFSR State Contact Form* should be used to provide information about those people participating in your CFSR.

#### **OMS Help Desk**

The OMS Help Desk is available to assist you Monday through Friday from 8:30 a.m. to 5:30 p.m. eastern time, except for federal holidays. After CFSR sites are set up, the Help Desk will be available Monday through Friday, except for federal holidays, from 7 a.m. until 10 p.m. eastern time. You can reach the OMS Help Desk by calling 1-888-OMS-0855, or by Web form or chat accessed through the OMS Help page or directly via <https://oms-helpdesk.cfsrportal.org>.

If you have any questions, please feel free to talk with your CB Regional Office or e-mail JBS at [cw@jbsinternational.com](mailto:cw@jbsinternational.com).