

We just finished our contracting and renewal process and want to take some time to share lessons learned and how we can make this process better going forward. For those who just finished their renewals, thank you for working with us as we implemented the new processes required by the audit. For those up for renewal this year we hope this will make the process even easier going forward.

Contract Renewal

As a reminder, attorneys up for renewal will receive from OCR:

- Link to submit contact info for case references (2 children/youth, 2 parents, 2 caregivers) in November
- Your stakeholder Survey results
- Activity Reports showing cost per case, etc. from CARES
- Court Observation data
- 30 Day Initial visit report

Contract Renewal AND Verifications

Annually, whether up for renewal or completing the annual verification process, attorneys will receive from OCR:

- Link to fill out the renewal application or verifications form in March (remember that **everyone** needs to complete a form in March each year—either Renewal or annual Verifications).
- Both forms:
 - Require an upload of your malpractice insurance carrier certificate
 - Will prompt you to itemize your training hours
 - Will prompt you to list any CJD exceptions

If you are not sure which year is your renewal year, please refer to your contract. Your renewal year is the year your contract expires.

OCR Review of Data Reports – How to Make Sure Your Data Accurately Reflects Your Activities

As with any of our reports, we are limited by how you enter data. We have learned that incorrect data entry results in a misrepresentation of your work.

Tips for making this process easier and more accurate next year:

Initial Visits - How you enter this activity really matters!

- Be sure that you are marking your first initial visit with a youth as “Initial Visit” otherwise it will not show up on the 30-day visit report.
- “Initial visit” should be entered one time only for each professional per child (i.e. You should not call later visits initial visits. You should not call change of placements initial visits). Be sure to use the checkboxes on the activity to show which children were present.
- Please pay close attention to your dates. Each child party start date needs to be correct, as does the date of the visit (to properly count the 30-day mark).
- Be sure to enter your visits in CARES. This is an important CJD activity. We report these statistics to the Legislature, and therefore we need all visits entered in CARES. Again, remember to check off which child(ren) were present.
- If you find data was entered incorrectly, you can correct it yourself if you have not yet submitted the invoice. Activities cannot be changed once your invoice is submitted. If you forgot to enter a visit in a previous invoicing period, please enter it as soon as you remember.

- If you visit with a youth in court, please do NOT use the “Confer with Involved Persons” box in the court hearing activity. Instead, please use the “Visit with Child at Court” box. Confer with Involved Persons is a shortcut for you to capture *brief* interactions with other adults at court; contact with children (and meetings of significant duration) should be their own specific activities.
- If your case closes within the first 30 days, you should still have consulted with the youth prior to agreeing to case closure.
- If you have an open case with a youth and they get a subsequent D&N, you still need to see the youth IN THEIR PLACEMENT within 30 days (even if you just saw them the week before).
- We realize that in some counties they are appointing GALs pre-filing of the D&N. The date in Data Access starts the clock for the 30-day visit requirement.

Court Observations

- OCR is required to do at least 3 observations of attorneys during their renewal year. Observation criteria is listed on the Court Observation Form, which you can access on the [Litigation Toolkit](#). Please be advised that we have changed the JD form so please download the new version from the Litigation Toolkit.
- This year, our data from court observations was low in these categories: GAL stating the child’s position, Juvenile attending court, and GAL making a record of efforts to get Juvenile to attend. These are important measures and we report this data to the Legislature. We hope to see improvement in these areas over the next year.

CJD Exceptions Form

- This is a form GALs are required to complete each year documenting any cases in which you were not able to fulfill your CJD requirements. It seems from our review this year, and years past, that some GALs are diligent about filling this out for every aspect of the CJD in every case. Others did not complete it at all.
- In order to be sure every attorney understands the purpose and can easily document these requirements, we will have a standardized form for each GAL to fill out annually, beginning next year.
- You will receive the new standardized form with your renewal or verifications documents next year.
- Tracking is per calendar year. The form you receive in March will note the exact time frame for reporting.
- If you do not have an accurate and efficient tracking system for this data, we suggest that you institute one now and save yourself a lot of work next year. There are resources on the Litigation Toolkit to help with tracking, such as the CJD compliance checklist form, etc.

Policy Questions Needing Clarification

- Visit requirements in JD cases vs. D&N cases (CJD, page 10)
- Hospital Visits: If the youth is going to be in the hospital for several weeks or most of the initial 30-day visit period then a GAL should do an initial visit at the hospital. Once the child leaves the hospital, the GAL will need to do a change of placement visit within 30 days from discharge. If a child is in the hospital for only a few days, the GAL should visit the child at the placement (rather than the hospital) within 30 days.