

L.J. v. Massinga Independent Verification Agent

Certification Report for Defendants' 72nd Compliance Report

(January 1 - June 30, 2024)

Appendix 1

IVA Response to Defendants' Data Table

(Defendants' 72nd Report, Att. C)

The data from Defendants' 72nd Report is included here with the IVA's decisions on certification. The measures in bold type are Exit Standards.

Defendants report "TBD" for 97 (73%) of the 133 measures (126 MCD measures plus the 7 measures (3, 25, 29, 71, 72, 85, and 88) with both quantitative (a) and qualitative (b) reporting).

When a report is designated as "not complete," it means that it still is under a process of active development by MD THINK.

When it is designated that a report "has not been validated by Defendants as accurate," it means that the report had been completed by MD THINK in the past, but subsequent attempts to validate the accuracy of the report by BCDSS Innovations staff revealed that the report was not producing the expected results.

All of the reports with the QSR data source are TBD due to the problems in the QSR process discussed in the IVA's Report, pp. 32-34.

	Measure	Data Sources	72nd	Can Data be Certified by IVA as Accurate, Valid, and Reliable?
1	% of children in family preservation that enter OHP.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
2	% of children and families in family preservation that timely received services identified in the case plan.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
3a	90 % of children and families in family preservation had a case plan.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
3b	90 % of children and families in family preservation had a case plan.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
4	85 % of children and families in family preservation timely received the services identified in the case plan.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
5	Average length of stay for children in OHP (in months).	CJAMS	TBD.	Report has not been validated by Defendants as accurate.
6	% of children who had a comprehensive assessment within sixty days of placement.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
7	% of all children with a permanency plan of reunification for whom BCDSS had a service agreement with the child's parents or guardians or for whom BCDSS made reasonable efforts to get the child's parents or guardians to enter into a service agreement.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.

	Measure	Data Sources	72nd	Can Data be Certified by IVA as Accurate, Valid, and Reliable?
8	% of all children for whom BCDSS provided referrals for services identified in the child's parent's or guardian's service agreement.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
9	% of cases that had a team decision-making meeting when the child is at risk of a placement disruption.	CJAMS	TBD	Report has not been completed.
10	% of TPR petitions filed that were filed on time.	Legal Services	TBD	Report has not been validated by Defendants as accurate.
11	% of children who, after twenty-four months in care, had a case review every ninety days to resolve barriers to permanency.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
12	% of all children with a permanency plan of reunification for whom BCDSS facilitated a visit with the child's parents once per week.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
13	% of applicable children for whom, where the child's paternity had not been established, BCDSS sought to establish the child's paternity within ninety days of the child's entry into OHP.	Legal Services	100%	No. The documented efforts are not meeting all MCD measure requirements, and no documentation of efforts after shelter care hearing before the end of 90 days in cases where paternity still had not been determined.
14	% of children for whom BCDSS searched for relatives or other resources.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
15	90 % of children in OHP had a case plan.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.

	Measure	Data Sources	72nd	Can Data be Certified by IVA as Accurate, Valid, and Reliable?
16	90 % of children in OHP and their families timely received the services identified in their case plans.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
17	% of children ages twelve and over who participated in case planning meetings.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
18	% of all new entrants for whom a family involvement meeting was held within seventy-two hours of placement.	CJAMS	91.15%	Yes
19	% of all children for whom case planning meetings included family members.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
20	Beginning July 1, 2010, for 85 % of children, BCDSS had a family involvement meeting at each critical decision-making point. [Each of parts 20A-D must reach 85%.]	CJAMS	TBD	Report has not been completed.
21	% of children whose case plan was completed within sixty days of placement.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
22	% of children whose case plan was updated every six months.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
23	% of children for whom BCDSS reported to the child's parents, the parents' attorney, and the child's attorney any intention to request a change in the permanency plan at least ten days prior to the court review.	Legal Services	72.2%	No. Met with Legal Dept. 4/18/24. Proof of email notice needs to be retained for verification purposes. Defts. established a new process beginning July, 2024, after the end of the 72nd report period.

	Measure	Data Sources	72nd	Can Data be Certified by IVA as Accurate, Valid, and Reliable?
24	90 % of children had a case plan that was completed within sixty days of the child's entry into OHP and which was updated every six months.	CJAMS	TBD	Report had not been validated by Defendants as accurate for this reporting period. Report validated as accurate by Defendants in June 2025.
25a	% of children ages fourteen and over who had a transition plan for independence included in the child's case plan and were timely receiving the services identified in the case plan.	CJAMS	TBD	Report had not been validated by Defendants as accurate for this reporting period. Report validated as accurate by Defendants in June 2025.
25b	% of children ages fourteen and over who had a transition plan for independence included in the child's case plan and were timely receiving the services identified in the case plan.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
26	% of emancipated youth who reported receiving services designed to prepare them for independence.	CJAMS	TBD	Unknown why it was reported as TBD.
27	% of youth with a mental illness or a developmental disability who need a residential facility or supports, or day programming or supported employment services after they turn twenty-one who received a referral, and who had a transition plan to an alternative service provider at least two years prior to their twenty-first birthday.	QA	100%	No. Based upon the information provided for this measure, Defendants not applying all requirements of the Measure, specifically, that by the age of 19, youth meeting the definition would have "a transition plan to an alternative service provider at least two years prior to their 21st birthday."

	Measure	Data Sources	72nd	Can Data be Certified by IVA as Accurate, Valid, and Reliable?
28	Number of youth, ages eighteen to twenty-one, who exited OHP through rescission.	Legal Services	2	Yes
29a	90 % of children ages fourteen and over had a transition plan included in the child's case plan and timely received the services identified in the case plan.	CJAMS	TBD	Report had not been validated by Defendants as accurate for this reporting period. Report validated as accurate by Defendants in June 2025.
29b	90 % of children ages fourteen and over had a transition plan included in the child's case plan and timely received the services identified in the case plan.	QSR	0%	The QSR process was not a valid measure of compliance during this report period.
30	% of all children who were placed in:	CJAMS		Yes. In their report, Defendants invert the "Independent Living" and "Other" rows. The IVA discussed with BCDSS staff who prepared the report, and they agreed, so the IVA has corrected the error here.
	(a) Family Settings		40%	
	(b) Relatives		38%	
	(c) Congregate Care		10%	
	(d) Independent Living		6%	
	(e) Other		5%	
31	% of all children in OHP placed with siblings.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
32	% of all children in congregate care who had a step-down plan.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
33	90 % of all children were placed promptly in the least restrictive and appropriate placement based on their individualized needs.	QSR	72%	The QSR process was not a valid measure of compliance during this report period.

	Measure	Data Sources	72nd	Can Data be Certified by IVA as Accurate, Valid, and Reliable?
34	Number of children placed in congregate care by age groups	CJAMS		
	(a) Children under seven placed in congregate care		TBD	Report has not been validated by Defendants as accurate.
	(b) Children seven to twelve placed in congregate care		TBD	Report has not been validated by Defendants as accurate.
35	% of children under age thirteen placed in congregate care for whom the placement was medically or therapeutically necessary and the placement included services that met the child's needs.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
36	For 99% of children under age thirteen placed in congregate care, the placement was medically or therapeutically necessary and the placement included services that met the child's needs.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
37	Number of placements available to BCDSS by type.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
38	Number of emergency foster homes on retainer and the number of beds available in each home.	CJAMS	0	No. Measure 38 report indicates that there were 15 foster homes with open "emergency foster home placement structure" for a total of 16 beds available during the report period. The report lists one of those homes, with 3 beds available, as also being an "emergency foster care retainer placement."
39	The array of current placements matched the recommendation of the biennial needs assessment.	TBD	TBD	No measure instructions established, and no report provided.

	Measure	Data Sources	72nd	Can Data be Certified by IVA as Accurate, Valid, and Reliable?
40	% of all children who have service needs identified in their case plans.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
41	% of all children for whom identified service needs were followed by timely and appropriate referrals.	QSR	TBD	The QSR process was not a valid measure of compliance during these report periods.
42	% of children who receive services necessary and sufficient to meet the child's needs and to support stability in the least restrictive placement.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
43	% of children not placed with their siblings who have visitation with their siblings twice a month.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
44	90 % of children and caregivers received services necessary and sufficient to meet their needs and to support stability in the least restrictive placement.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
45	% of kinship care providers who received written notification of the right to apply for foster home licensing within ten days of placement.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
46	% of kinship care providers who received written notification of BCDSS training opportunities.	QA	93.21%	Yes
47	% of kinship care providers who reported having been informed about training and licensing opportunities.	QA	93.23%	Yes

	Measure	Data Sources	72nd	Can Data be Certified by IVA as Accurate, Valid, and Reliable?
48	90 % of kinship care providers received written notification of the right to apply for foster home licensing within ten days of placement.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
49	Number of Special Support team positions funded by the Department, by type.	QA	17	No. See IVA Resp. to Defs.' 72nd Rep, pp. 66-68.
50	Number of Special Support team positions filled, by type.	QA	17	No. See IVA Resp. to Defs.' 72nd Rep, pp. 66-68.
	Developmental Disabilities		1	
	Care Coordinator		1	
	Education		5	
	Employment		1	
	Family Investment		1	
	Housing		1	
	Independent Living		2	
	Mental Health Services		2	
	Ready by 21/SSI		2	
	Substance Abuse Services		1	
	Total		17	
51	MCDSS MS-100 (job descriptions for all positions).	QA	All	No. See IVA Resp. to Defs.' 72nd Rep, pp. 66-68.
52	BCDSS employed a staff of non-case carrying specialists to provide technical assistance to caseworkers and supervisors for cases that require specialized experience and/or knowledge.	QA	Yes.	No. See IVA Resp. to Defs.' 72nd Rep, pp. 66-68.
53	% of all foster home applications that were approved/denied within 120 days of application.	CJAMS	TBD	Report has not been validated by Defendants as accurate.

	Measure	Data Sources	72nd	Can Data be Certified by IVA as Accurate, Valid, and Reliable?
54	% of all foster home caregivers who received all training required by law.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
55	Number of foster homes licenses rescinded by the Department due to lack of compliance.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
56	% of all foster homes and kinship care placements that met the COMAR licensing requirements.	CJAMS	TBD	Report has not been completed.
57	95 % of all foster homes and kinship care placements met all legal requirements.	CJAMS	TBD	Report has not been completed.
58	90 % of all foster homes were approved and reapproved on a timely basis.	CJAMS	TBD	Report has not been completed.
59	% of caregivers who had been provided all available information about the child's status, background, and needs.	CJAMS	TBD	Report has not been completed.
60	95 % of caregivers had been provided all available information about the child's status, background, and needs.	CJAMS	TBD	Report has not been completed.
61	Number of children in OHP for whom a CPS report was made.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
62	Number of children in OHP for whom a CPS investigation was opened.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
63	Number of children in OHP for whom a report of maltreatment while in OHP was indicated.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
64	% of CPS investigations which were initiated in a timely manner.	CJAMS	TBD	Report has not been validated by Defendants as accurate.

	Measure	Data Sources	72nd	Can Data be Certified by IVA as Accurate, Valid, and Reliable?
65	99.68 % of children in OHP were not maltreated in their placement, as defined by federal law.	CJAMS	99.63%	No. Actual result is 99.39% . See IVA Resp. to Defs.' 72nd Rep, pp. 68-71.
66	In 95 % of cases of alleged maltreatment of a child in OHP, BCDSS provided the child's attorney and Plaintiffs' counsel the report of the alleged maltreatment within five days of the report and the disposition within five days of its completion.	Legal Services	TBD	Unknown why data is not reported.
67	Number of children who spend four hours or more in an office, motel, or unlicensed facility.	QA	71 children	No. Actual result is 76 children. See IVA Resp. to Defs.' 72nd Rep, p. 71.
68	99.8 % of children in OHP were not housed outside regular business hours in an office, motel, hotel or other unlicensed facility. If any child is so housed, BCDSS shall notify Pls.' counsel within one working day of the reasons for the placement, the name of the child's CINA attorney and the steps that BCDSS is taking to find an appropriate placement. Barring extraordinary circumstances, no child may be housed in an office for consecutive nights.	QA	Part 1 – 95.68% Part 2 - TBD	No. Actual result is 76 children. See IVA Resp. to Defs.' 72nd Rep, p. 71.

	Measure	Data Sources	72nd	Can Data be Certified by IVA as Accurate, Valid, and Reliable?
69	% of children ages twelve or over who participated in placement decisions.	CJAMS	TBD	Report has not been completed.
70	90 % of children ages twelve or over participated in placement decisions.	CJAMS	TBD	Report has not been completed.
71a	95 % of children had documented visits from their caseworker once monthly in the child's placement.	CJAMS	TBD	Report had not been validated by Defendants as accurate for this reporting period. Report validated as accurate by Defendants in March 2025.
71b	% of children who had documented visits from their caseworker once monthly in the child's placement.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
72a	95 % of children had documented visits from their caseworker once monthly in the child's placement.	CJAMS	TBD	Report had not been validated by Defendants as accurate for this reporting period. Report validated as accurate by Defendants in March 2025.
72b	95 % of children had documented visits from their caseworker once monthly in the child's placement.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
73	% of new entrants to OHP who received an initial health screen within five days of placement.	CJAMS	91.71%	No. Report was not accurate during report period. After defect repaired, current corrected compliance rate is 92.78%.
74	% of cases in which children received appropriate follow-up when the initial health screen indicated the need for immediate medical attention.	CJAMS	100%	Yes

	Measure	Data Sources	72nd	Can Data be Certified by IVA as Accurate, Valid, and Reliable?
75	Beginning July 1, 2009, 95 % of new entrants to OHP received an initial health screen within five days of placement.	CJAMS	91.71%	No. Report was not accurate during report period. After defect repaired, current corrected compliance rate is 92.78%.
76	% of new entrants into OHP who received a comprehensive health assessment within sixty days of placement.	CJAMS	93.40%	Yes as to quantitative result of 93.40%, No as to meeting qualitative requirements for comprehensive health assessment. See IVA Resp. to Defs.' 72nd Rep, pp. 58-59.
77	% of all children that had a comprehensive health plan.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
78	% of children whose case plan team meeting included a discussion of the child's comprehensive health assessment.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
79	90 % of new entrants into OHP received a comprehensive health assessment within sixty days of placement.	CJAMS	93.40%	Yes as to quantitative result of 93.40%, No as to meeting qualitative requirements for comprehensive health assessment. See IVA Resp. to Defs.' 72nd Rep, pp. 58-59.
80	% of children entering OHP who received timely periodic EPSDT examinations, and all other appropriate preventive health assessments and examinations, including examinations and care targeted for adolescents and teen parents.	CJAMS	57.44%	Yes

	Measure	Data Sources	72nd	Can Data be Certified by IVA as Accurate, Valid, and Reliable?
81	% of children in OHP who received timely periodic EPSDT examinations, and all other appropriate preventive health assessments and examinations, including examinations and care targeted for adolescents and teen parents.	CJAMS	TBD	Report has not been completed.
82	90 % of children entering OHP who received timely periodic EPSDT examinations, and all other appropriate preventive health assessments and examinations, including examinations and care targeted for adolescents and teen parents.	CJAMS	57.44%	Yes
83	90 % of children in OHP who received timely periodic EPSDT examinations, and all other appropriate preventive health assessments and examinations, including examinations and care targeted for adolescents and teen parents.	CJAMS	TBD	Report has not been completed.
84	Beginning July 1, 2009, % of new entrants under age three who were referred for a Part C Assessment within ten days of placement.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
85a	% of children who received timely all Needed Health Care Services.	CJAMS	TBD	Report has not been validated by Defendants as accurate.

	Measure	Data Sources	72nd	Can Data be Certified by IVA as Accurate, Valid, and Reliable?
85b	% of children who received timely all Needed Health Care Services.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
86	% of cases in which the identification of a developmental delay was followed by a prompt referral for special education or early intervention services.	QSR	100%	The QSR process was not a valid measure of compliance during this report period.
87	% of cases in which the case worker monitored the child's health status once monthly.	QSR	TBD	The QSR process was not a valid measure of compliance during these report periods.
88a	90 % of children received timely all Needed Health Care Services.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
88b	90 % of children received timely all Needed Health Care Services.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
89	% of all new entrants who had a complete health passport and MA number that were distributed to caregivers promptly.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
90	% of children who had a health passport that was updated and distributed to the caregivers at least annually.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
91	% of children for whom BCDSS requested an MA card promptly when a replacement was needed.	CJAMS	99.30%	Yes
92	% of all children for whom BCDSS delivered an MA card promptly.	CJAMS	100%	Yes

	Measure	Data Sources	72nd	Can Data be Certified by IVA as Accurate, Valid, and Reliable?
93	90 % of all new entrants had a complete health passport that was distributed to the children's caregivers promptly.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
94	90 % of children had a health passport that was updated and distributed to the children's caregivers at least annually.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
95	% of new entrants who were enrolled in and begin to attend school within five days of placement.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
96	% of children who changed placement who were enrolled in school within five days of a placement change	CJAMS	TBD	Report had not been completed.
97	% of children eligible for special education who received special education services without interruption when they transferred schools.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
98	% of children ages three to five who were enrolled in a pre-school program.	CJAMS	TBD	Report has not been validated by Defendants as accurate.
99	90 % of children were enrolled in and began to attend school within five days of placement in OHP or change in placement.	CJAMS	TBD	Report has not been completed.
100	% of children who had an attendance rate of 85 % or higher in the Baltimore City Public School System.	QA	54.43%	Unknown. The IVA has insufficient information with which to determine accuracy, validity and reliability.

	Measure	Data Sources	72nd	Can Data be Certified by IVA as Accurate, Valid, and Reliable?
101	% of children who had an educational plan.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
102	% of children for whom BCDSS had met its obligations as set forth in the child's educational plan.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
103	% of children for whom BCDSS had monitored the child's educational progress monthly.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
104	90 % of children had an educational plan.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
105	For 90 % of children, BCDSS had met its obligations as set forth in the child's educational plan.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
106	For 90 % of children, BCDSS had monitored the child's educational progress monthly.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
107	% of children for whom any indication of developmental delay or disability was followed by a prompt referral for special education or early intervention services.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
108	% of children in special education or early intervention for whom the provider or case worker attended the IEP meeting.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
109	% of children who were eligible for special education or early intervention services for whom BCDSS made reasonable efforts to secure services.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.

	Measure	Data Sources	72nd	Can Data be Certified by IVA as Accurate, Valid, and Reliable?
110	BCDSS made a prompt referral for special education or early intervention services for 90 % of children for whom there was an indication of developmental delay or disability.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
111	BCDSS made reasonable efforts to secure services for 90 % of children who were eligible for special education or early intervention services.	QSR	TBD	The QSR process was not a valid measure of compliance during this report period.
112	% of case-carrying staff who were at or below the standard for caseload ratios.	CJAMS	TBD	Report had not been validated by Defendants as accurate for this reporting period. Report validated as accurate by Defendants in June 2025.
113	% of case-carrying teams who were at or below the standard for ratio of supervisor: worker.	CJAMS	TBD	Report had not been validated by Defendants as accurate for this reporting period. Report validated as accurate by Defendants in June 2025.
114	% of children entering OHP beginning July 1, 2009 whose siblings had the same caseworker.	CJAMS	TBD	Report has not been completed.
115	90 % of case-carrying staff was at or below the standard for caseload ratios.	CJAMS	TBD	Report had not been validated by Defendants as accurate for this reporting period. Report validated as accurate by Defendants in May 2025.
116	90 % of case-carrying teams were at or below the standard for ratio of supervisor: worker.	CJAMS	TBD	Report had not been validated by Defendants as accurate for this reporting period. Report validated as accurate by Defendants in April 2025.

	Measure	Data Sources	72nd	Can Data be Certified by IVA as Accurate, Valid, and Reliable?
117	% of caseworkers who qualified for the title under Maryland State Law.	QA	100%	Yes. See IVA Resp. to Defs.' 72nd Rep, pp. 73-74.
118	% of case-carrying workers who passed their competency exams prior to being assigned a case.	QA	100%	Yes. See IVA Resp. to Defs.' 72nd Rep, pp. 73-74.
119	% of caseworkers and supervisors who had at least twenty hours of training annually.	QA	77%	Unknown. The IVA has not had the opportunity to investigate the accuracy and reliability of the data collection process for this measure.
120	% of caseworkers who reported receiving adequate supervision and training.	QA	Supervision: 69.1% Training: 77%	Unknown. The IVA has not had the opportunity to investigate the accuracy and reliability of the data collection process for this measure.
121	95 % of caseworkers met the qualifications for their position under Maryland State Law.	QA	100%	Yes. See IVA Resp. to Defs.' 72nd Rep, pp. 73-74.
122	90 % of caseworkers and supervisors had at least twenty hours of training annually.	QA	77%	Unknown. The IVA has not had the opportunity to investigate the accuracy and reliability of the data collection process for this measure.
123	% of cases which were transferred with required documentation within 5 working days.	QA	98.65%	Yes. See IVA Resp. to Defs.' 72nd Rep, pp. 74-75.
124	% of transferred cases which had a case transfer conference within 10 days of the transfer.	QA	99.33%	Yes. See IVA Resp. to Defs.' 72nd Rep, pp. 74-75.
125	90% of cases were transferred with required documentation within 5 working days.	QA	98.65%	Yes. See IVA Resp. to Defs.' 72nd Rep, pp. 74-75.
126	90 % of transferred cases had a case transfer conference within 10 days of the transfer.	QA	99.33%	Yes. See IVA Resp. to Defs.' 72nd Rep, pp. 74-75.

