



State of Florida
Department of Children and Families

Charlie Crist
Governor

George H. Sheldon
Secretary

DATE: June 24, 2009

TO: Regional Directors

FROM: John K. Cooper, Acting Assistant Secretary for Operations
David L. Fairbanks, Assistant Secretary for Programs
Walter Sachs, Director of Contracted Client Services

SUBJECT: CBC Lead Agency Contract Template Changes Related to Quality Assurance (QA)

PURPOSE: This memorandum is to inform you about contractual modifications related to the Regional Quality Management Model that will be effective for Fiscal Year 2009-2010.

BACKGROUND: Having completed almost a full year of quarterly case management quality assurance reviews, the 2008 Regional Quality Management Model was revisited to determine where improvements could be made. The Performance Measure Workgroup met in May to discuss performance measures and quality assurance. After discussion among workgroup members, a consensus decision was made to continue the quarterly quality assurance base reviews and side-by-side reviews. However, the lengthy reports generated from each quarterly review were considered work intensive and had limited value to management. The workgroup opted to eliminate written quarterly reports and allow Community-Based Care (CBC) Lead Agencies the flexibility to look at practice and performance trends utilizing their own reporting formats and processes. However, all data would continue to be entered into the statewide quality assurance data system each quarter. The requirement for two special QA reviews will continue as a contract requirement.

The Department's Contract Template has been modified to eliminate the requirement for four quarterly reports. In lieu of this requirement, CBC Lead Agencies will be required to submit an annual report at the end of the fiscal year.

There were two changes that did not impact contractual language but will address concerns with our sampling methodology and reduce workload associated with the quality assurance process.

- The sampling methodology will change from four specifically defined populations each quarter to a random sample with only one stratification to ensure an appropriate number of out-of-home and in-home cases are sampled each quarter.

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Mission: Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency

- Exit Conferences will no longer be required at the conclusion of each quarterly review, but will be optional based on local needs and preferences.

ACTION REQUIRED: Please share this information with Community-Based Care Lead Agencies.

CONTACT INFORMATION: If you have any questions or need further information, please call Eleese Davis, Chief of Systems Management Performance (850) 921-9857 or Gail Perry at (850) 921-7794.

cc: CBC Lead Agency Contract Managers
Regional QA Managers
CBC Lead Agency QA Managers