



State of Florida  
Department of Children and Families

Charlie Crist  
Governor

George H. Sheldon  
Secretary

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**DATE:** September 4, 2009  
**TO:** Regional Directors  
**THROUGH:** David L. Fairbanks, Assistant Secretary for Programs  
Peter Digre, Assistant Secretary for Operations  
**FROM:** Alan F. Abramowitz, State Director, Office of Family Safety  
**SUBJECT:** Qualitative Supervisory Discussion Guides

*David L. Fairbanks*  
*Peter Digre*

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**PURPOSE:** The purpose of this memo is to advise that the "Mentoring and Modeling Quality", a Discussion Guide for Case Management and Child Protective Investigator Supervisors, was recently amended to include additional critical subject matters related to mental health and psychotropic medications.

**BACKGROUND:** The Quality Management Regional Model is founded on the premise that each individual in the child welfare system is responsible for providing quality services to those we serve. One of the most important individuals in the child welfare system is the investigator or case management supervisor who must assure needed safeguards and services are in place and case work activity is moving the child toward an appropriate safe and permanent living environment. This is the reason that the qualitative discussion guides were developed and why the process of supervisor and staff discussions is required.

Due to two very tragic deaths over the past year, the guides have been amended to include specific areas for discussion that may affect a child's safety and well-being. Those are:

1. In addition to routine questions about mental and physical health, when a child is placed in out-of-home care, the supervisor must explore with staff any indicators that the child is/will be prescribed psychotropic/psychotherapeutic medications and if there is express and informed consent or a court order authorizing administration of such medications.
2. In case management, the supervisor must explore with staff pre-planning or changing circumstances the family is experiencing, to include but not limited to, pregnancy, a new baby in the home, parents divorce, household composition changes, injunctions for protection being lifted, absent parent returns, new abuse/neglect reports received, etc.

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

**ACTION REQUIRED:** Please ensure supervisors have been trained in the "Mentoring and Modeling Quality" and that they are aware of these new subject areas in the guides.

**CONTACT INFORMATION:** Please contact Eleese Davis, Chief of Systems Performance Management or Gail Perry, Quality Assurance Administrator, if you have any questions or need additional information. Ms. Davis can be reached by telephone at (850) 921-9857 or by email at [Eleese\\_Davis@dcf.state.fl.us](mailto:Eleese_Davis@dcf.state.fl.us) and Ms. Perry can be reached by telephone at (850) 921-7794 or by email at [Gail\\_Perry@dcf.state.fl.us](mailto:Gail_Perry@dcf.state.fl.us).

Attachment

cc: Regional Quality Assurance Managers  
CBC Quality Assurance Managers  
Contract Managers