



State of Florida
Department of Children and Families

Charlie Crist
Governor

Robert A. Butterworth
Secretary

DATE: April 23, 2008
TO: Regional Directors
THROUGH: George Sheldon, Assistant Secretary for Operations
David Fairbanks, Assistant Secretary for Programs
(Patricia Badland)
FROM: Patricia Badland, Director of Office of Family Safety
SUBJECT: Family Safety – Quality Assurance Review Template

*George Sheldon by John Tga
Patricia Badland*

PURPOSE: This memorandum provides a suggested template for Quality Assurance and Special Reviews that are the responsibility of Regional Family Safety Quality Assurance, and is a follow up to the November 28, 2007 memorandum regarding the Special Review Protocol.

BACKGROUND: Regions, circuits, sheriffs' offices, and community based care agencies are responsible for performance within their organizations, conducting ongoing quality assurance reviews, and responding to customer calls and other inquiries at the local level. Additionally, there are certain high profile, high risk or critical situations that require special or independent reviews.

Conducting such reviews in a thorough and uniform manner suggests that reports of findings from reviews should also be completed within a standardized format.

ACTIONS: Please review the attached template for consideration as: a) a suggested template for use by the Regions in all quality assurance reviews and, b) a required template for high profile reviews for which the Special Review Protocol is invoked.

Please provide comments in a regionally consolidated response to Eleese Davis, Chief of Systems Performance Management no later than close of business Wednesday, May 7, 2008.

Attachments

cc: Don Winstead, Deputy Secretary
Erin Geraghty, Director of Communications
Circuit Administrators
Regional Program Managers
Regional Quality Assurance Managers

1317 Winewood Boulevard, Tallahassee, Florida 32399-0700

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



**Family Safety Program
Quality Assurance Review**

David Fairbanks
Assistant Secretary for Programs

Patricia Badland
Director, Office of Family Safety

Region: [as appropriate] **Circuit(s):** [as appropriate] **Lead Agency:** [as appropriate]

Case: [Title of review title and reference/identification of case]

Purpose of Review:

[Reason for initiating review, who requested it, very brief statement of issue]

Conducted By: [office1]
 [office2, etc]

Finding Summary

[High level summary of findings]

Background Summary

[Include the following:

- What office is conducting the review, under what authority
- Context for the report; what functions were involved in the case (e.g., Child Protective Investigations in what circuit or sheriff, which CBC, what children's legal services office, anything related to Hotline intake, any headquarters staff involvement, etc.)
- Overview of requirements or standards that relate to the case, especially with respect to the issue/reason for review; e.g., placement types, required court actions and/or documentation, statutory or rule authority
- Sources of information: explain references to information sources – includes automated, such as Florida's Safe Families Network; external, such as the Missing Child Information Clearinghouse; and local, such as case files.
- Summary of case events: When was the case initiated, what were the key events, reasons for removal as relevant/appropriate to issue, legal actions taken, current status of child and case, was there supervisory review or prior QA activity for the case.]

[Review title]

Quality Assurance Review Methodology

[What approach did the QA staff use? What other offices helped conduct the review, if any? What was the scope of the review?]

Quality Assurance Focus Topics

[As appropriate, list the topics or categories for the findings. This is intended to put similar issues and recommendations for action together and help the reader understand the report. For example, the topics could be case management functions such as home study, assessments, reporting a missing child, courtesy supervision. For a simple review, there may be only one topic.]

1. [Topic area title]
2. [Topic area title]
3. [Topic area title]

[more as necessary]

Current Situation

Prior Investigations/Service History

Findings

1. [Topic area title]
Issue:
Requirement:
Findings:
Recommendations:
2. [Topic area title]
Issue:
Requirement:
Findings:
Recommendations:
3. [Topic area title]
Issue:
Requirement:
Findings:
Recommendations:

[more as necessary]

[Review title]

If appropriate, list any additional recommended actions that address the issue or case as a whole but not necessarily specific to a particular finding.

Appendices

[List appendices here]

[Include explanatory or backup material as relevant. This could include a detailed time line, listing of professionals involved in the case, extracts of pertinent rule or statute or operating procedures, etc.]