



**Special points of interest:**

- > PIP Approved!
- > PIP Monitored case reviews to begin July 2017
- > Regional PIP Updates will begin October 2017

# Florida CQI Story

## Florida's Program Improvement Plan Approved!

Florida was approved by the Children's Bureau as a 'Self Review' State for the third round of Child and Family Services Reviews (CFSRs) which were

conducted in a side-by-side style with DCF and CBC Quality Management professionals reviewing the files and interviewing case participants.

The Children's Bureau issued the final report December 28, 2016 allowing 90 days for Florida to complete and submit its Program Improvement Plan (PIP) for approval. The PIP was constructed through the collaboration of DCF Headquarters, Office of Court Improvement, regional leadership, CBCs, and community stakeholders including service providers, foster parents and Guardian ad Litem (GAL) program representatives.

The PIP was approved May 24, 2017 and many of the action

steps are already underway. Each region and Headquarters will report quarterly on the progress of the local initiatives which will be combined into semi-annual reports to the Children's Bureau. In addition, the Children's Bureau will facilitate quarterly telephone calls with the CQI team of the Office of Child Welfare and representatives from the CBCs to review successes and challenges with PIP implementation.

Progress on the PIP will be measured through PIP monitored case reviews which will mirror the action CFSR and 80 cases will be reviewed during each six (6) month reporting period. Florida will have achieved the PIP by achieving defined targets.

### Florida's PIP

FLORIDA  
CHILD WELFARE SYSTEM  
PROGRAM IMPROVEMENT PLAN (PIP)

conducted April 1–September 31, 2016. A total of 80 reviews were completed, distributed across the state based on the proportion of children served in each

## QA Manager's Meeting

The Quality Assurance Managers from across the state including regional, CBC, and Sheriff's Offices, met May 16–18, 2017 for a refresher training on the Child and Family Services Review (CFSR) tool in preparation for the review of the cases for the Program Improvement Plan (PIP). The PIP monitored cases will mirror the actual CFSR in that 80 cases will be reviewed

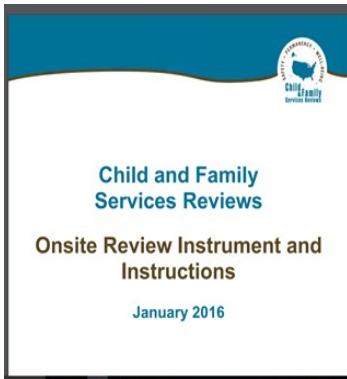
during each six (6) month period distributed across the state based on the proportion of children served in each region and circuit. The reviews will be conducted in a side-by-side style with DCF and CBC Quality Management professions reviewing the files, interviewing case participants and entering their findings into the CFSR portal. Each Region met to review local

strengths and barriers. Many strengths were identified including 'Barrier Breaker' staffings, Rapid Family Engagement program, training units, and training with Action for Child Protection on the practice model. Barriers included the number of children entering out-of-home care and waiting lists for services in some areas.

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## PIP Monitored Case Reviews



Reviewer refresher training will be conducted regionally throughout the month of June by the CQI team of the Office of Child Welfare. Please see Schedule below. The training is designed to review each item in the CFSR with particular attention to items that are more difficult to rate.

It is important that each reviewer understands the instructions for each item to accurately assess the information in the fill with the case participant inter-

views to determine the rating for the item. The Children's Bureau has pre-determined the percentage of applicable case reviews that are required to be rated as a strength in order to meet the Program Improvement Plan (PIP) targets.

Reviews will be conducted in a 'Side-by-Side' style by a pair of Quality Management professions, one from the DCF Region and one from the local CBC. The reviews consist of reading the case file,

developing questions for case participants and conducting interviews with those case participants. Information learned from the case participant interviews is used in the case rating.

The CBC QA Manager conducts the first level review of the completed instrument, and after any necessary revisions the CQI team in the Office of Child Welfare completes a second review of the instrument and the Children's Bureau will also review.

Reviews will be conducted in a 'Side-by-Side' style by a pair of Quality Management professions, one from the DCF Region and one from the local CBC



Date	Region	Location	Address
6/6/2017 10 AM – 4 PM	Northeast	Gainesville	Farm Bureau 5700 SW 34 <sup>th</sup> Street Gainesville, FL 32608 Conference Room 239A.
6/8/2017 10 AM – 4 PM	SunCoast	Sarasota	Safe Children's Coalition 1500 Independence Blvd, Suite 200 Large Conference Room
6/13/2017 9 AM – 4 PM	Central	Sanford	CBC Central Florida Seminole 2921 S. Orlando Drive Large Conference Room
6/20/2017 9 AM – 4 PM	Southern	Miami	401 NW 2 <sup>nd</sup> Ave, Suite N1007 Visionary Room
6/22/2017 10 AM – 4 PM	Northwest	Tallahassee	1317 Winewood Blvd, Building 2 3 <sup>rd</sup> Floor conference room
6/27/2017 9:30 AM – 4 PM	Southeast	West Palm Beach	4100 West Okeecho- bee Blvd Second Floor Confer- ence Room C

## Florida Dependency Summit

Children's Legal Services and the Office of Child Welfare are conducting a workshop at the Dependency Summit on the importance of permanency: Permanency for children remains one of the most important and challenging areas for child welfare. The recent findings from the federal Child and Family Services Review (CFSR) identified permanency as an area in need of improvement. This workshop will focus on timely establishment, modification, and docu-

mentation of appropriate permanency goals tailored to the needs of the child. A review of the CFSR findings related to permanency will shed light on the importance of child welfare professionals, attorneys, and the courts continuously making concerted efforts to achieve the best form of permanency for each dependent child. Attendees will receive practical guidance on the best practices to proper-

ly document the appropriate permanency goal and to ensure caregivers are provided a meaningful opportunity to be heard on the child's needs.



## Florida CQI Story Dashboards

The Continuous Quality Improvement team of the Office of Child Welfare, Performance Management is working on a dashboard to visually display Florida's CQI story. The data from the Rapid Safety Feedback (RSF) reviews completed for Child Protective Investigations (CPI) is well underway. Future plans include

dashboards for the Hotline, case management RSF reviews, Florida CQI reviews, as well as the CFSR base-line and the progress made on the PIP Monitored cases.

The dashboards will be created in Tableau with a similar look as the performance dashboards currently published to the DCF

public website.

<http://www.dcf.state.fl.us/programs/childwelfare/dashboard/>

**Florida's CQI Story  
dashboard under  
development!**



[http://  
www.myflfamilies.com/](http://www.myflfamilies.com/)

The mission of the Department of Children and Families is to work in partnership with local communities to protect the vulnerable, promote strong and economically self-sufficient families, and advance personal and family recovery and resiliency. Ch.20.19 F.S.

**Vision:**

We are a highly skilled workforce committed to empowering people with complex and varied needs to achieve the best outcomes for themselves and their families. In collaboration with community stakeholders, we will deliver world class and continuously improving service focused on providing the people we serve with the level and quality that we would demand and expect for our own families.

Office of Child Welfare, Results  
Oriented Accountability and CQI



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## Results Oriented Accountability

Florida's CQI story is part of a larger Results Oriented Accountability (ROA) program. The state has embarked on an ambitious journey toward ROA beginning with legislation in 2014. Florida Statute 409.997 was implemented to serve as the engine to instill a culture of transparency and accountability throughout the Child Welfare Community and to drive system-wide improvements in decision-making about the use of resources, quality and amount of services provided, and policies and practices which influence child and family outcomes.

The ROA design is based on a "cycle of accountability" framework focused on results and continuous quality improvement. The cycle of accountability relies on operationalizing five key activities to further advance the child welfare system's efforts to evaluate performance on outcomes, identify new or promising interventions and strategies, review the validity of programs, and conduct continuous quality improvement to ensure the Child Welfare Community is learning and moving toward the accomplishment of goals which positively impact children and their

families. Quantitative and Qualitative measures are being included as metrics to ensure Florida reaches its goals.

ROA resides within the DCW as the Program Performance and Quality Management area. A Technical Advisory Panel which includes members from the Child Welfare Community advises the Department on the Program's implementation. The ROA Governance Committee provides oversight and will consist of representatives from the Department and its community partners.

