Central Region

Strategies

The strategy is the implementation of specific child welfare practices, programs or policies that will be used to make improvements. Please note whether the strategy is an evidence-based, promising research program and whether it is part of a title IV-E demonstration waiver project. Strategies may be directed at making improvements under more than one goal. In those circumstances, identify each of goals.

Key Activities

Succinctly name and describe the key activities associated with the strategy, including a description of the target population(s) and geographic scope. Include the key activities associated with the strategy. Also, identify where technical assistance from the National Capacity Building Center will be requested.

Key activities are metrics such as a process measure, implementation milestone or benchmark, or interim improvement in outcomes or systemic factors. For each key activity, include the projected completion date. Key activities help determine whether the state is on track to make the required changes for implementation of the improvement.

Goal 1: Children are first and foremost protected from abuse and neglect; safely maintained in their homes, if possible and appropriate; and provided services to protect and prevent removal from their home.		Applicable CFSR Outcomes or Systemic Factors: Safety 1 & 2; Permanency 1 & 2; Well-Being 1 & 3; Systemic Factors: Service Array and Resource Development				
Strategy A: Strengthen and enhance	e Florida's child we	elfare practice model	Applicable CFSR Item	s: 1		
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
 Strengthen accountability for commencement of investigations and proper case documentation. Projected Completion Date: Quarter 4 (06/2017) 	DCF		Florida CQI quarterly reviews	Quarter 4 (06/18)	 Completed 06/2018 On/ahead of schedule Behind schedule No longer applicable 	
1.1 Utilize FSFN report documentation and engage front line staff with diligent attempts and quality contacts. • FSFN reports pulled by CPIS/ PA and reviewed by Ops Mgrs daily. End of day report reconciled each day by Program Admin. Critical areas discussed with Ops Mgr daily with remedies daily. • Weekly Key indicator report to show service center trends. • Monthly CPI trend report that allows for leadership	DCF Operations Managers	Weekly Key Indicators Report; Monthly CPI Trend Report; Documented Supervisor Consults; Training Reports *Quarter 4 Weekly and Monthly Trend Reports		Quarter 4 (06/18)	Completed 06/2018 On/ahead of schedule Behind schedule No longer applicable This is an ongoing item that will continue within CPI Operations. Since its inception it has allowed for a more concentrated management effort to ensure the critical pieces of work are being completed timely. As we continue to evolve the weekly detail report is being customized to fit the service center needs and drills down data to the service center level	

trend review and action						
plan for ongoing concerns.						
Victim seen in 24 hours is						
tracked on this report.						
Documented Supervisor						
consults that provided						
expectations.						
Program Administrator						
reviews the unseen child						
victims						
 Reminder/training of OP 						
170-5 at each All Staff CPI						
meetings (back to basics						
reminder sheet shared).						
All OP's are shared within						
5 business days out to all						
CPI staff and review of all						
OP's at All-Staff/unit						
meetings.						
2. Implement CFOP 170-5 Child	DCF		Florida CQI	Quarter 1	Completed 06/2017	
Protective Investigations			quarterly reviews	(06/2017)	On/ahead of schedule	
					Behind schedule	
					No longer applicable	
2.1	DCF FSPO	Emails showing distribution		Quarter 1	Completed 06/2017	
There is a DCF single point of	CBC's			(06/2017)	On/ahead of schedule	
contact and a CBC single point of					Behind schedule	
contact for each CBC. The POC's					No longer applicable	
are responsible for disseminating					FSPO started the process of ensuring all	
all new/revised OP's to frontline					newly signed policies and memos are	
staff and leadership.					being sent to CPI Operations and	
					Program Office staff, as well as, CLS for	

				knowledge purposes and the major changes/impacts are clearly noted.	
2.2 Major changes to CFOP are discussed during leadership meetings with each agency and during all-staff	CBC's	Agendas from each CBC provided	Quarter 1 (06/2017) and ongoing	Completed 06/2017 On/ahead of schedule Behind schedule No longer applicable	
				This is an ongoing item for the CBC's as well. These changes are discussed during major leadership meetings, as well as, System of Care meetings.	
2.3 RSF reviews are overseen by proficient CCSPE's and monthly results are shared with leadership.	DCF QA Staff	*RSF Review Results *RSF results provided from October 2016-September 2017	Quarter 1 (06/2017)	Completed 05/2017 On/ahead of schedule Behind schedule No longer applicable	
				The RSF reviews are completed by proficient CCSPE's and if a new CCSPE is hired then the review is completed side by side with a proficient CCSPE or QA Manager which is proficient.	
2.4 During quarterly exits with supervisors, PA's and Ops Managers, these RSF results are reviewed to determine trends and	DCF QA Staff	*RSF results provided from October 2016-September 2017	Quarter 1 (06/2017) and Quarterly	☐ Completed 05/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
training needs for upcoming learning circles		*The Quarter 2 RSF exit not available by PIP due date; however, monthly RSF Trends have been saved.		This will be ongoing, but every month the RSF results are shared with leadership and there are quarterly exit debriefs with Supervisors, PA's, and Ops Managers to discuss the areas which need improvement and how those improvements can be achieved	

2.5 Regional Training Committee comprised of DCF, CBC, CLS, and SCSO select frontline and executive leadership meets bimonthly to discuss training needs, cross-agency training, etc.	Program Office	Agendas Q4 Update: *The training committee will no longer be a stand alone committee and will be combined with Quarterly Regional PIP/QA meeting with DCF/CBC/CLS and the Training Managers will be in attendance.		Quarter 1 (06/2017) and Bimonthly	☐ Completed MM/YYYY☐ On/ahead of schedule☐ Behind schedule☐ No longer applicable		
2.6 CBC's have weekly management meetings to assess performance trends and training needs. Each CBC holds monthly meetings with their respective CMO leadership to review and address topics including, but not limited to, performance trends, QA results, and any major CFOP changes.		*Agendas/Minutes from weekly meetings provided by each CBC		Quarter 1 (06/2017) and Ongoing	Completed 06/2017 On/ahead of schedule Behind schedule No longer applicable All of the CBC's hold weekly meetings with the CMO's, as well as, monthly meetings to discuss performance and other issues which are impacting the system of the care		
Goal 1: Children are first and forem	ost protected from	abuse and neglect; safely maintained in	Applicable CFSR Out	comes or System	ic Factors: Safety 1 & 2; Permanency 1	& 2; Well-Being 1 &	
	•	services to protect and prevent removal	3; Systemic Factors: Service Array and Resource Development				
Strategy B: Improve families' ability to provide for their own and their children's needs through quality family assessments, family engagement and appropriate supports to address identified needs.			Applicable CFSR Items: 2, 3, 5, 11, 12, 13, 29				
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed	

1. Further develop child welfare professionals' skills, knowledge and abilities relating to safety planning, safety plan management and family assessments through in-service training of the Child Welfare Practice Model.	DCF/CBC's		CQI reviews with front line.	Quarter 4 (6/2018) Ongoing	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	
1.1 Learning circles are held with Senior CPI's and CPI Supervisors in each Service Center to address identified areas needing improvement from RSF results surrounding practice model, engaging families, and making sound quality decisions.	DCF FSPO	*Learning Circle Topics provided for each Service Center for this year		Quarter 4 (06/2018) and Ongoing Monthly	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable The learning circles are occurring monthly and are based on the identified needs of the staff in that specific service center in order to move the needle in a positive direction as it relates to staff competencies.	
1.1.1 Program Office staff received facilitative skills training and coaching/feedback training from USF to support the frontline staff.	DCF FSPO	*Sign-in Sheet from training provided		Quarter 1 (06/2016)	Completed 06/2016 On/ahead of schedule Behind schedule No longer applicable USF provided coaching/feedback training during our Supervisor On- Boarding development program and Program Office staff were in attendance for that session so that they could in return coach and provide effective feedback to staff while in the field.	

1.1.2 Field aides (Practice Model posters, Safety Plan guidebooks, and CFOP printed book) provided to all service centers and frontline staff.	DCF FSPO	*Copy of field resources provided to staff and poster mock ups		Quarter 1 (6/2016)	Completed 06/2016 On/ahead of schedule Behind schedule No longer applicable Methodology and RSF posters were printed in large format and provided to each service center. Other resources, such as, bound copy of CFOP 170, Safety Plan guides, and Maltreatment Indexes were provided to all staff and all new staff receive a set of material during pre-service.	
1.1.3 DCF Supervisors hired before September 2015 and all Program Administrators will complete the Statewide Proficiency Process.	DCF/OCW/ACTION	*PoE report for Central Region Proficiency Process Q4 Update: *Program Administrators: 13 of 14 PA's Proficient (92.8%) *CPI Supervisors: 61 of 73 Supervisors proficient (83.5%) **All that were hired prior to 2015 have either been deemed proficient or are no longer in a Supervisor/PA role		Quarter 4 (06/2018)	Completed 06/2018 On/ahead of schedule Behind schedule No longer applicable	
Train child welfare professionals statewide on core practice elements to reinforce the core components of the practice model which include family engagement, safety planning and management, and quality assessments, as well as areas	CBC's		Florida CQI quarterly reviews	Quarter 4 (06/2018)	Completed 06/2018 On/ahead of schedule Behind schedule No longer applicable	

needing improvement from the						
Rapid Safety Feedback reviews						
2.1 Heartland for Children contracted with ACTION for Child Protection to provide training on the practice model, conduct fidelity reviews, and provide coaching.	HFC	*Copy of Contract with ACTION		uarter 1 6/2016	Completed 06/2016 On/ahead of schedule Behind schedule No longer applicable	
2.1.1 Heartland for Children, based upon the results of the ACTION training, reviews, and coaching, is developing local fidelity monitoring processes following the tools and processes ACTION utilized for on-going review of practice.	HFC	Training reports So far we have had the following "mandatory" trainings provided by our internal trainers based upon information from ACTION: Establishing Sufficient Safety Plans on 2/17/16, 3/1/16, & 3/8/16 Assessing and Scaling Caregiver Protective Capacities on 4/7/16, 4/12/16, & 4/27/16 Other Parent Home Assessment on 8/18/16, 8/23/16, & 9/28/16 Conditions for Return on 10/6/16 & 10/25/16 Family Engagement Standards (Preparation, Introduction and Exploration) on 11/2/16, 11/3/16, & 11/4/16 FSFN: O-FFA, Case Planning, Progress Updates, JR's and Safety Management on 3/2/17, 3/9/17, & 3/16/17	· · · · · · · · · · · · · · · · · · ·	uarter 1 09/2017)	Completed 09/2017 On/ahead of schedule Behind schedule No longer applicable	

2.2	BFP	*Copy of Contract	Quarter	1 Completed 01/2017	
Brevard Family Partnership contracted with ACTION for Child Protection to provide training on the practice model, conduct fidelity reviews, and provide coaching.	DIF	Copy of Contract	(01/201)	□ 00p.ocos 02/202:	
2.2.1 Training workshop on assessing Impending anger.	BFP	*Copy of Contract and calendar of sessions	Quarter (02/201	23 compresses c=/ =c=:	
2.2.2 Training workshop on assessing and scaling Caregiver Protective Capacities (case management	BFP	*Copy of Contract and calendar of sessions	Quarter (04/201		
2.2.3 Training workshop on assessing and scaling child needs (case management).	BFP	*Copy of Contract and calendar of sessions	Quarter (05/201		
2.2.4 Training workshop on crafting case plan outcomes for achieving change in Caregiver Protective Capacities.	BFP	*Copy of Contract and calendar of sessions	Quarter (06/201	2 completed 50/2027	
2.2.5 On Site Case Reviews.	BFP	On Site Consultation Days: Feb. 24, 2017, April 12, 2017, May 4, 2017, June 8, 2017	Quarter (06/201		
2.3	CBCCFL	Copy of Curriculum	Quarter (06/2018		

CBC of Central Florida developed an internal proficiency process for all CBC QA and Training staff and CMO Directors and Supervisors to ensure fidelity to the model and the ability to provide coaching and mentoring.		As of 10/16/18: currently at 71% of staff deemed proficient			Behind schedule No longer applicable	
Kids Central has developed an internal QA process to review a sample set of cases specific to family engagement assessment and supervisory guidance. The QA results are discussed during key management meetings and trainings are developed based on results. 100% of In home cases are reviewed annually, cases are reviewed the following quarter if Request for Actions (safety and administrative) are not closed as satisfied. Areas of deficiencies of are shared with the Training Department	KCI	Copy of QA review results		Quarter 2 (12/2017)	Completed 12/2017 On/ahead of schedule Behind schedule No longer applicable Kids Central's Rapid Safety Reviews reflects that for timely completion of initial and ongoing assessments are occurring in 5% percent of cases reviewed; 28% of initial and ongoing assessments were of sufficient quality; Supervisor reviews were found to be of sufficient quality in 28% of cases reviewed and the Supervisor is documented as ensuring that recommended actions are followed up on in 18% percent of cases reviewed.	
3 Implement CFOP 170-7, Develop and Manage Safety Plans, related to development and management of safety plans to further guide	DCF & CBC's	*Kids Central held Training on March 19, 2018 on Safety Plans, 31 CMA staff were present. This training was facilitated in partnership with the	Florida CQI quarterly reviews	Quarter 3 (01/2018)		

child welfare professionals on safety management.		Training Department and QA. (Training Sign-In Sheets) *HFC - See attached email and agenda entitled *BFP contracted with Action to conduct Safety Plan training which was completed on January 8, 2018. Training was provided to Case Management Supervisors and above for both Family Allies and CARES. Action also provided information regarding safety planning during some of their one on one consultation's that were conducted on March 19 th and 20 th . Additionally, Rapid Safety Reviews were completed on 10 cases for Quarter 3. During case consultations with the worker and supervisor, the sufficiency of safety plans was discussed. *DCF email showing distribution attached	Overtheir 4		
3.1 There is a DCF single point of contact and a CBC single point of contact for each CBC. The POC's are responsible for disseminating all new/revised OP's to frontline staff and leadership.	DCF & CBC's	*Emails showing distribution	Quarter 4 (06/2018)	☐ Completed 04/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	

3.2 Each CBC's Safety Management Services and Family Support Services will be evaluated to assess quality, availability, and accessibility. Projected Completion Date:	Alissa Cross-OCW	Priority of Effort Service Array score reports	Quarter 4 (06/2018)	☐ Completed MM/YYYY ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
 3.2.1 Kids Central received the following: FSS: scored 4 out of 4 SMS: originally a score of 2 out of 4 and after realignment of service array they are now at a score of 3 out of 4 	KCI/OCW	KCI provided updates for SMS/FSS for Q1 FY18-19 for Q1 FY18-19	Quarter 4 (06/2018)	☐ Completed MM/YYYY ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
 3.2.2 Brevard Family Partnership received the following: FSS: scored 3 out of 4 SMS: originally a score of 1 out of 4 and after realignment of service array they are now at a score of 3 out of 4 	BFP/OCW	BFP provided updated for SMS/FSS for Q1 FY18-19	Quarter 4 (06/2018)	☐ Completed MM/YYYY ☑ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
3.2.3 Heartland for Children received the following: • FSS: scored 3 out of 4	HFC/OCW		Quarter 4 (06/2018)	☐ Completed MM/YYYY ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	

 SMS: originally a score of 1 out of 4 and after realignment of service array they are now at a score of 3 out of 4 						
3.2.4 CBC of Central Florida received the following: • FSS: scored 4 out of 4 • SMS: scored 3 out of 4 CBC of Central Florida provided training to their entire Provider Network on the practice model and safety planning.	CBCCFL/OCW	CBCCFL provided updates for SMS/FSS for Q1 FY18-19		Quarter 1(10/2016- present)	☐ Completed MM/YYYY ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
Continue to support implementation of Safe Babies Court Teams at the 18 sites across the state and track select parallel data elements of the Safe Babies Court to Florida's PIP measures for comparison and possible replication.	DCF		Florida CQI quarterly reviews	Quarter 4 (6/2018)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	
4.1 Marion County (Circuit 5) continues support the ongoing	C5 Ops Mgr- Robert Redding/ CLS Director	Agendas		Quarter 1 (6/2017) and Ongoing	☐ Completed MM/YYYY ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	

practice of "Early Childhood Court" to include routine meetings with stakeholders				These stakeholder meetings continue to occur in order to enhance and make any necessary improvements to the process in place.	
4.1.1 Explore additional providers to enhance the quality of "Early Childhood Court" outcomes in Marion County	C5 Ops Mgr- Robert Redding/ CLS Director Karleen Cole- Palmer/KCI	Q1 FY18-19—updated provided by KCI	Quarter 3 (3/2018)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	
4.2 Orange County (Circuit 9) continues to support the ongoing practice of "Early Childhood Court" to include routine meetings.	C9 Ops Mgr- Shakira Hunt/CLS Director Karleen Cole-Palmer	Most recent Baby Court Stakeholder Meeting which was held on 5/18/2018 for Orange County; as well as the current status: 16 children served this Fiscal Year and related permanency achievement: 9 to date: 1 PG, 1 Adoption and 7 reunifications.	Quarter 1 (6/2017) and Ongoing	☐ Completed MM/YYYY ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable These stakeholder meetings continue to occur in order to enhance and make any necessary improvements to the process in place.	
4.3 Research and explore the opportunity to implement "Early Childhood Court" in surrounding counties in Region not using the practice.	DCF & CBCs	Q4 Update: Circuit 10/HFC: This has been explored in Circuit 10 and at this time it is unclear if the judiciary is interested in pursuing it further. Other counties are exploring the process. Circuit 5/KCI: *Sumter County Court has reached out to LSBC regarding Baby Court, a focus group has been established and	Quarter 4 (06/2018)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	

Central Region

Key Activities

Data Measure

Improvement

Used to Measure

Quarter Due

Quarterly Update

Quarter

Completed

Office and

Lead Person

Responsible

Evidence of Completion

1. Increase the availability of quality placement settings for children, with a focus on homes for sibling groups, in out-of-home care.	DCF & CBC's		Florida CQI quarterly reviews	Quarter 4 (6/2018)	Completed On/ahead of schedule Behind schedule No longer applicable	
1.1 Quarterly meeting held with all CBC licensing/recruitment directors and DCF Licensing unit to discuss special initiatives, status of yearly goals, and recruitment plans.	DCF Licensing	Quarter 2 Meeting Dates: • KCI: no meeting • CBCCFL: no meeting • HFC: 11/11/17 • BFP: 11/2 and 12/7		Quarter 1 (6/2017) and ongoing	Completed On/ahead of schedule Behind schedule No longer applicable These meetings will continue to be ongoing with all of the licensing teams from our CBC's.	
1.2 Region monitors monthly each CBC's performance and recruitment activities to include teen recruitment, sibling recruitment and special needs targeted recruitment.	DCF Licensing	*CBC Trend Reports		Quarter 1 (6/2017) and ongoing	Completed 06/2017 On/ahead of schedule Behind schedule No longer applicable This is ongoing and we send a CBC monthly performance data report and there are also monthly updates provided on the POE.	
1.2.1 Heartland for Children has annual goal to recruit 64 quality new homes. HFC has a recruiter position and contracts with three (3) foster parents to handle all outreach activities in the community, facilitate community trainings	HFC Licensing	The monthly Regional Licensing & Missing Child Report *CBC Trend Reports		Quarter 1 (6/2017) and ongoing	Completed 06/2017 On/ahead of schedule Behind schedule No longer applicable Our CBC's are currently working to meet yearly recruitment goal and the progress is documented in the CBC performance report.	

and attend community events. HFC is one of three CBC's participating in FIRP grant and lead the customer service subcommittee.				Recruitment goal for previous year was not met, but there was a net gain in beds.	
1.2.2 Kids Central is one of three CBC's participating in FIRP and lead the entire process for the state. KCI has a recruitment goal of 70 new homes.	KCI Licensing	The monthly Regional Licensing & Missing Child Report *CBC Trend Reports	Quarter 1 (6/2017) a ongoing	nd Completed 06/2017 On/ahead of schedule Behind schedule No longer applicable Recruitment goal for previous year was met.	
1.2.3 CBC of Central Florida has an annual recruitment goal of 100 new homes. CBC of Central Florida is targeted special populations, such as, emergency response personnel and large medical facility staff.	CBCCFL Licensing	The monthly Regional Licensing & Missing Child Report *CBC Trend Reports.	Quarter 1 (6/2017) a ongoing	nd Completed 06/2017 On/ahead of schedule Behind schedule No longer applicable Recruitment goal for previous year was met.	
1.2.4 Brevard Family Partnership has an annual recruitment goal of 65 new homes. BFP has enhanced their quality of matching youth to placements by utilizing placement tool called "All About Me" and a	BFP Licensing	The monthly Regional Licensing & Missing Child Report *CBC Trend Reports	Quarter 1 (6/2017) a ongoing	nd Completed 06/2017 On/ahead of schedule Behind schedule No longer applicable Recruitment goal for last year was not met.	

	1		1			
clinical placement process per youth						
ľ						
2. Increase Relative and	CBC's		Florida CQI	Quarter 3	Completed MM/YYYY	
nonrelative supports to ensure			quarterly reviews	(03/2018)	On/ahead of schedule	
placement stability through					Behind schedule	
the utilization and availability					No longer applicable	
of QPI Just in Time training to						
relatives and nonrelatives.					CBC's continue to ensure relative	
					and non-relatives received	
					information on training offered by QPI.	
2.1	BFP -	Support group agendas/attendance reports		Quarter 1	Completed 01/2017	
Brevard Family Partnership	Placement	Support group agentuas/attenuance reports		(01/2017)	On/ahead of schedule	
has a single point of contact	Stability	Q3 update:		(01/201/)	Behind schedule	
assigned immediately after	Specialist	CBC's continue to ensure relative and non-relatives			No longer applicable	
shelter hearing to support	Specialist	received information on training offered by QPI. BFP				
relative or nonrelative		Clinical Services Specialist is the Point of Contact for				
caregiver. Developed a		dissemination of this information. BFP also provides				
"Grandparent raising		information on the website of training resources.				
grandchildren" support group						
to provide formal and informal						
support.						
2.1.1	BFP & C18	*The Relative/Non Relative Handbook is completed and is		Quarter 1	Completed 03/2018	
BFP, in collaboration with DCF,	Ops Mgr	in the process of being distributed to CPI for use (500		(09/2017)	On/ahead of schedule	
developed a Relative/Non		copies, 250 for BFP and 250 for DCF). BFP Clinical Services			Behind schedule	
Relative Handbook that is still		Specialist receives information on all relative/non relative		New Date:	☐ No longer applicable	
in draft form to be utilized by		placements directly from the CPI prior to case transfer		Quarter 3		
CPI at the point the placement		and conducts outreach for any needed clinical services for		(01/2018)		
is initiated. Beginning July 1,		placement stabilization. BFP Client Relations Coordinator				
BFP will avail Quality Parenting						

Initiative Resources to Relative and Non Relatives initiated by BFP Placement Stability Specialist and through training and outreach to CMA staff. Also the Client Relations Specialist in currently the POC for RGC funds and will continue to serve in this capacity.		also assists with Medicaid any other benefits the caregiver may be eligible for.			
2.2 CBC of Central Florida contracts with Children's Home Inc. to provide Kinship Services. Original contract started 10/15/14 in Orange County. Received United Way grant for 7-1-16 to provide services in Osceola. Just started support groups only in Seminole.	CBCCFL	Q3 Update: CBC is evaluating the reason for placements disrupting and have found this usually occurs within the first 90 days of placement. Review attached. We are currently having our Children's Home Inc kinship provider review the findings and offer solutions/interventions that we can explore implementing.	Quarter 1 (07/2016)	Completed 07/2016 On/ahead of schedule Behind schedule No longer applicable	
2.3 Heartland for Children created a community based, resource/training program designed to support relative and non-relative caregiver placements and assist them in navigating and accessing services during the placement of a child in out-of-home care.	HFC	Q3 Update: HFC - The following links are shared periodically with Relative and Non-Relative Caregivers via the provider contracted as a support service to them. The Center for Child Welfare Practice: http://www.centerforchildwelfare.org/CenterVideo.shtml Quality Parenting Initiative Just in Time Trainings:	Quarter 1 (7/2016)	Completed 07/2017 On/ahead of schedule Behind schedule No longer applicable New contract was signed in July 2017 and remains effective since June 2018.	

A 1 Pro 11 - 1					
Additionally the program also		http://www.qpiflorida.org/justintime/index.html			
facilitates regular ongoing					
caregiver support groups in		See attached chart entitled <u>Goal2StrategyA KA2 Rel-NR</u>			
multiple locations throughout		Supports that depicts over 65% of HFC's OHC placements			
Circuit 10 and holds annual		being in relative and non-relative care.			
conferences for relative and					
non-relative caregivers to					
provide ongoing discussion					
and application of concepts					
and strategies to develop					
resilience, and promote					
emotional regulatory healing.					
Modifications were made to					
the program recently to					
increase accessibility and be					
more proactive in reaching out					
to the caregivers.					
2.4	KCI	Kids Central ensures that case management staff shares	Quarter 1	Completed 06/2017	
Kids Central Inc. has had an in-		with relative and non-relative caregivers that training is	(06/2017)	On/ahead of schedule	
house relative/nonrelative		available through Foster Parent College.	, , ,	Behind schedule	
support group since				☐ No longer applicable	
September 2006 and provide					
an 8 week training program				KCI has a formalized Family	
which includes needs				Finding practice model that	
assessment and monthly				builds upon concepts of	
contact is had. KCI will				connection and family. It consists	
continue to work to enhance				of 6 stages: discovery,	
its kinship program and				engagement, planning, decision-	
market to CMA's.				making, evaluation and follow-	
				up.	
				This support program will	
1				continue to provide support to	
	1	1		continue to provide support to	

					relatives and non-relatives within the system of care in Circuit 5.
3. Central Region was pilot and testing site for Statewide Quality Standards for Residential Group Care Initiative.	DCF Licensing & CBCs		Florida CQI quarterly reviews	Quarter 1 (11/2016- 12/2016)	□ Completed 12/2016 □ On/ahead of schedule □ Behind schedule □ No longer applicable
3.1 40 Residential Group Care facilities and the CBCs participated in completion of all pilot tools, testing, and workgroup actions.	DCF Licensing & CBCs	Pilot reports		Quarter 1 (11/2016- 12/2016)	Completed 12/2016 On/ahead of schedule Behind schedule No longer applicable
4. Implement newly developed statewide operating procedure related to Child Placement Agreements, CFOP 170-11, Chapter 4, requiring child welfare professionals to work together with caregivers for children with identified behavioral management needs, as well as the need to keep siblings together. This practice modification results	DCF & CBCs		Florida CQI quarterly reviews	Quarter 1 (5/2017)	Completed 05/2017 On/ahead of schedule Behind schedule No longer applicable

from a pilot project conducted between 7/2016 through 12/2016 with five CBCs.				
4.1 Brevard Family Partnership was pilot agency for Child Placement Agreement process, tool creation, and pilot of tool	BFP	Pilot reports	Quarter 1 (11/2016- 12/2016)	Completed 12/2016 On/ahead of schedule Behind schedule No longer applicable
4.1.1 Full roll out of Child Placement Agreement in Circuit 18 with Brevard Family Partnership and embedding of process in pre-service curriculum	BFP	Copy of curriculum	Quarter 1 (3/2017)	Completed 03/2017 On/ahead of schedule Behind schedule No longer applicable
4.2 Remaining CBC's in region and CPI & CLS staff will be trained on Child Placement Agreements and local policies.	DCF FSPO, HFC, KCI, and CBCCFL	Copy of training reports	Quarter 5 (7/2018)	Completed 05/2017 On/ahead of schedule Behind schedule No longer applicable All staff were trained on the CPA policy and local policies, as well as, currently working to schedule additional trainings dates for staff that may have missed.
4.2.1 Revisions to Child Placement Agreement has been	USF Training Team	Copy of curriculum	Quarter 1 (5/2017)	Completed 05/2017 On/ahead of schedule Behind schedule No longer applicable

embedded into the CPI Pre- Service curriculum.						
5. CLS and Case Management to ensure primary goal and concurrent goals are being discussed at Change of Goal staffings and Permanency staffings and document reasons why or why not	CLS & CBC's	KCI: Change of goals are discussed at permanency staffings, if goal is recommended to be changed and CLS was not present a follow up staffing is held to discuss to the goal change. HFC: Steady improvement from FY 15/16 that ranged in performance on item 5 from 41.6% to 75% to FY 17/18	Florida CQI quarterly reviews	Quarter 4 (6/2018)	☐ Completed MM/YYYY ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
moving to adoption. 5.1	CPI/Case Mgrs	CBCCFL: Includes information on the CTS checklist to be utilized by Operations Managers, out of home licensed care audit checklist, the concurrent planning checklist and FST Meeting form. In all of these forums the discussion of appropriateness of goal, placement, and permanency planning should be occurring. Also included are minute meetings from Orange County where the CTS process is discussed. BFP: This is ongoing. We conduct Permanency Staffing's (to include Children Legal Services and Guardian Ad-Litem) at 9months for all children in Out-of-Home Care and when there is a need for a goal change. BFP: Currently our parents and caregivers are notified of		Quarter 2	○ Completed MM/YYYY	
Caregivers will receive actual notice and meaningful opportunity to be heard and at all court hearings.	CPI/Case Ivigrs	court hearings in multiple ways. There is no standard across the board as parents have different preferences and availability. They are advised a variety of ways which include by phone, in person, via text, through their attorneys, by hand delivery of the last court order by the CM or at the previous hearing, or through an official process server.		(12/2017)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	

6. Implement local practice initiatives, such as Rapid Family Engagement, to assist staff with immediate engagement of parents to discuss conditions for return and start case planning process.	CBC's	CBCCFL: Process outlined and included in evidence HFC: Parents are officially served notice of all upcoming hearings. Caregivers are notified by the case manager at each visit of the next court hearing. HFC conducted phone interviews with a sample of caregivers in December 2017 to assess compliance with them receiving notice of hearings. The results of the review were that 92% of the caregivers interviewed reported they were regularly notified of all upcoming court hearings. KCI: The date of the next court hearing is now included on the home visit sheet that parents and caregivers sign at the end of the visit. In addition, case managers text or email court date information to caregivers. Also, the case management staff request caregiver input forms for judicial reviews.	Florida CQI quarterly reviews	Quarter 1 (6/2017)	
6.1 CBC's will have Family Team Conferencing trained facilitators lead or participating in Case Transfer Staffings.	CBC's	List of FTC trained staff		Quarter 1 (6/2017)	Completed 06/2017 On/ahead of schedule Behind schedule No longer applicable

All CBC's have a joint family visit process with CPI staff prior to or following case transfer to ensure proper engagement with the family.	are per Cor Circ	ere are no monitoring reports for this item; how e ongoing conversations between CBC and CPI Ortaining to making the case transfer process much niversations were held during System of Care Mecuit 5 (7/17 and 9/25), Circuit 9 (7/20 and 9/26), 19 and 9/20), and Circuit 18 (7/18)	perations ch smoother. eetings:	Quar' (6/20		
Goal 2: Children have permanence family relationships and connections are strategy B: Implement practice in relationships and connections is p	lp ensure the continuity of family	Factors: Case Review	System, Service A doptive parent lice	c Factors: Safety 2; Permanency 1 & 2; Array and Resource Development, State ensing, recruitment and retention) 1, 20, and 23		
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. Evaluate implementation of the May 2016 issuance of CFOP 170-9 Family Assessment and Case Planning, to guide family engagement regarding family assessments and case planning throughout the life of the case.	e OCW		Florida CQI quarterly reviews	Quarter 4 (6/2018)	Completed 06/2018 On/ahead of schedule Behind schedule No longer applicable	
1.1 There is a DCF single point of contact and a CBC single point of contact for each CBC. The POC's are responsible for disseminating all new/revised OP's to frontline staff and leadership.	DCF & CBC's	Emails showing distributions		Quarter 1 (7/2017)	Completed 05/2017 On/ahead of schedule Behind schedule No longer applicable	

At the time of the CTS, the CMA facilitating will ask about the important relationships the child reported and the status of those individuals. When possible the CPI will make this inquiry with the family, school, child and collaterals during their investigative response. The case manager will work with the caregiver to promote the preservation of the connections identified.	CBC's	There are no monitoring reports for this item; however, there are ongoing conversations between CBC and CPI Operations pertaining to making the case transfer process much smoother. CPI's complete an "All About Me" form at shelter and ensure to provide to Case Mgr Circuit 5 has a Pre-ESI process outlined Q3 Update: CBC of Central Florida CBCCFL is now requiring that a CBC Operations Manager participate in the CTS to ensure family engagement, an appropriate handoff of responsibilities, and to ensure that concurrent planning, paternity, family notification/finding and visitation (including connections) are appropriately identified and supported. See CTS Checklist (attached) and Our Family Form.	Quarter 3 (3/2018)	Completed 03/2018 On/ahead of schedule Behind schedule No longer applicable There are no monitoring reports for this item; however, there are ongoing conversations between CBC and CPI Operations pertaining to making the case transfer process much smoother.	
		*HFC – See attached document entitled Goal2StrategyB KA1.2 Important Relationships *Effective July 1, BFP is adding a Proficiency Specialist Position to the lead agency that will attend the ESI/Case Transfer staffing's and supports the facilitation of this conversation.			

		Q4 Update: CBCCFL: CBCCFL has continued this key activity and minutes of discussion of relative supports for purposes of supporting new placements with unlicensed caregivers are attached.		
1.3 KCI provided funding to the Marion County Children's Alliance and the Public Policy Institute of Marion County for fatherhood projects. The work done with the Marion County Children's Alliance is called "Building Better Dads". The mission of the fatherhood initiative is to promote the importance of fathers' engagement with their children from birth to adulthood and to work toward building closer and more productive relationships. In addition, there are billboards containing messages on the importance of fatherhood. Munroe Regional Medical Center is giving father's information on the importance of their role in their children's	KCI	Copies of ads/handouts	Quarter 1 (07/2016)	Completed 07/2016 On/ahead of schedule Behind schedule No longer applicable

life on the labor and delivery floor. There has been training done in the Marion County jails with fathers.				
1.4 All other CBC's to research and explore options for ensuring fathers are engaged and provided services as needed, including incarcerated fathers	HFC, BFP, & CBCCFL	HFC: Full report submitted as evidence. * On May 13, 2018 HFC introduced a father engagement campaign to the CMOs where during the PQI Committee meeting * On June 29, 2018 HFC completed a flyer that will be distributed to the CMOs that lists all of the services, contacts, visitation schedules/processes for jails located in Circuit 10. CBCCFL: Rebecca Leininger has completed a review of fatherhood initiatives and will present this at our weekly Management Team meeting before the end of the FY. BFP: BFP and CMA have continued meeting monthly as a SOC Fatherhood Initiative Workgroup. We have developed engagement forms for our DCMs to utilize monthly to keep incarcerated parents up to date on their children, to include the services they are involved in along with updates from	Quarter 4 (6/2018)	Completed 06/2018 On/ahead of schedule Behind schedule No longer applicable

		those providers. It also seeks feedback from the parents regarding their current and possible future needs upon release. The form also provides the latest information regarding their court cases. We are also working on an event titled "Celebration of Fatherhood" to take place in mid to late August from 4-7pm open to the fathers within our SOC. The				
		current overview of the event is to have 4-6 speakers who speak about 20 minutes or so, who are fathers in our community along with a panel style Q&A and to also serve food at the event. (Form and Meeting Minutes provided as supporting evidence)				
1.5 Each CBC will facilitate ongoing qualitative visits with relatives and significant relationships (i.e. Camp Sib, Home for the Holidays, etc.)	CBC's	Report of activities Each CBC coordinated "Home for the Holidays this past quarter" KCI: 17 – past quarter CBCCFL Orange/Osceola: 32-November and 35-December CBCCFL Seminole: 27-November and 75-December HFC: 69 – Quarter BFP: 18-November and 22-December		Quarter 2 (12/2017)	□ Completed 12/2017 □ On/ahead of schedule □ Behind schedule □ No longer applicable	
2. Implement improved and/or expanded kinship search processes or procedures so that more children and sibling groups	CBC's	KCI: Kinship Family Finding form (see attached) is sent to the diligent search specialist upon primary case assignment to conduct Accurint. The detailed	Florida CQI quarterly reviews	Quarter 4 (6/2018)	 	

are placed quickly with relatives,	Accurint report is sent to the Case	
as appropriate.	Manager who is responsible to initiate	
	contact with potential relatives by mail,	
	phone, etc. Any possible responses will	
	require the Case Manager to initiate	
	home study requests.	
	HFC: For FY 17/18 HFC had 65% of	
	children in out of home care placed with	
	relatives and non-relatives compared to	
	·	
	the statewide performance of 56%	
	CBCCFL: In January 2018 we	
	implemented an expedited kinship	
	referral process to be completed at the	
	time of initial placement if the	
	placement was with a relative/non-	
	relative so that the supports could be	
	initiated immediately. In Osceola we are	
	piloting the reassignment of the family	
	finder position with the CMA to the	
	kinship provider, Children's Home	
	Inc. In addition, Kinship program is	
	expanding with hiring 3 Family	
	Navigators, one for each county to help	
	with supporting caregivers and applying	
	for benefits, etc. Access to Boys Town's	
	in home parenting program is available	
	to prevent disruption of placements,	
	with priority for sibling placements.	
	with priority for sishing piacements.	

		BFP: Family Allies staff received Diligent Search training from CLS Circuit Managing Attorney on May 22, 2018 (sing-in sheets provided as supporting evidence).		
2.1 Kids Central uses the Kevin Campbell Family Finder's model and is embedded in their case management pre-service curriculum. All KCI Family Preservations specialists are trained and in the model and can assist CPI staff	KCI	Copy of curriculum	Quarter 1 (07/2016)	Completed 07/2016 On/ahead of schedule Behind schedule No longer applicable
2.2 Heartland uses a consultant trained in the Kevin Campbell Family Finder's model and all Case Managers and CPI's have access.	HFC	Copy of contract	Quarter 1 (07/2016)	 Completed 07/2016 □ On/ahead of schedule □ Behind schedule □ No longer applicable
2.3 Each CMA within CBC of Central Florida uses a family research process to locate relatives and will continue to be enhanced as needed.	CBCCFL	*The Kinship Care worker is invited to all CTS staffings where children are placed with relatives/non-relatives.	Quarter 1 (07/2017)	 ☐ Completed 07/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable
2.4	BFP	Copy of process	Quarter 1 (09/2017)	Completed MM/YYYY On/ahead of schedule

Brevard Family Partnership uses diligent search methods and provides this resource for all CPI's. Diligent Search functions are being managed by CMA administrative staff at each Care Center. However, BFP is in the process of transitioning to a new CMA and CMA re design is still in progress.					Behind schedule No longer applicable
3. Modify and implement state operating procedure regarding conducting diligent searches for potential relative placements.	ocw		Florida CQI quarterly reviews	Quarter 2 (12/2017)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable
3.1 There is a DCF single point of contact and a CBC single point of contact for each CBC. The POC's are responsible for disseminating all new/revised OP's to frontline staff and leadership.	DCF & CBC's	Emails showing distributions		Quarter 2 (12/2017)	☐ Completed MM/YYYY ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable The Process for disseminating OP's is already in place; however, this specific OP has not been sent out by OCW.
4. All CBC's share QPI initiatives and training to licensed caregivers through email, newsletters, and Foster Parent Association meetings.	CBC's		Florida CQI quarterly reviews	Quarter 1 (9/2017)	□ Completed 9/2017 □ On/ahead of schedule □ Behind schedule □ No longer applicable

4.1 All CBC's to explore ways to enhance communication with relative and nonrelative caregivers on important QPI initiatives and training topics.	CBC's	*All CBC's are communicating these trainings via newsletters, meetings with caregivers, support groups, etc.		Quarter 1 (9/2017)	Completed 9/2017 On/ahead of schedule Behind schedule No longer applicable
5. Expand capacity for focused permanency initiatives such as Rapid Permanency Reviews or Permanency Roundtables, including Youth Centered Permanency Roundtables.	CBC's		Florida CQI quarterly reviews	Quarter 3 (1/2018)	Completed 03/2018 On/ahead of schedule Behind schedule No longer applicable
5.1 Local CLS Supervising Attorney has been lead since 2016 for statewide workgroup on Permanency Roundtables and provides data, monitors CBC PRT progress/outcomes, and training across state to DCF and CBC staff. Workgroup started in 2009; however, it has since grown and now includes 13 CBC's and they meet quarterly.	Kelsey Burnette	*Agendas for 2017 meetings		Quarter 2 (12/2017)	Completed 12/2017 On/ahead of schedule Behind schedule No longer applicable The workgroup meets quarterly and this will continue to occur over time. Information is shared with all CBC's and other members of the workgroup for distribution to their respective agencies.
5.1.1 CBC's to explore and implement Rapid Permanency process on appropriate cases.	CBC's	Report on progress *CBC of Central Florida was involved in RPR pilot (see attached) and are using a		Quarter 3 (1/2018)	

similar process to identify children to
focus reunifications efforts on; in
addition to a SIS initiative (sixty kids in
sixty days) permanency initiative.
*Kids Central (Circuit 5) initial training
for RPR is set for June 25th-27th. The
pilot will begin shortly thereafter.
* HFC – Completed September 2017 -
See updates in attached document
entitled Goal2StrategyB KA5.1.1 RPR.
HFC conducted the first RPR project in
September 2017 on 4 cohorts of
children. In February 2018 the project
was expanded to a new cohort of
children.
* A system wide training was held on
March 26 by Casey Families on Casey
Permanency Roundtables (PRT) with 64
attendees across the System of Care
including CMA, CLS, GAL, BFP and CPI.
The Skills Training will be held on April
9; PRT's will commence on April 10.
There will be two teams and the
population of focus is any youth with
the goal of APPLA and children who
have been in care in excess of 18
months. BFP CMA Family Allies is
conducting weekly Out of Home Care
Reviews for every child in out of home

		care led by the leadership team. This process is more in depth and intensive than the Rapid Permanency Process. Permanency outcomes have improved since implementation of this process. Q4 update: *Data from Casey has been included in supporting evidence and KCI has completed the required training by Casey in order to implement RPR's.			
5.2 CBC of Central Florida currently utilizes Youth Centered Permanency Roundtables within the system of care in November 2014.	CBCCFL	*This is an ongoing process which is managed by the Operation Managers within the CBC.		Completed 03/2018 On/ahead of schedule Behind schedule No longer applicable	
5.2.1 All other CBC's to research and explore use of Youth Centered Permanency Roundtables.	HFC, KCI, & BFP	*Kids Central working on updated protocols around this initiative. *HFC – see attached document entitled Goal2StrategyB KA5.2.1 Youth Centered PRT * BFP is providing Family Team Conferencing and the Wraparound Process to youth in lieu of the Youth Centered Roundtables.	Quarter 3 (1/2018)	Completed 03/2018 On/ahead of schedule Behind schedule No longer applicable	

5.3	DCF & CBC's	Report on efforts	Quarter 3	Completed 03/2018	
Improve engagement of			(1/2018)	On/ahead of schedule	
incarcerated parents including		*CBCCFL early on provided tip sheets on		Behind schedule	
assessing need for services and		how to access an incarcerated parent		☐ No longer applicable	
assessing availability of services		and to explore services offered in the			
,		jail/prison. In addition, CBC requires			
		(and has created a report) which			
		requires that CMA enter efforts each			
		month for the parents that they have			
		not been able to have a F:F contact			
		with; and the month of March			
		collaborated with the CMA QA staff to			
		conduct a quality of visits (parent, child,			
		caretaker) review in an ongoing effort to			
		address quality (and frequency) of visits.			
		* BFP formed a work group consisting of			
		cross system representation. Key staff			
		attended a Family Engagement			
		Conference in October with specialized			
		tracks for fatherhood engagement and			
		incarcerated parents. BFP has a new			
		letter (recently finalized) that is being			
		sent to incarcerated parents effective			
		April 1. The letter will be sent quarterly			
		with DCM contact information, and case			
		plan updates. For non- offending			
		parents, BFP is obtaining information on			
		what assistance is needed in the			
		transition out of incarceration.			
		Information regarding relatives as an			
		opportunity to provide connections for			

		dependent children to help build the team of supports. A Fatherhood celebration is being planned for Friday June 1.			
5.3.1 CBC of Central Florida has an incarcerated parent visitation tip sheet and access of service understanding with local corrections facility	CBCCFL	*Copy of policy	Quarter 3 (1/2018)	Completed 03/2018 On/ahead of schedule Behind schedule No longer applicable	
5.3.2 Marion County Sheriff's Office provides parenting resources to incarcerated parents in jail.	KCI	Copy of resources	Quarter 1 August 2015	Completed 08/2015 On/ahead of schedule Behind schedule No longer applicable	
5.3.3 Brevard Family Partnership and Heartland for Children to explore need for local agreement for visitation and services for incarcerated parents.	BFP & HFC	*HFC – see attached document entitled Goal2StartegyB KA5.3.3 Progress Update on visitation and services to Incarcerated Parents * BFP has an agreement with Eckerd Connects to provide therapeutic supervised visitation and visitation that provides parenting and coaching. At this time incarcerated parents are availed any services offered in the facility in which they are residing.	Quarter 3 (1/2018)	Completed 03/2018 On/ahead of schedule Behind schedule No longer applicable	

Goal 2: Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children. Strategy C: The state's child welfare information system, FSFN, will have accurate and timely data that supports child well-being.			Applicable CFSR Outcomes or Systemic Factors: Permanency 1; Systemic Factors: Statewide Information System, Foster and adoptive parent licensing, recruitment and retention) Applicable CFSR Items: 4 and 19				
Monitor compliance of accuracy and timely data entry in FSFN, focusing on placement and living arrangement. Projected Completion Date:	CBC's & DCF		Florida CQI quarterly reviews	Quarter 4 (6/2018)	Completed 06/2018 On/ahead of schedule Behind schedule No longer applicable		
1.1 All CBC's have developed processes to ensure identified point of contact is notified and enters placement in FSFN for licensed care. Process will continue to be reviewed during local QA reviews to ensure stability.	CBC's	Copy of process		Quarter 1 (9/2017)	Completed 09/2017 On/ahead of schedule Behind schedule No longer applicable		
1.2 Ensure timely data entry for relative and nonrelative placement and living arrangements in FSFN.	DCF & CBC's	KCI: The Daily Census through Mindshare was recently re- implemented. This system allows Case Managers and Supervisors to review placements daily and insure that they are correct. There are daily reports distributed to all levels of leadership to provide details as to the level of		Quarter 4 (6/2018)	Completed 06/2018 On/ahead of schedule Behind schedule No longer applicable		

		compliance by worker and unit levels. (See attached) HFC: According to statewide timeliness of data entry reports HFC entered 20.43% of placements within 2 business days during June 2018 CBCCFL: This is an email dialogue about the status of timeliness report. The development of a report that captures all of OHC is complete. The in-home living arrangement reports is in development and will be done before the end of the quarter 6/30. Monitoring of reports for OHC timeliness to entry has been in process and discussed monthly at I&E Manager Meetings. BFP: This is ongoing. In addition to Supervisor reviews; all children in OHC are reviewed bi-monthly – during which data entry is reviewed and updated, if needed.			
1.2.1 Each CBC will pull FSFN data report monthly to ensure timely and accurate entry for all placements.	CBC's	*CBCCFL Information and Eligibility created an ongoing monthly report to evaluate compliance. (Attached is March report and a separate attachment with password).	Quarter 3 (1/2018)		

		*HFC – see attached document entitled Goal2StrategyC KA 1.2.1 Placement entry Lag Time Monitoring which shows data for 2 months of the quarter. The 3 rd months data is not available at the time of this report. * The BFP FSFN Data Clerk is responsible for completion of this task for children in licensed out of home care. Family Allies management and leadership team is monitoring the documentation for relative and non- relative placements.			
1.2.2 DCF will pull FSFN data report monthly to ensure timely and accurate entry for all placements on CPI side.	DCF FSPO	*Placement entries are included on the Weekly Trend Reports sent out to management every Tuesday. (see Weekly Key Indicator Report)	Quarter 3 (1/2018)	□ Completed 03/2018 □ On/ahead of schedule □ Behind schedule □ No longer applicable	

Goal 3: Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs.			Applicable CFSR Outcomes or Systemic Factors: Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development			
Strategy A: Implement practice initiatives that will improve families 'capacity to provide for their children's needs through quality family assessments, family engagement and appropriate supports to address identified needs.		Applicable CFSR Items: 2, 3, 6, 10, 12, 12A, 12B-1, 12B-2, 12C, 13, 14, 15, and 29				
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed

1. Improve availability and access to the child welfare service array within each community.	Alissa Cross- OCW		Florida CQI quarterly reviews	Quarter 4 (06/2019)	☐ Completed MM/YYYY ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable
1.1.1 Kids Central received the following: • FSS: scored 4 out of 4 • SMS: originally a score of 2 out of 4 and after realignment of service array they are now at a score of 3 out of 4	KCI	Priority of Effort Service Array Report		Quarter 4 (06/2018)	☐ Completed MM/YYYY ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable Service Array scores were received in October 2016 and assessments were resubmitted in June 2017. Processes are in place to address the noted areas and the CBC's are working with Alissa and her team on the project.
 1.1.2 Brevard Family Partnership received the following: FSS: scored 3 out of 4 SMS: originally a score of 1 out of 4 and after realignment of service array they are now at a score of 3 out of 4 	BFP	Priority of Effort Service Array Report BFP scored a 3 on both FSS and SMS. An update will be submitted to OCW at the beginning of the new FY. BFP plans to add two Safety Monitors during the first quarter of FY 2018-2019. Safety Monitor roles and responsibilities provided with supporting evidence		Quarter 4 (06/2018)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable Service Array scores were received in October 2016 and assessments were resubmitted in June 2017. Processes are in place to address the noted areas and the CBC's are working with Alissa and her team on the project.
 1.1.3 Heartland for Children received the following: FSS: scored 3 out of 4 SMS: originally a score of 1 out of 4 and after realignment of service 	HFC	Priority of Effort Service Array Report		Quarter 4 (06/2018)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable Service Array scores were received in October 2016 and assessments were resubmitted in June 2017. Processes are in place to address the noted areas and

array they are now at a score of 3 out of 4					the CBC's are working with Alissa and her team on the project.	
1.1.4 CBC of Central Florida received the following: • FSS: scored 1 out of 4 • SMS: scored 1 out of 4	CBCCFL	Priority of Effort Service Array Report		Quarter 4 (06/2018)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable Service Array scores were received in October 2016 and assessments were resubmitted in June 2017. Processes are in place to address the noted areas and the CBC's are working with Alissa and her team on the project.	
1.2 Region will continue to monitor and assist CBC's for any improvements needed in service array.	DCF	Report of efforts		Quarter 4 (06/2018)	☐ Completed MM/YYYY ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
1.3 Ensure continuous engagement of caregivers in service plans during supervisory consultations and supervisors will ensure all barriers are addressed with frontline staff in regards to service referrals for families	CPI & CM Supervisors	*Supervisor guidance/process outlined for CPI in field resources and Case Managers		Quarter 1 (6/2016)	Completed 06/2016 On/ahead of schedule Behind schedule No longer applicableGoal	
2. Develop and implement supervisory consultation template for CPI & Case Management	DCF FSPO	*Copy of template	Florida CQI quarterly reviews	Quarter 1 (6/2016)	Completed 06/2016 On/ahead of schedule Behind schedule No longer applicable	

					Resource was completed and provided to all supervisory staff in preparation for Proficiency process.
3. Develop Quality Visitation best practices.	OCW/DCF Region/CBC's		Florida CQI quarterly reviews	Quarter 4 (6/2018)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable
3.1 Brevard Family Partnership has a subcontract with Eckerd to provide an evidenced based therapeutic model for visitation through Licensed Mental Health Counselor. This contract was implemented on July 1; 2015.	BFP	Copy of contract		Quarter 1 (09/2017— contract renewal is pending)	 Completed 9/2017 On/ahead of schedule Behind schedule No longer applicable The renewal of the contract is still pending.
3.2 Heartland for Children is piloting the evidenced based ABC Family Visitation Model which is facilitated by United Way of Central Florida	HFC	Copy of contract		Quarter 1 (07/2016)	Completed 07/2016 On/ahead of schedule Behind schedule No longer applicable
3.3. CBC of Central Florida and Kids Central will explore an evidenced based family visitation model and develop implementation plan	CBCCFL & KCI	Q4 Update: CBCCFL: Request for Proposal is in draft and under review by Leadership; RFP will be posted by end of August.		Quarter 4 (6/2018)	☐ Completed MM/YYYY ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable
4. Obtain technical assistance, as appropriate at the local level, from national experts in the state's	DCF & CBC's		Florida CQI quarterly reviews	Quarter 1 (6/2017)	Completed MM/YYYY On/ahead of schedule Behind schedule

	1	T.			I
child welfare practice model to facilitate improvement in assessments, family engagement, safety planning, supervisory consultation and case planning.					□ No longer applicable
4.1 All CBC's access technical assistance and advanced training related to family engagement and/or case planning from national experts including, but not limited to, Casey Family Programs, ACTION for Child Protection, David Mandel.	CBC's	Report of efforts		Quarter 1 (6/2017)	 ☐ Completed 06/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable
Goal 4.2 Department has contracted with Holly Spears, Case Family Program, and USF to provide safety planning training, family engagement communication strategies, and coaching/feedback for Senior CPI's and Supervisors.	DCF FSPO	Copy of contract		Quarter 1 (6/2017)	Completed 06/2017 On/ahead of schedule Behind schedule No longer applicable This is an ongoing effort; however, extensive training was provided by Holly Spears and Casey. This year there will be a strong focus on DV and we will be working with the Safe and Together Consulting group to provide basic and advanced training.
· · ·		Applicable CFSR Outo Systemic Factors: Serv		c Factors: Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; source Development	

Strategy B: Implement practice initiatives to assure that children receive appropriate services to meet their educational needs.			Applicable CFSR Items: 9, 11, 16, and 29			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. Update local working agreements between local school districts and local CBCs, and explore opportunities for data sharing.	DCF Ops Mgrs & CBC's	*Copy of updated agreements	Florida CQI quarterly reviews	Quarter 1 (06/2017)	□ Completed □ On/ahead of schedule □ Behind schedule □ No longer applicable	
1.1 Each CBC has a dedicated single point of access with the local school boards.	CBC's	List of POCs		Quarter 1 (6/2017)	Completed 06/2017 On/ahead of schedule Behind schedule No longer applicable	
2. Each CBC will identify any opportunities to meet specific educational needs, such as, tutoring or mentoring, and develop plan of action once identified to keep kids in same school	CBC's/DCF	*Copy of updated agreements This is an ongoing conversation with the CBC's and the local school boards; however, there are signed Agreements in place for all Circuits.		Quarter 1 (6/2017)		
Goal 3: Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs.			Applicable CFSR Outcomes or Systemic Factors: Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development			
Strategy C: Implement practice initiatives to assure children receive adequate services to meet their physical health, dental health, and mental health needs.			Applicable CFSR Items: 12, 12B, 17, 18, and 29			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed

1. Integrate child welfare and substance abuse and mental health service systems for child welfare families to enhance families' access to services and ensure appropriate assessment to inform services.	Region SAMH Director & FCSD Director	Quarter update attached	Florida CQI quarterly reviews	Quarter 2 (12/2018) and Ongoing	☐ Completed MM/YYYY ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable
1.1 Central Region will develop SAMH Integration Behavioral Health Plan.	DCF	*Copy of SAMH Integration Behavioral Health Plan Plan was developed and is currently being monitored and tracked; meetings held with DCF/ME/CBC leadership to discuss progress and any needed adjustments.		Quarter 1 (6/2017)	Completed 06/2017 On/ahead of schedule Behind schedule No longer applicable