

Region Program Improvement Plan

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.

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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 Florida's child welfare practice model			Applicable CFSR Items: 1			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. 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)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
1.1 Utilize FSFN report documentation and engage front line staff with diligent attempts and quality contacts. <ul style="list-style-type: none"> • 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 3 Weekly and Monthly Trend Reports		Quarter 4 (06/18)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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	

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<p>trend review and action plan for ongoing concerns. Victim seen in 24 hours is tracked on this report.</p> <ul style="list-style-type: none"> • 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. 						
<p>2. Implement CFOP 170-5 Child Protective Investigations</p>	<p>DCF</p>		<p>Florida CQI quarterly reviews</p>	<p>Quarter 1 (06/2017)</p>	<p><input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	
<p>2.1 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.</p>	<p>DCF FSPO CBC's</p>	<p>Emails showing distribution</p>		<p>Quarter 1 (06/2017)</p>	<p><input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p> <p>FSPO started the process of ensuring all newly signed policies and memos are being sent to CPI Operations and Program Office staff, as well as, CLS for</p>	

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					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	<input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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)	<input checked="" type="checkbox"/> Completed 05/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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 training needs for upcoming learning circles	DCF QA Staff	RSF Review Results *RSF results provided from October 2016-September 2017 *The Quarter 2 RSF exit not available by PIP due date; however, monthly RSF Trends have been saved.		Quarter 1 (06/2017) and Quarterly	<input checked="" type="checkbox"/> Completed 05/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable 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	

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<p>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.</p>	<p>Family Safety Program Office</p>	<p>Agendas</p>		<p>Quarter 1 (06/2017) and Bimonthly</p>	<p> <input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable </p> <p>Due to scheduling and Hurricane our last 2 meetings have been postponed; however, our regularly scheduled bimonthly meetings resumed at the end of October.</p>	
<p>2.6 CBC's have weekly management meetings to assess performance trends and training needs.</p> <p>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.</p>	<p>CBC Leadership</p>	<p>Agendas</p> <p>*Agendas from weekly meetings provided by each CBC</p> <p>*Quarter 2 CBC agendas provided</p>		<p>Quarter 1 (06/2017) and Ongoing</p>	<p> <input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable </p> <p>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</p>	

<p>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.</p>	<p>Applicable CFSR Outcomes or Systemic Factors: Safety 1 & 2; Permanency 1 & 2; Well-Being 1 & 3; Systemic Factors: Service Array and Resource Development</p>
<p>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.</p>	<p>Applicable CFSR Items: 2, 3, 5, 11, 12, 13, 29</p>

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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	<input type="checkbox"/> Completed MM/YYYY <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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)	<input checked="" type="checkbox"/> Completed 06/2016 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable USF provided coaching/feedback training during our Supervisor On-Boarding development program and Program Office staff were in	

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					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)	<input checked="" type="checkbox"/> Completed 06/2016 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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		Quarter 4 (06/2018)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable 34 of our 73 Supervisors are fully proficient and the remaining supervisory staff will be completing the process this fiscal year; 10 of our 14 PA's are proficient and the remaining 4—which are new hires—will be completing the process this fiscal year.	
2 Train child welfare professionals statewide on core practice elements to reinforce the core components of the practice	CBC's		Florida CQI quarterly reviews	Quarter 4 (06/2018)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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<p>model which include family engagement, safety planning and management, and quality assessments, as well as areas needing improvement from the Rapid Safety Feedback reviews</p>						
<p>2.1 Heartland for Children contracted with ACTION for Child Protection to provide training on the practice model, conduct fidelity reviews, and provide coaching.</p>	<p>HFC</p>	<p>*Copy of Contract with ACTION</p>		<p>Quarter 1 06/2016</p>	<p><input checked="" type="checkbox"/> Completed 06/2016 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	
<p>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.</p>	<p>HFC</p>	<p>Training reports</p> <p>So far we have had the following “mandatory” trainings provided by our internal trainers based upon information from ACTION:</p> <p>Establishing Sufficient Safety Plans on 2/17/16, 3/1/16, & 3/8/16</p> <p>Assessing and Scaling Caregiver Protective Capacities on 4/7/16, 4/12/16, & 4/27/16</p> <p>Other Parent Home Assessment on 8/18/16, 8/23/16, & 9/28/16</p> <p>Conditions for Return on 10/6/16 & 10/25/16</p> <p>Family Engagement Standards (Preparation, Introduction and</p>		<p>Quarter 1 (09/2017)</p>	<p><input checked="" type="checkbox"/> Completed 09/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	

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		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				
2.2 Brevard Family Partnership contracted with ACTION for Child Protection to provide training on the practice model, conduct fidelity reviews, and provide coaching.	BFP	*Copy of Contract		Quarter 1 (01/2017)	<input checked="" type="checkbox"/> Completed 01/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
2.2.1 Training workshop on assessing Impending anger.	BFP	*Copy of Contract and calendar of sessions		Quarter 1 (02/2017)	<input checked="" type="checkbox"/> Completed 02/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
2.2.2 Training workshop on assessing and scaling Caregiver Protective Capacities (case management)	BFP	*Copy of Contract and calendar of sessions		Quarter 1 (04/2017)	<input checked="" type="checkbox"/> Completed 04/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
2.2.3 Training workshop on assessing and scaling child needs (case management).	BFP	*Copy of Contract and calendar of sessions		Quarter 1 (05/2017)	<input checked="" type="checkbox"/> Completed 05/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
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 1 (06/2017)	<input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
2.2.5 On Site Case Reviews.	BFP	On Site Consultation Days: Feb. 24, 2017,		Quarter 1 (06/2017)	<input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule	

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		April 12, 2017, May 4, 2017, June 8, 2017			<input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
<p>2.3 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.</p>	CBCCFL	<p>Copy of Curriculum</p> <p>As of 4/15/17: 25 of DCM staff (supervisor level and up) out of 44 as well as 20 of CBCCF QA, trainers and operations staff out of 21 have completed SDMM proficiency training by June 30. 45 out of 65 completed; 69% accomplished.</p>		<p>Quarter 4 (06/2018)</p>	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable <p>100% of the Leadership of CMA's have completed the process and 90% of the Supervisory staff have completed the process. The Support Staff are currently in the process.</p>	
<p>2.4 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</p>	KCI	<p>Copy of QA review results</p>		<p>Quarter 2 (12/2017)</p>	<input checked="" type="checkbox"/> Completed 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable <p>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.</p>	

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<p>3 Implement CFOP 170-7, Develop and Manage Safety Plans, related to development and management of safety plans to further guide child welfare professionals on safety management.</p>	<p>DCF & CBC's</p>	<p>*Kids Central held Training on March 19, 2018 on Safety Plans, 31 CMA staff were present. This training was facilitated in partnership with the Training Department and QA. (Training Sign-In Sheets)</p> <p>*HFC - See attached email and agenda entitled</p> <p>* 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 19th and 20th. 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.</p> <p>*DCF email showing distribution attached</p>	<p>Florida CQI quarterly reviews</p>	<p>Quarter 3 (01/2018)</p>	<p><input checked="" type="checkbox"/> Completed 03/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	
<p>3.1 There is a DCF single point of contact and a CBC single point of</p>	<p>DCF & CBC's</p>	<p>*Emails showing distribution</p>		<p>Quarter 4 (06/2018)</p>	<p><input checked="" type="checkbox"/> Completed 04/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule</p>	

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<p>contact for each CBC. The POC's are responsible for disseminating all new/revised OP's to frontline staff and leadership.</p>					<input type="checkbox"/> No longer applicable	
<p>3.2 Each CBC's Safety Management Services and Family Support Services will be evaluated to assess quality, availability, and accessibility. Projected Completion Date:</p>	Alissa Cross-OCW	Priority of Effort Service Array score reports		Quarter 4 (06/2018)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
<p>3.2.1 Kids Central received the following:</p> <ul style="list-style-type: none"> • 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			Quarter 4 (06/2018)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
<p>3.2.2 Brevard Family Partnership received the following:</p> <ul style="list-style-type: none"> • 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			Quarter 4 (06/2018)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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<p>3.2.3 Heartland for Children received the following:</p> <ul style="list-style-type: none"> • 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 	HFC/OCW			Quarter 4 (06/2018)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
<p>3.2.4 CBC of Central Florida received the following:</p> <ul style="list-style-type: none"> • FSS: scored 1 out of 4 • SMS: scored 1 out of 4 <p>CBC of Central Florida provided training to their entire Provider Network on the practice model and safety planning.</p>	CBCCFL/OCW	<p>We conducted a review of our Safety Management Services (attached) and have developed an improvement plan accordingly which is being finalized, the results of the review have been discussed with Osceola and Seminole and is scheduled for Healthy System Meeting with the CMA's in Orange for 4/13. In addition, we continue to conduct front end 30 day reviews in addition to RSF and CFSR reviews and a review of the CMA PD's certification packets assessments to evaluate the implementation of the practice model key areas of safety planning and assessment.</p>		Quarter 1(10/2016-present)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
<p>4 Continue to support implementation of Safe Babies Court Teams at the 18 sites across the state and track select parallel</p>	DCF		Florida CQI quarterly reviews	Quarter 4 (6/2018)	<input type="checkbox"/> Completed MM/YYYY <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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data elements of the Safe Babies Court to Florida's PIP measures for comparison and possible replication.						
4.1 Marion County (Circuit 5) continues support the ongoing practice of "Early Childhood Court" to include routine meetings with stakeholders	C5 Ops Mgr- Robert Redding/ CLS Director	Agendas		Quarter 1 (6/2017) and Ongoing	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable 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	KCI met with GM and GALP to begin discussions of implementing Early Childhood Court in Sumter County on March 22 nd . There is a follow up meeting on April 19th with GM, GALP, Lifestream (community MH/SA provider) and a rep from OSCA to continue discussion organize next steps.		Quarter 3 (3/2018)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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	Orange County has an Early Childhood Court program. (<i>Orange County Early Childhood Court</i> : For the last two years CBCCF has partnered with Orange County for an early childhood court pilot, which targets mothers with dependent children under the age of 5, providing the mothers with additional therapies, visitation and parenting		Quarter 1 (6/2017) and Ongoing	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable These stakeholder meetings continue to occur in order to enhance and make any necessary improvements to the process in place.	

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		supports while expediting the traditional hearing schedule. CBCCF's case management partner agency One Hope United provides dedicated case management support for this effort.)			
4.3 Research and explore the opportunity to implement "Early Childhood Court" in surrounding counties in Region not using the practice.	DCF & CBCs	Report of Progress 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.		Quarter 4 (06/2018)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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.			Applicable CFSR Outcomes or Systemic Factors: Safety 2, Permanency 1 & 2; Well-being 1; Systemic Factors: Case Review System, Service Array and Resource Development, Statewide Information System, Foster and Adoptive Parent Licensing, Recruitment and Retention)			
Strategy A: Implement practice initiatives that will improve the permanency and stability of children's living situations.			Applicable CFSR Items: 4, 5, 6, 12, 19, 20, 23, 24, 29, and 35			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
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)	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
1.1 Quarterly meeting held with all CBC licensing/recruitment directors and DCF Licensing	DCF Licensing	Quarter 2 Meeting Dates: <ul style="list-style-type: none"> • KCI: no meeting 		Quarter 1 (6/2017) and ongoing	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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unit to discuss special initiatives, status of yearly goals, and recruitment plans.		<ul style="list-style-type: none"> • CBCCFL: no meeting • HFC: 11/11/17 • BFP: 11/2 and 12/7 			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	Monitoring reports *CBC Trend Reports		Quarter 1 (6/2017) and ongoing	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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 and attend community events. HFC is one of three CBC's participating in FIRP grant and lead the customer service subcommittee.	HFC Licensing	The monthly Regional Licensing & Missing Child Report *CBC Trend Reports		Quarter 1 (6/2017) and ongoing	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable Our CBC's are currently working to meet yearly recruitment goal and the progress is documented in the CBC performance report. 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	KCI Licensing	The monthly Regional Licensing & Missing Child Report *CBC Trend Reports		Quarter 1 (6/2017) and ongoing	<input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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state. KCI has a recruitment goal of 70 new homes.					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.	CBCFL Licensing	The monthly Regional Licensing & Missing Child Report *CBC Trend Reports.		Quarter 1 (6/2017) and ongoing	<input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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 clinical placement process per youth	BFP Licensing	The monthly Regional Licensing & Missing Child Report *CBC Trend Reports		Quarter 1 (6/2017) and ongoing	<input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable Recruitment goal for last year was not met.	
2. Increase Relative and nonrelative supports to ensure placement stability through the utilization and availability of QPI Just in Time training to relatives and nonrelatives.	CBC's		Florida CQI quarterly reviews	Quarter 3 (03/2018)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable CBC's continue to ensure relative and non-relatives received	

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					information on training offered by QPI.	
2.1 Brevard Family Partnership has a single point of contact assigned immediately after shelter hearing to support relative or nonrelative caregiver. Developed a "Grandparent raising grandchildren" support group to provide formal and informal support.	BFP – Placement Stability Specialist	Support group agendas/attendance reports Q3 update: CBC's continue to ensure relative and non-relatives received information on training offered by QPI. BFP Clinical Services Specialist is the Point of Contact for dissemination of this information. BFP also provides information on the website of training resources.		Quarter 1 (01/2017)	<input checked="" type="checkbox"/> Completed 01/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
2.1.1 BFP, in collaboration with DCF, developed a Relative/Non Relative Handbook that is still in draft form to be utilized by CPI at the point the placement is initiated. Beginning July 1, 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.	BFP & C18 Ops Mgr	*The Relative/Non Relative Handbook is completed and is in the process of being distributed to CPI for use (500 copies, 250 for BFP and 250 for DCF). BFP Clinical Services Specialist receives information on all relative/non relative placements directly from the CPI prior to case transfer and conducts outreach for any needed clinical services for placement stabilization. BFP Client Relations Coordinator also assists with Medicaid any other benefits the caregiver may be eligible for.		Quarter 1 (09/2017) New Date: Quarter 3 (01/2018)	<input checked="" type="checkbox"/> Completed 03/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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<p>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.</p>	<p>CBCCFL</p>	<p>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.</p>		<p>Quarter 1 (07/2016)</p>	<p><input checked="" type="checkbox"/> Completed 07/2016 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	
<p>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. Additionally the program also facilitates regular ongoing caregiver support groups in multiple locations throughout Circuit 10 and holds annual conferences for relative and non-relative caregivers to provide ongoing discussion and application of concepts and strategies to develop</p>	<p>HFC</p>	<p>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.</p> <p>The Center for Child Welfare Practice: http://www.centerforchildwelfare.org/CenterVideo.shtml</p> <p>Quality Parenting Initiative Just in Time Trainings: http://www.qpiflorida.org/justintime/index.html</p> <p>See attached chart entitled <u>Goal2StrategyA KA2 Rel-NR Supports</u> that depicts over 65% of HFC’s OHC placements being in relative and non-relative care.</p>		<p>Quarter 1 (7/2016)</p>	<p><input checked="" type="checkbox"/> Completed 07/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p> <p>New contract was signed in July 2017 and remains effective since June 2018.</p>	

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<p>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.</p>						
<p>2.4 Kids Central Inc. has had an in-house relative/nonrelative support group since September 2006 and provide an 8 week training program which includes needs assessment and monthly contact is had. KCI will continue to work to enhance its kinship program and market to CMA's.</p>	<p>KCI</p>	<p>Kids Central ensures that case management staff shares with relative and non-relative caregivers that training is available through Foster Parent College.</p>		<p>Quarter 1 (06/2017)</p>	<p><input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p> <p>KCI has a formalized Family Finding practice model that builds upon concepts of connection and family. It consists of 6 stages: discovery, engagement, planning, decision-making, evaluation and follow-up.</p> <p>This support program will continue to provide support to relatives and non-relatives within the system of care in Circuit 5.</p>	
<p>3. Central Region was pilot and testing site for Statewide Quality Standards for Residential Group Care Initiative.</p>	<p>DCF Licensing & CBCs</p>		<p>Florida CQI quarterly reviews</p>	<p>Quarter 1 (11/2016-12/2016)</p>	<p><input checked="" type="checkbox"/> Completed 12/2016 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	

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<p>3.1 40 Residential Group Care facilities and the CBCs participated in completion of all pilot tools, testing, and workgroup actions.</p>	<p>DCF Licensing & CBCs</p>	<p>Pilot reports</p>		<p>Quarter 1 (11/2016-12/2016)</p>	<p><input checked="" type="checkbox"/> Completed 12/2016 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	
<p>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 from a pilot project conducted between 7/2016 through 12/2016 with five CBCs.</p>	<p>DCF & CBCs</p>		<p>Florida CQI quarterly reviews</p>	<p>Quarter 1 (5/2017)</p>	<p><input checked="" type="checkbox"/> Completed 05/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	
<p>4.1 Brevard Family Partnership was pilot agency for Child Placement Agreement process, tool creation, and pilot of tool</p>	<p>BFP</p>	<p>Pilot reports</p>		<p>Quarter 1 (11/2016-12/2016)</p>	<p><input checked="" type="checkbox"/> Completed 12/2016 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	

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<p>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</p>	<p>BFP</p>	<p>Copy of curriculum</p>		<p>Quarter 1 (3/2017)</p>	<p><input checked="" type="checkbox"/> Completed 03/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	
<p>4.2 Remaining CBC's in region and CPI & CLS staff will be trained on Child Placement Agreements and local policies.</p>	<p>DCF FSPO, HFC, KCI, and CBCFL</p>	<p>Copy of training reports</p>		<p>Quarter 5 (7/2018)</p>	<p><input checked="" type="checkbox"/> Completed 05/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p> <p>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.</p>	
<p>4.2.1 Revisions to Child Placement Agreement has been embedded into the CPI Pre-Service curriculum.</p>	<p>USF Training Team</p>	<p>Copy of curriculum</p>		<p>Quarter 1 (5/2017)</p>	<p><input checked="" type="checkbox"/> Completed 05/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	
<p>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 moving to adoption.</p>	<p>CLS & CBC's</p>		<p>Florida CQI quarterly reviews</p>	<p>Quarter 4 (6/2018)</p>	<p><input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	

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<p>5.1 Caregivers will receive actual notice and meaningful opportunity to be heard and at all court hearings.</p>	<p>CPI/Case Mgrs</p>	<p>BFP: Currently our parents and caregivers are notified of 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.</p> <p>CBCCFL: Process outlined and included in evidence</p> <p>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.</p> <p>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.</p>		<p>Quarter 2 (12/2017)</p>	<p><input checked="" type="checkbox"/> Completed MM/YYYY <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	
<p>6. Implement local practice initiatives, such as Rapid Family Engagement, to assist staff with immediate engagement of parents to discuss conditions for return</p>	<p>CBC's</p>		<p>Florida CQI quarterly reviews</p>	<p>Quarter 1 (6/2017)</p>	<p><input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	

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and start case planning process.						
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)	<input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
6.2 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.	CBC's	<p>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.</p> <p>Conversations were held during System of Care Meetings: Circuit 5 (7/17 and 9/25), Circuit 9 (7/20 and 9/26), Circuit 10 (7/19 and 9/20), and Circuit 18 (7/18)</p>		Quarter 1 (6/2017)	<input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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.			Applicable CFSR Outcomes or Systemic Factors: Safety 2; Permanency 1 & 2; Well-being 1; Systemic Factors: Case Review System, Service Array and Resource Development, Statewide Information System, Foster and adoptive parent licensing, recruitment and retention)			
Strategy B: Implement practice initiatives that will help ensure the continuity of family relationships and connections is preserved for children.			Applicable CFSR Items: 3, 7, 8, 9, 10, 11, 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	OCW		Florida CQI quarterly reviews	Quarter 4 (6/2018)	<input type="checkbox"/> Completed MM/YYYY <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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assessments and case planning throughout the life of the case.						
<p>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.</p>	DCF & CBC's	Emails showing distributions		Quarter 1 (7/2017)	<input checked="" type="checkbox"/> Completed 05/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
<p>1.2 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.</p>	CBC's	<p>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.</p> <p>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</p> <p>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.</p>		Quarter 3 (3/2018)	<input checked="" type="checkbox"/> Completed 03/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable <p>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.</p>	

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		<p>*HFC – See attached document entitled <u>Goal2StrategyB KA1.2 Important Relationships</u></p> <p>*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.</p>				
<p>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.</p>	KCI	Copies of ads/handouts		Quarter 1 (07/2016)	<input checked="" type="checkbox"/> Completed 07/2016 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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<p>Munroe Regional Medical Center is giving father's information on the importance of their role in their children's life on the labor and delivery floor. There has been training done in the Marion County jails with fathers.</p>						
<p>1.4 All other CBC's to research and explore options for ensuring fathers are engaged and provided services as needed, including incarcerated fathers</p>	<p>HFC, BFP, & CBCCFL</p>	<p>Report of efforts</p>		<p>Quarter 4 (6/2018)</p>	<p><input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	
<p>1.5 Each CBC will facilitate ongoing qualitative visits with relatives and significant relationships (i.e. Camp Sib, Home for the Holidays, etc.)</p>	<p>CBC's</p>	<p>Report of activities</p> <p>Each CBC coordinated "Home for the Holidays this past quarter"</p> <p>KCI: 17 – past quarter</p> <p>CBCCFL Orange/Osceola: 32-November and 35-December</p> <p>CBCCFL Seminole: 27-November and 75-December</p> <p>HFC: 69 – Quarter</p> <p>BFP: 18-November and 22-December</p>		<p>Quarter 2 (12/2017)</p>	<p><input checked="" type="checkbox"/> Completed 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	
<p>2. Implement improved and/or expanded kinship search processes or procedures so that more children and sibling groups</p>	<p>CBC's</p>		<p>Florida CQI quarterly reviews</p>	<p>Quarter 4 (6/2018)</p>	<p><input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	

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are placed quickly with relatives, as appropriate.						
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)	<input checked="" type="checkbox"/> Completed 07/2016 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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)	<input checked="" type="checkbox"/> Completed 07/2016 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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.	CBCFL	Copy of process *The Kinship Care worker is invited to all CTS staffings where children are placed with relatives/non-relatives.		Quarter 1 (07/2017)	<input checked="" type="checkbox"/> Completed 07/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
2.4 Brevard Family Partnership uses diligent search methods and provides this resource for all CPI's. Diligent Search functions are being managed by CMA administrative	BFP	Copy of process		Quarter 1 (09/2017)	<input checked="" type="checkbox"/> Completed MM/YYYY <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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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.						
3. Modify and implement state operating procedure regarding conducting diligent searches for potential relative placements.	OCW		Florida CQI quarterly reviews	Quarter 2 (12/2017)	<input type="checkbox"/> Completed MM/YYYY <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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)	<input type="checkbox"/> Completed MM/YYYY <input type="checkbox"/> On/ahead of schedule <input checked="" type="checkbox"/> Behind schedule <input type="checkbox"/> 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)	<input checked="" type="checkbox"/> Completed 9/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
4.1 All CBC's to explore ways to enhance communication with relative and nonrelative caregivers	CBC's	Report of efforts *All CBC's are communicating these trainings via newsletters, meetings with caregivers, support groups, etc.		Quarter 1 (9/2017)	<input checked="" type="checkbox"/> Completed 9/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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on important QPI initiatives and training topics.						
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)	<input checked="" type="checkbox"/> Completed 03/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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)	<input checked="" type="checkbox"/> Completed 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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 similar process to identify children to focus reunifications efforts on; in addition to a SIS initiative (sixty kids in sixty days) permanency initiative.		Quarter 3 (1/2018)	<input checked="" type="checkbox"/> Completed 03/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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		<p>*Kids Central (Circuit 5) initial training for RPR is set for June 25th-27th. The pilot will begin shortly thereafter.</p> <p>* HFC – Completed September 2017 - See updates in attached document entitled <u>Goal2StrategyB KA5.1.1 RPR</u>. 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.</p> <p>* 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.</p>				
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		Permanency outcomes have improved since implementation of this process.				
5.2 CBC of Central Florida currently utilizes Youth Centered Permanency Roundtables within the system of care in November 2014.	CBCCFL	Report on impacts *This is an ongoing process which is managed by the Operation Managers within the CBC.			<input checked="" type="checkbox"/> Completed 03/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
5.2.1 All other CBC's to research and explore use of Youth Centered Permanency Roundtables.	HFC, KCI, & BFP	Report on efforts *Kids Central working on updated protocols around this initiative. *HFC – see attached document entitled <u>Goal2StrategyB KA5.2.1 Youth Centered PRT</u> * BFP is providing Family Team Conferencing and the Wraparound Process to youth in lieu of the Youth Centered Roundtables.		Quarter 3 (1/2018)	<input checked="" type="checkbox"/> Completed 03/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
5.3 Improve engagement of incarcerated parents including assessing need for services and assessing availability of services	DCF & CBC's	Report on efforts *CBCCFL early on provided tip sheets on how to access an incarcerated parent 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		Quarter 3 (1/2018)	<input checked="" type="checkbox"/> Completed 03/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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		<p>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.</p> <p>* 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.</p>				
<p>5.3.1 CBC of Central Florida has an incarcerated parent visitation tip sheet and access of service</p>	<p>CBCCFL</p>	<p>*Copy of policy</p>		<p>Quarter 3 (1/2018)</p>	<p><input checked="" type="checkbox"/> Completed 03/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	

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understanding with local corrections facility						
5.3.2 Marion County Sheriff's Office provides parenting resources to incarcerated parents in jail.	KCI	Copy of resources		Quarter 1 August 2015	<input checked="" type="checkbox"/> Completed 08/2015 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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	<p>*HFC – see attached document entitled <u>Goal2StartegyB KA5.3.3 Progress Update on visitation and services to Incarcerated Parents</u></p> <p>* 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.</p>		Quarter 3 (1/2018)	<input checked="" type="checkbox"/> Completed 03/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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.			Applicable CFSR Outcomes or Systemic Factors: Permanency 1; Systemic Factors: Statewide Information System, Foster and adoptive parent licensing, recruitment and retention)			
Strategy C: The state's child welfare information system, FSN, will have accurate and timely data that supports child well-being.			Applicable CFSR Items: 4 and 19			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. Monitor compliance of accuracy and timely data entry in	CBC's & DCF		Florida CQI quarterly reviews	Quarter 4 (6/2018)	<input type="checkbox"/> Completed MM/YYYY <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule	

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FSFN, focusing on placement and living arrangement. Projected Completion Date:					<input type="checkbox"/> 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)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
1.2 Ensure timely data entry for relative and nonrelative placement and living arrangements in FSFN.	DCF & CBC's	Monitoring reports		Quarter 4 (6/2018)	<input checked="" type="checkbox"/> Completed 03/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
1.2.1 Each CBC will pull FSFN data report monthly to ensure timely and accurate entry for all placements.	CBC's	<p>*CBCCFI Information and Eligibility created an ongoing monthly report to evaluate compliance. (Attached is March report and a separate attachment with password).</p> <p>*HFC – see attached document entitled <u>Goal2StrategyC KA 1.2.1 Placement entry Lag Time Monitoring</u> which shows data for 2 months of the quarter. The 3rd months data is not available at the time of this report.</p>		Quarter 3 (1/2018)	<input checked="" type="checkbox"/> Completed 03/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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		* 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)	<input checked="" type="checkbox"/> Completed 03/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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 (06/2018)	<input type="checkbox"/> Completed MM/YYYY <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
1.1.1	KCI	Priority of Effort Service Array Power Point		Quarter 4 (06/2018)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule	

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Central Region

<p>Kids Central received the following:</p> <ul style="list-style-type: none"> 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 					<input type="checkbox"/> Behind schedule <input type="checkbox"/> 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.	
<p>1.1.2 Brevard Family Partnership received the following:</p> <ul style="list-style-type: none"> 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 Power Point		Quarter 4 (06/2018)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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.	
<p>1.1.3 Heartland for Children received the following:</p> <ul style="list-style-type: none"> 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 	HFC	Priority of Effort Service Array Power Point		Quarter 4 (06/2018)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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.	
<p>1.1.4 CBC of Central Florida received the following:</p>	CBCCFL	Priority of Effort Service Array Power Point		Quarter 4 (06/2018)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule	

Region Program Improvement Plan

Central Region

<ul style="list-style-type: none"> FSS: scored 1 out of 4 SMS: scored 1 out of 4 		CBCCFL is resubmitting Self-Assessment May 2017			<input type="checkbox"/> 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)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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)	<input checked="" type="checkbox"/> Completed 06/2016 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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)	<input checked="" type="checkbox"/> Completed 06/2016 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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)	<input type="checkbox"/> Completed MM/YYYY <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule	

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Central Region

					<input type="checkbox"/> No longer applicable	
<p>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.</p>	BFP	Copy of contract		Quarter 1 (09/2017— contract renewal is pending)	<input checked="" type="checkbox"/> Completed 9/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable The renewal of the contract is still pending.	
<p>3.2 Heartland for Children is piloting the evidenced based ABC Family Visitation Model which is facilitated by United Way of Central Florida</p>	HFC	Copy of contract		Quarter 1 (07/2016)	<input checked="" type="checkbox"/> Completed 07/2016 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
<p>3.3. CBC of Central Florida and Kids Central will explore an evidenced based family visitation model and develop implementation plan</p>	CBCCFL & KCI	Report of efforts		Quarter 4 (6/2018)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
<p>4. Obtain technical assistance, as appropriate at the local level, from national experts in the state's child welfare practice model to facilitate improvement in assessments, family engagement, safety planning, supervisory consultation and case planning.</p>	DCF & CBC's		Florida CQI quarterly reviews	Quarter 1 (6/2017)	<input checked="" type="checkbox"/> Completed MM/YYYY <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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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)	<input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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)	<input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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.	
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 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

Region Program Improvement Plan

Central Region

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)	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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)	<input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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)	<input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> 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 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 3 update attached	Florida CQI quarterly reviews	Quarter 2 (12/2018)	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

Region Program Improvement Plan

Central Region

<p>1.1 Central Region will develop SAMH Integration Behavioral Health Plan.</p>	<p>DCF</p>	<p>*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.</p>		<p>Quarter 1 (6/2017)</p>	<p><input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	
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