

## Region Program Improvement Plan

### Northwest 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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<b>Goal 1:</b> 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.			<b>Applicable CFSR Outcomes or Systemic Factors:</b> Safety 1 & 2; Permanency 1 & 2; Well-Being 1 & 3; Systemic Factors: Service Array and Resource Development			
<b>Strategy A:</b> Strengthen and enhance Florida's child welfare practice model			<b>Applicable CFSR Items:</b> 1			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. Supervisors, Administrators, Managers and Director will utilize reporting system to monitor and ensure accuracy of seeing victims timely.	Department Data Analyst, Supervisors, Administrators, Managers and Director	Data uploaded for evidence over two quarters. For Quarter 2 victims seen within 24 hours 85.6%.  For both Quarter 1 and Quarter 2 cumulatively we seen victims in NWR within 24 hours 85.6%.	FL CQI PIP Monitored Cases	Quarter 1	<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 No longer applicable	
1.1 Daily and monthly monitoring of victims seen timely will be conducted to ensure completed and accuracy in recording in FSN.	Department Data Analyst, Supervisors, Administrators, Managers and Director	Data Uploaded for evidence over two quarters. PMT agenda which is with all supervisors and management in NWR to discuss performance in this area and other areas.	FL CQI PIP Monitored Cases	Quarter 1	<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	
1.2 Performance Management Team meetings will be held quarterly to review supervisor specific performance in seeing victims timely.	Department Data Analyst, Supervisors, Administrators, Managers and Director	QuaOne quarterly performance management team meeting was held in Quarter 2 and each supervisor reviewed their units performance on victims being seen timely and discussed barriers to meeting performance measures and best practices when they were met. Agenda and sign in sheets uploaded to evidence folder.	FL CQI PIP Monitored Cases	Quarter 1-- Ongoing	<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	

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<p>2. Pre Commencement activities will reinforce purpose of seeing victims timely to ensure child safety and accurate decision making.</p>	<p>Department Supervisors</p>	<p>Increase in victims seen within 24 hours of Intake. Specifically in Circuit 2 but Circuit 1 and 14, as well.</p>	<p>FL CQI PIP Monitored Cases</p>	<p>Quarter 1 and ongoing</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>	
<p>3. Decision Support Teams (DST) will be utilized to ensure thorough assessment and accurate decision making for Present Danger and Impending Danger cases requiring an Out of Home Plan.</p>	<p>Department Supervisors and Critical Child Safety Practice Experts (CCSPE)/Training Team</p>	<p>All families requiring an Out of Home Plan will have a DST prior to removal. <b>Northwest Region DST/removal tracking spreadsheet, FSN and Northwest Region Children’s Legal Services spreadsheet both uploaded for evidence.</b></p>	<p>FL CQI PIP Monitored Cases</p>	<p>Quarter 1 and Ongoing</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>	
<p>3.1 Safety Management Services (SMS) providers will be included on DST calls.</p>	<p>Department Supervisors and Administrators</p>	<p>SMS providers will participate on DST calls and removal analysis conducted quarterly will show increased engagement with SMS prior to removal <b>Northwest Region DST/removal tracking spreadsheet and removal analysis reviews. Removal tracking stopped November 2017 as we have done for a full year and based on analysis confident that that removals have consistently been the least intrusive safety action to protect the children.</b></p>	<p>FL CQI PIP Monitored Cases</p>	<p>Quarter 1 and ongoing</p>	<p><input checked="" type="checkbox"/> Completed 11/2017  <input type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable</p>	
<p>4. Early engagement and Safety Planning with case management and families will be a priority.</p>	<p>Bay County and Leon County Department Supervisors and Administrators</p>	<p>Early Engagement process was implemented in Bay and Leon Counties and case management is introduced to the families sooner and part of developing impending danger safety planning through team conferencing.</p>	<p>FL CQI PIP Monitored Cases</p>	<p>Quarter 1</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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		Early engagement tracking log and process uploaded for evidence.				
4.1 Case Management Agencies will engage with families upon identification of Present Danger or Impending Danger.		Early Engagement process was implemented in C2/C14. Process has been implemented in Leon and Bay County with CHS. Policy process and sign in sheets uploaded for evidence.	FL CQI PIP Monitored Cases	Quarter 1	<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	
5. Impending Danger Safety Plans will be conducted with case management and Families.	Department Circuit 1: Escambia, Santa Rosa, Okaloosa and Walton Counties	Investigators, case management and families will engage to develop safety plans for their families. In Home Plans will increase and Out of Home Plans will decrease.  Early engagement tracking log and process uploaded for evidence.  Technical assistance with Casey Family Programs has been initiated with both CPI and CM staff in NWR on facilitation of Family Team Conferencing model around development of safety plans. Call notes attached.	FSFN and Impending Danger Safety Plan tracking system.  FL CQI PIP Monitored Cases	Quarter 2	<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	
6. Quality performance will be monitored monthly to the supervisor level to ensure accurate assessment and decision making.	Department CCSPE and Training Manager	Increase in performance specific to supervisors related to quality measures and performance.  Last quarterly data analysis uploaded for evidence (July-August 2017, last data available due to lag time of reviews done on completed investigations). There was a 10%	,CPI Rapid Safety Feedback (RSF) roll up, removal tracking spreadsheet, Critical Incident Rapid Response and Mini reviews rolled into the Northwest Region Quality	Quarter 1 and ongoing	<input checked="" type="checkbox"/> Completed 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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		increase in accurate supervisor consultation and guidance to support sufficient information collection from April-June RSF data (48%) to July-August (58%) data. Both April-June and July-August data uploaded.	Assessment spreadsheet FL CQI PIP Monitored Cases			
7. Safety Practice Consultants (SPC's) utilized to provide support and technical assistance around safety.	Assistant Director of Family Services, Child Welfare Training and Staff Development Manager, FamiliesFirst Network	Increase in performance related to: assessing and addressing risk and safety concerns  Consultation trackers for October-December 2017 provided as evidence of completion.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 1 (July-Sept 2017)	<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	
7.1 SPC's inclusion and participation in Conditions for Return (CFR) staffings for purpose of safety planning.	Assistant Director of Family Services, FamiliesFirst Network	Increase in performance related to: assessing and addressing risk and safety concerns  Consult Trackers uploaded for evidence. Password: Q2PIP	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 2 (Oct-December 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	
7.2 SPC's/case management consult within 15 days of case transfer for purpose of safety and case planning,	Assistant Director of Family Services ; Child Welfare	Increase in performance related to: assessing and addressing risk and safety concerns	Quarterly CQI Results (CFSR and Rapid Safety Feedback)	Quarter 2 (Oct-Dec 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	

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	Training and Staff Development Manager, FamiliesFirst Network	Consult Trackers uploaded for evidence. Password: Q2PIP	Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports			
8. Collaborate with and facilitate integration of Safety Management Services, Wraparound Family Support and Intensive Family Preservation/Reunification service providers as team members through monthly Safety Service Provider Communication calls focused on assessing and addressing strengths/barriers around inclusion.	Contracts and Court Services Team Manager, Assistant Director of Family Services, FamiliesFirst Network	Increase in performance related to: 1) providing services to family to prevent entry or re-entry  Minutes of communication calls held during August and September and referral report are provided as evidence. This key activity is no longer applicable as FFN has moved to specialized In-Home Non-Judicial units who will provide Safety Management Services (SMS).	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 1 (July-Sept 2017)	<input checked="" type="checkbox"/> Completed 09/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input checked="" type="checkbox"/> No longer applicable	
9. Participate in DJJ Lock Out Work Group with DCF and other stakeholders.	Placement and Utilization Team Manager, FamiliesFirst Network	Increase in performance related to: 1) providing services to family to prevent entry or re-entry  Notes for November meeting provided. This is a recurring meeting held on the third Tuesday of each month.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 1 (July-Sept 2017)	<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	

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<p>10. Contract with Action for Protection to provide training and consultation around safety practice and/or safety planning.</p>	<p>President of FFN, Director of Program Development, Child Welfare Training and Staff Development Manager, FamiliesFirst Network</p>	<p>Increase in performance related to: assessing and addressing risk and safety concerns</p> <p><a href="#">Contract executed</a> <a href="#">Training Agenda</a> <a href="#">Training Participants</a></p>	<p>Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports</p>	<p>Quarter 3 (Jan-Mar 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>11. Senior Leadership and Leadership to complete CFSR training in the CFSR portal for training and capacity building purposes (14.5 CEU's).</p>	<p>FamiliesFirst Network Managers and Supervisors</p>	<p>Increase in performance related to: 1) providing services to family to prevent entry or re-entry 2) assessing and addressing risk and safety concerns</p> <p><a href="#">Certificate of Completion</a></p>	<p>Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Report</p>	<p>Quarter 3 (Jan-Mar 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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<b>Goal 1:</b> 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.			<b>Applicable CFSR Outcomes or Systemic Factors:</b> Safety 1 & 2; Permanency 1 & 2; Well-Being 1 & 3; Systemic Factors: Service Array and Resource Development			
<b>Strategy B:</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.			<b>Applicable CFSR Items:</b> 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. Training will be geared to specific supervisor needs identified through quality assessment reviews and analysis.	Department Managers	Improvement in accurate decision making as evidence by better quality assessment reviews and analysis. Attendance in training.  FSFN, removal tracking spreadsheet, Critical Incident Rapid Response and Mini reviews rolled into the Northwest Region Quality Assessment spreadsheet	Rapid Safety Feedback (RSF) roll up, Florida PIP Monitored Case Review	Quarter 2	<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	
1.1 Case Application Safety Planning training/Learning Circle.	Department Managers	Improvement in accurate decision making as evidence by better quality assessment reviews and analysis. Attendance in training.  Safety Planning Application training was delivered by ACTION for child protection in the NWR in Quarter 2. Sign in sheets attached for evidence.	Florida PIP Monitored Case Review	Quarter 2	<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	
1.2 Supervisor Consultation monthly Learning Circles.	Department Managers	Improvement in accurate decision making as evidence by better quality assessment reviews and analysis. Training/Learning Circle attendance.	Florida PIP Monitored Case Review	Quarter 2	<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	



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		ACTION for Child Protection has been coming on site two months out of Quarter 1 doing one on one technical assistance with supervisors via contract with ACTION. Consultation summaries attached.				
2. Rapid Safety Feedbacks to include upfront supports will be conducted weekly to ensure accurate decision making on identified investigations.	Department Supervisors, Administrators and CCSPEs	Weekly RSF tracking log and monthly tracking log and analysis will verify upfront supports are being conducted and performance improvement is being made. RSF weekly tracking log is attached , as well as policy which requires up front support from CCSPE to supervisor on upfront decision making for accuracy. July/August RSF data (latest data due to lag of assessment at conclusion of investigations) uploaded as well which enforces that there is a high correlation in up front decision making around assessment of priors/crim hx and impact to safety as well as present danger assessment and assessment of maltreatment---all up front assessments early on in investigations.	Florida PIP Monitored Case Review	Quarter 1	<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	
3 Utilization of Intensive Family Preservation & Reunification Program (IFRP). This program is the HOMEBUILDERS model which is nationally recognized and evidence based. United Methodist	Assistant Director of Family Services, Director of Administration	Increase in performance related to: 1) providing services to family to prevent entry or re-entry	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews	Quarter 1 (July-Sept 2017)	<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	

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<p>Children’s Home (UMCH) is FFN’s sub-contracted provider for this service. UMCH staffs are certified in the model.</p>	<p>and Special Projects, Contracts and Court Services Team Manager, FamiliesFirst Network</p>	<p>Monthly report showing referral, wait list, etc. provided as evidence of completion.</p>	<p>Utilization of CFSR Online Monitoring System (OMS) Reports Utilization Management Tracking System/Reports</p>			
<p>4. Continued referral and utilization of ECC model for zero-three target population where danger threat includes substance abuse.</p>	<p>Director of Family Services, Early Childhood Court Team Manager, FamiliesFirst Network</p>	<p>Increase in performance related to: 1) providing services to family to prevent entry or re-entry 2) assessing and addressing risk and safety concerns Utilization Management Tracking System/Reports  Reports uploaded for evidence. Password: Q2PIP</p>	<p>Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports</p>	<p>Quarter 2 (October-December 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>5.. Post-Reunification Staffings held the 1<sup>st</sup> and 5<sup>th</sup> month following reunification to assist in identification, assessment, and addressing of safety concerns; development of safety plans or continuing care plans and determining frequency of contact.</p>	<p>Director of Family Services, Assistant Director of Family Services, Director of Program Development, Policy Manager, FamiliesFirst Network</p>	<p>Increase in performance related to: 1) providing services to family to prevent entry or re-entry 2) assessing and addressing risk and safety concerns  Tracking logs provided as evidence.</p>	<p>Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports</p>	<p>Quarter 1 (July-Sept 2017)</p>	<p><input type="checkbox"/> Completed 09/2017 <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>6. Sustain 17:1 caseload ratio through weekly review of workforce resource allocation with adjustments/implementation of support plans as needs identified.</p>	<p>President FamiliesFirst Network</p>	<p>Increase in performance related to 1) engaging children and parents 2) quality assessments 3) providing services to families and 4) achieving case goal</p>	<p>Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports</p>	<p>Quarter 3 (Jan-Mar 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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<b>Goal 2:</b> Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children.		<b>Applicable CFSR Outcomes or Systemic Factors:</b> 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)				
<b>Strategy A:</b> Implement practice initiatives that will improve the permanency and stability of children’s living situations.		<b>Applicable CFSR Items:</b> 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. Continue DST calls in response to removal rate and impact on placement capacity	President FamiliesFirst Network, Director of Family Services, Assistant Director of Family Services, FamiliesFirst Network DCF Partners	Performance improvement in the areas of: services provided to family to prevent entry or re-entry  <b>Tracker logs uploaded into evidence folder.</b>	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 1 FY17-18	<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	
2. Permanency Roundtables expansion to include entire circuit with focus on permanency for deep end children and children where barriers to permanency are identified.	Director of Program Development, Director of Family Services, Assistant Director of Family Services,	Performance improvement in the areas of: 1) achieving goal 2) appropriate permanency goal 3) meeting child’s needs other than education, physical/dental and mental health	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 4 (April-June 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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	Adoptions Team Manager, Policy FamiliesFirst Network					
3. Expansion of specialized Family Finders Unit circuit wide to identify, locate, inform and evaluate relatives	Director of Family Services, Adoptions Team Manager, FamiliesFirst Network	Performance improvement in the areas of 1) relative search and placement 2) placement stability	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 4 (April-June 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. Through contract with National Youth Advocate Program (NYAP) increase foster home capacity to meet needs of children with intensive behavioral needs. NYAP utilizes evidence-based practices.	Director of Administration and Special Projects, Contracts and Court Services Team Manager, FamiliesFirst Network	Performance improvement in the areas of 1) placement stability and 2) meeting child's mental/behavioral health needs	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 4 (April-June 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	
5. Targeted recruitment which considers the unique needs of children and youth in need of foster and adoptive families. Recruitment efforts utilize demographic data to inform	Director of Community Relations, Families First Network	Performance improvement in the areas of 1) placement stability 2) placing siblings together	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews	Quarter 5 (July-Sept 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>recruiting by identifying characteristics of current foster and adoptive parents as well as children and youth in care. Primary outreach is advertisements online and on Facebook and emails to local agencies, news outlets, and faith-based organizations.</p>			<p>Utilization of CFSR Online Monitoring System (OMS) Reports Meeting recruitment goals</p>			
<p>6. Quality Parenting Initiative (QPI). Work groups focused on identifying and addressing barriers to providing quality services and achieving positive outcomes. Work group participants include stakeholders and agency staff. Foster parents are included in agency policy development and review.</p>	<p>President FamiliesFirst Network, Foster Home Development Team Manager, Assistant Director of Family Services, Early Childhood Court Team Manager, FamiliesFirst Network</p>	<p>Performance improvement in the areas of 1) assessing and addressing child’s needs and 2) assessing and addressing caregivers’ needs</p> <p style="color: red;">Mentor program spreadsheet provided as evidence.. Proof includes minutes of meetings, plans, etc.</p>	<p>Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports</p>	<p>Quarter 1 (July-Sept 2017)</p>	<p><input checked="" type="checkbox"/> Completed 09/2017  <input checked="" type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable</p>	
<p>7. Partner with Casey Family Programs to complete Rapid Permanency Reviews to identify barriers and implement strategies aimed at improving timeliness to finalized adoption when child is in a matched placement.</p>	<p>Director of Family Services, Adoptions Team Manager,</p>	<p>Performance improvement in the area of concerted efforts by agency and courts to achieve goal</p> <p style="color: red;">RPR trackers provided as evidence of completion. Password: Q2PIP</p>	<p>Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews</p>	<p>Quarter 1 (July-Sept 2017)                  Begin process                  Complete                  Action Plans by                  Quarter 4</p>	<p><input checked="" type="checkbox"/> Completed 09/2017  <input checked="" type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable</p>	

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	FamiliesFirst Network		Utilization of CFSR Online Monitoring System (OMS) Reports	(April-June 2018)		
8. Address legal barriers to permanency through bi-monthly collaborative meetings with DCF, CLS, GAL and court improvement representative.	Director of Family Services, FamiliesFirst Network	Performance improvement in the area of concerted efforts by agency and courts to achieve goal  <b>Meeting held with FFN and CLS and minutes uploaded as evidence.</b>	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 2 (Oct-Dec 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	
9. ECC monthly stakeholders meetings to continue in Okaloosa County and Escambia Counties. Purpose of meeting will be to assess strengths, needs and to address any barriers to achieving positive outcomes.	Assistant Director of Family Services, Early Childhood Court Team Manager, FamiliesFirst Network	Performance improvement in the area of 1) engaging parents 2) concerted efforts by agency and courts to achieve goal  <b>ECC stakeholders meeting minutes uploaded as evidence.</b>	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 2 (October-December 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	
12. Incorporate new approaches to achieving permanency	Big Bend CBC COO & Circuit Operations Managers	Conducting length of stay staffings, residential group care reviews, early childhood court and scrubs to increase permanency.  <b>Agendas, tracking logs and notes attached in evidence folder. Password: FSFN</b>	Item 6 <a href="#">Florida PIP Monitored Case Review</a>	Ongoing	<input type="checkbox"/> <b>Completed 12/2017</b> <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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<p>12.1 Maintain and enhance ongoing permanency staffings with all parties</p>	<p>Big Bend CBC Placement Supervisors</p>	<p>Permanency staffing documentation – FSFN Meeting Module</p>	<p>Florida PIP Monitored Case Review</p>	<p>Quarter 2 &amp; Ongoing</p>	<p><input checked="" type="checkbox"/> Completed 12/22017  <input checked="" type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable</p>	
<p>12.2 Implement C2-Specific Approach  a. Quarterly case scrub activities to assure ongoing attention for long-stayers in foster care.  b. Monthly Length-of-Stay/Conditions-for-Return staffings for all children in OHC more than 3 months.</p>	<p>Big Bend CBC  a. Placement Supervisors &amp; CMO Program Managers.  b. C2 Operations Manager</p>	<p>Permanency staffing documentation – FSFN Meeting Module   <b>Password: FSFN</b>  Case staffings (scrubs) have identified issues related identifying all parents and including them in court actions, finding the most appropriate placement up-front, timely goal changes and reviewing conditions for return. These findings have will be addressed through development of new permanency in future quarters a staffing process to include new tools, assignment of 2 individuals to completed staffings and training for those completing staffings.</p>	<p>Florida PIP Monitored Case Review</p>	<p>Q2 &amp; Ongoing</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>12.3 Implement C14-Specific Approach  a. Quarterly case scrub activities to assure ongoing attention for long-stayers in foster care.  b. Quarterly case scrub/ Conditions-for-Return staffings for all children in OHC more than 3 months.</p>	<p>Big Bend CBC  a. CMO Program Managers  b. C14 Operations Mgr., CMO Program Manager</p>	<p>Permanency staffing documentation – Case note documentation   <b>Agendas and emails for scrubs/LOS and CFR attached in folder of evidence.</b>  <b>Password: FSFN</b>  Case staffings (scrubs) have identified issues related identifying all parents and including them in court actions, finding the most appropriate placement up-front, timely goal changes and reviewing conditions for return. These findings</p>	<p>Florida PIP Monitored Case Review</p>	<p>Q2 and ongoing</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>	



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		have will be addressed through development of new permanency staffing process to include new tools, assignment of 2 individuals to completed staffings and training for those completing staffings.				
13. Activities Supporting Placement Stability in OHC			Item 4 Florida PIP Monitored Case Review	Quarter 1 & Ongoing	<input checked="" type="checkbox"/> Completed 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
13.1 BBCBC Guiding Principles of Placement: BBCBC formalized the agency's vision and values underpinning its placement-related Operating Policies (in-county placement, placement with siblings, maintaining school enrollment). Principles are the foundation for I/P Staff training and ongoing interactions with Stakeholders.	Big Bend CBC Placement Director	Weekly tracking of children placed out of the area	Florida PIP Monitored Case Review	Quarter 1 & Ongoing	<input checked="" type="checkbox"/> Completed 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
13.2 Placement Stabilization Staffings: implemented upon any risk for placement disruption. Identify and institute supports to allow placement stability.	Big Bend CBC Placement Supervisors	Placement stabilization form-child specific will be provided for evidence  We held 6 formal, multi-agency stabilization staffings in the 2 <sup>nd</sup> quarter, with 1 of them resulting in a placement being stabilized. We also had at least 30 instances of Placement staff walking through a conversation with a struggling caregiver (who was contemplating asking for a child's removal) during	Florida PIP Monitored Case Review	Quarter 1 & Ongoing	<input checked="" type="checkbox"/> Completed 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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		<p>which the Placement staff successfully helped the caregiver to arrive at a new strategy or link to a service or support that stabilized the placement and avoided a more formal staffing. These instances, while occurring at a much higher rate, are not tracked systematically at this time.</p>				
<p>13.3 QA to assure Foster Parent needs are met: <i>Transactional Surveys</i> upon child placement, child departure and quarterly to address needs for additional information or support to maintain the placement</p>	<p>Big Bend CBC Placement Director</p>	<p>Transactional Survey tool Quarterly foster home management meetings—QPI Specialist brings data to discuss.</p> <p>Survey sample uploaded for evidence. We received 15 responses to Placement surveys during the 2<sup>nd</sup> quarter. Answers to the scaled questions (5-point Likert style, ranging from Strongly Agree to Strongly Disagree) were 78% positive (either Strongly Agree or Agree). The written feedback portions brought attention to several positives regarding communication and transition, and also mentioned information flow and transition planning (in one case) as areas that could be improved. This information was used to bring feedback directly to staff in several instances, and is also being used to inform more general training topics. In addition, the results of the scaled questions have</p>	<p>Florida PIP Monitored Case Review</p>	<p>Quarter 2</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>	

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		been graphed for sharing with our partners and the public..					
14	Concerted Efforts to Place with Relatives: Maximize utilization of the CLEAR Family-Finder's database – for all children entering LOHC and for long-term stayers in foster care	Big Bend CBC Intake Placement Team	<p>Tracking Report</p> <p>Clear tracking report uploaded for evidence.</p> <p>CLEAR searches were performed on 32 families comprising a total of 43 children who were in licensed care at the time the search was performed. Relatives and/or connections were identified for most, and our Placement Assistant was able to make positive contact with people connected to 14 of the families. A total of 20 of these children have been moved out of licensed care and into the homes of relative or non-relative caregivers. Our Placement Assistant left us in early December, and we have already identified a replacement who will be starting in February and will be focused on continuing these efforts. It is our belief that we can improve even further on this already successful activity.</p>	Item 10 Florida PIP Monitored Case Review	Quarter 2	<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	

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<b>Goal 2:</b> Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children.			<b>Applicable CFSR Outcomes or Systemic Factors:</b> 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)			
<b>Strategy B:</b> Implement practice initiatives that will help ensure the continuity of family relationships and connections is preserved for children.			<b>Applicable CFSR Items:</b> 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. Upon decision that an Out of Home Plan is necessary investigators will seek placement with relatives to ensure family relationships and connections are maintained.	Department Supervisors and Administrators	Increase in relative and non-relative placement. <b>Removal tracking sheet uploaded for evidence.</b>	. Florida PIP Monitored Case Review	Quarter 1 and ongoing	<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	
1.1 DST calls will address and reinforce placement to determine if a relative or non-relative is a viable option.	Department Supervisors and Administrators	Increase in relative and non-relative placement. <b>FSFN reporting system and removal tracking spreadsheet.</b>	Florida PIP Monitored Case Review	Quarter 1 & Ongoing	<input checked="" type="checkbox"/> <b>Completed</b> 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
1.2 CLEAR will be utilized by investigators to seek unknown relatives.	Department Supervisors, Administrators, Managers and Director	The purchasing process for the CLEAR system has been initiated and use should be implemented in Quarter 2.	Florida PIP Monitored Case Review	Quarter 1 <b>Move to Quarter 4</b>	<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	
2. Focus on placement of and keeping siblings together.	FamiliesFirst Network Executive Leadership Team	Performance improvement in areas of: 1) placing siblings together 2) meeting child's mental/behavioral health needs 3) assessing and addressing caregiver needs	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring	Quarter 2 <b>Move to Quarter 3</b>	<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	

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			System (OMS) Reports			
2.1 Re-establish monthly separated sibling staffings	Director of Family Services, Adoptions Team Manager, Placement and Utilization Team Manager, Foster Home Development Team Manager, FamiliesFirst Network	Performance improvement in areas of: placing siblings together <a href="#">Staffing minutes</a> <a href="#">Staffing Schedule</a> <a href="#">Staffing Participants</a>	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 2 (Oct-Dec 2017)  <b>Move to Q3</b>	<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	
3. Focus on capturing parent/child and sibling visitation activities and concerted efforts to engage parents in visitation.	FamiliesFirst Network Executive Leadership Team	Performance improvement in area of: visiting with parent and siblings in Foster Care	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	See below	<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	
3.1 Meet with stakeholders to formalize and implement a plan to address visitation between children & incarcerated parents	President FamiliesFirst Network, Director of	Performance improvement in area of: visiting with parent and siblings in Foster Care <a href="#">Meeting schedule</a>	Quarterly CQI Results (CFSR and Rapid Safety Feedback)	Quarter 5 (July-Sept 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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and addressing practices where child visits with parents are disallowed.	Family Services, Assistant Director of Family, Director of Program Development, FamiliesFirst Network	<a href="#">Meeting attendees</a> <a href="#">Plan to address visitation</a>	Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports			
3.2 Modify practice so the effort to confirm parent/child visits shifts from the parent to the agency	Director of Family Services, Assistant Director of Family Services, FamiliesFirst Network	Performance improvement in area of: visiting with parent and siblings in Foster Care <a href="#">Amended practice guidance</a>	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 3 (Jan-Mar 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	
3.3 Develop and deliver training to equip personnel responsible for parent/child/sibling visits. Training to include documentation of visits and concerted efforts to facilitate visits.	Director of Program Development, Child Welfare Training and Staff Development Manager, Director of Family Services,	Performance improvement in area of: visiting with parent and siblings in Foster Care <a href="#">Training schedule</a> <a href="#">Training Agenda</a> <a href="#">Training Attendees</a>	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 3 (Jan-Mar 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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	Assistant Director of Family Services, FamiliesFirst Network					
5. Ensuring Continuity of Family Relationships: Early Childhood Court Project (ECC): The ECC Project seeks to strengthen the parent/child attachment through child parent psychotherapy for families with children under three years of age.	Big Bend CBC ECC Coordinator	Expeditious Achievement of Permanency Goal	Items <del>6, 8, 11, 12, 13</del> Florida PIP Monitored Case Review	Quarter 1	<input checked="" type="checkbox"/> Completed 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
5.1 Monthly ECC Family Team Meetings to engage families in services and provide intensive treatment.	Big Bend CBC ECC Coordinator, CPP Providers	<u>Meeting Schedule</u> <u>Meeting attendees</u> <u>Meeting agenda or minutes</u> <u>As of 10/30/17</u> <b>Leon County current # of ECC children: 21 active; 8 closed; 29 total children served since 2015</b>  <b>Permanency - Leon County</b>  <u>Current Reunifications with parents prior to closure: 10 children reunified within a median of 5.6 months (9 months less time than non-</u>		Quarter 1 and ongoing	<input checked="" type="checkbox"/> Completed 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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		<p>ECC Leon County children, 2016)</p> <p><u>Current Case closures:</u> 8 children's cases closed (reunified, PG, or APPLA) within median of 12 months (7 months less time than non-ECC Leon County children, 2016)</p> <p><u>Current Adoptions:</u> 1 child adopted in 23 months (5.3 months more time than non-ECC Leon County children, 2016)</p> <p><b>Safety – Leon County</b></p> <p>0 of the 8 children's cases closed in ECC were subsequently removed after their case was closed. (The same as Leon County non-ECC children, similar in age)</p>				
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5.2 Monthly ECC Court Hearings to assure ongoing progress and support timely permanency.	Big Bend CBC ECC Coordinator, ECC Court Team, CPP Providers	<a href="#">Court schedule</a> <a href="#">Attendees</a> <a href="#">Court progress reports</a>		Quarter 1	<input checked="" type="checkbox"/> <b>Completed 09/2017</b> <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
6. Maintaining Connections: Promoting School Stability through Education Waiver process.	Big Bend CBC Intake Placement Specialist, DCM, CEO	Education waiver uploaded for evidence	<del>Item 9, Item 16</del> <a href="#">Florida PIP Monitored Case Review</a>	Quarter 1	<input checked="" type="checkbox"/> <b>Completed 09/2017</b> <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
<b>6.1 Intake Placement Specialist complete education waivers for children when a change of placement is necessary. The education waiver requires follow up with the school of origin to ensure connections are preserved.</b>	Big Bend CBC Intake Placement Specialist, DCM	Waiver is maintained in the child's electronic placement record.  Adding a new Key Activity to next quarter address current and updated process.		Quarter 1	<input checked="" type="checkbox"/> Completed 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input checked="" type="checkbox"/> No longer applicable	
<b>6.2 Education waivers are approved or denied by the CEO.</b>	Big Bend CBC CEO			Quarter 1	<input checked="" type="checkbox"/> Completed 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input checked="" type="checkbox"/> No longer applicable	
7. Maintaining Connections: Transportation Agreements with local school districts assure a child entering OHC continue in his/her home school/school or origin.	DCMS, Big Bend CBC Well- Being Specialist	Agreements Signed <b>Waukulla County School Procedure for Students in FC uploaded in evidence folder.</b>	<del>Item 9,</del> <del>Item 16</del> <a href="#">Florida PIP Monitored Case Review</a>	Q2	<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	
7.1 Agency collaborates with school district to assure alternate	Big Bend CBC Well-Being Specialist	Educational stability is documented in the FSFN Education module.		Q2	<input checked="" type="checkbox"/> Completed 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule	

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transportation for the child (alternate bus route, etc.)		Transportation Request Form uploaded in evidence folder.			<input checked="" type="checkbox"/> No longer applicable	
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<b>Goal 3:</b> 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.			<b>Applicable CFSR Outcomes or Systemic Factors:</b> Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development			
<b>Strategy A:</b> 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.			<b>Applicable CFSR Items:</b> 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. Timely referral and linkage of parents to assessments and services identified to meet individual needs through early and ongoing involvement of Care Coordination Unit for identification of individualized assessment and services needed based on history of services referred, provided or received. The unit will take on an enhanced role to coordinate	Director of Family Services, Assistant Director of Family Services, Director of Administration and Special Projects, Director of Care Coordination, FamiliesFirst Network	Performance improvement in the areas of 2) assessing and addressing the needs of parents  <b>Process Improvement Plan Uploaded for evidence.</b>	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	<b>Quarter 2</b>	<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	

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services for parents. (In-home and Foster Care population).						
2. Implementation of electronic system (My Jump Vault) to facilitate caregiver access to child resource record information.	Director of Program Development, Business Support Team Manager, Senior Programmer/Analyst (IS), Child Welfare Training and Staff Development Manager, Policy Manager, FamiliesFirst Network	Performance improvement in the areas of 1) assessing and addressing the needs of the child's social needs 2) assessing and addressing the needs of parents and caregivers 3) parent and child engagement in case planning 4) assessing and addressing child's educational, physical/dental and mental/behavioral health needs	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 3 (Jan-Mar 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	
3.. Leadership debrief of CQI findings with planning to drive measures toward target (Quarterly)	President FamiliesFirst Network, Executive Leadership Team, FamiliesFirst Network	Performance improvement in the areas of 1) assessing and addressing the needs of the child's social needs 2) assessing and addressing the needs of parents and caregivers 3) parent and child engagement in case planning 4) assessing and addressing child's educational, physical/dental and mental/behavioral health needs	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 3 (Jan-Mar 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. Quality Family Assessments: Regular Practice Model Booster Training for frontline staff			Items 3, 12 (a. & b.) <a href="#">Florida PIP Monitored Case Review</a>	Quarter 1	<input checked="" type="checkbox"/> Completed 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
4.1 Quarterly booster trainings on Family Functioning	Big Bend CBC Training Supervisor	Four-to-six training sessions (opportunities) offered across the network each quarter.		Quarter 1 & ongoing	<input checked="" type="checkbox"/> Completed 09/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule	

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Assessments (Ongoing) for all frontline staff.		<a href="#">Training Schedule</a> <a href="#">Training Agenda</a> <a href="#">Training Attendees</a>  <b>Training Calendar and sign in sheets uploaded for evidence.</b>			<input type="checkbox"/> No longer applicable	
5. Assessments, Engagement & Supports: The ECC Project seeks to strengthen the parent/child attachment through child parent psychotherapy for families with children under three years of age. Key processes:	Big Bend CBC ECC Coordinator	<a href="#">Agendas</a>	<a href="#">Florida PIP Monitored Case Review</a>	Quarter 1	<input checked="" type="checkbox"/> Completed 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
2.1 Assessment: Specialized trauma assessments for parents to identify needs to build parent capacity.	Big Bend CBC ECC Coordinator, CPP Providers	<a href="#">Assessment tool</a> <a href="#">Training agenda for staff?</a>		Quarter 4	<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	
2.2 Engagement & Support: Parents are engaged in specialized therapeutic services to address their identified needs and prevent future re-abuse.	Big Bend CBC ECC Coordinator, ECC Court Team, CPP Providers	<a href="#">Evidence of completion?</a>		Quarter 4	<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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<b>Goal 3:</b> 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.			<b>Applicable CFSR Outcomes or Systemic Factors:</b> Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development			
<b>Strategy B:</b> Implement practice initiatives to assure that children receive appropriate services to meet their educational needs.			<b>Applicable CFSR Items:</b> 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. Timely referral and linkage of families to assessments and services identified to meet individual needs.	Director of Family Services, Assistant Director of Family Services, Director of Administration and Special Projects, Director of Care Coordination, FamiliesFirst Network	Performance improvement in the area of assessing and providing appropriate services to meet the child's educational needs.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	See below <b>Q2</b>	<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	
1.1 Through a team approach, strengthen CBHA process for children in Foster Care through analyzing and addressing barriers surrounding timeliness of CBHA (Foster Care population).	Director of Family Services, Assistant Director of Family Services, Director of Care Coordination, FamiliesFirst Network	Performance improvement in the area of assessing and providing appropriate services to meet the child's educational needs.  <b>Process Improvement Plan Uploaded for evidence.</b>	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 2 (Oct-Dec 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	

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<p>1.2 Re-establish formalized process to ensure timely linkage to services recommended in the CBHA (Foster Care population).</p>	<p>Director of Family Services, Assistant Director of Family Services, Director of Administration and Special Projects, Director of Care Coordination, FamiliesFirst Network</p>	<p>Performance improvement in the area of assessing and providing appropriate services to meet the child's educational needs.</p> <p><b>Process Improvement Plan Uploaded for evidence.</b></p>	<p>Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports</p>	<p>Quarter 2 (Oct-Dec 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>3. Child Well-Being Staffings – within 75 days of removal to plan for the child's educational needs while in OHC.</p>	<p>Big Bend CBC Well-Being Specialists</p>	<p>Well-Being Staffing Form completed (FSFN File Cabinet) &amp; Staffing documentation in FSFN Meeting Module</p> <p><b>Tracking log and Form uploaded into evidence folder</b></p> <p><b>The Well-Being staffing is a review of the child's well-being needs. The CBHA is used as a guide for the review of the child's history of trauma and current functioning. This staffing results in the development of an action plan to meet the identified needs of the child.</b></p>	<p><b>Florida PIP Monitored Case Review</b></p>	<p>Quarter 1 and ongoing</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>	
<p>3.1 CBHA recommendations are reviewed by all participants at the well being staffing (parents, caregivers, providers, GAL program, DCMs, WB Specialist and the Nurse Care Coordinator)</p>	<p>Big Bend CBC Well-Being Specialists &amp; DCMS</p>	<p><b>Well-being Tracking log</b></p> <p><b>Tracking log and Form uploaded into evidence folder</b></p> <p><b>The tracking log shows the number of children where the Well-Being staffing</b></p>		<p>Quarter 1 and ongoing</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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		was held and the timeliness of the staffing.				
3.2 Joint review of the CBHA assessment followed by joint action planning to address identified educational needs. Ongoing implementation is assigned to the DCM with monitoring by the DCMS.	Big Bend CBC Well-Being Specialists & DCMS	Well being Tracking log  Tracking log and Form uploaded into evidence folder The child's needs are address through the action plan and is then uploaded in FSFN for the supervisor to monitor.			<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	
4. A process to use a decision making team when determining best interest for the school placement of a child at removal and each subsequent placement change.	Big Bend CBC DCMs, DCM Supervisors, Well-Being Specialist	Educational stability is documented in the FSFN Education module. The checklist will be uploaded in the FSFN case file cabinet Joint procedures have been created with Case Management, School district liaisons, and the Well-Being Specialist to ensure school stability of children in out-of-home care.	Florida PIP Monitored Case Review	Q1 and ongoing	<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	
4.1 The process includes the use of a checklist for making a best interest determination to ensure educational stability.	Big Bend CBC DCMs, DCM Supervisors, Well-Being Specialist	Checklist  Checklist uploaded as evidence Checklist is used as a decision making tool and to document the discussion and best interest determination in FSFN.		Quarter 1 & Ongoing	<input checked="" type="checkbox"/> Completed 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input checked="" type="checkbox"/> No longer applicable	
4.2 The best interest determination for school stability is a collaborative discussion that includes the Well-Being Specialist, the case manager,	Big Bend CBC DCMs, DCM Supervisors, Well-Being Specialist	Better decisions are being made for children's education placement using a decision making tool and collaborative approach.		Quarter 1 & Ongoing	<input checked="" type="checkbox"/> Completed 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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caregiver and parent when available.						
5. Transportation Agreements with local school districts.	Big Bend CBC DCMS, Well-Being Specialist	Educational stability is documented in the FSFN Education module. <a href="#">Transportation Agreement signed</a> <a href="#">ESSA School Stability Procedure uploaded as evidence.</a>	<a href="#">Florida PIP Monitored Case Review</a>		<input checked="" type="checkbox"/> Completed 09/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input checked="" type="checkbox"/> No longer applicable	
5.1 A transportation request is sent to the school district to provide transportation to the child's school of origin	Big Bend CBC Well-Being Specialist	<a href="#">Request document(is this electronic process?)</a> <a href="#">Transportation Form for Leon uploaded as evidence. All other counties are by email.</a>			<input checked="" type="checkbox"/> Completed 09/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input checked="" type="checkbox"/> No longer applicable	
5.2 The school district assigns an alternate bus route to ensure the child remains in the school of origin.	Big Bend CBC Well-Being Specialist	<a href="#">Alternate bus route</a>			<input checked="" type="checkbox"/> Completed 09/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input checked="" type="checkbox"/> No longer applicable	

<b>Goal 3:</b> 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.			<b>Applicable CFSR Outcomes or Systemic Factors:</b> Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development			
<b>Strategy C:</b> Implement practice initiatives to assure children receive adequate services to meet their physical health, dental health, and mental health needs.			<b>Applicable CFSR Items:</b> 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. Timely referral and linkage of children to assessments and services identified to meet	Director of Family Services, Assistant	Performance improvement in the area of assessing and providing appropriate services to meet the child's physical, dental, and mental health needs.	Quarterly CQI Results (CFSR and Rapid Safety Feedback)	See below <b>Q2</b>	<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	



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individual needs. (In-home and Foster Care population)	Director of Family Services, Director of Administration and Special Projects, Director of Care Coordination, FamiliesFirst Network		Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports			
1.1 Early and ongoing involvement of Care Coordination Unit for identification of type of individualized assessment and services needed for children based on history of services referred, provided or received. The unit will continue to coordinate services for children and take on an enhanced role to coordinate services for parents. (In-home and Foster Care population).	Director of Administration and Special Projects, Director of Care Coordination, FamiliesFirst Network	Performance improvement in the area of assessing and providing appropriate services to meet the child's physical, dental, and mental health needs.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 2	<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	
1.2 Through a team approach, strengthen CBHA process for children in Foster Care through analyzing and addressing barriers surrounding timeliness of CBHA (Foster Care population).	Director of Family Services, Assistant Director of Family Services, Director of	Performance improvement in the area of assessing and providing appropriate services to meet the child's physical, dental, and mental health needs.  <b>Process Improvement Plan Uploaded for evidence.</b>	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring	Quarter 2 (Oct-Dec 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	

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	Care Coordination, FamiliesFirst Network		System (OMS) Reports			
1.3 Re-establish formalized process to ensure timely linkage to services recommended in the CBHA (Foster Care population)	Director of Family Services, Assistant Director of Family Services, Director of Care Coordination, FamiliesFirst Network	Performance improvement in the area of assessing and providing appropriate services to meet the child's physical, dental, and mental health needs.  <b>Process Improvement Plan Uploaded for evidence.</b>	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 2 (Oct-Dec 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	
4. Medical Dental Meetings- held weekly to ensure medical and dental needs are met.	Big Bend CBC Data Specialist	Medical and Dental appointments attended and recorded in the medical module in FSFN. <a href="#">Meeting schedule</a> <a href="#">Meeting attendance</a>	<a href="#">Florida PIP Monitored Case Review</a>	Quarter 1	<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	
4.1 Data Specialist creates report of children that are coming due and past due for dental and physical exams. Report is used by the NCC to schedule medical and dental appointments.	Big Bend CBC Data Specialist, DCMs, NCC	<a href="#">Report</a>		Quarter 1	<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	

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4.2 Weekly meetings are utilized to ensure barriers to children in OHC receiving dental exams and physicals are eliminated. Follow up is assigned to the DCM Supervisors with the NCC monitoring attendance at schedule appointments.	Big Bend CBC Data Specialists, DCM Supervisors, NCC	<a href="#">Meeting agenda</a> <a href="#">Meeting schedule</a> <a href="#">Meeting attendance</a>		Quarter 1	<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	
5. Nurse Care Coordinator-Supports Children, Caregivers, and DCMs in meeting the child's health needs	Big Bend CBC NCC, DCMs		<a href="#">Florida PIP Monitored Case Review</a>	Quarter 1	<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	
5.1 NCC schedules physical and dental appointments and follows up with DCMs to ensure children are able to attend.	Big Bend CBC NCC, DCMs			Quarter 1	<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	
5.2 NCC assists DCMs with care in scheduling appointments with specialists, consulting on medical concerns, and obtaining Medical Reports for psychotropic medications.	Big Bend CBC NCC, DCMs			Quarter 1	<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	
<b>Goal 3:</b> 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.			<b>Applicable CFSR Outcomes or Systemic Factors:</b> Permanency 1; Systemic Factors: Statewide Information System, Foster and adoptive parent licensing, recruitment and retention)			
<b>Strategy D:</b> The state's child welfare information system, FSFN, will have accurate and timely data that supports child well-being.			<b>Applicable CFSR Items:</b> 4 and 19			
<b>Key Activities</b>	<b>Office and Lead Person Responsible</b>	<b>Evidence of Completion</b>	<b>Data Measure Used to Measure Improvement</b>	<b>Quarter Due</b>	<b>Quarterly Update</b>	<b>Quarter Completed</b>

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1. Tracking, data reporting and weekly review of Medical/Dental in FSFN.	Director of Family Services, Assistant Director of Family Services, Business Support Team Manager, FamiliesFirst Network	Service Area Tracking Systems	Quarterly CQI Results (CFSR) Annual OHC PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 1 (July-Sept)	<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	
2. Medical/Dental FSFN Data Entry Updates: Data reporting, review and updates in support of weekly Medical/Dental Meetings.	Big Bend CBC Data Specialist	Medical and Dental appointments attended and recorded in the medical module in FSFN.	Item 17	Q1	<input checked="" type="checkbox"/> Completed 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
2.1 Report generated listing children in OHC who are coming due and those who are past due for dental and physical exams.	Big Bend CBC Data Specialist, DCMs, NCC	Weekly medical/dental meeting to ensure timeliness of scheduled appts.		Q1	<input checked="" type="checkbox"/> Completed 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
2.2 NCC uses the report to schedule medical and dental appointments, then updates the FSFN Medical tab upon completion of the appointment and any upcoming follow-up care.	Big Bend CBC Data Specialists, DCM Supervisors, NCC	NCC participates in the weekly medical/dental meetings.		Q?	<input checked="" type="checkbox"/> Completed 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
3. Education FSFN Data Entry Updates: Monthly data reporting, review and updates to support education outcomes for teens and young adults in OHC.	Big Bend CBC Data Specialist	Education tab updated to accurately reflect education information and status.	Item 16	Q1	<input checked="" type="checkbox"/> Completed 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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3.1 Report generated listing teens and young adults approaching the age of majority to assure smooth transition to higher education.	Data Specialist, DCMs, IL Specialists			Q1	<input checked="" type="checkbox"/> Completed 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
3.2 Collaborate with local school districts, sharing data to identify children involved in the child welfare system so that additional supports can be provided by the school.	Big Bend CBC Operations Managers, Data Specialists			Q1	<input type="checkbox"/> Completed 09/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	