

## 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.

<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			
<b>Key Activities</b> Northwest Region	<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>
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 5 victims seen within 24 hours ____  For both Quarter 4 and Quarter 5 cumulatively we seen victims in NWR within 24 hours _____.	FL CQI PIP Monitored Cases	Quarter 1- Ongoing	<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	Quarter 1 Quarter 2 Quarter 3 Quarter 4
1.1 Daily and monthly monitoring of victims seen timely will be conducted to ensure completed and accuracy in recording in FSFN.	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	Quarter 1
1.2 Performance Management Team meetings will be held quarterly to review supervisor specific performance in	Department Data Analyst, Supervisors, Administrators, Managers and Director	One quarterly performance management team meeting was held in Quarter 5 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.	FL CQI PIP Monitored Cases	Quarter 1- Ongoing	<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	Quarter 1 Quarter 2 Quarter 3 Quarter 4

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seeing victims timely.		Agenda and sign in sheets uploaded to evidence folder.				
2. Pre Commencement activities will reinforce purpose of seeing victims timely to ensure child safety and accurate decision making.	Department Supervisors	Increase in victims seen within 24 hours of Intake. Specifically, in Circuit 2 but Circuit 1 and 14, as well.	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	Quarter 1
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.	Department Supervisors and Critical Child Safety Practice Experts (CCSPE)/Training Team	<p>All families requiring an Out of Home Plan will have a DST prior to removal.</p> <p>Northwest Region DST/removal tracking spreadsheet, FSFN and Northwest Region Children’s Legal Services spreadsheet both uploaded for evidence.</p>	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	Quarter 1
3.1 Safety Management Services (SMS) providers will be included on DST calls.	Department Supervisors and Administrators	SMS providers will participate on DST calls and removal analysis conducted quarterly will show increased engagement with SMS prior to removal.	FL CQI PIP Monitored Cases	Quarter 1	<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	Quarter 1

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		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.				
4. Early engagement and Safety Planning with case management and families will be a priority.	Bay County and Leon County Department Supervisors and Administrators	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.  Early engagement tracking log and process 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	Quarter 1
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	Quarter 1

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<p>5. Impending Danger Safety Plans will be conducted with case management and Families.</p>	<p>Department Circuit 1: Escambia, Santa Rosa, Okaloosa and Walton Counties</p>	<p>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.</p> <p>Early engagement tracking log and process uploaded for evidence.</p> <p>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.</p>	<p>FSFN and Impending Danger Safety Plan tracking system.</p> <p>FL CQI PIP Monitored Cases</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>	<p>Quarter 2</p>
<p>6. Quality performance will be monitored monthly to the supervisor level to ensure accurate assessment and decision making.</p>	<p>Department CCSPE and Training Manager</p>	<p>Increase in performance specific to supervisors related to quality measures and performance.</p> <p>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% 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.</p>	<p>CPI Rapid Safety Feedback (RSF) roll up, removal tracking spreadsheet, Critical Incident Rapid Response and Mini reviews rolled into the Northwest Region Quality Assessment spreadsheet</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>	<p>Quarter 1</p>

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<p>7. Safety Practice Consultants (SPC's) utilized to provide support and technical assistance around safety.</p>	<p>Assistant Director of Family Services, 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>Consultation trackers for October-December 2017 provided as evidence of completion.</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</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>Quarter 1</p>
<p>7.1 SPC's inclusion and participation in Conditions for Return (CFR) staffing's for purpose of safety planning.</p>	<p>Assistant Director of Family Services, FamiliesFirst Network</p>	<p>Increase in performance related to: assessing and addressing risk and safety concerns</p> <p>Consult Trackers 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</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>Quarter 2</p>
<p>7.2 SPC's/case management consult within 15 days of case transfer for purpose of safety and case planning,</p>	<p>Assistant Director of Family Services; 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>Consult Trackers 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</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>Quarter 2</p>

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<p>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.</p>	<p>Contracts and Court Services Team Manager, Assistant Director of Family Services, FamiliesFirst Network</p>	<p>Increase in performance related to: 1) providing services to family to prevent entry or re-entry</p> <p>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).</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</p>	<p><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</p>	<p>Quarter 1</p>
<p>9. Participate in DJJ Lock Out Work Group with DCF and other stakeholders.</p>	<p>Placement and Utilization Team Manager, FamiliesFirst Network</p>	<p>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</p>	<p>Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews</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>	<p>Quarter 1</p>

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		meeting held on the third Tuesday of each month.	Utilization of CFSR Online Monitoring System (OMS) Reports			
10. Contract with Action for Protection to provide training and consultation around safety practice and/or safety planning.	President of FFN, Director of Program Development, Child Welfare Training and Staff Development Manager, FamiliesFirst Network	<p>Increase in performance related to: assessing and addressing risk and safety concerns</p> <p>Evidence includes summaries of cases reviewed as part of training held 3/22/18 and 3/23/18. Families First Network had 25 participants on the first day and 21 participants on the second day.</p> <p>Analysis: A total of 7 cases were able to receive case consultations with ACTION in order to determine if safety actions were appropriate and/or if conditions for return have been met. In addition to the specific case feedback, participants were able to generalize concepts discussed to apply learned skills on their own casework.</p>	<p>Quarterly CQI Results (CFSR and Rapid Safety Feedback)</p> <p>Annual PIP case reviews</p> <p>Utilization of CFSR Online Monitoring System (OMS) Reports</p>	Quarter 3	<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	Quarter 3
11. Senior Leadership and Leadership to complete CFSR training in the CFSR portal for	FamiliesFirst Network Managers and Supervisors	<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>Quarterly CQI Results (CFSR and Rapid Safety Feedback)</p> <p>Annual PIP case reviews</p>	Quarter 3	<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	Quarter 3



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<p>training and capacity building purposes (14.5 CEU's).</p>		<p>Over 99% of LEAD, Excelerators, and STARS (90 FFN employees) completed and passed this training with a score of 85% or higher. Completion report and LEAD Agenda where this strategy was discussed are attached for evidence.</p> <p>Analysis: By completing this process, leaders were able to gain a deeper understanding of federal child welfare requirements. Staff were permitted to do the training individually or as a group. Multiple groups were held and included rich discussions on how to apply the information learned. Additionally, this training has prompted additional discussion between QA staff and leaders. This messaging has further been continued in visits by FFN Executive Leaderships to each service center.</p>	<p>Utilization of CFSR Online Monitoring System (OMS) Report</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	Quarter 2
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	Quarter 2
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	Quarter 2

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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	<p>Weekly RSF tracking log and monthly tracking log and analysis will verify upfront supports are being conducted and performance improvement is being made.</p> <p>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/criminal history and impact to safety as well as present danger assessment and assessment of maltreatment---all up front assessments early on in investigations.</p>	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	Quarter 1

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<p>3 Utilization of Intensive Family Preservation &amp; Reunification Program (IFRP). This program is the HOMEBUILDERS model which is nationally recognized and evidence based. United Methodist Children's Home (UMCH) is FFN's sub-contracted provider for this service. UMCH staffs are certified in the model.</p>	<p>Assistant Director of Family Services, Director of Administration and Special Projects, Contracts and Court Services Team Manager, FamiliesFirst Network</p>	<p>Increase in performance related to: 1) providing services to family to prevent entry or re-entry</p> <p>Monthly report showing referral, wait list, etc. provided as evidence of completion.</p>	<p>Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports Utilization Management Tracking System/Reports</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>	<p>Quarter 1</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</p> <p>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</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>Quarter 2</p>
<p>5.. Post-Reunification Staffing's 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</p>	<p>Director of Family Services, Assistant Director of Family Services, Director of Program Development, Policy Manager,</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>Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring</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>	<p>Quarter 1</p>

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determining frequency of contact.	FamiliesFirst Network	Tracking logs provided as evidence.  This practice has been adopted by the Agency and is ongoing.	System (OMS) Reports			
6. Sustain 17:1 caseload ratio through weekly review of workforce resource allocation with adjustments/implementation of support plans as needs identified.	President FamiliesFirst Network	Increase in performance related to 1) engaging children and parents 2) quality assessments 3) providing services to families and 4) achieving case goal  Email with case load report is attached as evidence.  Analysis: This report is utilized by Executive Leadership Team Members on a weekly basis and has been used to make staffing changes. Based on information reviewed, the Agency has shifted staff to where the need is greatest. One unit serving South Walton County was dissolved and consolidated into an existing unit based out of DFS. Additionally, caseloads and turnover were identified as a concern for Crestview. Volunteers from Defuniak Springs were taken and will be working in the Crestview	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 3	<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	Quarter 3

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		Service Center temporarily until caseloads have improved.				
7. <b>*New</b> When danger is assessed at present or impending a danger the CPI assesses for the appropriateness of an in home safety plan and utilizes a family team conference approach with the family, DCF, FFN, DV advocates, providers and the families supports to formulate a least intrusive safety plan and actions to protect the child(ren).	DCF & FFN Leadership	Attached is the excel tracking of referrals for Safety Management Staffing and outcomes in Q5 & Q6— 18 safety management staffings were able to be held with families and plans put into place.	Florida CQI data, removal reports, ROA reports	Quarter 6 and analysis in Quarter 7 & 8	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
8. <b>*New</b> DCF, Big Bend CBC and FamiliesFirst Network as teamed with Casey Family Programs to develop and train our identified staff in facilitation in the family team conferencing model to be utilized at different decision points to engage the family, their supports and providers in decision making for the safety of their children.	DCF, FFN & Big Bend	Powerpoint, training guides and sign in sheets	Florida CQI data, FSFN reports	Quarter 8	<input type="checkbox"/> Completed <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 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  Tracker logs uploaded into evidence folder.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	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	Quarter 1
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, Adoptions Team Manager, Policy FamiliesFirst Network	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	<input checked="" type="checkbox"/> Completed 06/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	Quarter 4

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<p>3. Expansion of specialized Family Finders Unit circuit wide to identify, locate, inform and evaluate relatives</p>	<p>Director of Family Services, Adoptions Team Manager, FamiliesFirst Network</p>	<p>Performance improvement in the areas of 1) relative search and placement 2) placement stability</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 4</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>Quarter 4</p>
<p>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.</p>	<p>Director of Administration and Special Projects, Contracts and Court Services Team Manager, FamiliesFirst Network</p>	<p>Performance improvement in the areas of 1) placement stability and 2) meeting child's mental/behavioral health needs  Behavioral Foster Home Program Monthly and Quarterly Reports</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 4</p>	<p><input checked="" type="checkbox"/> Completed 06/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	<p>Quarter 4</p>
<p>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 recruiting by identifying characteristics of current foster and adoptive parents</p>	<p>Director of Community Relations, Families First Network</p>	<p>Performance improvement in the areas of 1) placement stability 2) placing siblings together</p>	<p>Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring</p>	<p>Quarter 5</p>	<p><input checked="" type="checkbox"/> Completed 09/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	



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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.			System (OMS) Reports Meeting recruitment goals			
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.	President FamiliesFirst Network, Foster Home Development Team Manager, Assistant Director of Family Services, Early Childhood Court Team Manager, FamiliesFirst Network	Performance improvement in the areas of 1) assessing and addressing child's needs and 2) assessing and addressing caregivers' needs  Mentor program spreadsheet provided as evidence. Proof includes minutes of meetings, plans, etc.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	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	Quarter 1
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.	Director of Family Services, Adoptions Team Manager, FamiliesFirst Network	Performance improvement in the area of concerted efforts by agency and courts to achieve goal  RPR trackers provided as evidence of completion. Password: Adopt1718	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) Begin process Complete Action Plans by Quarter 4	<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	Quarter 1 Quarter 4

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<p>8. Address legal barriers to permanency through bi-monthly collaborative meetings with DCF, CLS, GAL and court improvement representative.</p>	<p>Director of Family Services, FamiliesFirst Network</p>	<p>Performance improvement in the area of concerted efforts by agency and courts to achieve goal</p> <p>Meeting held with FFN and CLS and minutes uploaded 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 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>	<p>Quarter 2</p>
<p>9. ECC monthly stakeholder's 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.</p>	<p>Assistant Director of Family Services, Early Childhood Court Team Manager, FamiliesFirst Network</p>	<p>Performance improvement in the area of 1) engaging parents 2) concerted efforts by agency and courts to achieve goal</p> <p>ECC stakeholders meeting minutes uploaded 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 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>	<p>Quarter 2</p>
<p>10. New: Implementation of CARES Teams in Circuit 1. CARES Teams are being developed as a supportive initiative to address multiple concerns regarding the gap between shelter and case transfer. Concerns to be addressed may include:</p>	<p>FFN Director of Placement &amp; Clinical Services</p>	<p>Performance Improvement in placement stability.</p> <p><i>Pensacola will implement on January 7th, 2019 with Unit Manager/Intake Specialist, 2 Case Managers and 2 Support Workers. East end of Circuit will be fully operational Jan-March 2019.</i></p>	<p>Annual PIP case reviews and Utilization of CFSR Online Monitoring System (OMS)</p>	<p>Quarter 6 (October-December 2018)</p> <p>Continue into Qtrs 7 &amp; 8 for updates &amp; analysis</p>	<p><input type="checkbox"/> Completed 12/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	

## Region Program Improvement Plan

### Northwest Region

<p>Relative Search, diligent search for parents, orienting children and caregivers, linking children with trauma informed clinical services, completion of day care referrals, and school enrollments.</p>		<p>CARES team duties and job description are included as evidence</p>				
<p>11. New: Restructure of case management and Adoptions. Case Management activities will remain with Case Management through finalization. Adoption Coordinators will specialize in activities to shorten time to finalization.</p>	<p>FFN Director of Case Management FFN Team Manager-Adoptions</p>	<p>Performance improvement in concerted efforts by the agency and courts to achieve the goal.</p> <p>Strides have been made towards restructuring and it is anticipated that all positions will be filled by March 2019. 2 Adoption Coordinators supervisors have been hired, 1 additional Family Finders Unit Supervisor has been hired, and 16 Adoption Coordinator positions have been posted. 3 Adoptions Case Management positions have been shifted to Case Management;</p>	<p>Annual PIP case reviews and Utilization of CFSR Online Monitoring System (OMS)</p>	<p>Quarter 6 (October-December 2018)</p>	<p><input type="checkbox"/> Completed 12/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	

## Region Program Improvement Plan

### Northwest Region

		<p>Claudia McArthur has shifted from ECC Team Manager to being full time in Escambia County. A case load analysis was conducted in order to determine the impact of moving these children's cases from an Adoptions Unit to a Case Management unit, and the Agency proactively created new case management positions and has created 2 new case management units.</p> <p>Documents uploaded for support of progress in this area include Adoption Planning with Notes and Restructuring PowerPoint presentation</p>				
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## Region Program Improvement Plan

### Northwest Region

<p>12. Incorporate new approaches to achieving permanency</p>	<p>Big Bend CBC COO &amp; Circuit Operations Managers</p>	<p>Development and implementation of a new/enhanced permanency staffing process. Evidence:</p> <ul style="list-style-type: none"> <li>• New process outline</li> <li>• New tools</li> <li>• Training completion for permanency staffing facilitators and scribes</li> </ul> <p>Q6 Update: The process and tools developed and reported on in previous updates were tested in Q5 and early Q6 and were then updated (Dec-2018) to incorporate input from stakeholders and improve efficiencies. Roll-out of these revisions is underway with full deployment scheduled for completion in Q7. See “Item 2.A.12 Evidence” for newest process, tool and forms.</p>	<p>Item 6 Florida PIP Monitored Case Review</p>	<p>Quarter 7</p>	<p><input type="checkbox"/> Completed  <input checked="" type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable</p>	
<p>12.1 Maintain and enhance ongoing permanency staffing’s with all parties</p>	<p>Big Bend CBC Placement Supervisors</p>	<p>New Permanency Staffing Process is being implemented by four Facilitators (two per Circuit) and three Scribes who completed training in Nov-18. See attached “Item 2.A.12.1 Evidence” for newest process and trained facilitators and scribes.</p>	<p>Florida PIP Monitored Case Review</p>	<p>Quarter 5</p>	<p><input type="checkbox"/> Completed  <input checked="" type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable</p>	

## Region Program Improvement Plan

### Northwest Region

<p>12.2 Implement C2-Specific Approach</p> <p>a. Quarterly case scrub activities to assure ongoing attention for long-stayers in foster care.</p> <p>b. Monthly Length-of-Stay/Conditions-for-Return staffing's for all children in OHC more than 3 months.</p>	<p>Big Bend CBC</p> <p>a. Placement Supervisors &amp; CMO Program Managers.</p> <p>b. C2 Operations Manager</p>	<p>Case staffings 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.</p> <p>a. These activities have been fully rolled-out and are ongoing. See attachment "Item 2.A.12.2" for most recent quarter evidence.</p> <p>b. These activities have been fully rolled-out and are ongoing. See attachment "Item 2.A.12.2" for most recent quarter evidence.</p>	<p>Florida PIP Monitored Case Review</p>	<p>Quarter 5</p>	<p><input checked="" type="checkbox"/> Completed</p> <p><input type="checkbox"/> On/ahead of schedule</p> <p><input type="checkbox"/> Behind schedule</p> <p><input type="checkbox"/> No longer applicable</p>	
<p>12.3 Implement C14-Specific Approach</p> <p>a. Quarterly case scrub activities to assure ongoing attention for long-stayers in foster care.</p> <p>b. Quarterly case scrub/ Conditions-for-Return staffing's for all children in OHC more than 3 months.</p>	<p>Big Bend CBC</p> <p>a. CMO Program Managers</p> <p>b. C14 Operations Mgr., CMO Program Manager</p>	<p>Case staffings 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.</p> <p>a. These activities have been fully rolled-out and are ongoing. See attachment "Item 2.A.12.3" for most recent quarter evidence.</p>	<p>Florida PIP Monitored Case Review</p>	<p>Quarter 6</p>	<p><input checked="" type="checkbox"/> Completed 12/2018</p> <p><input type="checkbox"/> On/ahead of schedule</p> <p><input type="checkbox"/> Behind schedule</p> <p><input type="checkbox"/> No longer applicable</p>	

## Region Program Improvement Plan

### Northwest Region

		b. These activities have been fully rolled-out and are ongoing. See attachment "Item 2.A.12.3" for most recent quarter evidence.				
13. Activities Supporting Placement Stability in OHC		<p>BBCBC has restructured its Foster Family Support (FFS) programming in both service area Circuits. This effort is designed to increase and maintain the number of foster family homes and contribute to placement stability in out-of-home care.</p> <p>This restructuring has changed the basis for providing FFS from subcontracted service to an internal agency management function. This change includes:</p> <ul style="list-style-type: none"> <li>○ The reassignment of two BBCBC positions (Director of Program Development and an Out-of-Home Care Specialist) to focus the majority of their time to supporting Foster Family Support programming</li> <li>○ Direct supervision of the FFS staff in Circuit 2 by the Director of Program Development.</li> </ul>	Item 4 Florida PIP Monitored Case Review	Quarter 5	<input checked="" type="checkbox"/> Completed 09/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	<del>Quarter 1</del>

## Region Program Improvement Plan

### Northwest Region

		<ul style="list-style-type: none"> <li>○ Ongoing collaboration with the newly restructured FFS staff in Circuit.</li> </ul> <p>Evidence provided in previous updates. This activity has been fully rolled-out and is ongoing.</p> <ul style="list-style-type: none"> <li>○</li> </ul>				
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	Item 4 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	Quarter 1
13.2 Placement Stabilization Staffing's: implemented upon any risk for placement disruption.	Big Bend CBC Placement Supervisors		Item 4 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	Quarter 1



## Region Program Improvement Plan

### Northwest Region

					<input type="checkbox"/> No longer applicable	
13.3 QA to assure Foster Parent needs are met: (1) <i>Transactional Surveys</i> upon child placement, child departure and quarterly to address needs for additional information or support to maintain the placement (2) BBCBC's new C2 Foster Family Support Unit contact with all licensed foster families, including: Face-to-Face visits personal phone calls, Tallahassee Area Foster & Adoptive Parent Association (TAFAPA) Group Emails and presentations at TAFAPA meetings to introduce new structure & staff and to solicit input on foster family needed supports and training.	Big Bend CBC Placement Director	(1) Transactional Survey efforts are under consideration for revision as part of the agency's restructuring of Foster Family Support programming.  (2) All C2 licensed foster families have been contacted by C2 Foster Family Support Unit. Needs and supports identified during these visits are being compiled and prioritized for development. Evidence attached: <ul style="list-style-type: none"> <li>○ TAFAPA Group Notification Correspondence</li> <li>○ TAFAPA Sign-In Rosters (April &amp; June meetings)</li> </ul>	Florida PIP Monitored Case Review	(1) Quarter 2 (2) Quarter 4	<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	Quarter 2 Quarter 4
14 Concerted Efforts to Place with Relatives:	Big Bend CBC Intake	Tracking Report	Item 10	Quarter 2	<input checked="" type="checkbox"/> Completed 12/2017 <input type="checkbox"/> On/ahead of schedule	Quarter 2

## Region Program Improvement Plan

### Northwest Region

<p>Maximize utilization of the <i>CLEAR</i> Family-Finder's database – for all children entering LOHC and for long-term stayers in foster care</p>	<p>Placement Team</p>	<p>Clear tracking report uploaded for evidence.</p> <p>CLEAR search activities are ongoing and continue to identify relatives to consider for placement if found in the child's best interest.</p>	<p>Florida PIP Monitored Case Review</p>		<p><input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	
<p>15. <b>New:</b> Partner with DCF and CLS to complete a Green Belt project to address the less than average number of reunifications and higher than average rate of TPR/Adoptions in Circuit 1 in comparison to other areas of the State.</p>	<p>FFN Director of Quality &amp; Program Development</p>	<p>Performance improvement in concerted efforts by the agency and courts to achieve the goal.</p> <p><i>A review of 34 data points for 271 children who reached permanency between January and June 2018 is near completion. Next steps in Q7 will include data stratification and root cause analysis.</i></p> <p><i>Reunification Rally PowerPoint attached as proof document.</i></p>	<p>Annual PIP case reviews and Utilization of CFSR Online Monitoring System (OMS</p>	<p>Quarter 6 (October-December 2018)</p> <p>Continue into Q7 for updates and analysis</p>	<p><input type="checkbox"/> Completed <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	

## Region Program Improvement Plan

### Northwest Region

<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. Removal tracking sheet uploaded for evidence.	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	Quarter 1
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. FSFN reporting system and removal tracking spreadsheet.	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	Quarter 1

## Region Program Improvement Plan

### Northwest Region

<p>3. Focus on capturing parent/child and sibling visitation activities and concerted efforts to engage parents in visitation.</p>	<p>FamiliesFirst Network Executive Leadership Team</p>	<p>Performance improvement in area of: visiting with parent and siblings in Foster Care</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 5</p>	<p><input type="checkbox"/> Completed MM/YYYY</p> <p><input checked="" type="checkbox"/> On/ahead of schedule</p> <p><input type="checkbox"/> Behind schedule</p> <p><input type="checkbox"/> No longer applicable</p>	
<p>3.1 Meet with stakeholders to formalize and implement a plan to address visitation between children &amp; incarcerated parents and addressing practices where child visits with parents are disallowed.</p>	<p>President FamiliesFirst Network, Director of Family Services, Assistant Director of Family, Director of Program Development, FamiliesFirst Network</p>	<p>Performance improvement in area of: visiting with parent and siblings in Foster Care</p> <p>Meeting schedule</p> <p>Meeting attendees</p> <p>Plan to address visitation</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 5</p>	<p><input type="checkbox"/> Completed MM/YYYY</p> <p><input checked="" type="checkbox"/> On/ahead of schedule</p> <p><input type="checkbox"/> Behind schedule</p> <p><input type="checkbox"/> No longer applicable</p>	
<p>3.2 Modify practice so the effort to confirm parent/child visits</p>	<p>Director of Family Services, Assistant</p>	<p>Performance improvement in area of: visiting with parent and siblings in Foster Care</p> <p>Item moved to Q5 to allow additional time to formalize process. Informally, this</p>	<p>Quarterly CQI Results (CFSR and Rapid</p>	<p>Quarter 5</p>	<p><input type="checkbox"/> Completed MM/YYYY</p> <p><input type="checkbox"/> On/ahead of schedule</p>	

## Region Program Improvement Plan

### Northwest Region

shifts from the parent to the agency	Director of Family Services, FamiliesFirst Network	information has been shared by Quality Management Staff when providing case-specific feedback to staff. It was discussed at the prior PIP quarterly meeting that a formal change in policy was not needed, but that message would be shared with staff (via email, unit meetings, etc.).	Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports		<input checked="" 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, Assistant Director of Family Services, FamiliesFirst Network	Performance improvement in area of: visiting with parent and siblings in Foster Care  <a href="http://centervideo.forest.usf.edu/video/center/ffn2018/famlyvstation/start.html">http://centervideo.forest.usf.edu/video/center/ffn2018/famlyvstation/start.html</a> Link to video of May 2018 Conference  List of staff completing online training video and those attending May 2018 Conference also provided  Analysis: Training was provided live and in addition made a part of the mandatory on line training for all staff in June 2018, so all staff who provide supervision of visitations have received the training. Feedback provided from attendees was overall positive. Class evaluations also attached to support analysis.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 4	<input checked="" type="checkbox"/> Completed 06/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	Quarter 4
5. Ensuring Continuity of Family Relationships: Early Childhood Court	Big Bend CBC ECC Coordinator	Expeditious Achievement of Permanency Goal  Leon County	Florida PIP Monitored Case Review	Quarter 1	<input checked="" type="checkbox"/> Completed 09/2017 <input type="checkbox"/> On/ahead of schedule	Quarter 1

## Region Program Improvement Plan

### Northwest Region

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.		<p><b>Permanency</b>  <u>Current Reunifications with parents prior to closure:</u> 10 children reunified within a median of 5.6 months (9 months less time than non-ECC Leon County children, 2016)  <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)  <u>Current Adoptions:</u> 1 child adopted in 23 months (5.3 months more time than non-ECC Leon County children, 2016)  <b>Safety</b>                      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>			<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	Meeting Schedule Meeting attendees Meeting agenda or minutes		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	Quarter 1
5.2 Monthly ECC Court Hearings to assure ongoing progress and support timely permanency.	Big Bend CBC ECC Coordinator, ECC Court Team, CPP Providers	Court schedule Attendees Court progress reports		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	Quarter 1
6. Maintaining Children's Connections by improve School Stability through a	Big Bend CBC Well-Being Specialists	See evidence for individual activities in Items 6.1 – 6.5 below.  Purpose and Overview: The goal of these staffings is to address the overall needs of the child taking into consideration best- interest factors for school placement and use a checklist to facilitate discussion and decision-making. Education/ ESSA	Item 9, Item 16 Florida PIP Monitored Case Review	Quarter 5	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> On/ahead of schedule	

## Region Program Improvement Plan

### Northwest Region

coordinated, best-interest school stability process for children entering foster care and changing foster care placements.		staffing's are coordinated by the BBCBC Well-Being Specialists for children entering out-of-home care and when placement changes occur. If it is in the best interest of the child to change schools, a plan is created to assure a smooth transition. Educational placement is documented in the FSFN Education module and the checklist is uploaded to the FSFN case file cabinet. Joint procedures have been created with Case Management, School district liaisons, and the Well-Being Specialist. Evidence provided in previous updates. This activity has been fully rolled-out and is ongoing.			<input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
6.1 Revise current education staffing process and associated supports to improve efficiencies and accountability and pilot.	Big Bend CBC Well-Being Specialists, DCMs, CPIs, School District Staff	Staffing process/action steps and training material used to pilot the changes. See attached: <ul style="list-style-type: none"> <li>○ School Stability Procedures 3 (Initial)</li> <li>○ ESSA One-Pager</li> </ul>	Item 9, Item 16, 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	Quarter 1
6.2 Education waivers are approved or denied by the CEO.  Revise based on lessons learned during the pilot	Big Bend CBC CEO  Big Bend CBC Well-Being Specialists	Revised materials, see attached: <ul style="list-style-type: none"> <li>○ ESSA Staffing Procedures 01-2018</li> <li>○ ESSA Staffing Request Form update</li> <li>○ ESSA Tracking</li> </ul>	Item 9, Item 16, Florida PIP Monitored Case Review	Quarter 3	<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	Quarter 3
6.3 Formalize new education/ ESSA staffing process in Operating Policy.	Big Bend CBC Well-Being Specialists, DCMs, CPIs, School District Staff	Operating Policy, process flow and materials adopted for the new ESSA staffings. These materials were used to provide training.  Evidence provided in previous updates. This activity has been rolled-out and is ongoing.	Item 9, Item 16, Florida PIP Monitored Case Review	Quarter 5	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule	

## Region Program Improvement Plan

### Northwest Region

					<input type="checkbox"/> No longer applicable	
6.4 Track implementation, monitor performance and revise as necessary	Big Bend CBC Well-Being Specialists	<p>Every Student Succeeds Act (ESSA) staffing logs.</p> <p>This activity has been fully rolled-out and is ongoing. See attachment "Item 2.B.6.4 Evidence" for most recent quarter evidence.</p>	Item 9, Item 16, Florida PIP Monitored Case Review	Quarter 5	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
6.5 Provide refresher training to staff, implement new education/ESSA staffing model.	Big Bend CBC Well-Being Specialists, DCMs, CPIs, School District Staff	<p>Operating Policy, process flow and materials adopted for the new ESSA staffings. These materials were used to provide training.</p> <p>Evidence provided in previous updates. Activities have been fully rolled-out and are ongoing.</p>	Item 9, Item 16, Florida PIP Monitored Case Review	Quarter 5	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input 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	<p>Agreements Signed</p> <p>Wakulla County School Procedure for Students in FC uploaded in evidence folder.</p>	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	Quarter 2
7.1 Agency collaborates with school district to assure alternate	Big Bend CBC Well-Being Specialist	<p>Educational stability is documented in the FSFN Education module.</p> <p>Transportation Request Form uploaded in evidence folder.</p>		Quarter 2	<input checked="" type="checkbox"/> Completed 12/2017	Quarter 2



## Region Program Improvement Plan

### Northwest Region

transportation for the child (alternate bus route, etc.)					<input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
<p><b>*New</b> 8. At initial removal if a relative or non-relative placement cannot be found the CPI contacts the Assessment Response Team (ART) from the field, so they can complete a search for relatives through multiple systems and reach out to relatives to discuss possible placement.</p>	DCF Investigations	Tracking excel spreadsheet uploaded for evidence. To date in Q6 25 requests for relative searches have been made and out of those 25 cases, the ART was able to find possible relative placements for 13 cases and forward that information to the field investigators for appropriateness for placement.	FSFN data reports for relative placements	Implemented in Quarter 6 and ongoing assessment for measurement into Quarter 7 & 8	<input type="checkbox"/> Completed 12/2017 <input checked="" 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

## Region Program Improvement Plan

### Northwest Region

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. 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 services for parents. (In-home and Foster Care population).	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  Process Improvement Plan Uploaded for evidence.	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	Quarter 2
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	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	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews	Quarter 3 Ongoing to Quarter 4 and Quarter 5	<input checked="" type="checkbox"/> Completed 03/2018 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	Quarter 3 Quarter 4

## Region Program Improvement Plan

### Northwest Region

	(IS), Child Welfare Training and Staff Development Manager, Policy Manager, FamiliesFirst Network	engagement in case planning 4) assessing and addressing child's educational, physical/dental and mental/behavioral health needs  Report showing number of documents scanned into MJV.  Analysis: Email update from Nancy Kirton. This item will be ongoing through implementation.	Utilization of CFSR Online Monitoring System (OMS) Reports			
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  LEAD and SLT Agendas  Analysis: This information was shared with Leadership staff at team meetings. Based on the information shared, FFN President has shared key points regarding engagement at Site Visits held at each service center.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 3	<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	Quarter 3

## Region Program Improvement Plan

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<p>4. Quarterly CQI Training Meetings will be held. In-service training needs will be identified through review of quality assurance reviews and data and feedback from Quality Specialist, Placement Director, QPI Specialist and Operations Managers</p>		<p>During Quarterly CQI meeting held on 6/19/2018, the most immediate training need continued to center on Engagement, Quality Home Visits, Assessments and Safety Planning to include Conditions of Return.</p>	<p>Items 3, 12 (a. &amp; b.) Florida PIP Monitored Case Review</p>	<p>Quarter 3</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>Quarter 3</p>
<p>4.1 Monthly in-service training will be provided based on needs identified at the Quarterly CQI Training Meeting. Agenda, meeting notes and email to CMOs are attached.</p>	<p>Big Bend CBC Training Supervisor</p>	<p>Four-to-six training sessions offered across the network each quarter.                      Training Schedule                      Training Agenda                      Training Attendees                      Agenda, meeting notes and meeting invites.</p> <p>See attachment "Item 3.A.4.1 Evidence" for most recent schedules, trainings, logs, agendas and meeting notes.                      These activities have been fully rolled-out and are ongoing.</p>	<p>Items 3, 12 (a. &amp; b.) Florida PIP Monitored Case Review</p>	<p>Quarter 5</p>	<p><input checked="" type="checkbox"/> Completed  <input type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable</p>	
<p>5. Assessments, Engagement &amp; 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:</p>	<p>Big Bend CBC ECC Coordinator</p>	<p>Agendas</p> <p>See evidence for individual activities in Items 5.1 – 5.2 below.</p>	<p>Florida PIP Monitored Case Review</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>	<p>Quarter 1</p>

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5.1 Assessment: Specialized trauma assessments for parents to identify needs to build parent capacity.	Big Bend CBC ECC Coordinator, CPP Providers	Initial <i>Request for Proposals</i> related to the development of BBCBC's 'Parent Behavioral Health Assessment (PBHA) Program has been withdrawn pending revision and reissue.  Assessment tool Training agenda for staff		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	Quarter 1
5.2 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	Evidence of completion?		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	Quarter 1
6. Increase focus on family engagement by enhancing supervision	FamiliesFirst Network Executive Leadership Team, Child Welfare Training and Staff Development Manager	See sub items	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	See Below	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	Quarter 4
6.1 Leadership will monitor the children seen reports on a monthly basis to ensure that contacts are occurring in the primary residence.	FamiliesFirst Network Team Managers, Director of Family Services	Children Seen Report 7/8/18  Analysis: In FY 2017-2018 Q3 reviews showed that locations of contacts were relevant for the circumstances of the case.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews	Quarter 4	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	Quarter 4

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		<p>Executive leadership and Senior leadership are increasing focus on ensuring monthly contacts in the home as this will help in supporting overall assessment and engagement.</p> <p>Leadership utilize the FSFN report for Children Seen-Child Current Residence information pulled a minimum of monthly to monitor the location of contacts. Utilization of these reports shows a positive trend, with 88.6% of children being seen in their residences in December 2017 to 91% of children being seen in their residence in June 2018. It's noteworthy that this trend continues to be positive even in the summer months when families are on vacations/traveling and their day-to-day schedule may differ from the school year.</p>	Utilization of CFSR Online Monitoring System (OMS) Reports			
6.2 Leadership will ensure that staff have been provided with template/guide for use in the field and will review case notes as part of supervision process to ensure utilization of template	FamiliesFirst Network Director of Family Services, Team Managers	<p>Copy of Approved HV Template—implemented July 1, 2018</p> <p>Continue into Quarter 5 for implementation and analysis</p>	<p>Quarterly CQI Results (CFSR and Rapid Safety Feedback)</p> <p>Annual PIP case reviews</p> <p>Utilization of CFSR Online Monitoring</p>	Quarter 5	<input checked="" type="checkbox"/> Completed 09/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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			System (OMS) Reports			
6.3 Training for all supervisors regarding Supervisory Reviews and how to determine if quality contacts are occurring	Director of Family Services, Child Welfare Training and Staff Development Manager	Clinical Supervision Template Supervisory Oversight Guidelines  Continue into Quarter 5 for Implementation and Analysis	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 5	<input checked="" type="checkbox"/> Completed 09/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
6.4 Develop and implement a process to monitor for post-placement contacts monthly	Director of Administration and Special Projects, Director of Family Services	Child Reunified June 2018 Listing  Continue into Q5 for Implementation and Analysis	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 4	<input checked="" type="checkbox"/> Completed 06/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
6.5 Develop and implement process to track contacts with parents monthly	Director of Administration and Special Projects, Director of Family Services	Worker Contact with Parents Listing (June 2018)  Continue into Q5 for Implementation and Analysis	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 4	<input checked="" type="checkbox"/> Completed 06/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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7. Update Agency training regarding Quality Contacts	Child Welfare Training and Staff Development Manager, Quality Manager	FFN is modifying this task to state: Quality Contacts Training will continue and Team Managers will provide supporting in-service training to enhance current training. This will be used to roll-out the updated HV template and discuss expectations regarding Family Engagement during contacts. Move to Q5 for implementation and analysis.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 5	<input checked="" type="checkbox"/> Completed 09/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
7.1 Staff will attend updated Quality Contacts Training	Director of Family Services, Child Welfare Training and Staff Development Manager	FFN is modifying this task to state: Quality Contacts Training will continue and Team Managers will provide supporting in-service training to enhance current training. This will be used to roll-out the updated HV template and discuss expectations regarding Family Engagement during contacts. Move to Q5 for implementation and analysis.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 5	<input checked="" type="checkbox"/> Completed 09/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
8. Develop training on how SHINE reviews can be utilized as a supervision tool	Quality Manager, Child Welfare Training and Staff Development Manager	Analysis: The Agency has recently implemented a new platform for these reviews. The new platform will provide increased efficiency and accuracy in rolling up, displaying and analyzing data from SHINE Reviews. This was tested by select users during Q6 and is being launched in January 2019 for all reviewers.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 6	<input checked="" type="checkbox"/> Completed 11/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	



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8.1 Leadership staff will attend training regarding utilization of SHINE reviews	Director of Family Services, Child Welfare Training and Staff Development Manager	See above (8)	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 6	<input checked="" type="checkbox"/> Completed 11/2018 <input 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	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	Quarter 2
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.  Process Improvement Plan Uploaded for evidence.	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	Quarter 2

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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>Process Improvement Plan Uploaded for 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 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>	<p>Quarter 2</p>
<p>3. Child Well-Being Staffing’s – 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>Tracking log and Form uploaded into evidence folder</p> <p>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.</p> <p>Well-Being Staffing’s use a snapshot of a child’s educational status at a point in time to create a plan to address unmet needs. The child’s</p>	<p>Florida PIP Monitored Case Review</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>	<p>Quarter 1</p>

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		needs can change over time and progress is monitored by the DCM through report cards.				
3.1 CBHA recommendations are reviewed by all participants at the wellbeing staffing (parents, caregivers, providers, GAL program, DCMs, WB Specialist and the Nurse Care Coordinator)	Big Bend CBC Well-Being Specialists & DCMS	<p>Well-being Tracking log</p> <p>Tracking log and Form uploaded into evidence folder</p> <p>The tracking log shows the number of children where the Well-Being staffing was held and the timeliness of the staffing.</p> <p>Current SACWIS limitations prohibit detailed analysis regarding recommended services.</p> <p>Expanding/ enhancing the education module in FSFN would assist the CBC in the data collection for the benchmark of education.</p>		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	Quarter 1
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	<p>Wellbeing Tracking log</p> <p>Tracking log and Form uploaded into evidence folder</p> <p>The child's needs are address through the action plan and is then uploaded in FSFN for the supervisor to monitor.</p> <p>Current SACWIS limitations prohibit detailed analysis regarding</p>		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	Quarter 1

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		recommended services. Expanding/ enhancing the education module in FSFN would assist the CBC in the data collection for the benchmark of education.				
4. Support School Success by improving School Stability [See Goal 2, Strategy B, Activities 6.0 – 6.5]	Big Bend CBC Well-Being Specialists	See attachment “Item 3.B.4 Evidence” for most recent quarter evidence. (Same as Item 2.B.6.4)	Item 9, Item 16, Florida PIP Monitored Case Review	Quarter 5	<input checked="" type="checkbox"/> Completed <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> 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 individual needs. (In-home and Foster Care population)	Director of Family Services, Assistant Director of Family Services, Director of Administration	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	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	Quarter 2

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	and Special Projects, Director of Care Coordination, FamiliesFirst Network		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	Quarter 2
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 Care Coordination,	Performance improvement in the area of assessing and providing appropriate services to meet the child's physical, dental, and mental health needs.  Process Improvement Plan Uploaded for evidence.	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	Quarter 2

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	FamiliesFirst Network					
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.  Process Improvement Plan Uploaded for evidence.	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	Quarter 2
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. Meeting schedule Meeting attendance	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	Quarter 1
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	Report		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	Quarter 1
4.2 Weekly meetings are utilized to ensure barriers to children in OHC receiving dental exams and physicals are eliminated. Follow up is	Big Bend CBC Data Specialists, DCM	Meeting agenda Meeting schedule Meeting attendance		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	Quarter 1

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assigned to the DCM Supervisors with the NCC monitoring attendance at schedule appointments.	Supervisors, NCC					
5. Nurse Care Coordinator-Supports Children, Caregivers, and DCMs in meeting the child's health needs	Big Bend CBC NCC, DCMs	Scorecard performance	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	Quarter 1
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	Scorecard performance		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	Quarter 1
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	Scorecard performance, quality review performance data		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	Quarter 1
<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>
1. Tracking, data reporting and weekly review of Medical/Dental in FSFN.	Director of Family Services, Assistant	Service Area Tracking Systems	Quarterly CQI Results (CFSR) Annual OHC PIP case reviews	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	Quarter 1



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	Director of Family Services, Business Support Team Manager, FamiliesFirst Network		Utilization of CFSR Online Monitoring System (OMS) Reports			
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.  Scorecard performance	Item 17	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	Quarter 1
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.  Scorecard performance		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	Quarter 1
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.  Scorecard performance		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	Quarter 1
3. Education FSFN Data Entry Updates: Monthly data reporting, review and updates to support education outcomes for teens and	Big Bend CBC Data Specialist	BBCBC performance on Scorecard Measure 11 continues to improve with these systems in place with projected Quarter 3 performance of 100%.	Item 16	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	Quarter 1

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young adults in OHC.						
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	Education tab updated to accurately reflect education information and status. Data Integrity team audits FSFN education records to monitor accuracy and identify data entry errors for correction.		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	Quarter 1
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	Data is provided to local school districts regularly.		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	Quarter 1