Region Program Improvement Plan

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Strategies

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

Key Activities

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

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

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Goal 1: Children are first and foremost protected from abuse and neglect; safely maintained in their homes, if possible and appropriate; and provided services to protect and prevent removal from their home.			Applicable CFSR Outcomes or Systemic Factors: Safety 1 & 2; Permanency 1 & 2; Well-Being 1 & 3; Systemic Factors: Service Array and Resource Development				
Strategy A: Strengthen and enhance Florida's child welfare practice model			**Applicable CFSR Items:** 1				
Key Activities	**Office and Lead Person Responsible**	**Evidence of Completion**	**Data Measure Used to Measure Improvement**	**Quarter Due**	**Quarterly Update**		**Quarter Completed**
1. Supervisors, Administrators, Managers and Director will utilize reporting system to monitor and ensure accuracy of seeing victims timely.	Department Data Analyst, Supervisors, Administrators, Managers and Director	Data uploaded for evidence over two quarters. For Quarter 2 victims seen within 24 hours 85.6%.

For both Quarter 1 and Quarter 2 cumulatively we seen victims in NWR within 24 hours 85.6%. | FL CQI PIP Monitored Cases | Quarter 1-Ongoing | ☒ Completed 12/2017
☐ On/ahead of schedule
☐ Behind schedule
☐ No longer applicable | | Q1, Q2, Q3, Q4 |
| 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 | ☒ Completed 09/2017
☐ On/ahead of schedule
☐ Behind schedule
☐ No longer applicable | | Q1 |
| 1.2 Performance Management Team meetings will be held quarterly to review supervisor specific performance in seeing victims timely. | Department Data Analyst, Supervisors, Administrators, Managers and Director | One quarterly performance management team meeting was held in Quarter 2 and each supervisor reviewed their units performance on victims being seen timely and discussed barriers to meeting performance measures and best practices when they were met. Agenda and sign in sheets uploaded to evidence folder. | FL CQI PIP Monitored Cases | Quarter 1-Ongoing | ☒ Completed 09/2017
☐ On/ahead of schedule
☐ Behind schedule
☐ No longer applicable | | Q1, Q2, Q3, Q4 |

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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 and ongoing	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1
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	All families requiring an Out of Home Plan will have a DST prior to removal. Northwest Region DST/removal tracking spreadsheet, FSFN and Northwest Region Children's Legal Services spreadsheet both uploaded for evidence.	FL CQI PIP Monitored Cases	Quarter 1 and Ongoing	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1
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 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.	FL CQI PIP Monitored Cases	Quarter 1 and ongoing	☒ Completed 11/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1
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.	FL CQI PIP Monitored Cases	Quarter 1	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1

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		Early engagement tracking log and process uploaded for evidence.				
4.1 Case Management Agencies will engage with families upon identification of Present Danger or Impending Danger.		Early Engagement process was implemented in C2/C14. Process has been implemented in Leon and Bay County with CHS. Policy process and sign in sheets uploaded for evidence.	FL CQI PIP Monitored Cases	Quarter 1	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1
5. Impending Danger Safety Plans will be conducted with case management and Families.	Department Circuit 1: Escambia, Santa Rosa, Okaloosa and Walton Counties	Investigators, case management and families will engage to develop safety plans for their families. In Home Plans will increase and Out of Home Plans will decrease. Early engagement tracking log and process uploaded for evidence. Technical assistance with Casey Family Programs has been initiated with both CPI and CM staff in NWR on facilitation of Family Team Conferencing model around development of safety plans. Call notes attached.	FSFN and Impending Danger Safety Plan tracking system. FL CQI PIP Monitored Cases	Quarter 2	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q2
6. Quality performance will be monitored monthly to the supervisor level to ensure accurate assessment and decision making.	Department CCSPE and Training Manager	Increase in performance specific to supervisors related to quality measures and performance. Last quarterly data analysis uploaded for evidence (July-August 2017, last data available due to lag time of reviews done on completed investigations). There was a 10%	CPI Rapid Safety Feedback (RSF) roll up, removal tracking spreadsheet, Critical Incident Rapid Response and Mini reviews rolled into the Northwest Region Quality	Quarter 1 and ongoing	☒ Completed 09/2017 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1

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		increase in accurate supervisor consultation and guidance to support sufficient information collection from April-June RSF data (48%) to July-August (58%) data. Both April-June and July-August data uploaded.	Assessment spreadsheet FL CQI PIP Monitored Cases			
7. Safety Practice Consultants (SPC's) utilized to provide support and technical assistance around safety.	Assistant Director of Family Services, Child Welfare Training and Staff Development Manager, FamiliesFirst Network	Increase in performance related to: assessing and addressing risk and safety concerns

Consultation trackers for October-December 2017 provided as evidence of completion. | Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports | Quarter 1 (July-Sept 2017) | ☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable | Q1 |
| 7.1 SPC's inclusion and participation in Conditions for Return (CFR) staffings for purpose of safety planning. | Assistant Director of Family Services, FamiliesFirst Network | Increase in performance related to: assessing and addressing risk and safety concerns

Consult Trackers uploaded for evidence. Password: Q2PIP | Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports | Quarter 2 (Oct-December 2017) | ☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable | Q2 |
| 7.2 SPC's/case management consult within 15 days of case transfer for purpose of safety and case planning, | Assistant Director of Family Services ; Child Welfare | Increase in performance related to: assessing and addressing risk and safety concerns | Quarterly CQI Results (CFSR and Rapid Safety Feedback) | Quarter 2 (Oct-Dec 2017) | ☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable | Q2 |

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	Training and Staff Development Manager, FamiliesFirst Network	Consult Trackers uploaded for evidence. Password: Q2PIP	Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports			
8. Collaborate with and facilitate integration of Safety Management Services, Wraparound Family Support and Intensive Family Preservation/Reunification service providers as team members through monthly Safety Service Provider Communication calls focused on assessing and addressing strengths/barriers around inclusion.	Contracts and Court Services Team Manager, Assistant Director of Family Services, FamiliesFirst Network	Increase in performance related to: 1) providing services to family to prevent entry or re-entry Minutes of communication calls held during August and September and referral report are provided as evidence. This key activity is no longer applicable as FFN has moved to specialized In-Home Non-Judicial units who will provide Safety Management Services (SMS).	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 1 (July-Sept 2017)	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☒ No longer applicable	Q1
9. Participate in DJJ Lock Out Work Group with DCF and other stakeholders.	Placement and Utilization Team Manager, FamiliesFirst Network	Increase in performance related to: 1) providing services to family to prevent entry or re-entry Notes for November meeting provided. This is a recurring meeting held on the third Tuesday of each month.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 1 (July-Sept 2017)	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1

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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	Increase in performance related to: assessing and addressing risk and safety concerns 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. 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 t generalize concepts discussed to apply learned skills on their own casework.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 3 (Jan-Mar 2018)	☒ Completed 03/2018 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q3
11. Senior Leadership and Leadership to complete CFSR training in the CFSR portal for training and capacity building purposes (14.5 CEU's).	FamiliesFirst Network Managers and Supervisors	Increase in performance related to: 1) providing services to family to prevent entry or re-entry 2) assessing and addressing risk and safety concerns 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.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Report	Quarter 3 (Jan-Mar 2018)	☒ Completed 03/2018 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q3

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		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.				

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Goal 1: Children are first and foremost protected from abuse and neglect; safely maintained in their homes, if possible and appropriate; and provided services to protect and prevent removal from their home.				Applicable CFSR Outcomes or Systemic Factors: Safety 1 & 2; Permanency 1 & 2; Well-Being 1 & 3; Systemic Factors: Service Array and Resource Development			
Strategy B: Improve families' ability to provide for their own and their children's needs through quality family assessments, family engagement and appropriate supports to address identified needs.				Applicable CFSR Items: 2, 3, 5, 11, 12, 13, 29			

Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update		Quarter Completed
1. 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	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable		Q2
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	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable		Q2
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	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable		Q2

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		ACTION for Child Protection has been coming on site two months out of Quarter 1 doing one on one technical assistance with supervisors via contract with ACTION. Consultation summaries attached.				
2. Rapid Safety Feedbacks to include upfront supports will be conducted weekly to ensure accurate decision making on identified investigations.	Department Supervisors, Administrators and CCSPEs	Weekly RSF tracking log and monthly tracking log and analysis will verify upfront supports are being conducted and performance improvement is being made. RSF weekly tracking log is attached, as well as policy which requires up front support from CCSPE to supervisor on upfront decision making for accuracy. July/August RSF data (latest data due to lag of assessment at conclusion of investigations) uploaded which as well 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.	Florida PIP Monitored Case Review	Quarter 1	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1
3 Utilization of Intensive Family Preservation & Reunification Program (IFRP). This program is the HOMEBUILDERS model which is nationally recognized, and evidence based. United Methodist	Assistant Director of Family Services, Director of Administration	Increase in performance related to: 1) providing services to family to prevent entry or re-entry	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews	Quarter 1 (July-Sept 2017)	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1

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Children's Home (UMCH) is FFN's sub-contracted provider for this service. UMCH staffs are certified in the model.	and Special Projects, Contracts and Court Services Team Manager, FamiliesFirst Network	Monthly report showing referral, wait list, etc. provided as evidence of completion.	Utilization of CFSR Online Monitoring System (OMS) Reports Utilization Management Tracking System/Reports			
4. Continued referral and utilization of ECC model for zero-three target population where danger threat includes substance abuse.	Director of Family Services, Early Childhood Court Team Manager, FamiliesFirst Network	Increase in performance related to: 1) providing services to family to prevent entry or re-entry 2) assessing and addressing risk and safety concerns Utilization Management Tracking System/Reports Reports uploaded for evidence. Password: Q2PIP	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 2 (October-December 2017)	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q2
5. Post-Reunification Staffings held the 1st and 5th month following reunification to assist in identification, assessment, and addressing of safety concerns; development of safety plans or continuing care plans and determining frequency of contact.	Director of Family Services, Assistant Director of Family Services, Director of Program Development, Policy Manager, FamiliesFirst Network	Increase in performance related to: 1) providing services to family to prevent entry or re-entry 2) assessing and addressing risk and safety concerns Tracking logs previously provided as evidence. This practice has been adopted by the Agency and is ongoing.	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)	☒ Completed 09/2017 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1

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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 in 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 Service Center temporarily until case loads have improved.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 3 (Jan-Mar 2018)	☒ Completed 03/2018 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q3
7. When danger is assessed at present or impending 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	DCF & FFN Leadership	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	☐ Completed ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	

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family's supports to formulate a least intrusive safety plan and actions to protect the child(ren).					
8. DCF, Big Bend CBC and FamiliesFirst Network have 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 Agenda attached	Florida CQI data, FSFN reports	Quarter 8	☐ Completed ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable
9. (New) BBCBC and CMO Providers will develop new supervisory review tool which addressed elements of safety and risk and develop plan for implementation	BBCBC	Tool, training guide, training schedule and sign in sheets.	Florida CQI data, FSFN reports	Quarter 8	☐ Completed ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable
10. (New) Circuit 2 is piloting an assessment program, the Parent Behavioral Health Assessment. Similar to the CBHA, this is a comprehensive assessment of mental, behavioral, and other needs, but is aimed specifically for parents dealing with substance use, family violence, or mental health concerns. The Assessment is two-fold, providing an initial safety impact report within 7 days	BBCBC	Assessments, tracking sheets	Florida CQI data	Quarter 7 and 8	☐ Completed ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable

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to be used during initial formulations of safety plans and family needs assessments, and the comprehensive assessment being provided within 30 days to include impact around caregiver protective capacities. Assessments are administered by a licensed clinician, at the convenience and location of the parent's schedule, at no cost to our families.					

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<table>
<tr>
<td colspan="3">Goal 2: Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children.</td>
<td colspan="4">Applicable CFSR Outcomes or Systemic Factors: Safety 2, Permanency 1 & 2; Well-being 1; Systemic Factors: Case Review System, Service Array and Resource Development, Statewide Information System, Foster and Adoptive Parent Licensing, Recruitment and Retention)</td>
</tr>
<tr>
<td colspan="3">Strategy A: Implement practice initiatives that will improve the permanency and stability of children's living situations.</td>
<td colspan="4">Applicable CFSR Items: 4, 5, 6, 12, 19, 20, 23, 24, 29, and 35</td>
</tr>
<tr>
<td>Key Activities</td>
<td>Office and Lead Person Responsible</td>
<td>Evidence of Completion</td>
<td>Data Measure Used to Measure Improvement</td>
<td>Quarter Due</td>
<td>Quarterly Update</td>
<td>Quarter Completed</td>
</tr>
<tr>
<td>1. Continue DST calls in response to removal rate and impact on placement capacity</td>
<td>President FamiliesFirst Network, Director of Family Services, Assistant Director of Family Services, FamiliesFirst Network DCF Partners</td>
<td>Performance improvement in the areas of: services provided to family to prevent entry or re-entry

Tracker logs uploaded into evidence folder.</td>
<td>Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports</td>
<td>Quarter 1 FY17-18</td>
<td>☒ Completed 09/2017
☐ On/ahead of schedule
☐ Behind schedule
☐ No longer applicable</td>
<td>Q1</td>
</tr>
<tr>
<td>2. Permanency Roundtables expansion to include entire circuit with focus on permanency for deep end children and children where barriers to permanency are identified.</td>
<td>Director of Program Development, Director of Family Services, Assistant Director of Family Services, Adoptions Team Manager, Policy FamiliesFirst Network</td>
<td>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

Sign in sheets and PRT Meeting Notes</td>
<td>Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports</td>
<td>Quarter 4 (April-June 2018)</td>
<td>☒ Completed 06/2018
☒ On/ahead of schedule
☐ Behind schedule
☐ No longer applicable</td>
<td>Q4</td>
</tr>
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3. Expansion of specialized Family Finders Unit circuit wide to identify, locate, inform and evaluate relatives	Director of Family Services, Adoptions Team Manager, FamiliesFirst Network	Performance improvement in the areas of 1) relative search and placement 2) placement stability	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 4 (April-June 2018)	☒ Completed 04/2018 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q4
4. Through contract with National Youth Advocate Program (NYAP) increase foster home capacity to meet needs of children with intensive behavioral needs. NYAP utilizes evidence-based practices.	Director of Administration and Special Projects, Contracts and Court Services Team Manager, FamiliesFirst Network	Performance improvement in the areas of 1) placement stability and 2) meeting child's mental/behavioral health needs Behavioral Foster Home Program Monthly and Quarterly Reports Email from Contracts re: Number of Homes Licensed and 2 reports uploaded as supporting documentation.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 4 (April-June 2018)	☒ Completed 06/2018 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q4
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 as well as	Director of Community Relations, Families First Network	Performance improvement in the areas of 1) placement stability 2) placing siblings together Proof Documents: Foster Parent Inquiry Form Targeted Recruitment Examples	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring	Quarter 5 (July-Sept 2018)	☒ Completed 09/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q5

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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 (July-Sept 2017)	☒ Completed 09/2017 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1
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: Q2PIP**	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 (April-June 2018)	☒ Completed 09/2017 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1, Q4
8. Address legal barriers to permanency through bi-monthly collaborative meetings with DCF,	Director of Family Services,	Performance improvement in the area of concerted efforts by agency and courts to achieve goal	Quarterly CQI Results (CFSR and	Quarter 2 (Oct-Dec 2017)	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule	Q2

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CLS, GAL and court improvement representative.	FamiliesFirst Network	Meeting held with FFN and CLS and minutes uploaded as evidence.	Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports		☐ No longer applicable	
9. ECC monthly stakeholders meetings to continue in Okaloosa County and Escambia Counties. Purpose of meeting will be to assess strengths, needs and to address any barriers to achieving positive outcomes.	Assistant Director of Family Services, Early Childhood Court Team Manager, FamiliesFirst Network	Performance improvement in the area of 1) engaging parents 2) concerted efforts by agency and courts to achieve goal ECC stakeholders meeting minutes uploaded as evidence.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 2 (October–December 2017)	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q2
10. 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: 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.	FFN Director of Placement & Clinical Services	Performance Improvement in placement stability. 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. CARES team duties and job description provided in Q6 as evidence	Annual PIP case reviews and Utilization of CFSR Online Monitoring System (OMS)	Quarter 6 (October–December 2018) Continue into Q8 for updates & analysis	☐ Completed ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	

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		Q7 Update: CARES team has been implemented to address initial placement moves. This enhanced support provided to caregivers and children is expected to reduce placement moves from removal to case transfer. Outcomes tracked includes placement stability. Additionally, the CARES team supports relative searches and removing barriers between foster parents and bio parents through the comfort calls or icebreakers. Placement stability and capacity was topic during mini-summit and Recruitment has met with each Judge in our Circuit to assist with recruitment of foster homes. CARES team is now fully operational with two units for four county areas. Next steps include posting an additional position for relative/non-relative search resource, continued monitoring the outcomes and implementation of CARES, recruitment, and GAP processes.				
11. 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.	FFN Director of Case Management FFN Team Manager-Adoptions	Performance improvement in concerted efforts by the agency and courts to achieve the goal. Strides have been made towards restructuring and it is anticipated that all positions will be filled by March 2019. 2 Adoption Coordinators	Annual PIP case reviews and Utilization of CFSR Online Monitoring System (OMS	Quarter 6 (October-December 2018) Update s to be provided Q8	☐ Completed 12/2017 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	

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		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; 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. Documents uploaded in Q6 for support of progress in this area include Adoption Planning with Notes and Restructuring PowerPoint presentation ==Q7 Update: A Second Family Finders Unit (name will change) has been added and a supervisor has been hired to enhance/support timely adoptions HS. An accelerated QPT was held for interested adoptive parents in Santa Rosa County (full days for three days versus several hours one time weekly). An additional accelerated QPT class has==			

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		been scheduled mid-May 2019. Adoption Coordinator positions are currently in transition. During this quarter, the Agency has been in the process of hiring Adoption Coordinators (17 with 2 supervisors) to complete adoptive tasks as secondary to case management. They will be assigned once goal is changed to adoption. This is a transition process that is currently occurring.				
12. Incorporate new approaches to achieving permanency	Big Bend CBC COO & Circuit Operations Managers	Development and implementation of a new/enhanced permanency staffing process. Evidence: • New process outline • New tools • Training completion for permanency staffing facilitators and scribes 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.	Item 6 Florida PIP Monitored Case Review	Quarter 7 - Ongoing	☒ Completed ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q7

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		<mark>Q7 Update: New process roll out was completed effected 2/1/2019</mark>				
12.1 Maintain and enhance ongoing permanency staffings with all parties	Big Bend CBC Placement Supervisors	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.	Florida PIP Monitored Case Review	Quarter 5	☒ Completed ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q7
12.2 Implement C2-Specific Approach a. Quarterly case scrub activities to assure ongoing attention for long-stayers in foster care. b. Monthly Length-of-Stay/Conditions-for-Return staffings for all children in OHC more than 3 months.	Big Bend CBC Placement Supervisors & CMO Program Managers C2 Operations Manager	Case staffings (scrubs) have identified issues related identifying all parents and including them in court actions, finding the most appropriate placement up-front, timely goal changes and reviewing conditions for return. These activities have been fully rolled-out and are ongoing. See attachment "Item 2.A.12.2" for most recent quarter evidence.	Florida PIP Monitored Case Review	Quarter 5	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
12.3 Implement C14-Specific Approach a. Quarterly case scrub activities to assure ongoing attention for long-stayers in foster care. b. Quarterly case scrub/ Conditions-for-Return staffings for all children in OHC more than 3 months.	Big Bend CBC CMO Program Managers C14 Operations Mgr., CMO Program Manager	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. These activities have been fully rolled-out and are ongoing. See attachment "Item 2.A.12.3" for most recent quarter evidence.	Florida PIP Monitored Case Review	Quarter 6	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
13. Activities Supporting Placement Stability in OHC		BBCBC has restructured its Foster Family Support (FFS) programming in	Item 4	Quarter 5	☒ Completed 09/2017 ☒ On/ahead of schedule	

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		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. This restructuring has changed the basis for providing FFS from subcontracted service to an internal agency management function. These change includes: o 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 o Direct supervision of the FFS staff in Circuit 2 by the Director of Program Development. o Ongoing collaboration with the newly restructured FFS staff in Circuit. Evidence provided in previous updates. This activity has been fully rolled-out and is ongoing.	Florida PIP Monitored Case Review		☐ Behind schedule ☐ No longer applicable	
13.1 BBCBC Guiding Principles of Placement: BBCBC formalized the agency's vision and values underpinning its placement-related Operating Policies (in-county placement, placement with siblings, maintaining school enrollment). Principles are the	Big Bend CBC Placement Director	Weekly tracking of children placed out of the area	Item 4 Florida PIP Monitored Case Review	Quarter 1 & Ongoing	☒ Completed 09/2017 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1

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foundation for I/P Staff training and ongoing interactions with Stakeholders.						
13.2 Placement Stabilization Staffings: implemented upon any risk for placement disruption. Identify and institute supports to allow placement stability.	Big Bend CBC Placement Supervisors		Item 4 Florida PIP Monitored Case Review	Quarter 1 & Ongoing	☒ Completed 09/2017 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1
13.3 QA to assure Foster Parent needs are met: (1)*Transactional Surveys* 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: o TAFAPA Group Notification Correspondence o TAFAPA Sign-In Rosters (April & June meetings)	Florida PIP Monitored Case Review	(1) Quarter 2 (2) Quarter 4	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q2, Q4

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14. Concerted Efforts to Place with Relatives: Maximize utilization of the *CLEAR* Family-Finder's database – for all children entering LOHC and for long-term stayers in foster care	Big Bend CBC Intake Placement Team	Tracking Report CLEAR tracking report uploaded for evidence. CLEAR search activities are ongoing and continue to identify relatives to consider for placement if found in the child's best interest.	Item 10 Florida PIP Monitored Case Review	Quarter 2	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q2
15. 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.	FFN Director of Quality & Program Development	Performance improvement in concerted efforts by the agency and courts to achieve the goal. 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. Reunification Rally PowerPoint attached as proof document in Q6 Q7 Update: Reunification green belt is in progress, file review has been completed and root cause analysis in process of verification. Fishbone attached as evidence of ongoing progress	Annual PIP case reviews and Utilization of CFSR Online Monitoring System (OMS	Quarter 6 (October-December 2018) Continue into Q8 for updates and analysis	☐ Completed ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	

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16. (New) Complete GreenBelt project regarding re-entry rates.	FFN Director of Quality & Program Development	Performance improvement in re-entry rates. Powerpoint re: status attached as proof document Q7 Update: Greenbelt group has had approximately 3 meetings with the next meeting scheduled for late-April 2019. After isolating a sample, 10 cases were reviewed using an updated tool and a single case bore is in process. Next steps include root cause analysis and the development of countermeasures.	Annual PIP Case reviews, Utilization of CFSR Online Monitoring System, and DCF dashboard data	Quarter 7 (January-March 2019) and Quarter 8 (April-June 2019)	☐ Completed ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
17. (New) Provide Enhanced Behavioral Management Training to Foster Parents	Big Bend CBC FFSS Supervisor	Training Flyer and Sign in Sheet	FSFN data reports for placement stablity	Quarter 8	☐ Completed 09/2017 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	

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Goal 2: Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children.				Applicable CFSR Outcomes or Systemic Factors: Safety 2; Permanency 1 & 2; Well-being 1; Systemic Factors: Case Review System, Service Array and Resource Development, Statewide Information System, Foster and adoptive parent licensing, recruitment and retention)		
Strategy B: Implement practice initiatives that will help ensure the continuity of family relationships and connections is preserved for children.				Applicable CFSR Items: 3, 7, 8, 9, 10, 11, 20, and 23		

Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. 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	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1
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	☒ Completed 09/2017 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1
2. Focus on capturing parent/child and sibling visitation activities and concerted efforts to	FamiliesFirst Network Executive Leadership Team	Performance improvement in area of: visiting with parent and siblings in Foster Care	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 5	☐ Completed MM/YYYY ☒ On/ahead of schedule ☐ Behind schedule	

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engage parents in visitation.					☐ No longer applicable	
3.1 Meet with stakeholders to formalize and implement a plan to address visitation between children & incarcerated parents and addressing practices where child visits with parents are disallowed.	President FamiliesFirst Network, Director of Family Services, Assistant Director of Family, Director of Program Development, FamiliesFirst Network	Performance improvement in area of: visiting with parent and siblings in Foster Care Meeting schedule Meeting attendees Plan to address visitation Quarter 5 Analysis: FFN has assessed current policies centered on child visitation with incarcerated parents and notes there is no specific guidance. The policy will be updated based on further meetings with local stakeholders. Quarter 6 Update: Meeting held between CLS Managing Attorney, GAL District Manager, and Policy Director. Review current processes and court recommendations. All courts are supportive of visitation with incarcerated parents. Outcomes of the meeting include development of visitation schedules, present to case management, and discuss alternate opportunities. Meeting to be held in January 2019. Qtr 7 Update: There are not areas in C1 where child visits with incarcerated parents are disallowed by dependency system. Stakeholder team held one meeting and noted that all services provided are listed on websites. Declined development of central database due to websites information. Identified child / parent visitation with incarcerated parents is	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 5 (July-Sept 2018) Move to Quarter 7	☐ Completed ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	

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		not common practice is C1. Next steps include training to child welfare employees.				
3.2 Modify practice so the effort to confirm parent/child visits shifts from the parent to the agency	Director of Family Services, Assistant Director of Family Services, FamiliesFirst Network	Performance improvement in area of: visiting with parent and siblings in Foster Care Item moved to Q5 to allow additional time to formalize process. Informally, this 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.).	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 3 (Jan-Mar 2018) Move to Q5 Move to Q6	☒ Completed 12/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ 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 http://centervideo.forest.usf.edu/video/center/ffn2018/famlyvstation/start.html 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	☒ Completed June 2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q4

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5. Ensuring Continuity of Family Relationships: Early Childhood Court Project (ECC): The ECC Project seeks to strengthen the parent/child attachment through child parent psychotherapy for families with children under three years of age.	Big Bend CBC ECC Coordinator	Expeditious Achievement of Permanency Goal Leon County *Permanency* Current Reunifications with parents prior to closure: 10 children reunified within a median of 5.6 months (9 months less time than non-ECC Leon County children, 2016) Current Case closures: 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) Current Adoptions: 1 child adopted in 23 months (5.3 months more time than non-ECC Leon County children, 2016) *Safety* 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)	Florida PIP Monitored Case Review	Quarter 1	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1
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 and ongoing	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1
5.2 Monthly ECC Court Hearings to assure ongoing progress and	Big Bend CBC ECC Coordinator,	Court schedule Attendees Court progress reports		Quarter 1	☒ Completed 09/2017	Q1

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support timely permanency.	ECC Court Team, CPP Providers				☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
6. Maintaining Connections: Promoting School Stability through Education Waiver process. A coordinated, best-interest school stability process for children entering foster care and changing foster care placements.	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 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.	Item 9, Item 16 Florida PIP Monitored Case Review	Quarter 5	☒ Completed ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q5

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:
		   o School Stability Procedures 3 (Initial)
		   o ESSA One-Pager
			Item 9, Item 16, Florida PIP Monitored Case Review	Quarter 1	☒ Completed 09/2017
					☐ On/ahead of schedule
					☐ Behind schedule
					☐ No longer applicable
						Q1

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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: o ESSA Staffing Procedures 01-2018 o ESSA Staffing Request Form update o ESSA Tracking	Item 9, Item 16, Florida PIP Monitored Case Review	Quarter 3	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q3
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	☒ Completed ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q5
6.4 Track implementation, monitor performance and revise as necessary	Big Bend CBC Well-Being Specialists	Every Student Succeeds Act (ESSA) staffing logs. This activity has been fully rolled-out and is ongoing. See attachment "Item 2.B.6.4 Evidence" for most recent quarter evidence.	Item 9, Item 16, Florida PIP Monitored Case Review	Quarter 5	☒ Completed ☐ On/ahead of schedule ☐ Behind schedule ☐ 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	Operating Policy, process flow and materials adopted for the new ESSA staffings. These materials were used to provide training. Evidence provided in previous updates. Activities have been fully rolled-out and are ongoing.	Item 9, Item 16, Florida PIP Monitored Case Review	Quarter 5	☒ Completed ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
7. Maintaining Connections: Transportation Agreements with local school districts assure a child entering OHC	DCMS, Big Bend CBC Well-Being Specialist	Agreements Signed Wakulla County School Procedure for Students in FC uploaded in evidence folder.	Florida PIP Monitored Case Review	Quarter 2	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule	Q2

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continue in his/her home school/school or origin.					☐ No longer applicable	
7.1 Agency collaborates with school district to assure alternate transportation for the child (alternate bus route, etc.)	Big Bend CBC Well-Being Specialist	Educational stability is documented in the FSFN Education module. Transportation Request Form uploaded in evidence folder.		Quarter 2	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q2
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.	DCF Investigations	Tracking excel spreadsheet uploaded for evidence. To date in Q7 56 requests for relative searches have been made and out of those 56 cases, the ART was able to find possible relative placements for 23 cases and forward that information to field investigators for further assessment of placement viability.	FSFN data reports for relative placements	Implemented in Quarter 6 and ongoing assessment for measurement into Quarter 7 & 8	☐ Completed 12/2017 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
9. (New) Provide Enhanced Behavioral Management Training to Foster Parents	Big Bend CBC FFSS Supervisor	Training Flyer and Sign in Sheet	FSFN data reports for placement stablity	Quarter 8	☐ Completed 09/2017 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	

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Goal 3: Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs.				**Applicable CFSR Outcomes or Systemic Factors:** Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development			
Strategy A: Implement practice initiatives that will improve families 'capacity to provide for their children's needs through quality family assessments, family engagement and appropriate supports to address identified needs.				**Applicable CFSR Items:** 2, 3, 6, 10, 12, 12A, 12B-1, 12B-2, 12C, 13, 14, 15, and 29			
Key Activities	**Office and Lead Person Responsible**	**Evidence of Completion**		**Data Measure Used to Measure Improvement**	**Quarter Due**	**Quarterly Update**	**Quarter Completed**
1. 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	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 | ☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable | Q2 |

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coordinate services for parents. (In-home and Foster Care population).						
2. Implementation of electronic system (My Jump Vault) to facilitate caregiver access to child resource record information.	Director of Program Development, Business Support Team Manager, Senior Programmer/Analyst (IS), Child Welfare Training and Staff Development Manager, Policy Manager, FamiliesFirst Network	Performance improvement in the areas of 1) assessing and addressing the needs of the child's social needs 2) assessing and addressing the needs of parents and caregivers 3) parent and child engagement in case planning 4) assessing and addressing child's educational, physical/dental and mental/behavioral health needs Report showing number of documents scanned into MJV. Analysis: Email update from Nancy Kirton. This item will be ongoing through implementation. Proof-MJV Implementation Readiness MJV Policy Foster Parent Newsletter Training PowerPoint Email to all FFN staff	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 3 (Jan-Mar 2018) Ongoing Q4/5	☒ Completed 03/2018 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q3, Q4
3. Leadership debrief of CQI findings with planning to drive measures toward target (Quarterly)	President FamiliesFirst Network, Executive Leadership Team, FamiliesFirst Network	Performance improvement in the areas of 1) assessing and addressing the needs of the child's social needs 2) assessing and addressing the needs of parents and caregivers 3) parent and child engagement in case planning 4) assessing and addressing child's educational, physical/dental and mental/behavioral health needs	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring	Quarter 3	☒ Completed 03/2018 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q3

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			System (OMS) Reports			
		LEAD and SLT Agendas Analysis: This information was shared with Leadership staff at team meetings. Based on the information shared , FFN President Salamida has shared key points regarding engagement at Site Visits held at each service center.				
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		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.	Items 3, 12 (a. & b.) Florida PIP Monitored Case Review	Quarter 3	☒ Completed 03/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q3
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.	Big Bend CBC Training Supervisor	Four-to-six training sessions offered across the network each quarter. Training Schedule Training Agenda Training Attendees Agenda, meeting notes and meeting invites. 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.	Items 3, 12 (a. & b.) Florida PIP Monitored Case Review	Quarter 5	☒ Completed ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	

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5. Assessments, Engagement & Supports: The ECC Project seeks to strengthen the parent/child attachment through child parent psychotherapy for families with children under three years of age. Key processes:	Big Bend CBC ECC Coordinator	Agendas See evidence for individual activities in Items 5.1 – 5.2 below.	Florida PIP Monitored Case Review	Quarter 1	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 1	
5.1 Assessment: Specialized trauma assessments for parents to identify needs to build parent capacity.	Big Bend CBC ECC Coordinator, CPP Providers	Initial *Request for Proposals* 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	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ 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	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ 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	☒ Completed ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4	

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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. 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. 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.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 4	☒ Completed ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4
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	Copy of Approved HV Template—implemented July 1, 2018 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	☒ Completed 09/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	

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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	☒ Completed 09/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ 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	☒ Completed 06/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ 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	☒ Completed 06/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
7. Update Agency training regarding Quality Contacts	Child Welfare Training and Staff	FFN is modifying this task to state: Quality Contacts Training will continue and Team	Quarterly CQI Results (CFSR and	Quarter 5	☒ Completed 08/2018 ☐ On/ahead of schedule	

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	Development Manager, Quality Manager	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.	Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports		☐ Behind schedule ☐ 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. Training Attendance Record	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Quarter 5	☒ Completed 08/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ 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	☒ Completed 11/2018 ☒ On/ahead of schedule ☐ Behind schedule ☐ 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	☒ Completed 11/2018 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
9. (New) Circuit 2 is piloting an assessment program, the Parent Behavioral Health Assessment. Similar to the CBHA, this is a comprehensive assessment of mental, behavioral, and other needs, but is aimed specifically for parents dealing with substance use, family violence, or mental health concerns. The Assessment is two-fold, providing an initial safety impact report within 7 days to be used during initial formulations of safety plans and family needs assessments, and the comprehensive assessment being provided within 30 days to include impact	BBCBC	Assessments, tracking sheets	Florida CQI data	Quarter 7 and 8	☐ Completed ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	

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around caregiver protective capacities. Assessments are administered by a licensed clinician, at the convenience and location of the parent's schedule, at no cost to our families.					

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Goal 3: Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs.					**Applicable CFSR Outcomes or Systemic Factors:** Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development		

Strategy B: Implement practice initiatives to assure that children receive appropriate services to meet their educational needs.					**Applicable CFSR Items:** 9, 11, 16, and 29		

Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update		Quarter Completed
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	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable		Q2
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	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable		Q2
1.2 Re-establish formalized process to ensure timely linkage	Director of Family Services, Assistant	Performance improvement in the area of assessing and providing appropriate	Quarterly CQI Results (CFSR and	Quarter 2	☒ Completed 12/2017 ☐ On/ahead of schedule		Q2

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to services recommended in the CBHA (Foster Care population).	Director of Family Services, Director of Administration and Special Projects, Director of Care Coordination, FamiliesFirst Network	services to meet the child's educational needs. Process Improvement Plan Uploaded for evidence.	Rapid Safety Feedback) Annual PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports		☐ Behind schedule ☐ No longer applicable	
3. Child Well-Being Staffings – within 75 days of removal to plan for the child's educational needs while in OHC.	Big Bend CBC Well-Being Specialists	Well-Being Staffing Form completed (FSFN File Cabinet) & Staffing documentation in FSFN Meeting Module Tracking log and Form uploaded into evidence folder 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. Well-Being Staffing's use a snap shot of a child's educational status at a point in time to create a plan to address unmet needs. The child's needs can change over time and progress is monitored by the DCM through report cards.	Florida PIP Monitored Case Review	Quarter 1	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1

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3.1 CBHA recommendations are reviewed by all participants at the well being staffing(parents, caregivers, providers, GAL program, DCMs, WB Specialist and the Nurse Care Coordinator)	Big Bend CBC Well-Being Specialists & DCMS	Well-being Tracking log Tracking log and Form uploaded into evidence folder The tracking log shows the number of children where the Well-Being staffing was held and the timeliness of the staffing. Current SACWIS limitations prohibit detailed analysis regarding recommended services. Expanding/ enhancing the education module in FSFN would assist the CBC in the data collection for the benchmark of education.		Quarter 1	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1
3.2 Joint review of the CBHA assessment followed by joint action planning to address identified educational needs. Ongoing implementation is assigned to the DCM with monitoring by the DCMS.	Big Bend CBC Well-Being Specialists & DCMS	Well being Tracking log Tracking log and Form uploaded into evidence folder The child's needs are address through the action plan and is then uploaded in FSFN for the supervisor to monitor. Current SACWIS limitations prohibit detailed analysis regarding recommended services. Expanding/ enhancing the education module in FSFN would assist the CBC in the data		Quarter 1	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q1

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		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)	Florida PIP Monitored Case Review	Quarter 5	☒ Completed MM/YYYY ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	

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Goal 3: Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs.	Applicable CFSR Outcomes or Systemic Factors: Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development
Strategy C: Implement practice initiatives to assure children receive adequate services to meet their physical health, dental health, and mental health needs.	**Applicable CFSR Items:** 12, 12B, 17, 18, and 29

Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. 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 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	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q2
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	Director of Administration and Special Projects, 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.	Quarterly CQI Results (CFSR and Rapid Safety Feedback) Annual PIP case reviews	Quarter 2	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q2

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continue to coordinate services for children and take on an enhanced role to coordinate services for parents. (In-home and Foster Care population).	FamiliesFirst Network		Utilization of CFSR Online Monitoring System (OMS) Reports			
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, 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	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Q2
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	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
4. Medical Dental Meetings- held weekly to ensure medical and dental needs are met.	Big Bend CBC Data Specialist	Medical and Dental appointments attended and recorded in the medical module in FSFN.	Florida PIP Monitored Case Review	Quarter 1	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule	

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		Meeting schedule Meeting attendance			☐ No longer applicable	
4.1 Data Specialist creates report of children that are coming due and past due for dental and physical exams. Report is used by the NCC to schedule medical and dental appointments.	Big Bend CBC Data Specialist, DCMs, NCC	Report		Quarter 1	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
4.2 Weekly meetings are utilized to ensure barriers to children in OHC receiving dental exams and physicals are eliminated. Follow up is assigned to the DCM Supervisors with the NCC monitoring attendance at schedule appointments.	Big Bend CBC Data Specialists, DCM Supervisors, NCC	Meeting agenda Meeting schedule Meeting attendance		Quarter 1	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
5. Nurse Care Coordinator-Supports Children, Caregivers, and DCMs in meeting the child's health needs	Big Bend CBC NCC, DCMs		Florida PIP Monitored Case Review	Quarter 1	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
5.1 NCC schedules physical and dental appointments and follows up with DCMs to ensure children are able to attend.	Big Bend CBC NCC, DCMs			Quarter 1	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
5.2 NCC assists DCMs with care in scheduling appointments with specialists, consulting on medical concerns, and obtaining Medical Reports for psychotropic medications.	Big Bend CBC NCC, DCMs			Quarter 1	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	

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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: Permanency 1; Systemic Factors: Statewide Information System, Foster and adoptive parent licensing, recruitment and retention)		
Strategy D: The state's child welfare information system, FSFN, will have accurate and timely data that supports child well-being.					Applicable CFSR Items: 4 and 19		
Key Activities	**Office and Lead Person Responsible**	**Evidence of Completion**	**Data Measure Used to Measure Improvement**	**Quarter Due**	**Quarterly Update**		**Quarter Completed**
1. Tracking, data reporting and weekly review of Medical/Dental in FSFN.	Director of Family Services, Assistant Director of Family Services, Business Support Team Manager, FamiliesFirst Network	Service Area Tracking Systems	Quarterly CQI Results (CFSR) Annual OHC PIP case reviews Utilization of CFSR Online Monitoring System (OMS) Reports	Q1	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable		
2. Medical/Dental FSFN Data Entry Updates: Data reporting, review and updates in support of weekly Medical/Dental Meetings.	Big Bend CBC Data Specialist	Medical and Dental appointments attended and recorded in the medical module in FSFN.	Item 17	Q1	☒ Completed 09/2017 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable		
2.1 Report generated listing children in OHC who are coming due and those who are past due for dental and physical exams.	Big Bend CBC Data Specialist, DCMs, NCC	Weekly medical/dental meeting to ensure timeliness of scheduled appts.		Q1	☒ Completed 09/2017 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable		

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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.		Q1	☒ Completed09/2017 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
3. Education FSFN Data Entry Updates: Monthly data reporting, review and updates to support education outcomes for teens and young adults in OHC.	Big Bend CBC Data Specialist	Education tab updated to accurately reflect education information and status.	Item 16	Q1	☒ Completed 09/2017 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
3.1 Report generated listing teens and young adults approaching the age of majority to assure smooth transition to higher education.	Data Specialist, DCMs, IL Specialists			Q1	☒ Completed 09/2017 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
3.2 Collaborate with local school districts, sharing data to identify children involved in the child welfare system so that additional supports can be provided by the school.	Big Bend CBC Operations Managers, Data Specialists			Q1	☐ Completed 09/2017 ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	