

Region Program Improvement Plan

Southeast Region

2018-2019 Quarter 2

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.

Region Program Improvement Plan

Southeast Region

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. To ensure that investigations are timely initiated, the South East Region implemented critical daily report or dashboard for management of day to day timeframes	CPI Program Operations Administrators and BSO Managers	Copies of the Daily Reports and/or Dashboards (BSO) Daily reports / Dashboard metrics showing commencement and victims seen	Florida CQI quarterly reviews	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 No longer applicable DCF Update December 2018: Implemented and ongoing. Daily/monthly reports are produced and reviewed and sent to staff daily for unit drill downs. Unit performance is reviewed at monthly Leadership meetings. See Goal 1 Strategy A KA 1 Daily report. See November Leadership meeting notes. BSO Update December 2018: BSO is meeting and/or exceeding the target. Commencement data is in our monthly CQI plan for November 2018. Evidence would be included in Goal 1, Strategy B, KA 5.4.	On-going

Region Program Improvement Plan

Southeast Region

<p>2. Use strategic rotation systems to ensure equity of case load ratios to facilitate the timely initiation of investigations.</p>	<p>CPI Program Operations Administrators and BSO Managers</p>	<p>Monthly caseload and closure report showing distribution of investigation</p>	<p>Data reports show equitable distribution of investigations</p>	<p>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 DCF Update December 2018: A Strategic Rotation System has been implemented. Rotation, caseload distribution and caseload size are tracked daily by CPI and unit with monthly rollups. See Goal 1, Strategy A KA 2. BSO Update December 2018: BSO continues to utilize two (2) late squads who work Monday – Friday from 2:00 PM – 10:00 PM. These squads are strategic to ensure equity of caseloads for the CPIs and to facilitate timely initiation of investigations, those intakes received in the afternoons. In addition, BSO continues to utilize daily FSFN management reports, sorting case receives over the past 60 days by CPI, for case assignment. Additionally, CPIS has eight (8) trainees who are testing out of pre-service on Friday, January 18 and we have nine (9) new hires who will start on Tuesday, January 22 for pre-service training. Equitable caseloads with adequate filled CPI positions remain areas of focus to ensure equal cases are being assigned to CPIs over time which will assist with timely initiation of investigations and more manageable caseloads. </p>	<p>On-going</p>
--	---	--	---	----------	--	-----------------

Region Program Improvement Plan

Southeast Region

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. Implement Decision Support Teams (DST) in each circuit. The DST is comprised of CPI's, Critical Child Safety Experts and Supervisors to review children and families at high risk of out of home placement for children to assist the CPI with identifying safety services that could potentially allow the child(ren) to be served in their own homes.	DCF Operations manager, BSO Managers	Monthly roll up reports by DCF/BSO Quality Assurance Managers, presented at quarterly performance measures meetings	Rapid Safety Feedback reviews Florida CQI quarterly reviews	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 DCF December 2018 Update: See November Leadership meeting notes. BSO Update December 2018: No changes. DST remains fully implemented.	Q1

Region Program Improvement Plan

Southeast Region

<p>1.1. Each circuit tracks the outcomes of the DST to determine effectiveness of the implementation and utility of the team</p>	<p>DCF Operations manager, BSO Managers</p>	<p>Monthly roll up reports by DCF/BSO Quality Assurance Managers, presented at quarterly performance measures meetings</p>	<p>Rapid Safety Feedback reviews</p>	<p>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 DCF December 2018 Update: Data reports and results presented monthly at Leadership meetings when available. See November Leadership meeting notes. BSO December 2018: Tracking of DST outcomes remains ongoing and tracked monthly including presenting at the Broward Quarterly Performance Review. See Goal 1, Strategy B, KA 1.1, Roadmap. </p>	<p>On-going</p>
--	---	--	--------------------------------------	----------	--	-----------------

Region Program Improvement Plan

Southeast Region

<p>2. Contract with ACTION for Child Protection to provide ongoing training on the practice model to facilitate improvements in assessment (Family Functioning Assessment and Progress Updates), safety planning, supervisory consultation, case planning. (Same key activity for Goal 1, strategy B)</p>	<p>DCBC: Director of Training DCF: Regional Operations Manager, BSO: Assistant Program Administrator ChildNet: Director of Talent Management</p>	<p>Completion of Annual Training Plan or calendar, certificates of completion, attendance roster (Summary of attendees and topics from ACTION)</p>	<p>Florida RSF, and Florida CQI and PIP monitored cases</p>	<p>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 DCF December 2018 Update: Ongoing consultation calls/visits occur. Training visits occurred on October 29-30 and December 11-13, 2018 in Circuits 15 and 19. Safety planning was the primary focus of the training. BSO Update December 2018: BSO continues to work closely with ACTION. During Quarter 6 (2nd Quarter FY 18-19), ACTION provided two (2) case consultation sessions (October 11 and November 8) and provided one (1) refresher session on pre-commencement activities, information collection and caregiver protective capacities (December 20) (See evidence Goal 1, Strategy B, KA 2). BSO is working with ACTION on safety practice proficiency with our supervisors to become proficient and with three (3) staff to become a CCSPE. As of today, three (3) supervisors have successfully completed the supervisor proficiency track (with several in process with level 1 or level 2), and three (3) staff has successfully completed level 1 (RSF review and recording) and level 2 (fidelity call) of the CCSPE track. All three are now working on the last component which is the learning circle. ChildNet Update December 2018: </p>	<p>On-going</p>
---	---	--	---	----------	---	-----------------

Region Program Improvement Plan

Southeast Region

				<p>Three (3) of the Trainers in the training department are trained by ACTION as Safety Practice Experts and one (1) of the trainers in the training department was trained by ACTION as a Super Safety Practice Expert. The three (3) Career Development Counselors are also Safety Practice Experts trained by ChildNet’s internal Safety Practice Experts. ChildNet continues to offer on-going consultations. ChildNet continues to offer Practice Model Support Sessions on the following topics: Safety Planning, Child Placement Agreements, Caregiver Protective Capacities, Conditions for Return, Reunification, and Supervisor Consults. ChildNet continues to offer Practice Model Support Sessions on the following topics: Safety Planning, Child Placement Agreements, Caregiver Protective Capacities, Conditions for Return, Reunification, and Supervisor Consults.</p> <p>CCKids December 2018 Update: Coaching and Team-Building Skills Training held on 11/29/18 for Case Management and CPI staff. Please see Coaching and Team Building Roster’s sent as evidence.</p>	
--	--	--	--	---	--

Region Program Improvement Plan

Southeast Region

<p>3. Improve utilization of Onsite Domestic Violence Advocates and implement lethality screening for investigation and case with domestic violence.</p>	<p>Safe Space/ Martha's House; Women in Distress, AVDA, Harmony House</p>	<p>Monthly utilization statistics, number of consultations,</p>	<p>Number of consultations</p>	<p>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 Domestic Violence Advocates are co-located with CPIs and Case Management in all circuits. See Monthly/Quarterly reports. See November DCF Leadership meeting notes.</p>	<p>On-going</p>
<p>4. Substance Abuse Call Center (SACC) to increase availability of Substance abuse assessments and treatment services for Child welfare families. C-15 and 19. also reference in Goal 1 A 4</p>	<p>DCBC Clinical Director ChildNet Director of Service Coordination</p>	<p>Quarterly review of SACC call center Data provided by ME</p>	<p>Florida RSF, and Florida CQI and PIP monitored cases</p>	<p>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 SACC implemented See November Leadership Meeting notes. See quarterly update. CNPB December 2018 Update: The SAFERR meeting has been combined with the Operations meeting. Additional provider agencies have been invited to participate. During the last integration meeting on October 24, 2018, provider agencies were present and there was discussion surrounding cross training across systems to ensure children and families are receiving the needed services. SEFBHN (Southeast Behavioral Health Network). continues to have discussions with the providers they contract with regarding the sharing of information and care coordination. SEFBHN recently hired a second care</p>	<p>On-going</p>

Region Program Improvement Plan

Southeast Region

					<p>coordinator to support and ensure families are linked to the services to best meet their needs. The new staff will start in January. The next monthly meeting is scheduled for January 23, 2019.</p> <p>211 continues to send monthly reports directly to ChildNet regarding assessments. During the last integration meeting a focus was on joint accountability to ensure parents can access assessments and services timely. In addition, Henderson Substance Abuse specific SMART Team is up and running. The SMART coordinators can call with the parents to schedule a SACC assessment and will remind and/or transport the parent if necessary</p> <p>Evidence: Goal 1 Strategy B KA 4 Integration Mtg. OCT</p> <p>CCKids December 2018 Update: See SACC Reporting Monthly Totals sent by Southeast Behavioral Health Network.</p>	
<p>5. CHILDNET: implement Safety Management Action Response Team (SMART) Teams designed to provide children and families an array of services aimed to mitigate safety concerns (identified on the safety plan) allowing a child to remain in their home during open investigations.</p>	<p>ChildNet CBC Dawn & Krystal</p>	<p>Monthly SMART data reports</p>	<p>Florida RSF, and Florida CQI and PIP monitored cases</p>	<p>1</p>	<p><input checked="" type="checkbox"/> Completed 07/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p> <p>SMART was implemented in November of 2016 in Broward and Palm Beach Counties.</p> <p>DCF Update December 2018: DCF in conjunction with Childnet</p>	<p>On-going</p>

Region Program Improvement Plan

Southeast Region

					<p>implemented the SST project, Safety Support Team. Statistics are pending. ChildNet Broward December 2018 Update. Monthly reports continue to be ongoing and SMART data is presented during quarterly Broward Performance Review meetings. CNPB December 2018: The contracted provider, Henderson Behavioral Health continues to track and report the following to ChildNet since implementation: referral status, discharge status, and outcomes. To date, there have been 397 referrals. Evidence: None provided for Quarter 2.</p>	
5.1. Devereux Community Based Care (DCBC): Developed In-Home rapid family response (Boystown) as safety management services Available in all four counties as of July 2016 (Presentation for CHS engagement from Boystown)	DCBC- Director of Contracts	Contracted Services report	Florida RSF, and Florida CQI and PIP monitored cases	1	<input checked="" type="checkbox"/> Completed 07/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable CCKids December 2018 Update: Implemented and Ongoing. No additional updates.	Q1
5.2. DCBC: Increase engagement of families in services through use of Wraparound (evidenced based) services.	DCBC- Director of Clinical Services	Quarterly Report from Wraparound providers	Florida RSF, and Florida CQI and PIP monitored cases	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 CCKids December 2018 Update: The Managing Entity funded a Family Intervention Team (FIT) for Circuit 19 beginning in April 2018. The FIT team expanded availability to all four counties as of July 2018 and participates in the CBC/ME integration	On-going

Region Program Improvement Plan

Southeast Region

					<p>meeting to ensure that appropriate referrals and engagement are ongoing. Key leadership from the CBC, ME and DCF met in November to outline draft high-level goals for our SAMH/CW integration plan. These goals will be further detailed and prioritized during CY 2019 in to actionable items.</p> <p>Keeping Families together protocol was launched in March 2018 with a goal of engaging families with children in community-based supports to prevent abandonment for MH or DJJ issues into the foster care system.</p> <p>On October 1, 2018, C19 CPI and CBC began a safety support team process, with the support of CCKids subcontracted providers and ME contracted SAMH providers. The Support team provides a forum for CPI to discuss potential removals and receive feedback and tangible support from the services team members needed to design safety management plans to support the families and attempt to divert removals. From October 1 through November 30, 17 cases were staffed, and only 6 resulted in out of home placement.</p>	
<p>5.3. ChildNet: Improve coordination with the Family Intervention Team (FIT), Family Functioning Therapy (FFT), Family Engagement Program (FEP) and Placement Partnership Program</p>	<p>Broward Program Officer of Intake and Placement and Palm Beach Director of Service Coordination</p>	<p>Monthly contract reports</p>	<p>Florida RSF, and Florida CQI and PIP monitored cases</p>	<p>1</p>	<p><input checked="" type="checkbox"/> Completed 07/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable ChildNet Broward Update December 2018: Henderson Family Engagement</p>	<p>On-going</p>

Region Program Improvement Plan

Southeast Region

<p>(PPP) to provide safety services to families under in-home protective supervision</p>					<p>Program (FEP) conducted a training workshop to staff on 10/3/18 and 12/10/18. Henderson PPP Quarterly reports are ongoing and due on the 15th of the month (next one due 1/15/19). Referrals to FIT, FFT, FEP or PPP are recommended through MDT, FSPT, or CPA (Child Placement Agreement) staffing's; all parties are present during future staffings to discuss progress, or concerns of the child receiving the service. Child Advocates also make referrals directly to these programs based on clinical recommendations and the child's needs. All referrals for these programs are found in ChildNet's internal Resource Link system and assist with coordination of referrals. Henderson FITT Team therapist and staff are also co-located at ChildNet.</p> <p>CNPB December 2018: Update: Update: ChildNet has changed the way providers report data. The provider agencies submit a monthly list to ChildNet of the referrals received and the status of each referral. ChildNet filters through and compiles the data. ChildNet is taking a closer look at engagement rates. Evidence: None provided for Quarter 2.</p>	
<p>5.4. Utilize state level reports once released in FSFN: FFA, Progress Report, child needs, parent protective capacities to</p>	<p>DCF: Program Operations Administrators BSO: Managers</p>	<p>Monthly operations meetings and quarterly performance reviews.</p>	<p>Florida RSF, and Florida CQI and PIP monitored cases</p>	<p>1</p>	<p><input checked="" type="checkbox"/> Completed 07/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	<p>On-going</p>

Region Program Improvement Plan

Southeast Region

<p>monitor for individualized service provision</p>	<p>CBC Case Management Directors</p>			<p>DCF December 2018 Update: Daily/monthly reports are reviewed and distributed to staff daily for unit drill downs on FFA status. See Goal 1 Strategy B KA 5.4 FFA Daily.</p> <p>BSO update December 2018: Utilization of FSFN data continues daily, pulling management reports to ensure quantitative compliance. See CQI plan for November 2018 for evidence Goal 1, Strategy B, KA 5.4.</p> <p>ChildNet Broward Update December 2018: Reviews (FSFN, RSF, FL CQI, and Special Reviews) are collected, reviewed and analyzed for improvements and presented at the operations management meetings and with Chief and Program Officers.</p> <p>CNPB Update: December 2018: Palm Beach continues to have a standing agenda item in the Weekly Performance Management Meeting. See Goal 3 Strategy A KA 3 Q2 Perf Mgt. Agendas</p> <p>CCKids December 2018 Update: FSFN reports are utilized in day to day operations. CCKids, created reports to monitor supervisory consultations as well as progress updates. No further updates required as report utilization is on-going. Please see Progress Updates Supervisor Consult Reporting sent as evidence.</p>	
---	--------------------------------------	--	--	---	--

Region Program Improvement Plan

Southeast Region

<p>6. Implementation of CFOP 170-7 (Develop and Manage Safety Plans)</p>	<p>DCF: Program Operations Administrators BSO: Managers CBC Case Management Directors</p>	<p>Monthly operations meetings and quarterly performance reviews.</p>	<p>Florida RSF, and Florida CQI and PIP monitored cases</p>	<p>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 DCF: DCF Update December 2018: Implemented and on-going. See Goal 1 Strategy B KA 2. BSO Update December 2018: BSO continues to work closely with ACTION on the Florida practice model which includes the sufficiency of both present and impending safety plans of the cases discussed during monthly case consultations. CPIS recently started to host refresher CFOP in-service trainings on various chapters to both CPIs and Supervisors on a regular basis. In addition, Supervisors are now responsible to be the trainer, becoming a practice expert on their identified CFOP chapter. Evidence includes sign-in sheets and two (2) power point presentations from the trainings conducted on December 5 and December 20. Goal 1, Strategy B, KA 6. ChildNet Broward Update December 2018: Implemented and ongoing Quarterly CFSR Tips, Tools, and Support emailed sent out by the training department on 12/13/18 CN Palm Beach December 2018: Ongoing Practice Model Support Sessions offered available to both DCM </p>	<p>On-going</p>
--	---	---	---	----------	--	-----------------

Region Program Improvement Plan

Southeast Region

				<p>and CPI. The ChildNet Career Development Department created an email for distribution: CFSR Tips, Tools and Supports. It includes user-friendly information and training tips for Safety Plans, Child Placement Agreement, Family Functioning Assessment, and Family Time. Items continue to be discussed at Operations Meetings which is attended by the DCF and ChildNet PIP leads. On October 30, 2018, a Joint CPIS/DCMS Meeting with ACTION was held. This meeting was an opportunity to discuss items related to safety planning, new babies, conditions for return, impending and present danger and family meetings jointly with support from ACTION expert. Ongoing Safety Plan Practice Model Support Sessions will be offered beginning in January 2019. For these 2-hour sessions registered participants will identify cases from their active caseload to present and discuss. Focus will be on sufficiency, roles and monitoring.</p> <p>Goal 1 Strategy B KA 6 Session Workshops QTR2; Goal 1 Strategy B KA 6 Tips; Goal 1 Strategy B KA Joint with ACTION.</p> <p>Goal 1 Strategy B KA 6 Safety Plan Support Sessions</p> <p>CCKids December 2019 Update: Implemented and ongoing.</p> <p>Please see pre-Service Core Rosters Sent as Evidence.</p>	
--	--	--	--	---	--

Region Program Improvement Plan

Southeast Region

7. Utilization of Specialty Courts (such as Drug Court) to include Mental Health Court, Early childhood court, pilot permanency court in C-17 to increase family engagement and impact permanency	CLS/Judiciary	Outcomes reports from Specialty court	Performance on outcome reports, Florida CQI, and CFRS PIP cases	2	<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 DCF December 2018 Update: Implemented and ongoing Monthly reporting in place. Permanency Court pilot in C17 has ended. See update for Early Childhood Court. Goal 1 Strategy B KA 7 ECC Stats	On-going
Goal 2: Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children.			Applicable CFRS Outcomes or Systemic Factors: Safety 2, Permanency 1 & 2; Well-being 1; Systemic Factors: Case Review System, Service Array and Resource Development, Statewide Information System, Foster and Adoptive Parent Licensing, Recruitment and Retention)			
Strategy A: Implement practice initiatives that will improve the permanency and stability of children's living situations.			Applicable CFRS Items: 4, 5, 6, 12, 19, 20, 23, 24, 29, and 35			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. Implementation of CFOP 170-11 (Placement)	DCF: Program Operations Administrators BSO: Managers CBC Case Management Directors	Monthly operations meetings and quarterly performance reviews.	Florida RSF, and Florida CQI and PIP monitored cases	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 DCF December 2018 Update: Implemented and ongoing. No new updates. BSO Update December 2018: No new update on CFOP 170 – 11 (placement). Child placement agreements for care precautions and behavior management plans are discussed during the case transfer / family team meeting as needed. As noted above, CFOP refresher trainings	On-going

Region Program Improvement Plan

Southeast Region

					<p>are occurring on a regular basis to CPIs and Supervisors Refer to evidence is Goal 1, Strategy B, KA 6.</p> <p>ChildNet Update December 2018: Quarterly CFSR Tips, Tools, and Support emailed sent out by the training department on 12/13/18.</p> <p>CCKids December 2018 Update: Implemented and ongoing. Training occurs via the CCKids Training Department on this area as needed.</p>	
2. Explore Friends of Foster Children program or equivalent program to determine effectiveness and feasibility of the C-15 program	Contracts/ Finance	Quarterly reports, and CQI findings on effectiveness. Finance to determine feasibility	Contract reports	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 This item is completed with no ongoing updates.	Q3
3. Expand resources to support foster parents for placement stabilization (placement breakdown/teenagers) beginning with a survey of foster parents to identify their needs and prioritize implementation of recommendations to modify PIP curriculum to include extra training for families with teenaged placements	DCBC: Director of Licensing ChildNet Director of Foster Home Recruitment	Foster parent survey Modified PIP preservice training curriculum	Data Reports, Florida CQI, CFSR PIP cases	3	<input checked="" type="checkbox"/> Completed 11/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable <p>CNB and CNPB December 2018: Completed as of Quarter 2.</p> <p>CCKids December 2018 Update: CCKids QPI educational presentation, was provided as follows: 8/8/2018 - Okeechobee County staff 8/15/2018 - Indian River County staff 10/17/2018 - Martin County staff along with two CLS staff members. The Icebreaker process has been finalized and is scheduled to begin being piloted in Okeechobee by February 2019. The focus group is our Quality Parenting Initiative meeting.</p>	Q2

Region Program Improvement Plan

Southeast Region

<p>4. Enhance GAL Partnership by utilizing exit surveys to improve retention of GALs.</p>	<p>Michelle Canady</p>	<p>Completed Exit Reports</p>	<p>GAL Retention reports</p>	<p>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 Implemented and ongoing. Quarterly reporting.</p>	<p>On-going</p>
<p>5. Increase supervisory documentation of early discussion of the case plan goal.</p>	<p>County Director/Program Director/ Program Officers / Executive Director</p>	<p>Evidenced through case reviews to include review of supervisor reviews</p>	<p>Quarterly Rapid Safety Feedback data, item 5. Florida CQI quarterly reviews</p>	<p>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 ChildNet Broward Update December 2018: ChildNet’s training department is currently working on a detailed supervisory consultation guide, which will include information regarding inclusion of early discussion of case plan goals. Completion/expected release date is end of January/beginning of February. Weekly emails sent on Fridays for Supervisor Review Compliance. Ongoing support session available from the Training Department for Supervisory Consults. CNPB Update December 2018: The Supervision Tool continues to be in use. It is used at initial supervision which discusses the case goal. Establishing the case plan goal is included in the Family Team Meetings. Evidence: None provided for Quarter 2. CCKids December 2018 Update: Implemented and On-going. No additional updates.</p>	<p>On-going</p>

Region Program Improvement Plan

Southeast Region

6. CLS to ensure justifications for permanency goals are clearly documented at permanency hearing. Managing attorneys will conduct review of permanency orders	CLS – Managing attorneys	Permanency orders,	Florida CQI, CFSR PIP cases	1	<input checked="" type="checkbox"/> Completed 07/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable Complete.	Q1
7. Implement a program to provide attorneys for children modeled after a program in Circuit 15 – funded by Children’s Services Counsel to be expanded in C 17	CSC	Procurement process Contract with Legal Aid	Florida CQI, CFSR PIP cases	1	<input checked="" type="checkbox"/> Completed 07/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable Contract has been awarded to Legal Aid.	Q1
8. Add additional Judges in Circuit 17	Chief Judge	New Judge	Data showing increased time to permanency. Florida CQI, CFSR PIP cases	1	<input checked="" type="checkbox"/> Completed 07/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable New judge added.	Q1

Region Program Improvement Plan

Southeast Region

<p>9. Review children in group care with Child Placing Agencies to ensure best placement matches for children</p>	<p>DCBC Licensing Director</p> <p>ChildNet Palm Beach Program Officer</p> <p>ChildNet Broward Program Officer</p>	<p>Monthly OOHC data. Increase in percentage of children placed in Foster home settings; decrease in group care</p>	<p>Florida CQI, CFSR PIP cases</p>	<p>1</p>	<p><input checked="" type="checkbox"/> Completed 12/2017</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>DCF Update: See monthly Circuit Performance Report.</p> <p>ChildNet Broward Update December 2018: Implemented and ongoing. Meetings (called Shelter Staffings) continue to be held with CPA on best placement matches for children. These meetings are bi-weekly on Thursday from 9:30am to 11:30am. Weekly email on children in group care for review.</p> <p>CNPB December 2018 Update: Update: ChildNet and CHS are meeting weekly to discuss children in group care. In addition, ChildNet Intake and Placement hold Family Match Meetings with the foster home providers. The most recent meeting was held in November 2018. Evidence:</p> <p>Goal 2 Strategy A KA 9 OHC Data 1.2.19</p> <p>CCKids December 2018 UPDATE: Number of children in group care: October 108 November 100 December – Pending</p> <p>Effective July 1, CCKids and our subcontracted adoptions provider CHS are participating in the Family Match pilot project, which is a computer-based system that facilitates matching foster children with forever homes by</p>	<p>On-going</p>
---	---	---	------------------------------------	----------	--	-----------------

Region Program Improvement Plan

Southeast Region

					evaluating compatibility of the families' strengths with the child's needs. We met in November to evaluate our progress and identify ways to optimize our use of the system.	
--	--	--	--	--	--	--

Region Program Improvement Plan

Southeast Region

<p>10. Targeted recruitment initiatives to increase variety of foster homes tailored to meet needs of complex children and sibling groups; increase in STFC homes.</p>	<p>DCBC Licensing Director ChildNet Director of Foster Home Recruitment</p>	<p>Monthly Out-of-Home-Care data. Increase in percentage of children placed in Foster home settings; decrease in group care</p>	<p>Florida CQI, CFSR PIP cases</p>	<p>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 CN December 2018 Update: Update: ChildNet continues its work with Keith Gold and Associates to create a marketing campaign for recruitment of foster parents in Palm Beach and Broward. The campaign will focus on recruitment of foster homes for sibling groups, teenagers and other complex children. Keith Gold and Associates has completed market research of the two county areas with current and prospective foster parents as well as the professionals involved. A prospective campaign has been created, but requires some additional updates, so cannot be shared yet. The campaign will likely involve television, radio, print and social media elements. Evidence: None provided for Quarter 2 CCKids December 2018 Update: Implemented and Ongoing. Monthly meetings with Child Placing Agencies continue. The average numbers of beds utilized/total number of beds are being tracked instead of straight utilization. November - 154/212 December - 147/207 The following number of children met the CPA contractual incentives. October - 20 </p>	<p>On-going</p>
--	---	---	------------------------------------	----------	---	-----------------

Region Program Improvement Plan

Southeast Region

					November - 22	
11. DCBC: Implement Rapid Family Engagement program which consists of a meeting within 5-7 business of shelter to immediately engage the parents and discuss conditions for return and begin case planning process.	County Directors & Program Operations	Rapid Family Engagement Tracking Log Monthly / quarterly report (Improved time to disposition)	Florida CQI, CFSR PIP cases	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 CCKids December 2018 Update: The number of Rapid Family Engagement Staffing's are reported to the DCBC Board of Directors monthly as part of the board packet. See Board of Director Packets - RFE Data sent as evidence. Pages: 8, 9, 11, 24, 26, 28	On-going
11.1. ChildNet Circuit 17: Implement the Arraignment Project to reduce time to disposition.	Managing Attorney for the Office of the Attorney General	Monthly performance report from the OAG Monthly/quarterly performance measures meeting (agenda)	Florida CQI, CFSR PIP cases	1	<input checked="" type="checkbox"/> Completed 09/30/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable Data currently presented at Broward Performance Review. See Broward Performance Review report, November 2018.	On-going
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. Implementation of CFOP 170-9 (Family Assessment and Case Planning)	DCF: Program Operations Administrators BSO: Managers	Monthly operations meetings and quarterly performance reviews.	Florida RSF, and Florida CQI and PIP monitored cases	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	On-going

Region Program Improvement Plan

Southeast Region

	<p>CBC Case Management Directors</p>			<p>DCF Update December 2018: Implemented and ongoing Training is provided during pre-service training. See Goal 2 Strategy B KA 1 Training calendar</p> <p>BSO Update: December 2018: No new update on CFOP 170 – 9 (family assessment and case planning) other than our continuous work on improving the sufficiency of the family functioning assessments – investigation. As noted above, CFOP refresher trainings are occurring on a regular basis to CPIs and Supervisors. Evidence is Goal 1, Strategy B, KA 6).</p> <p>Childnet Broward: Quarterly CFSR Tips, Tools, and Support sent out by the training department on 12/13/18.</p> <p>ChildNet Palm Beach Update December 2018: See Goal 1 Strategy B KA 6.</p> <p>CCKids December 2018 Update: Action4Child Protection calls are no longer occurring. However, ongoing training occurs via the CCKids Training Department on areas needing improvement.</p>	
--	--------------------------------------	--	--	--	--

Region Program Improvement Plan

Southeast Region

<p>2. Set a Regional goal of initial placements of children with relatives/non relatives of 66%</p>	<p>DCF Operations Manager BSO Managers</p>	<p>Monthly Shelter reports</p>	<p>Performance Reviews in each Circuit</p>	<p>2</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 DCF December 2018 Update: Regional Goal modified to 58%. See Goal 2 Strategy B KA 2 monthly Circuit Performance Reports. BSO Update December 2018 BSO continues to monitor the initial placement of children to ensure the most appropriate placement of children, knowing placement with a relative or non-relative is normally in the best interest of children. Our internal goal remains 66% and this data is included in the monthly CQI plan for November 2018. See Goal 1, Strategy B, KA 5.4</p>	<p>On-going</p>
<p>2.1 To increase supports for kinship care a workgroup to improve communication to ensure every family gets referred to Friends of Foster Children in C-15 for support services for relative and non-relatives.</p>	<p>CHS Executive Director</p>	<p>Contract reports submitted to ChildNet Reports showing all relatives have been contacted</p>	<p>Florida CQI and PIP monitored cases</p>	<p>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 CNPB Update December 2018: See Friends of Foster Care Update Goal 2 Strategy B KA 2.1 Evidence: Goal 2 Strategy B KA 2.1 Sign In, Goal 2 Strategy B KA 2.1 Kinship Support flyer.</p>	<p>On-going</p>

Region Program Improvement Plan

Southeast Region

<p>3. Move children that are placed out of county back into their home county when appropriate.</p>	<p>DCBC: Director of Clinical Services ChildNet: Director of intake and Placement</p>	<p>Placement tracking log Targeted Recruitment List</p>	<p>Data Report – Out-Of-Home Care Florida CQI and PIP monitored cases</p>	<p style="text-align: center;">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. Childnet Broward: Update December 2018: Implemented and ongoing. Meetings held with CPA on best placement matches for children. These meetings are bi-weekly on Thursday from 9:30am to 11:30am. Meeting held quarterly with Executives from CPAs. CNPB December 2018: ChildNet continues to assess children in out of county for moves back in county when possible. As of recent, DCF Key Indicators, Palm Beach is trending down on the percent of children in out-of-home licensed care that are placed outside of the removal county. Evidence: None provided for QTR 2. CCKids December 2018 Update: Implemented and Ongoing. Targeted reviews of children placed out-of-circuit will be reviewed monthly for the best possible placement. See Out of Circuit Analysis sent as evidence. </p>	<p style="text-align: center;">On-going</p>
---	---	---	---	--------------------------------------	---	---

Region Program Improvement Plan

Southeast Region

<p>3.1 Complete assessment of children placed out of circuit and in circuit bed availability in making decision to move children.</p>	<p>DCBC: Director of Clinical Services ChildNet: Director of intake and Placement</p>	<p>Placement tracking log Targeted Recruitment List</p>	<p>Data Report – OOH Care</p>	<p>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 ChildNet Broward Update December 2018: Meetings (Shelter Staffings) continue to be held with CPA on best placement matches for children. These meetings are bi-weekly on Thursday from 9:30am to 11:30am. Meeting held quarterly with Executives from CPAs. CNPB Update December 2018: ChildNet continues to utilize a foster bed utilization chart that shows bed availability with the foster home licensing capacity, age range and gender preference. At the Family Foster Home Match Meeting, the child placing agencies report on their bed availability to the group. None provided for QTR 2. CCKids December 2018 Update: Implemented and Ongoing. See Out of Circuit Analysis sent as evidence. </p>	<p>On-going</p>
---	---	---	-------------------------------	----------	--	-----------------

Region Program Improvement Plan

Southeast Region

<p>4. Explore other opportunities to engage parents in their children's daily activities to document in Judicial Review.</p>	<p>DCBC: Saint Lucie County Director/CHS Director of Program Operations ChildNet: Case Management Directors</p>	<p>Judicial review report</p>	<p>CFSR and FL CQI Reviews</p>	<p>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 ChildNet Broward Update December 2018: Updates are provided in the Judicial Reviews as to any activities the child participates in. Quarterly email reminder went out to all the Directors on 12/12/18. Quarterly CFSR Tips, Tools, and Support emailed sent out by the training department on 12/13/18. CNPB Update December 2018: Community Alliance Foster Shock workgroup committees comprised of community members and organizations including individual community members, ChildNet, CLS, and GAL meets up to two times per month. Meeting again during Quarter 2 on November 29, 2018, the workgroup has engaged licensing agencies and DCM staff to continue creating and implementing strategies to improve birth parent and foster parent communications. Recent initiatives and projects include developing a protocol for safe contact between biological parents and foster parents, a template for a letter to be provided to biological parents from foster parents, the development of a Child Info Sheet to collect pertinent information shared during contact between parents and a Foster Parent </p>	<p>On-going</p>
--	---	-------------------------------	--------------------------------	----------	--	-----------------

Region Program Improvement Plan

Southeast Region

					<p>Discharge Form. The goal is to have all the items finalized and in place in 2019 to enhance parent engagement and visitation, strengthen relationships and document efforts appropriately.</p> <p>See Goal 1 Strategy B KA 5.4 CCKids December 2018 Update: Implemented and Ongoing. CCKids encourages co-parenting between our foster parents and birth parents. We are currently working on an ice breaker process to increase this through our QPI initiative. The Icebreaker process has been finalized and is scheduled to begin being piloted in Okeechobee by February 2019.</p>	
--	--	--	--	--	---	--

Region Program Improvement Plan

Southeast Region

<p>4.1. Amend level of parents' involvement in child's daily activities as parental protective capacities change.</p>	<p>DCBC: Saint Lucie County Director/CHS Director of Program Operations ChildNet: Case Management Directors</p>	<p>Improvement in documentation of parental engagement at permanency staffings</p>	<p>CFSR and FL CQI Reviews</p>	<p>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 ChildNet Broward Update September 2018: Quarterly CFSR Tips, Tools, and Support emailed sent out by the training department on 12/13/18. Discussions are held about the increase level of parental involvement during supervision, staffings. Email reminder went out to all the Directors on 12/12/18 CNPB Update December 2018: CHS with ChildNet and community stakeholders began planning for the first Reunification Day Party to be held on January 7, 2019. This collaborative effort will provide the opportunity to celebrate and recognize families who have been reunified and those who had an essential role in reunification. See Goal 3 Strategy A KA 3 and See Goal 1 Strategy B KA 5.4 CCKids December 2018 Update: CCKids Quality Management Department added additional review questions to the Rapid Safety Reviews to determine compliance with Progress Update Supervisor Consultation. FY 17-18 Q1 compliance: 14% FY 17-18 Q2 compliance: 33% FY 17-18 Q3 compliance: 70% FY 17-18 Q4 compliance: 57% FY 18-19 Q1 Compliance: 86% FY 18-19 Q2 Compliance: 67% </p>	<p>On-going</p>
---	---	--	--------------------------------	----------	--	-----------------

Region Program Improvement Plan

Southeast Region

5. Improve Permanency Round Tables for Circuit 19 to include Youth Centered Roundtable Pilot	DCBC PRT Coordinator	Quarterly review of PRT outcomes and review of YCRT pilot outcomes	Increase in number of youth who receive a PRT achieving permanency or permanent connections. CFSR and FL CQI Reviews	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 CCKids December Update: Implemented and Ongoing. Permanency Round Tables are held monthly. October: 1 initial PRT, 1 youth centered PRT and 4 follow up PRT's for a total of 5 cases. November: None held December: 12 follow up PRTS for a total of 5 cases	On-going
Goal 2: Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children.			Applicable CFSR Outcomes or Systemic Factors: Permanency 1; Systemic Factors: Statewide Information System, Foster and adoptive parent licensing, recruitment and retention)			
Strategy C: The state's child welfare information system, 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

Region Program Improvement Plan

Southeast Region

<p>1. DCBC and CNCBC will work to improve accurate and timely data entry of placements, particularly kinship placements.</p>	<p>DCBC System Analysis and Performance Improvement Manager. CNCBC Data Specialists and CQI Department</p>	<p>Improvement in accuracy and timely data entry of placements.</p>	<p>FSFN data reports CFSR and FL CQI Reviews</p>	<p style="text-align: center;">2</p>	<p> <input checked="" type="checkbox"/> Completed 04/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable CN Update December 2018: CN Data department (regional) implemented and reinforced data entry guidelines for placement changes which are informally tracked by the Data Supervisor. OCW added an addendum to the CFSR reviews which will capture performance in this area. Addendum results will be provided to the Data Supervisor for review and use for planning future actions. CCKids December 2018 Update: Implemented and Ongoing. CCKids in working on a report that will show the timeliness of placement entries. </p>	<p>On-going</p>
<p>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.</p>			<p>Applicable CFSR Outcomes or Systemic Factors: Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development</p>			
<p>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.</p>			<p>Applicable CFSR Items: 2, 3, 6, 10, 12, 12A, 12B-1, 12B-2, 12C, 13, 14, 15, and 29</p>			
<p>Key Activities</p>	<p>Office and Lead Person Responsible</p>	<p>Evidence of Completion</p>	<p>Data Measure Used to Measure Improvement</p>	<p>Quarter Due</p>	<p>Quarterly Update</p>	<p>Quarter Completed</p>

Region Program Improvement Plan

Southeast Region

<p>1. Circuit 17 Case load Reduction plan to allow for additional follow through by case managers</p>	<p>ChildNet Management</p>	<p>Increase in the number of budgeted case managers and case load statistics</p>	<p>Case load size</p>	<p>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 ChildNet Update December 2018: Implemented and ongoing. Presented monthly at board meetings and during quarterly Broward Performance Review. See Broward Performance Review report. </p>	<p>On-going</p>
--	----------------------------	--	-----------------------	----------	--	-----------------

Region Program Improvement Plan

Southeast Region

<p>2. Rapid Family Engagement/Family Team Meeting/Case Transfer to include beginning the discussion around for the case planning.</p>	<p>DCBC: County Directors ChildNet: Case Management Directors</p>	<p>Rapid Family Engagement Tracking Log ChildNet case assignment form</p>	<p>Florida CQI and CFSR PIP case reviews</p>	<p>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 ChildNet Broward Update December 2018: Directors and Supervisors reinforce the discussion around case plan goal at the family team meeting with the family and CPI during the case transfer. Documented in FSFN. CNPB December 2018 Update: Family Team Meeting staffings continued in Quarter 2. These occur within 14 days of case assignment, include case planning discussions and lead into the initial supervisory review and Initial Family Functioning Assessment. Domestic violence providers are invited to the meetings so that they can also attend. Evidence: None provided for QTR 2. CCKids December 2018 Update: Implemented and Ongoing. The number of Rapid Family Engagement Staffing's are reported to the DCBC Board of Directors monthly as part of the board packet. Please see Board of Director Packets - RFE Data sent as evidence. Pages: 8, 9, 11, 24, 26, 28 </p>	<p>On-going</p>
---	---	---	--	----------	--	-----------------

Region Program Improvement Plan

Southeast Region

<p>3. Reinforce frequency and quality of visitation is documented clearly between siblings, parents and other important persons to the child</p>	<p>DCBC: Saint Lucie County Director/CHS Director of Program Operations ChildNet: Case Management Directors</p>	<p>Increased documentation of efforts within the case file</p>	<p>CFSR and FL CQI Reviews</p>	<p>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>ChildNet Update December 2018: Directors and Supervisors reinforce the discussion of ensuring documentation of visitation. Progress reported during quarterly internal performance management meeting. Quarterly CFSR Tips, Tools, and Support emailed sent out by the training department on 12/13/18.</p> <p>CNPB Update December 2018: The grand opening of Children’s Home Society Visitation Center was on November 2, 2018 with stakeholders and community members attending the event. The Visitation Center has eight age-specific rooms where suitable toys and activities are provided to promote bonding and interaction between children and their parents. There is a fully functional kitchen and outdoor playground that increase normalcy and enhances families’ experiences. The Visitation Center will also be an environment where caregivers, foster parents, relatives and non-relatives can feel comfortable being a part of the visitation process. See Goal 1 Strategy B KA 5.4.</p> <p>CCKids December 2018 Update: Implemented and Ongoing. FL CQI Data:</p>	<p>On-going</p>
--	---	--	--------------------------------	----------	--	-----------------

Region Program Improvement Plan

Southeast Region

					FY 17-18 Q1 compliance: 50% FY 17-18 Q2 compliance: 100% FY 17-18 Q3 compliance: 25% FY 17-18 Q4 compliance: 50% FY 18-19 Q1 Compliance: 40%. FY 18-19 Q2 Compliance: 40%	
3.1. Ensure visitation is included in the new Judicial Review template.	DCBC: Saint Lucie County Director/CHS Director of Program Operations ChildNet: Case Management Directors	Judicial Review Template	CFSR and FL CQI Reviews	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 ChildNet Broward Update September 2018: Quarterly CFSR Tips, Tools, and Support emailed sent out by the training department on 12/13/18. CNPB Update December 2018: See Goal 1 Strategy B KA 5.4 ; Goal 3 Strategy A KA 3. CCKids December 2018 Update: Implemented and Ongoing. No additional updates.	Q2

Region Program Improvement Plan

Southeast Region

<p>3.2. Utilize sibling separation staffing's to discuss frequency and quality of sibling visits</p>	<p>Case Management</p>	<p>Increased documentation of efforts within the case file</p>	<p>CFSR and FL CQI Reviews</p>	<p>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 ChildNet Update December 2018: Reminder Email sent to all the directors on 10/10/18. Director of Intake and Placement is now attending sibling separation staffings to assist with placing children together. Director of Intake and Placement has developed pre-baby staffings. These staffings are held for unborn babies whom have siblings in out of home care. The purpose is to plan for the placement of the new baby with the sibling if possible. It's taking a proactive approach rather than waiting for the baby to be born before placement is made. CNPB Update December 2018: An internal form was created in Quarter 2 to capture notes from separated siblings that are reviewed. Staffings are convened to address identified sibling sets who are separated. The staffings can be requested by Case Management when efforts are being made to place siblings together or if requested by court. Open communication takes place when foster parents identify an ability to take sibling sets and continued conversations occur with the Intake and Placement advocates. The Family Match Meetings are utilized to explore </p>	<p>On-going</p>
--	------------------------	--	--------------------------------	----------	--	-----------------

Region Program Improvement Plan

Southeast Region

					<p>available foster home inventory if the children cannot be reunified. Strategies and progress towards desired outcomes are discussed at the biweekly Scorecard meetings with dedicated ChildNet Intake and Placement serving as the lead. Future consideration regarding specific staffing days for siblings is planned for Quarter 3.</p> <p>See Goal 1 Strategy B KA 5.4 CCKids December 2018 Update: Implemented and Ongoing. No additional updates.</p>	
--	--	--	--	--	--	--

Region Program Improvement Plan

Southeast Region

<p>4. Interview training for case managers on engaging children during home visits to ensure they are seen alone and conduct age appropriate interviews</p>	<p>DCBC: Director of Training ChildNet: Director of Talent Management</p>	<p>Home visit notes, evidence of training occurring Training curriculum</p>	<p>CFSR and FL CQI Reviews</p>	<p>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>ChildNet Broward Update December 2018: ChildNet Certification Workshops conducted on 10/3/18 and 12/10/18 on home visitation to include safety assessments. ChildNet Home Visit Simulations have been created by the training department that has various interactive vignettes/scenarios throughout with information pertaining to: engagement, observation/assessment of age-appropriate development/social/etc., supervisory consults, HV home environment assessment as well as observation/assessment of children including seeing/speaking to them alone.</p> <p>CNPB Update December 2018: CHS All Staff meeting held on December 14, 2018 and the following detailed informational reminders were provided for home visits: use of Remote Data Capture, Private Interviews, Pictures of Children, Signatures, Safety Plan/CPA Review, Services and Frequency. Continue relevant live trainings previously noted. Online supplemental course developed by ChildNet Training Department to target improvement with engaging children during home</p>	<p>Q2</p>
---	---	---	--------------------------------	----------	---	-----------

Region Program Improvement Plan

Southeast Region

					visits- Home Visit Simulations for Case Management. Course completion remains in process for Case Management. The web-based training is interactive and includes knowledge checks focused on engagement and interviewing activities for home visits. Evidence: Goal 3 Strategy AKA 4 CHS DEC All Staff, Goal 3 Strategy A KA 4 OCT training, Goal 3 Strategy A KA 4 NOV training, Goal 3 Strategy A KA 4 DEC training. CCKids December 2018 Update: Quality Home Assessment Training for CPI staff held on 10/10/18. Ongoing in Pre-service Training. Please see Quality Home Assessment and Pre-Service Core Rosters sent as evidence.	
5. Region to trained on Family Finders program to improve assessment of relatives and non-relatives	ChildNet Training Manager	Training rosters	Florida CQI, CFSR – PIP cases	2	<input checked="" type="checkbox"/> Completed 07/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable Key activity is complete as of Qtr. 3.	Q1
Goal 3: Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs.			Applicable CFSR Outcomes or Systemic Factors: Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development			
Strategy B: Implement practice initiatives to assure that children receive appropriate services to meet their educational needs.			Applicable CFSR Items: 9, 11, 16, and 29			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed

Region Program Improvement Plan

Southeast Region

<p>1. Improve access to educational documentation from the local school boards</p>	<p>DCBC: Director of Clinical Services ChildNet: Director of Service Coordination</p>	<p>Educational records in case files</p>	<p>CFSR and FL CQI Data</p>	<p>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 ChildNet Broward Update December 2018: Quarterly Education Steering Committee Meeting. Last meeting was on October 11, 2018. This meeting is designed to review rules, regulations, policies, and practices as they impact the education, special education and related services, and job training and employment of children known to the department. Outcomes of this meeting generate recommendations regarding procedures, processes, guidelines, and policies. It also improves substantive information sharing and communication between the Parties to the Interagency Agreement. Child Specific School Information Report: This report is uploaded into the FSFN weekly to allow local school board to share the child's school, ID, grades, and IEP information. ChildNet Certification Workshops: Educational Services information is presented to all new Child Advocates to prepare them for tasks necessary to navigate educational and other related services for the children in care. These workshops are co-facilitated by the school board staff </p>	<p>Q2</p>
--	---	--	-----------------------------	----------	--	-----------

Region Program Improvement Plan

Southeast Region

				<p>and ChildNet Educational Services Specialist.</p> <p>Educational Planning Feedback Draft Form: Form was developed to assist in advocacy and meeting documentation requirements; this information can come from the Foster care office at Broward County schools or any Foster Care designee housed at each school.</p> <p>CNPB Update: December 2018:</p> <p>The Education Specialist in ChildNet Service Coordination has been given access to SIS. Educational records can be pulled per the request of the DCM. In addition, the court school district liaisons have been designated by the district to send records upon request. The district has also identified a single point of contact who will review the records request and forward applicable records in 24 hours. ChildNet has hired a full time Educational Services Specialist. EAT (Everyone's a Teacher) began to meet again and will be continuing to meet on a quarterly basis. Meeting participants now include various departments within the school district. ChildNet co-facilitates these meetings. During the meeting goals were re-established to ensure there is a clear focus on the areas the group will work on to better the system for the children in care. Evidence: None provided for Quarter 2.</p> <p>CCKids December 2018 Update:</p>	
--	--	--	--	--	--

Region Program Improvement Plan

Southeast Region

					Implemented and ongoing. No additional updates.	
2. Case managers will document youth involvement in their educational plan on the case plan.	DCBC: Saint Lucie County Director/CHS Director of Program Operations ChildNet: Case Management Directors	Case Plans	CFSR and FL CQI Data	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 ChildNet Broward Update September 2018: Quarterly CFSR Tips, Tools, and Support emailed sent out by the training department on 12/13/18. CNPB Update December 2018: ChildNet Career Development sent a Case Management Reminder-Education Requirements and Best Practice to Case Management on December 13, 2018. Goal 3 Strategy B KA 2 Education Reminder CCKids December 2018 Update: Implemented and Ongoing. No additional update.	On-going
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

Region Program Improvement Plan

Southeast Region

<p>1. Discussed with Community Based Care Integrated Health (CBCIH) regarding the limitations of Integrate, their electronic program to modify including follow-up medical information</p>	<p>DCBC: Director of Clinical Services ChildNet: Director of Support Services</p>	<p>Changes to the Integrate System to allow for improved access to medical records</p>	<p>Progress towards access to Integrate.</p>	<p>3</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. CN Update December 2018: Implemented and ongoing. ChildNet Director and Medical Coordinators continue to monitor and report any progress or issues. In the month of December 2018, all the children in the Child Welfare System were enrolled in three different dental insurance plans. Sunshine Health no longer contracts the dental plan. The Medical Coordinators have not had any issues finding the dental claims in Integrate (for dentals completed prior to December 2018) as those dental claims were from when the children were under Sunshine Health's contracted dental plan. Dentals completed on or after December 1, 2018 have not transferred into Integrate. This has been brought to the attention of CBCIH. CBCIH reported that dentals should begin showing when the information is received from the "Encounter data files" for all the children in the welfare system who have Medicaid. The medicals from December 2018 are transferring timely and the Medical Coordinators are also able to see them all in the Sunshine Portal. However, the dentals that were completed on or </p>	<p>Q4</p>
--	---	--	--	----------	--	-----------

Region Program Improvement Plan

Southeast Region

					<p>after December 1, 2018 have not yet transferred into Integrate. ChildNet has informed CBCIH and will continue to monitor the issue.</p> <p>CCKids December 2018 Update: Implemented and ongoing. No additional updates.</p>	
<p>2. Utilization of management reports and Performance Measures to ensure medical and dental appointments are being done at the appropriate times.</p>	<p>DCBC: Director of Quality Management ChildNet: Director of Support Services</p>	<p>Scorecard performance measures metrics</p>	<p>Performance Measures CFSR and FL CQI Data</p>	<p>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>ChildNet Broward Update December 2018: Medical and dental data is discussed bi-monthly at Scorecard meetings. ChildNet’s Medical Unit, Case Management and Contracts Dept. monitors progress weekly on compliance, and QM staff reinforces requirements during case consultations. QM also sends bi-weekly emails on Tuesdays measuring compliance.</p> <p>CNPB Update December 2018 ChildNet monitors progress at least bi-weekly on compliance and CQI staff will reinforce requirements during case consultations.</p> <p>Goal 3 Strategy CKA 2 PB QTR 1 Scorecard CCKids December 2018 Update: Implemented and ongoing. Please see At a Glance and County Unit Data sent as evidence.</p>	<p>On-going</p>

Region Program Improvement Plan

Southeast Region

<p>3. Compliance with children on psychotropic medication</p>	<p>DCBC: Director of Clinical Services DCF: Licensing Manager ChildNet: Director of Service Coordination</p>	<p>Training of Medication logs, psychotropic medication reviews</p>	<p>Internal CBC review CFSR and FL CQI Data</p>	<p>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 ChildNet Broward Update December 2018: QM staff continue to reinforce requirements through weekly compliance emails on Monday. ChildNet Certification Workshops: Psychotropic Medication training is held for all new and existing Child Advocates and staff for the agency. The attached PowerPoint is presented as a guide on steps to take when a child is prescribed Psychotropic Medication. University of Florida reviews are completed for all children prescribed two or more psychotropic medication. CNPB Update December 2018: Children’s Home Society, CMO has allocated a Quality Management position within Case Management who will have a role in supporting Case Management in the monitoring of children who are prescribed psychotropic medications. CHS provided Psychotropic Medication Training at the CHS All Staff held on December 14, 2018. Training covered requirements for home visits, taking photos of the Rx and medication logs, noting upcoming appointments, FSFN updates at each Rx, University of Florida Medication Consult and </p>	<p>On-going</p>
---	--	---	---	----------	--	-----------------

Region Program Improvement Plan

Southeast Region

				<p>Medical Report/Informed Consent/Court Order. Palm Beach Service Coordination assists with obtaining records and psychotropic medication reports if needed. CQI staff reinforce requirements during case consultations. Goal 3 Strategy C KA 3 CHS All Staff/Training.</p> <p>CCKids December 2018 Update: CCKids Psychotropic Medication Review Data for St. Lucie County Medical Tab: 3/13: 23% Medication Logs: 6/13: 46% Documentation: 7/13: 54% Consents: 8/13: 62% Medical Report: 9/13: 69% Communication: 9/13: 69% UF reviews: 6/13 required and not completed.</p> <p>See Goal 3 Strategy C KA 3 for Martin, Okeechobee and Indian River Counties.</p>	
--	--	--	--	--	--

Region Program Improvement Plan

Southeast Region

<p>4. Engage with Managing Entities to enhance communication and record sharing of children’s mental health services</p>	<p>DCBC: Director of Clinical Services ChildNet: Director of Service Coordination</p>	<p>Provider progress reports in case files</p>	<p>CFSR and FL CQI Data</p>	<p>3</p>	<p> <input checked="" type="checkbox"/> Completed 04/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable ChildNet Broward Update September 2018: Service Coordination’s Chief Clinical Quality Officer continues to build relationship with the managing entity (BBHC) to enhance communication, record sharing and to develop a healthy source of agencies ChildNet can refer to meet the needs of our children. CNPB Update December 2018: ChildNet receives reports automatically from three (3) providers (Chrysalis, Center for Child Counseling, and Community Partners). SACC hotline providers continue to enter notes into FSFN. ChildNet Service Coordination in partnership with SEFBHN will begin to offer a series of trainings beginning in January for provider agencies including community mental health providers as well as licensing agencies including enhanced and therapeutic providers. ChildNet Service Coordination continues to plan with key partners regarding increasing utilization of targeted case management. Key partners continue to maintain waitlists. ChildNet inquired this quarter with additional agencies who currently only provide therapy to see if they would be willing to expand to </p>	<p>On-going</p>
--	---	--	-----------------------------	----------	--	-----------------

Region Program Improvement Plan

Southeast Region

					provide targeted case management services Evidence: None provided for Quarter 2 CCKids December 2018 Update: No additional updates. Implemented and ongoing.	
--	--	--	--	--	---	--