

## Region Program Improvement Plan

### Southeast Region

2018-2019 Quarter 3

#### **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

<b>Goal 1:</b> Children are first and foremost protected from abuse and neglect; safely maintained in their homes, if possible and appropriate; and provided services to protect and prevent removal from their home.			<b>Applicable CFSR Outcomes or Systemic Factors:</b> Safety 1 & 2; Permanency 1 & 2; Well-Being 1 & 3; Systemic Factors: Service Array and Resource Development			
<b>Strategy A:</b> Strengthen and enhance Florida's child welfare practice model			<b>Applicable CFSR Items:</b> 1			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. To ensure that investigations are timely initiated, the Southeast 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 No longer applicable <b>DCF Update March 2019:</b> Implemented. Daily/monthly reports are produced and reviewed and used for daily unit drill-downs. Unit performance is reviewed at monthly Leadership meetings. <b>See Goal 1 Strategy a Key Activity 1 Daily Management Report</b>  <b>BSO Update December 2018:</b> BSO continues to meet the target for timely commencements and has achieved the new target of 90% on victims seen within 24 hours in December 2018 and January 2019. In addition to the monthly CQI plan, BSO CPIS implemented a new dashboard, call Optify (details below on KA 3). <b>See Goal 1, Strategy A, KA 1 Performance Review Feb. 2019</b>	1

## Region Program Improvement Plan

### Southeast Region

<p>1.1 Tracking of commencement time vs. victim children not seen</p>	<p>DCF Operations Manager and Program Operations Administrators</p>	<p>Monthly ad hoc report</p>	<p>Florida CQI and CFSR case review results</p>	<p>7</p>	<p> <input checked="" type="checkbox"/> Completed 03/2019  <input type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable  <b>DCF Update March 2019:</b>                      Complete. Monthly report is being created. <b>See Goal 1 Strategy A Key Activity 1.1 Report</b> </p>	<p>Q7</p>
---	---	------------------------------	---	----------	--	-----------

## 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  <b>DCF Update March 2019:</b>                      Complete. A Strategic Rotation system has been implemented. Rotation, caseload size and distribution are tracked daily by CPI and unit with monthly rollups. See <b>Goal 1 Strategy A Key Activity 2 Daily Rotation</b>   <b>BSO Update March 2019:</b>                      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 including face-to-face contact with victim children. In addition, BSO continues to utilize daily FSFN management reports, sorting cases received over the past 60 days by CPI, for case assignment. Additionally, CPIS has nine (9) trainees who are testing out of pre-service on Tuesday, April 9 and we are in the process of hiring for the next pre-service class scheduled to begin sometime in mid-May. Equitable caseloads with adequate filled CPI positions continues to remain areas of focus to ensure equal cases are being assigned to CPIs over time which will assist with timely,                 </p>	<p>Q2</p>
--	---	--	---	----------	---	-----------

## Region Program Improvement Plan

### Southeast Region

					face-to-face commencements and seeing victim children.	
3. Implement new performance management internal dashboard.	BSO Managers	Evidence of Completion: Screenshot of internal dashboard	Florida CQI quarterly reviews	7	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable <b>BSO Update March 2019:</b> Complete. BSO CPIS implemented a new dashboard, called Optify. This performance management dashboard provides real-time (twice daily) data from FSFN on qualitative outcomes, to include but not limited to: commencements, victims seen within 24 hours, timeliness of present danger assessments and safety plans, FFA-investigation, and 60-day closure. The new dashboard has capability to drill down to supervisor/squad and drill down to CPI data level to identify specific performance trends. <b>See Goal 1, Strategy A, KA 3 Optify Dashboard</b>	Q7

## Region Program Improvement Plan

### Southeast Region

<b>Goal 1:</b> Children are first and foremost protected from abuse and neglect; safely maintained in their homes, if possible and appropriate; and provided services to protect and prevent removal from their home.		<b>Applicable CFSR Outcomes or Systemic Factors:</b> Safety 1 & 2; Permanency 1 & 2; Well-Being 1 & 3; Systemic Factors: Service Array and Resource Development				
<b>Strategy B:</b> Improve families' ability to provide for their own and their children's needs through quality family assessments, family engagement and appropriate supports to address identified needs.		<b>Applicable CFSR Items:</b> 2, 3, 5, 11, 12, 13, 29				
<b>Key Activities</b>	<b>Office and Lead Person Responsible</b>	<b>Evidence of Completion</b>	<b>Data Measure Used to Measure Improvement</b>	<b>Quarter Due</b>	<b>Quarterly Update</b>	<b>Quarter Completed</b>
1. 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 Complete. 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  <b>DCF March 2019 Update:</b>                      ACTION met with CCSPE staff on March 20, 2019 to review progress and outcomes. Roll up report distributed at monthly Leadership meeting. See <b>Goal 1 Strategy B Key Activity 1.1 RSF Review Performance Results FY 2018-19.</b>   <b>BSO March 2019:</b>                      DST remains fully implemented in Circuit 17 and tracking of DST outcomes remain ongoing and tracked monthly including presenting at the Broward Roadmap (now called the Quarterly Performance Review) meeting. See <b>Goal 1 Strategy B Key Activity 1.1 Review Performance Results</b> </p>	<p>Q1</p>
<p>1.1.2 Implement changes to C15 and 19 DST/RSF procedure which allows for increased oversight by operation management and CCSPE staff</p>	<p>DCF Operations Manager/Program Operations Administrators</p>	<p>Distribution and implementation of new procedure</p>	<p>RSF reviews/Fidelity Reviews</p>	<p>7</p>	<p> <input checked="" type="checkbox"/> Completed 01/2019  <input type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable  <b>DCF March 2019 Update:</b>                      Complete and Implemented. See <b>Goal 1 Strategy A Key Activity 1.1.2 DST-RSF Consultation Step 2</b> </p>	<p>Q7</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>CCKIDS: 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  <b>DCF March 2019 Update:</b>            On-going on-site consultations. Training visits occurred on Jan. 28-30 and March 19-20. <b>See Goal 1 Strategy B Key Activity 2 Sign-in sheet.</b>   <b>BSO March 2019 Update:</b>            BSO continues to work closely with ACTION. During Quarter 7 (3rd Quarter FY 18-19), ACTION provided three (3) case consultation sessions (January 10, February 7 and March 14) See <b>Goal 1, Strategy B, KA 2 Sign-in sheets</b>. In addition, BSO continues to work with ACTION on safety practice proficiency with our supervisors, managers and trainers. We contract with ACTION for all three (3) proficiency tracks (Program Administrator, Supervisor and CCSPE) in our ongoing training efforts on the practice model.  <b>ChildNet March 2019 Update:</b>            CN and CMO staff attended the Safety Plan Training with ACTION and DCF on 1/29/19 and 1/30/19. <b>See Goal 1 Strategy B Key Activity 2 Sign-in sheet</b>  <b>CCKids March 2019 Update:</b>            Action4Child Protection calls are no longer occurring. No further action to report.         </p>	<p>On-going</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. <b>See Monthly/Quarterly reports; Goal 1 Strategy B Key Activity 3</b></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>CCKids 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  <b>March 2019 update.</b>                  SACC referrals tracked monthly. <b>See Goal 1 strategy B Key Activity 4 Reporting;</b>  <b>CNPB March 2019 Update:</b> The SAFERR meeting has transitioned to Integration and is now led by DCF. These meetings will occur monthly. There have also been sub-committees developed to further the work of the group. The next meeting is scheduled for 4/24/19. 211 continues to send monthly reports directly to ChildNet regarding assessments. In addition, Henderson Substance Abuse specific SMART Team is up and running. The SMART coordinators are able to begin calling with the parents to schedule a SACC assessment and will remind and/or transport the parent if necessary.</p>	<p>On-going</p>

## Region Program Improvement Plan

### Southeast Region

<p>5. <b>CHILDNET:</b> 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 &amp; 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                  Complete. Implemented  <b>See new Key Activity, Goal 1 Strategy B Key Activity 11.</b></p>	<p>Q1</p>
<p>5.1. Communities Connected for Kids (<b>CCKIDS</b>): 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)</p>	<p>CCKIDS - Director of Contracts</p>	<p>Contracted Services report</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  <b>CCKids March 2019 Update:</b> Implemented and Ongoing. No additional updates.</p>	<p>Q1</p>
<p>5.2. <b>CCKIDS:</b> Increase engagement of families in services through use of Wraparound (evidenced based) services.</p>	<p>CCKIDS- Director of Clinical Services</p>	<p>Quarterly Report from Wraparound providers</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  <b>CCKids March 2019 Update:</b> Implemented and ongoing. No additional updates.</p>	<p>Q1</p>
<p>5.3. <b>ChildNet:</b> Improve coordination with the Family Intervention Team (FIT), Family Functioning Therapy (FFT), Family Engagement Program (FEP) and Placement Partnership Program (PPP) to provide safety services to families under in-home protective supervision</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                  Complete. No further updates.</p>	<p>Q1</p>

## Region Program Improvement Plan

### Southeast Region

<p>5.4. Utilize state level reports once released in FSFN: FFA, Progress Report, child needs, parent protective capacities to monitor for individualized service provision</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>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                  Complete. All agencies continue to utilize FSFN data on a regular basis to review performance.</p>	<p>Q1</p>
<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  <b>DCF March 2019 Update:</b>                  See <b>Goal 1 Strategy B Key Activity 2.</b>  <b>BSO March 2019 Update:</b>                  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. BSO Supervisors provided six (6) in-service trainings to their colleagues on various CFOP chapters (January 9, January 30, February 13, February 27, March 13 and March 27). Evidence includes all sign-in sheets from both the refresher CFOP in-service trainings to the CPIs and in-service trainings provided by</p>	<p>On-going</p>

## Region Program Improvement Plan

### Southeast Region

					<p>the Supervisors. Evidence is <b>Goal 1, Strategy B, KA 6.</b></p> <p><b>ChildNet Broward March 2019 Update:</b> Practice Model Support Sessions held with focus on Safety Planning and Supervisory Consultation. Trainings are also available by request with reminder sent with the monthly training calendars.</p> <p><b>CN Palm Beach March 2019 Update:</b> Practice Model Support Sessions held at unit and individual level. Focus on Safety Planning and Supervisory Consultation. Goal to provide the refresher training to all CMO units and this quarter involved internal CN department staff as well. Trainings are also available by request with reminder sent with the monthly training calendars.</p> <p><b>CCKids March 2019 Update:</b> Implemented and ongoing. Please see <b>new Goal 3 Strategy A Key Activity 11</b> for more information on how an updated home visit for will include a Safety Plan Appendix to ensure proper follow up on Safety Plans.</p>	
6.1 Weekly tracking of the status of Present Danger Plans	DCF Operations Manager/Program Operations Administrators	Weekly Reports	RSF reviews/Fidelity Reviews	7	<input checked="" type="checkbox"/> Completed 01/2019 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable Complete. <b>DCF March 2019 Update:</b>	Q7

## Region Program Improvement Plan

### Southeast Region

					Weekly report on status of Present Danger Safety Plans distributed. <b>See Goal 1 Strategy B Key Activity 6.1 Weekly Reporting</b>	
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 CFSR 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 <b>DCF March 2019 Update:</b> Implemented and ongoing Permanency Court pilot in C17 has ended. <b>See Goal 1 Strategy B Key Activity 7 ECC report</b>	On-going
8. Focus on improvement of timely completion and quality of the progress update	Childnet, Broward and Palm Beach Children's Home Society	FSFN Progress Update Reports	Florida CQI Reviews, Spot-Check of Progress Updates	8	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable <b>ChildNet March 2019 Update:</b> FSFN BOE report created: "FFA Supervisor Consultation" for use in both counties. This report will be produced weekly.	
9. Creation of protocol for Multidisciplinary staffings (MDS) on cases when there is an abuse report on an open services case	Childnet, Broward and Palm Beach Children's Home Society Broward Sheriff's Office	Protocol completion, Training sign in sheets	Florida CQI Reviews, RSF Reviews, Log of MDT staffings held	8	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable <b>ChildNet March 2019 Update:</b> Palm Beach and Broward will convene meetings in the 4 <sup>th</sup> quarter. Internal protocols will be produced.	
10. Monthly Safety Planning Workshops	Childnet, Broward and Palm Beach	Sign in sheets	Florida CQI Reviews, RSF Reviews	8	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

## Region Program Improvement Plan

### Southeast Region

					<p><b>ChildNet March 2019 Update:</b> Training calendar to be developed with monthly safety planning workshops focused on the identified safety areas needing improvement. Support sessions continue to be available at the unit level in both counties upon request.</p>	
<p>11. Expand SMART programming to be available throughout the life of the case, if needed, including in-home placement and post-placement cases, when danger threats or other impending dangers requiring safety management are identified.</p>	<p>Childnet, Broward and Palm Beach</p>	<p>Execute contract amendments for providers of Safety Management Services</p>	<p>Florida CQI Reviews, RSF Reviews</p>	<p>8</p>	<p> <input checked="" type="checkbox"/> Completed  <input type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable                 </p> <p><b>ChildNet March 2019 Update:</b> Completed in both counties. Case management can access services. <b>See Goal 1 Strategy B Key Activity 11 contract amendments</b></p>	<p>Q7</p>

## Region Program Improvement Plan

### Southeast Region

<b>Goal 2:</b> Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children.			<b>Applicable CFSR Outcomes or Systemic Factors:</b> Safety 2, Permanency 1 & 2; Well-being 1; Systemic Factors: Case Review System, Service Array and Resource Development, Statewide Information System, Foster and Adoptive Parent Licensing, Recruitment and Retention)			
<b>Strategy A:</b> Implement practice initiatives that will improve the permanency and stability of children's living situations.			<b>Applicable CFSR Items:</b> 4, 5, 6, 12, 19, 20, 23, 24, 29, and 35			
<b>Key Activities</b>	<b>Office and Lead Person Responsible</b>	<b>Evidence of Completion</b>	<b>Data Measure Used to Measure Improvement</b>	<b>Quarter Due</b>	<b>Quarterly Update</b>	<b>Quarter Completed</b>
1. 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 Complete.	Q2
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 Complete.	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	CCKIDS: 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 Complete.	Q2

## Region Program Improvement Plan

### Southeast Region

4. Enhance GAL Partnership by utilizing exit surveys to improve retention of GALs.	Michelle Canaday	Completed Exit Reports	GAL Retention reports	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
5. Increase supervisory documentation of early discussion of the case plan goal.	County Director/Program Director/ Program Officers / Executive Director	Evidenced through case reviews to include review of supervisor reviews	Quarterly Rapid Safety Feedback data, item 5. Florida CQI quarterly reviews	2	<input type="checkbox"/> Completed 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input checked="" type="checkbox"/> No longer applicable Complete. See new activity <b>Goal 3 Strategy B Key Activity 10</b>	Q2
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 Complete. 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 Complete. 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>CCKIDS Licensing Director  ChildNet Palm Beach Program Officer 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  <input type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable  <b>ChildNet March 2019 Update:</b>            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 CPA.   <b>CCKids March 2019 Update:</b>            The placement department supervisor attends the monthly CPA meetings.            Number of children in group care:            December – 95            January-100            February-97            March-pending</p>	<p>On-going</p>
---	--	---	------------------------------------	----------	---	-----------------

## 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>CCKIDS 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  <b>CN March 2019 Update:</b>            ChildNet continued its work with Keith Gold and Associates to prepare for the marketing campaign launch in April 2019 for recruitment of foster parents in Palm Beach and Broward. This process included communication and planning with foster home management providers in our network. ChildNet redesigned our website with enhancements that include concepts related to the foster care recruitment marketing campaign and encourage more families in Broward and Palm Beach counties to become licensed foster parents.   <b>CCKids March 2019 Update:</b>            Implemented and Ongoing. Monthly meetings with Child Placing Agencies continue. The average numbers of beds utilized/total number of beds is being tracked instead of straight utilization.            January - 154/212            February-152/199            March-167/190         </p>	<p>On-going</p>
--	---	---	------------------------------------	----------	---	-----------------

## Region Program Improvement Plan

### Southeast Region

11. CCKIDS: 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 Complete. Implemented.	Q2
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 Complete. Implemented. See Broward Quality Performance Review Feb. 2019	Q1
<b>12. Implementation of GAP Program</b>	Childnet, Broward and Palm Beach CCKids; Level 1 licensing, Kinship Coordinator	Implementation plan	Florida CQI Reviews, Scorecard Measure Monthly Reviews	8	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable <b>ChildNet March 2019 Update:</b> GAP implementation is underway in both counties. Leadership overseeing the initiatives have been identified. Both counties are currently hiring Kinship Licensing Specialists.	
<b>13. Integration of Progress Update into Permanency Staffing Process</b>	Childnet, Broward and Palm Beach Children's Home Society	Completion of new permanency staffing protocol, training sign-in sheets, Operations Agendas	Florida CQI Reviews, Monthly review of a sample of permanency staffings	8	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable <b>ChildNet March 2019 Update:</b> Both counties have workgroups that are working on improvements to the permanency staffing process. Both will have their first meetings in April 2019.	

## Region Program Improvement Plan

### Southeast Region

<b>Goal 2:</b> Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children.			<b>Applicable CFSR Outcomes or Systemic Factors:</b> Safety 2; Permanency 1 & 2; Well-being 1; Systemic Factors: Case Review System, Service Array and Resource Development, Statewide Information System, Foster and adoptive parent licensing, recruitment and retention)			
<b>Strategy B:</b> Implement practice initiatives that will help ensure the continuity of family relationships and connections is preserved for children.			<b>Applicable CFSR Items:</b> 3, 7, 8, 9, 10, 11, 20, and 23			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. Implementation of CFOP 170-9 (Family Assessment and Case Planning)	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 Complete	Q2
2. Set a Regional goal of initial placements of children with relatives/non/relatives of 66%	DCF Operations Manager BSO Managers	Monthly Shelter reports	Performance Reviews in each Circuit	2	<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 <b>DCF March 2019 Update:</b> Regional Goal modified to 58%. 2019 Q2: 56.76%. <b>BSO March 2019 Update:</b> 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 February 2019. See <b>Goal 1 Strategy A KA 1.</b>	On-going

## Region Program Improvement Plan

### Southeast Region

<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                  Complete and on-going.  <b>CNPB March 2019 Update:</b>                  The workgroup continued to meet in Quarter 3. Highlights from the workgroup include efforts made to ensure the success of the colocation with the Early Learning Coalition at the Friends of Foster Children location, efforts to identify liaison for Child Support navigation/ACCESS navigation to better support caregivers, and Kinship Support Group growth. <b>See Goal 2 Strategy B Key Activity 2.1 Report</b> </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>CCKIDS: 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.  <b>CN March 2019 Update:</b>                      Meetings held with CPA on best placement matches for children. These meetings are bi-weekly on Thursday from 9:30am to 11:30am. Children are reviewed as part of the process to review each child placed in group care to determine the most appropriate placement for that child. ChildNet continues to work on relocating children that are out of county back to Broward, if it is in the best interest of the child.   <b>CCKids March 2019 Update:</b>                      Implemented and Ongoing. Targeted reviews of children placed out-of-circuit will be reviewed monthly for the best possible placement. <b>Please see Out of Circuit Analysis sent as evidence.</b> </p>	<p style="text-align: center;">On-going</p>
---	---	---	---	--------------------------------------	---	---

## Region Program Improvement Plan

### Southeast Region

3.1 Complete assessment of children placed out of circuit and in circuit bed availability in making decision to move children.	CCKIDS: Director of Clinical Services ChildNet: Director of intake and Placement	Placement tracking log Targeted Recruitment List	Data Report – OOH Care	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 <b>ChildNet March 2019 Update:</b> See Goal 2 Strategy B Key Activity 3.  <b>CCKids March 2019 Update:</b> Implemented and Ongoing. <b>Please see Out of Circuit Analysis sent as evidence</b>	On-going
4. Explore other opportunities to engage parents in their children’s daily activities to document in Judicial Review.	CCKIDS: Saint Lucie County Director/CHS Director of Program Operations ChildNet: Case Management Directors	Judicial review report	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 Complete. <b>See new Key Activities; Goal 3 Strategy A Key Activities 10, 11 and 13.</b>	Q2
4.1. Amend level of parents’ involvement in child’s daily activities as parental protective capacities change.	CCKIDS: Saint Lucie County Director/CHS Director of Program Operations ChildNet: Case Management Directors	Improvement in documentation of parental engagement at permanency staffings	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 Complete <b>See new Goal 2 Strategy A Key Activity 13 and Goal 3 Strategy A Key Activities 10, 11 and 13</b>	Q2

## Region Program Improvement Plan

### Southeast Region

5. Improve Permanency Round Tables for Circuit 19 to include Youth Centered Roundtable Pilot	CCKIDS PRT Coordinator	Quarterly review of PRT outcomes and review of YCRT pilot outcomes	Increase in number of youths 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 Complete.	Q2
--	------------------------	--	---	---	--	----



## Region Program Improvement Plan

### Southeast Region

<b>Goal 2:</b> Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children.			<b>Applicable CFSR Outcomes or Systemic Factors:</b> Permanency 1; Systemic Factors: Statewide Information System, Foster and adoptive parent licensing, recruitment and retention)			
<b>Strategy C:</b> The state’s child welfare information system, FSFN, will have accurate and timely data that supports child well-being.			<b>Applicable CFSR Items:</b> 4 and 19			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. CCKIDS and CNCBC will work to improve accurate and timely data entry of placements, particularly kinship placements.	CCKIDS System Analysis and Performance Improvement Manager. CNCBC Data Specialists and CQI Department	Improvement in accuracy and timely data entry of placements.	FSFN data reports CFSR and FL CQI Reviews	2	<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 <b>CN March 2019 Update:</b> FSFN BOE report created for use by the CN Data Supervisor: “Timely Placement Entry Report”. This report was created to track timeliness of Placement Entry into FSFN. A weekly internal tracking system was created for the data specialists. CFSR Addendum results provided to the Data Supervisor. <b>CCKids March 2019 Update:</b> The Data Management and Placement Department Staff update placements according to referrals submitted into the uRefer system and through FL CBC OOH email distribution lists that includes initial removal information from CPI’s. Placements are updated into FSFN the same day as the request unless it is made after 5 PM or on the weekend. Then the placement is made the following business day. <b>CCKids March 2019 Update:</b> No further update.	On-going

## Region Program Improvement Plan

### Southeast Region

<b>Goal 3:</b> Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs.			<b>Applicable CFSR Outcomes or Systemic Factors:</b> Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development			
<b>Strategy A:</b> Implement practice initiatives that will improve families 'capacity to provide for their children's needs through quality family assessments, family engagement and appropriate supports to address identified needs.			<b>Applicable CFSR Items:</b> 2, 3, 6, 10, 12, 12A, 12B-1, 12B-2, 12C, 13, 14, 15, and 29			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. <b>Circuit 17</b> Case load Reduction plan to allow for additional follow through by case managers	ChildNet Management	Increase in the number of budgeted case managers and case load statistics	Case load size	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 Complete	Q2
2. Rapid Family Engagement/Family Team Meeting/Case Transfer to include beginning the discussion around for the case planning.	CCKIDS: County Directors ChildNet: Case Management Directors	Rapid Family Engagement Tracking Log ChildNet case assignment form	Florida CQI and CFSR PIP case 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 Complete	Q2
3. Reinforce frequency and quality of visitation is documented clearly between siblings, parents and other important persons to the child	CCKIDS: Saint Lucie County Director/CHS Director of Program Operations ChildNet: Case Management Directors	Increased documentation of efforts within the case file	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 Complete. <b>See new Key Activities; Goal 3 Strategy A Key Activities 10, 11 and 13.</b>	Q2

## Region Program Improvement Plan

### Southeast Region

3.1. Ensure visitation is included in the new Judicial Review template.	CCKIDS: 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 Complete	Q2
3.2. Utilize sibling separation staffing's to discuss frequency and quality of sibling visits	Case Management	Increased documentation of efforts within the case file	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 Complete	Q2

## 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>CCKIDS: 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                  Complete.  <b>CN Update March 2019:</b> HV training that is part of the ongoing Training Workshops. QM staff mentoring through case consultations during reviews. ChildNet Simulations training 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.   <b>CCKids:</b> Complete. No further update.</p>	<p>Q2</p>
<p>5. Region to trained on Family Finders program to improve assessment of relatives and non-relatives</p>	<p>ChildNet Training Manager</p>	<p>Training rosters</p>	<p>Florida CQI, CFSR – PIP cases</p>	<p>2</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                  Complete</p>	<p>Q1</p>

## Region Program Improvement Plan

### Southeast Region

<p>6. Creation of position to review cases at time of transfer, with focus on case history and prior service provision</p>	<p>ChildNet (Palm Beach only)</p>	<p>Hiring of Specialist, log of completion of reviews</p>	<p>Florida CQI Reviews, Monthly Reviews of Sample of Cases at Transfer</p>	<p>8</p>	<p> <input type="checkbox"/> Completed  <input checked="" type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable  <b>CNPB March 2019 Update:</b> Position Description created, and position is advertised. <b>See Goal 3 Strategy A Key Activity 6 Position Description.</b> </p>	
<p>7. Examine role of Service Coordination Department to improve service referral process, identification of appropriate services and monitoring of those contracted service providers</p>	<p>Childnet, Broward and Palm Beach</p>	<p>Contract Outcomes focused on quality in 2019-2020 fiscal year, contract monitoring</p>	<p>Florida CQI Reviews, Contract Monitoring</p>	<p>8</p>	<p> <input type="checkbox"/> Completed  <input checked="" type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable  <b>CN March 2019 Update:</b> Meeting has been scheduled with Case Management and Service Coordination staff in both counties for the third week of April 2019. Meeting will focus on agreement of the role of the Service Coordination Department.                 </p>	
<p>8. Create a training that addresses how to effectively demonstrate case planning involvement for young children</p>	<p>Childnet, Broward and Palm Beach</p>	<p>Completion of training, sign in sheets from training</p>	<p>Florida CQI Reviews, Review of HV notes</p>	<p>8</p>	<p> <input type="checkbox"/> Completed  <input checked="" type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable  <b>CN March 2019 Update:</b> Creation of training is in process for Quarter 4, 2018-19.                 </p>	

## Region Program Improvement Plan

### Southeast Region

<p>9. Modify the Remote Data Capture (RDC) application to capture content of private conversations with children and allow narrative sections for Safety, Permanency and Well-Being</p>	<p>Childnet, Broward and Palm Beach</p>	<p>Release of new RDC platform, RDC usage reports</p>	<p>Florida CQI Reviews, RSF Reviews, Supervisory review of home visit notes completed</p>	<p>8</p>	<p> <input type="checkbox"/> Completed  <input checked="" type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable  <b>CN March 2019 Update:</b> CQI Projects Manager position was restructured and now is supervised by the CQI Director. The Projects Manager is responsible for the application and will continue to work towards identifying and implementing the recommended modifications with CQI, Operations and field staff for quality contacts. Meeting scheduled for April 10, 2019. The updated format is expected roll out in Quarter 4 with a pilot in both counties then across the organization.         </p>	
<p>10. Integration of the required supervisory reviews into the review and approval of the Progress Update. This will address focus on permanency, safety and well-being through the lens of the safety practice model.</p>	<p>Childnet, Broward and Palm Beach</p>	<p>Creation of new supervisory review tool and reports to track progress update completion, approval and supervisory consult</p>	<p>Florida CQI Reviews, RSF Reviews, Random quarterly sample review of progress updates and supervisory consults</p>	<p>8</p>	<p> <input type="checkbox"/> Completed  <input checked="" type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable  <b>CN March 2019 Update:</b> Process was launched in Palm Beach and will be monitored for effectiveness. In Broward, there is a workgroup that is actively addressing this plan and meets once per month.         </p>	

## Region Program Improvement Plan

### Southeast Region

<p>11. Update the current Home visit form, to include specific guidance to assist Case Managers. Guidance will be included to assist Case Management in determining age appropriate needs assessments for children outside of Medical, Education and Mental Health and age appropriate questions to ask children about case planning. Guidance will also be provided to help Case Management in ensuring that all areas that need to be addressed during a home visit are included in the form. Additionally, Supervisors will ensure that the form is completed in its entirety. Checking the box that states a child alone will not be enough, detail will be required for each child to ensure that all areas are captured appropriately. An addendum will be added to the updated form to include follow up with Safety Management Providers at least monthly as preparation or during a home visit. ** 5 Case Management Supervisors (representing all 4 counties) have volunteered to</p>	<p>Communities Connected for Kids, Suzie Kulscar</p>	<p>Workgroup Sign in &amp; Updated Home Visit Form/Guidance</p>	<p>Samples will be pulled after implementation of the new form to see if the changes indicate improvement and this information will be reported quarterly</p>	<p>8</p>	<p> <input type="checkbox"/> Completed  <input checked="" type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable  <b>CCKids March 2019 Update:</b> On 2/19/19, a mandatory meeting was held at the CCKids Corporate Office to discuss quality home visits as well as other CFSR items that can be improved based on quality home visits. A workgroup was formed to include 1 Supervisor from the 3 CHS counties and 2 from CCKids, the Director or Training as well as 2 staff from the Quality Management Department. On 4/2/19, the workgroup met to discuss the strengths and weaknesses of the current home visit form. The group determined that the form need to be condensed and that staff should have more guidance on what to discuss in home visits versus an 8-page form to fill in.                  The group reviewed home visit forms from 2 other CBC's as well as Guidance from the Office of Child Welfare on Quality Home Assessments. The group determined that a hybrid form developed from the 2 examples provided along with a guidance book for caseworkers was the best way to ensure case management is having quality home visits. Additionally, the group discussed adding "appendices" to the home visit form to include             </p>	
---	--	---	---	----------	--	--

## Region Program Improvement Plan

### Southeast Region

<p>participate in this workgroup to ensure all information is included on the updated home visit form as well as to ensure that it works for their case managers.</p>					<p>Safety Planning and Psychotropic Medication. The group will meet again on 5/1/19, this time with a case manager from each service center to provide feedback on the current form as well as what they would like to see on a new form. Once the form is in a final draft form, these case managers will test the form and provide feedback prior to Circuit wide roll out.</p>	
<p>12. CEO to discuss Remote Data Capture (RDC) application or other home visit application with Information Technology</p>	<p>Communities Connected for Kids, CEO DeLoach</p>	<p>Follow up with IT and report out</p>	<p>Samples will be pulled after implementation of the new form to see if the changes indicate improvement and this information will be reported quarterly</p>	<p>8</p>	<p><input type="checkbox"/> Completed <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p>	
<p>13. Additional Quality Home Assessment Trainings will be conducted with staff to review the requirements of the CFSR</p>	<p>Communities Connected for Kids, Trainer Nicky Smith</p>	<p>Training Sign-In Sheets</p>	<p>Samples will be pulled after implementation of the new form to see if the changes indicate improvement and this information will be reported quarterly</p>	<p>8</p>	<p><input type="checkbox"/> Completed <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable <b>CCKids March 2019 Update:</b> On 2/20/19, the CCKids Training Department held "Quality Home Assessments for Child Protective Investigators - the Process &amp; the Purpose". <b>Please see Quality Home Assessments for Child Protective Investigators sent as evidence.</b></p>	
<p><b>Goal 3:</b> Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs.</p>				<p><b>Applicable CFSR Outcomes or Systemic Factors:</b> Safety 2; Permanency 1 &amp; 2; Well-being 1, 2 &amp; 3; Systemic Factors: Service Array and Resource Development</p>		



## Region Program Improvement Plan

### Southeast Region

<b>Strategy B:</b> Implement practice initiatives to assure that children receive appropriate services to meet their educational needs.			<b>Applicable CFSR Items:</b> 9, 11, 16, and 29			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed

## Region Program Improvement Plan

### Southeast Region

<p>1. Improve access to educational documentation from the local school boards</p>	<p>CCKIDS: 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                  Complete  <b>ChildNet Broward March 2019 Update:</b> An educational specialist works with the school board to facilitate information sharing. All caseworkers now have access to Broward County Schools Data Link to obtain student ID numbers which will give them access to Pinnacle Gradebook to obtain education records for children. Child Advocates are also provided ongoing training by the School Board and Educational specialist.                  Beginning stages of development an internal report card with data from the school board.   <b>CNPB March 2019 Update:</b> 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 a full time Educational             </p>	<p>Q2</p>
--	---	--	-----------------------------	----------	---	-----------

## Region Program Improvement Plan

### Southeast Region

					Services Specialist. EAT (Everyone's a Teacher) meets on a quarterly basis. Meeting participants include various departments within the school district. ChildNet co-facilitates these meetings. Our ESS is also assisting with scheduling a Tri-County meeting either May or June to better collaborate with Broward and Miami-Dade. The SEDNET POC at the school district will also be meeting with our service coordination and intake and placement department to review the process and brainstorm best practices to ensure if children who are sheltered need to switch schools they will enroll into schools who are able to best support their needs.	
2. Case managers will document youth involvement in their educational plan on the case plan.	CCKIDS: 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 Complete	Q2

## Region Program Improvement Plan

### Southeast Region

<b>Goal 3:</b> Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs.			<b>Applicable CFSR Outcomes or Systemic Factors:</b> Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development			
<b>Strategy C:</b> Implement practice initiatives to assure children receive adequate services to meet their physical health, dental health, and mental health needs.			<b>Applicable CFSR Items:</b> 12, 12B, 17, 18, and 29			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. Discussed with Community Based Care Integrated Health (CBCIH) regarding the limitations of Integrate, their electronic program to modify including follow-up medical information	CCKIDS: Director of Clinical Services  ChildNet: Director of Support Services	Changes to the Integrate System to allow for improved access to medical records	Progress towards access to Integrate.	3	<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. Complete CN March 2019 Update: Discussed with Community Based Care Integrated Health (CBCIH) regarding the limitations of Integrate, their electronic program to modify including follow-up medical and dental information. Update: ChildNet Director and Medical Coordinators continue to monitor and report any progress or issues. The Medical Coordinators report that they have not had any issues finding the dentals and medicals. Dentals and medicals are in the "Encounter data files" for all the children in the welfare system who have Medicaid. The medicals and dentals are transferring timely and the Medical Coordinators are also able to see them all in the Sunshine Portal.	Q4

## Region Program Improvement Plan

### Southeast Region

2. Utilization of management reports and Performance Measures to ensure medical and dental appointments are being done at the appropriate times.	CCKIDS: Director of Quality Management ChildNet: Director of Support Services	Scorecard performance measures metrics	Performance Measures 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 Complete	Q2
3. Compliance with children on psychotropic medication	CCKIDS: Director of Clinical Services DCF: Licensing Manager ChildNet: Director of Service Coordination	Training of Medication logs, psychotropic medication reviews	Internal CBC review 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 Complete	Q2
4. Engage with Managing Entities to enhance communication and record sharing of children's mental health services	CCKIDS: Director of Clinical Services ChildNet: Director of Service Coordination	Provider progress reports in case files	CFSR and FL CQI Data	3	<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 Complete	Q4