

Region Program Improvement Plan

Southeast Region

Strategies

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

Key Activities

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

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

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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 No longer applicable Daily reports and BSO dashboard have been implemented.	Ongoing
2. Use strategic rotation systems to ensure equity of case load ratios to facilitate the timely initiation of investigations.	CPI Program Operations Administrators and BSO Managers	Monthly caseload and closure report showing distribution of investigation	Data reports show equitable distribution of investigations	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 A Strategic Rotation System has been implemented. with DCF to ensure equity of caseload distribution. BSO continues to implement a rotation system to ensure equity of caseload ratio to facilitate timely investigations.	Ongoing
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			

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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 DSTs have been implemented in each Circuit in the Region.	
1.1. Each circuit tracks the outcomes of the DST to determine effectiveness of the implementation and utility of the team	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	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 OCW pulls reports. Data reports and results presented monthly at Leadership meetings when available. Monthly data reports reviewed at the quarterly Roadmap meetings.	Ongoing

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<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 Initial training has been completed. On-going consultations continue.</p>	<p>Ongoing</p>
<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</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.</p>	<p>Ongoing</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 in Circuits 15 and 19 under the same ME Reporting, service coordination and trainings continue.</p>	<p>Ongoing</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</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 SMART was implemented in</p>	<p>Implemented and on-going</p>

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(identified on the safety plan) allowing a child to remain in their home during open investigations.					November of 2016 in Broward and Palm Beach Counties. Monthly reporting continues.	
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 Implemented in March 2014 and modified in March 2016 and continues to be operational.	On-going
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 07/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable Implemented and ongoing - Two area agencies, Henderson Behavioral Health and New Horizons of the Treasure Coast, have fully implemented. The Director of Clinical Services will report the progress quarterly at Circuit 19's systems operations meetings.	Ongoing
5.3. ChildNet: Improve coordination with the Family Intervention Team (FIT), Family Functioning Therapy (FFT), Family Engagement Program (FEP) and Placement Partnership Program	Broward Program Officer of Intake and Placement and Palm Beach Director of Service Coordination	Monthly contract reports	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 Coordination of these programs began in July 2016.	Ongoing

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(PPP) to provide safety services to families under in-home protective supervision					Quarterly reporting is on-going.	
5.4. Utilize state level reports once released in FSFN: FFA, Progress Report, child needs, parent protective capacities to monitor for individualized service provision	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	1	<input checked="" type="checkbox"/> Completed 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable DCF: reviews and analyses monthly key indicators reports to monitor and drive performance measures (victim seen, 5 day initial consults, commencements, closure in 60 days, recurrence). DCBC created an interim report using data from FSFN to show Progress Update completion dates. ChildNet: Once reports are released data will be reviewed in the performance management meeting. Reviews (FSFN, RSF, FL CQI, and Special Reviews) are collected, reviewed and analyzed for improvements and presented at the performance management meetings.	Ongoing
6. Implementation of CFOP 170-7 (Develop and Manage Safety Plans)	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 Implemented and ongoing	Ongoing

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	CBC Case Management Directors					
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 Implemented and ongoing.	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 Implemented and ongoing	Ongoing

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<p>2. Explore Friends of Foster Children program or equivalent program to determine effectiveness and feasibility of the C-15 program</p>	<p>Contracts/ Finance</p>	<p>Quarterly reports, and CQI findings on effectiveness. Finance to determine feasibility</p>	<p>Contract reports</p>	<p>3</p>	<p> <input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable Will begin after sufficient data has been collected from the C-15 project. </p>	
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<p>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</p>	<p>DCBC: Director of Licensing ChildNet Director of Foster Home Recruitment</p>	<p>Foster parent survey Modified PIP preservice training curriculum</p>	<p>Data Reports, Florida CQI, CFSR PIP cases</p>	<p>3</p>	<p> <input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable DCBC: CBC Director of Licensing and Caregiver and Adoption Support Supervisor will meet monthly with the CPA's to discuss improvements. Information will be discussed for needed resources, training etc. to provide a stronger base for the stabilization of placements for foster Parents. Current redesign of the Quality Parenting initiative is underway, with an expected launch in the Spring of 2018 ChildNet: The Director of Foster Home Recruitment will develop a plan with ChildNet's contracts and finance teams to ensure that supports are available for families based on the results of the survey for implementation in quarter 3 of the PIP. In November 2017, ChildNet Director of Foster Home Recruitment & Licensing began teaching the C.A.R.E. curriculum. C.A.R.E. stands for Foster Families: Creating and Retaining Excellence. The changes in the curriculum included working with teens, </p>	
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					normalcy, and need for more foster homes to care for teens- The curriculum is "available for review".	
4. Enhance GAL Partnership by utilizing exit surveys to improve retention of GALs.	Michelle Canady	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 Implemented and ongoing	Ongoing

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<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 DCBC: Supervisors are discussing case planning and permanency goals during their initial consultation with case management. Additionally, during the case transfer process the preliminary goal is now being documented on the Case Transition Meeting Summary. ChildNet will document the goal discussion on the case assignment review instrument. Family Team Meeting is used to serve as the initial case plan conference to address tasks and goals. Ongoing case plan and goal discussions are held at permanency staffings, supervisor reviews, and court hearing. </p>	<p>Ongoing</p>
<p>6. CLS to ensure justifications for permanency goals are clearly documented at permanency hearing. Managing attorneys will conduct review of permanency orders</p>	<p>CLS – Managing attorneys</p>	<p>Permanency orders,</p>	<p>Florida CQI, CFSR PIP 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 Regional CLS staff is conducting ongoing trainings with Regional Counsel and Judges . </p>	<p>Q1</p>

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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
9. Review children in group care with Child Placing Agencies to ensure best placement matches for children	DCBC Licensing Director ChildNet Palm Beach Program Officer ChildNet Broward Program Officer	Monthly OOHC data Increase in percentage of children placed in Foster home settings; decrease in group care	Florida CQI, CFSR PIP cases	1	<input checked="" type="checkbox"/> Completed 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable DCBC: monthly meetings are held between DCBC Leadership and the CPA’s. Children placed in residential group care are reviewed with the four (4) CPA’s for possible placements. CNB: Meetings held with CPA on best placement matches for children. These meetings are bi-weekly. CNPB: Process continues for Foster Family Match Meetings in Palm Beach held with the CPAs. The meetings are held twice a month.	Ongoing

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<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 DCBC: Targeted recruitment efforts are completed monthly by the COO, County Directors, CPA's and other Senior Management team members. The CPA's report out monthly on their matching progress. ChildNet is working with select providers to increase the recruitment of STFC homes. Sunshine Health recently released an RFP to recruit for therapeutic foster homes. </p>	<p>On-going</p>
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<p>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.</p>	<p>County Directors & Program Operations</p>	<p>Rapid Family Engagement Tracking Log Monthly / quarterly report (Improved time to disposition)</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 DCBC: Program has been implemented. Rapid Family Engagement data will be presented at monthly CQI meetings as a standing agenda item. The number of Rapid Family Engagement Staffing's are reported to the DCBC Board of Directors on a monthly basis as part of the board packet. </p>	<p>Ongoing</p>
<p>11.1. ChildNet Circuit 17: Implement the Arraignment Project to reduce time to disposition.</p>	<p>Managing Attorney for the Office of the Attorney General</p>	<p>Monthly performance report from the OAG Monthly/quarterly performance measures meeting (agenda)</p>	<p>Florida CQI, CFSR PIP cases</p>	<p>1</p>	<p> <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 on monthly RoadMap meeting that will be reduced to Quarterly. Implemented and ongoing discussion with key members of the Dependency System. </p>	<p>Q1</p>
<p>Goal 2: Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children.</p>			<p>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)</p>			
<p>Strategy B: Implement practice initiatives that will help ensure the continuity of family relationships and connections is preserved for children.</p>			<p>Applicable CFSR Items: 3, 7, 8, 9, 10, 11, 20, and 23</p>			

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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 type="checkbox"/> Completed 12/2017 <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable Implemented and ongoing. On-going monitoring is conducted and discussed in consultation calls with ACTION.	Ongoing
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 type="checkbox"/> Completed MM/YYYY <input type="checkbox"/> On/ahead of schedule <input checked="" type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable Performance is monitored quarterly through Performance Management meetings. SER will modify goal to 58% in the next quarter.	

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<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 The relative caregiver workgroup continues to meet on a quarterly basis and group will reconvene in January 2018 to look at and strategize around orientation for caregivers. The group is being led by CHS Director of Program Operations and has participants from Friends of Foster Children, CHS, ChildNet, the judiciary and GAL.</p>	<p>Ongoing</p>
<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>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 DCBC: Targeted reviews of children placed out-of-circuit will be reviewed monthly for the best possible placement. ChildNet: 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.</p>	<p>On-going</p>

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<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 DCBC: In collaboration with contracted child placing agencies and Dependency Case Managers, target recruitment of foster home strategies is discussed on a monthly basis for children that are placed out-of-circuit. As well as in group homes in-circuit for decisions regarding placement moves as it related to the child’s well-being and permanency goals. Clinical Director will report monthly in CQI meetings the ongoing efforts being made to complete assessments. ChildNet: ChildNet developed a matrix of available beds to supplement the information in FSFN which includes viable beds as well as vacant beds. Meetings held with CPA on best placement matches for children </p>	<p>On-going</p>
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<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 DCBC: A new task is being developed and added to the Case Plan. Once completed, evidence will be submitted. ChildNet: progress will be reported quarterly at the internal performance management meeting. A new task is being developed and added to the Case Plan. Once completed, evidence will be submitted. A new supervisory tool will be created to include elements specific to the PIP. ChildNet's training department developed a Case Management Tip: Evaluating Family Time </p>	<p>On-going</p>
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<p>4.1. Amend level or 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 DCBC: When parental protective capacities increase, a progress update is completed and staffed to determine the appropriateness of unsupervised visitation, weekend overnights, etc.. ChildNet: progress will be reported quarterly at the internal performance management meeting. A new supervisory tool will be created to include elements specific to the PIP.</p>	<p>Ongoing</p>
<p>5. Improve Permanency Round Tables for Circuit 19 to include Youth Centered Roundtable Pilot</p>	<p>DCBC PRT Coordinator</p>	<p>Quarterly review of PRT outcomes and review of YCRT pilot outcomes</p>	<p>Increase in number of youth who receive a PRT achieving permanency or permanent connections. 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 DCBC: At this time DCBC has completed the pilot of the Youth Centered Round Table but continues to follow up with one of the two youth that participated in the pilot.</p>	<p>Q2</p>

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Goal 2: Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children.			Applicable CFSR Outcomes or Systemic Factors: 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
1. DCBC and CNCBC will work to improve accurate and timely data entry of placements, particularly kinship placements.	DCBC 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 type="checkbox"/> Completed MM/YYYY <input type="checkbox"/> On/ahead of schedule <input checked="" type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable DCBC: QM will request that Supervisors verify the correct placement during their supervisory reviews to make sure all placements are current. DCBC Systems Administrator will monitor the AFCARS weekly for errors. CNPB: OCW added an addendum to the CFSR reviews which will capture performance in this area. The use of the addendum will go into effect beginning in Quarter 3	
Goal 3: Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs.			Applicable CFSR Outcomes or Systemic Factors: Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development			
Strategy A: Implement practice initiatives that will improve families ‘capacity to provide for their children’s needs through quality family assessments, family engagement and appropriate supports to address identified needs.			Applicable CFSR Items: 2, 3, 6, 10, 12, 12A, 12B-1, 12B-2, 12C, 13, 14, 15, and 29			

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Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. Circuit 17 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 Implemented and ongoing Process has begun and caseloads have been reduced, project continues. Presented monthly at board meetings and during Roadmap meetings.	On-going
2. Rapid Family Engagement/Family Team Meeting/Case Transfer to include beginning the discussion around for the case planning.	DCBC: 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 DCBC: Implemented and ongoing - Rapid Family Engagement is in place in 3 out of the 4 counties. Case planning begins both during these staffings as well as during the case transfer staffing with the parents. ChildNet: Directors and Supervisors to reinforce the discussion around case plan goal at the family team meeting with the family and CPI during the case transfer.	On-going

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<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 DCBC: This information will also be captured in progress updates and case consultations specific to staffing for unsupervised visitation leading up to reunification. CHS Program Director will give monthly updates at the CQI meetings. ChildNet: Progress will be reported quarterly at the internal performance management meeting. Performance mgmt. meeting held 12/28/17 to strategize additional ways to improve documentation and new supervisory tool will be created to include elements specific to the PIP. </p>	<p style="background-color: yellow;">On-going</p>
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Region Program Improvement Plan

Southeast Region

<p>3.1. Ensure visitation is included in the new Judicial Review template.</p>	<p>DCBC: Saint Lucie County Director/CHS Director of Program Operations ChildNet: Case Management Directors</p>	<p>Judicial Review Template</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 DCBC: All Supervisors will review the JR templet to ensure that visitation is pre-populated and make corrections as needed. The County and Program Directors will report compliance of this Key activity at monthly CQI meetings. ChildNet: progress will be reported quarterly at the internal performance management meeting Directors and Supervisors reinforce the discussion of ensuring visitation is documented on the JR Template. JR Worksheet Ratings and Documentation Guidance which was distributed by email to case management staff in Palm Beach and Broward on 12/29/17 </p>	<p>Q2</p>
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<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 DCBC This item is discussed during permanency staffings as well as out of Home staffings. ChildNet: progress will be reported quarterly at the internal performance management meeting </p>	
<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"/> 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable DCBC: Interview training has been incorporated into the Pre-Service training curriculum. ChildNet: On-going training includes topics related to interviewing. </p>	<p>Q2</p>

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<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 CNPB: Implemented and ongoing. A four (4) day Family Finders training is planned to begin in Palm Beach on February 28, 2018 as part of on-going training. Training is included throughout the year. Initial training completed 04/2017. CNB: Update 12/4/17: Implemented and completed. ChildNet participated in a Family Finding 4 Day Boot Camp on 4/18/17 to 4/21/17. ChildNet reached out to Family Finders to ensure ongoing training is provided as needed. </p>	<p>Q1</p>
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Goal 3: Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs.			Applicable CFSR Outcomes or Systemic Factors: Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development			
Strategy B: Implement practice initiatives to assure that children receive appropriate services to meet their educational needs.			Applicable CFSR Items: 9, 11, 16, and 29			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. Improve access to educational documentation from the local school boards	DCBC: Director of Clinical Services ChildNet: Director of Service Coordination	Educational records in case files	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 DCBC: Continue to establish relationships with each Counties School Boards to assist in obtaining records for each child. Progress on meetings and communications with local schools and/or school boards. ChildNet: Has educational specialists in each county that work with the school board to facilitate information sharing.	Q2

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<p>2. Case managers will document youth involvement in their educational plan on the case plan.</p>	<p>DCBC: Saint Lucie County Director/CHS Director of Program Operations ChildNet: Case Management Directors</p>	<p>Case Plans</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 DCBC: Implemented and ongoing. CHS: Case management will document youth involvement in the educational plan on the case plan for children 13 and older. Unit Supervisors will review all educational and case plans for youth involvement. Item has been added to the CQI Agenda for February. CNB: Implemented and ongoing. Directors and Supervisors reinforce the discussion of documentation of youth involvement in their educational plan on the case plan ChildNet QM staff mentoring through case consultations. CNPB: Training completed in Dec.</p>	<p>Q2</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 C: Implement practice initiatives to assure children receive adequate services to meet their physical health, dental health, and mental health needs.</p>			<p>Applicable CFSR Items: 12, 12B, 17, 18, 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>

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<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 type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable DCBC: Implemented and ongoing - CBCIH is aware of the limitations within the Integrate System regarding access to medical records and documentation and has a team working on improving the system. ChildNet Implemented and ongoing ChildNet is able to view medical and dental claims in Integrate. </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 MM/YYYY <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable DCBC: Medical and dental data will be discussed at the monthly Performance Measure meetings. ChildNet: Monitors progress weekly on compliance and QM staff will reinforce requirements during case consultations. </p>	<p style="background-color: yellow;">Ongoing</p>

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<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 DCBC: Psychotropic medication data will be shared quarterly during CQI meetings. Questions and concerns will be discussed at this time. This data sharing will commence in February. Ongoing use of SPOC in all four counties to assist with increase psychotropic medication compliance. ChildNet monitors compliance monthly and will continue to work with case management to ensure ongoing compliance.</p>	<p style="text-align: center; color: yellow;">On-going</p>
<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 type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable DCBC: Ongoing discussions occurring with CBCIH regarding record sharing. ChildNet: Treatment progress notes form all our contracted agencies are completed and sent to the Child Advocates on a monthly basis.</p>	