

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 | | | |
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| 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 No longer applicable Daily/monthly reports are reviewed produced and sent to staff daily for unit drill downs. BSO continues to track commencement data through CQI plan. Commencement is championed by a CPI supervisor who monitors commencement on a daily basis, and then reports out monthly at our Supervisor's Meeting. | Ongoing |

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| <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 A Strategic Rotation System has been implemented. with DCF to ensure equity of caseload distribution. The system tracks daily, weekly and monthly on-going distribution of cases to ensure caseload assignment equity and management. BSO continues to implement a rotation system to ensure equity of caseload ratio to facilitate timely investigations. Equity across all CPIs and Squads is championed by our Analytical Supervisor and tracked monthly through our CQI plan. Additionally, BSO tracks open caseloads on a daily basis to ensure CPIs are carrying appropriate open caseloads, including meeting established internal targets. Caseload is championed by our Managers. </p> | <p>Ongoing</p> |
| <p>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.</p> | | | <p>Applicable CFSR Outcomes or Systemic Factors: Safety 1 & 2; Permanency 1 & 2; Well-Being 1 & 3; Systemic Factors: Service Array and Resource Development</p> | | | |

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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 | | | |
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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. 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. | Q1 |
| 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 Data reports and results presented monthly at Leadership meetings when available. BSO Update: BSO maintains monthly data of the DST to determine effectiveness of the implementation and utility of the team. DST data is reported out monthly at the Broward 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 DCF: Training has been conducted. Ongoing consultation calls/visits occur. Training visits occurred in Feb. and March 2018 with CPI and QA staff. BSO Update Mar. 2018 BSO is working with ACTION on proficiency (CCSPE and Supervisor) for staff during Quarter 4. <u>DCBC 4/10/18 UPDATE:</u> Action4Child Protection facilitated case consultation calls on 1/18/18, 2/15/18 and 3/15/18.</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. See monthly/quarterly reports.</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.</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</p> | <p>Ongoing</p> |

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| C-15 and 19. also reference in Goal 1 A 4 | | | | | <p>A quarterly meeting, SAFERR, is held to discuss various issues pertaining to services including quality issues and access issues. See Agenda.</p> <p>Reporting, service coordination and trainings continue. See monthly/quarterly reports.</p> | |
| 5. CHILDNET: implement Safety Management Action Response Team (SMART) Teams designed to provide children and families an array of services aimed to mitigate safety concerns (identified on the safety plan) allowing a child to remain in their home during open investigations. | ChildNet CBC Dawn & Krystal | Monthly SMART data 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 SMART was implemented in November of 2016 in Broward and Palm Beach Counties. SMART data is presented during Bi-Monthly Roadmap Meetings. | On-going |
| 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. Updated contract posted. | 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 | Ongoing |

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| | | | | | 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. | |
| 5.3. ChildNet: 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 | 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. Quarterly reporting is on-going. | Ongoing |
| 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). BSO utilizes all applicable state level FSFN reports to monitor daily compliance, and implement | Ongoing |

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| | | | | <p>improvement activities, when necessary. BSO tracks numerous CQI objectives and has established internal targets to track performance on a monthly basis. Objectives included, but not limited to: commencement, victims seen, present danger assessments, PDA safety plans, supervisory consultations, unsafe children referred to appropriate children, placement with kin, FFA-investigation, and cases submitted at 45 / 60 days.</p> <p>ChildNet: Reviews (FSFN, RSF, FL CQI, and Special Reviews) are collected, reviewed and analyzed for improvements and presented at the performance management meetings. The last one was presented on 3/9/18- for Qrt. 2 Data.</p> <p>CNPB Update: 04/18: Palm Beach has added a standing agenda item for the areas specified above in the Weekly Performance Management Meeting.</p> | |
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| | | | | | DCBC created an interim report using data from FSFN to show Progress Update completion dates. | |
| 6. Implementation of CFOP 170-7 (Develop and Manage Safety Plans) | 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. The Dept. entered into a short term contract with a former trainer to work with staff in the development of safety plans. See contract. The BSO QA Supervisor started completing Rapid Safety Feedback reviews based on Windows into Practice. These reviews have provided us an opportunity to review present danger and impending danger safety plans including providing technical assistance to produce a sufficient safety plan. CNB update- 3/22/18 Implemented and ongoing Initial begins during case assignments and transfer process from BSO to Childnet, and then ongoing when assessing the conditions for return and during progress updates | Ongoing |

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| | | | | | <p>CNPB Update: Ongoing Practice Model Booster and Support Sessions offered to both DCM and CPI. Items are discussed at Operations Meetings. Emailed agendas included in the update.</p> <p><u>DCBC 4/10/18 UPDATE:</u> Item has been added to the next CQI Meeting Agenda in May.</p> | |
| 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. Permanency Court is a pilot. See attached report. | 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 |

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| <p>1. Implementation of CFOP 170-11 (Placement)</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</p> <p>Implemented and ongoing. Reviewed in training and at Performance Mgmt. meetings.</p> <p>BSO Update Mar. 2018 In-house training completed in Jan. 2018 for all squads.</p> <p>CNB: Updated 3/22/18 Implemented and ongoing. Discussed during Performance Management Meeting. Last one was on 3/22/18.:</p> <p><u>DCBC 4/10/18 UPDATE:</u> Child Placement Agreement is facilitated during pre-service training.</p> | <p>Ongoing</p> |
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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 checked="" type="checkbox"/> Completed 03/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable 04/18 Update: Friends of Foster Children provides Kinship Connections services in C-15. The program continues to offer New Relative and Non-Relative Caregiver Orientation each month. See attachment. </p> | <p>On-going</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 checked="" type="checkbox"/> Completed 11/2017 <input 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 <u>DCBC 4/10/18 Update:</u> Closed home survey results submitted. CNB and CNPB Updated: 3/22/18- ChildNet has modified the curriculum. It is no longer called PIP, it is now called C.A.R.E. which stands for Foster Families: Creating And Retaining Excellence. The changes include trainings on working with Teens, normalcy, need for more foster homes to care for Teens, etc. The curriculum is "available for review". ChildNet </p> | <p>Q2</p> |
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| | | | | | began teaching the CARE training in November 2017. | |
| 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. See quarterly report. | 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. Data from CFSR and FL CQI will be reviewed to see if this item is increasing its compliance. 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. In addition, the Supervision Tool was developed. It is used at initial supervision which discusses the case goal. </p> | <p>Ongoing</p> |
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| 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 Regional CLS staff is conducting ongoing trainings with Regional Counsel and Judges. | Q1 |
| 7. Implement a program to provide attorneys for children modeled after a program in Circuit 15 – funded by Children’s Services Counsel to be expanded in C 17 | CSC | Procurement process Contract with Legal Aid | Florida CQI, CFSR PIP cases | 1 | <input checked="" type="checkbox"/> Completed 07/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable Contract has been awarded to Legal Aid | Q1 |
| 8. Add additional Judges in Circuit 17 | Chief Judge | New Judge | Data showing increased time to permanency Florida CQI, CFSR PIP cases | 1 | <input checked="" type="checkbox"/> Completed 07/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable New judge added | Q1 |

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| <p>9. Review children in group care with Child Placing Agencies to ensure best placement matches for children</p> | <p>DCBC 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 DCBC: Implemented and ongoing. 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. Number of children in Group Care: January 107. CN: Meetings held with CPA on best placement matches for children. These meetings are bi-weekly. Group Care numbers are also discussed during Roadmap Meetings. </p> | <p>Ongoing</p> |
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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: Implemented and ongoing - Monthly meetings with each CPA are ongoing. Foster home utilization average: December 2017-67% January 2018-69% February 2018-65% CN Update: Implemented and ongoing. ChildNet works in partnership with a variety of subcontracts to recruit quality foster homes to meet the needs of the children we serve. Through subcontracts, Child Placing Agencies recruit, train, license and support foster homes that serve children with needs ranging from traditional to youth with enhanced needs that include mild to chronic behavioral issues, dually served youth with involvement with DJJ and mental health organizations, teens, CSEC, sibling groups and LGBTQ youth. The Child Placing Agencies are incentivized to increase the pool of foster homes through various incentives and bonuses included in their contracts. </p> | <p style="background-color: yellow;">On-going</p> |
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| | | | | | <p>Foster parents are also incentivized to provide children with the aforementioned needs. The recruitment of homes is managed through contract incentives and goals. ChildNet will also pay an enhanced board rate to the foster parent. ChildNet now offers a higher rate to foster parents willing to accept teenagers to ensure the needs of the youth are met. A higher rate is also paid to the child placing agency to provide additional support to the home. This strategy is to ensure the needs of each teenager is met in the foster home and to incentivize the child placing agency to place more teens in foster homes. Additionally, ChildNet supports the subcontracted foster home management providers with an administrative support position that is responsible for prioritizing recruitment, training and licensing. Additionally, agencies are engaged on a monthly basis to review recruitment data collected by ChildNet and measure progress toward goals, discuss barriers to accomplishing goal, achievement, and identify key drivers in the</p> | |
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| | | | | | recruitment and licensing process that have the greatest impact on foster home growth. The ChildNet team collaborates with providers on a monthly basis through a "Recruitment Report" sent to both ChildNet and each Child Placing Agency's senior team to monitor their efforts toward achieving end of the year goals. | |
| 11. DCBC: Implement Rapid Family Engagement program which consists of a meeting within 5-7 business of shelter to immediately engage the parents and discuss conditions for return and begin case planning process. | County Directors & Program Operations | Rapid Family Engagement Tracking Log Monthly / quarterly report (Improved time to disposition) | Florida CQI, CFSR PIP cases | 2 | <input checked="" type="checkbox"/> Completed 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable DCBC: Program has been implemented. Rapid Family Engagement data 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. Please see RFE Data sent as evidence. | Ongoing |

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| 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 Implemented and ongoing discussion with key members of the Dependency System. Data currently presented on quarterly RoadMap meetings. See Broward Roadmap. | Q1 |
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| Goal 2: Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children. | | | Applicable CFSR Outcomes or Systemic Factors: Safety 2; Permanency 1 & 2; Well-being 1; Systemic Factors: Case Review System, Service Array and Resource Development, Statewide Information System, Foster and adoptive parent licensing, recruitment and retention) | | | |
| Strategy B: Implement practice initiatives that will help ensure the continuity of family relationships and connections is preserved for children. | | | Applicable CFSR Items: 3, 7, 8, 9, 10, 11, 20, and 23 | | | |
| Key Activities | Office and Lead Person Responsible | Evidence of Completion | Data Measure Used to Measure Improvement | Quarter Due | Quarterly Update | Quarter Completed |
| 1. 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 Implemented and ongoing. On-going monitoring is conducted and discussed in consultation calls with ACTION. Addressed through training, performance management meetings, regular staff reminders, and on-going RSF reviews. BSO Update: 03/18: | Ongoing |

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| | | | | <p>QA Supervisor has started completing Rapid Safety Feedback reviews based on Windows into Practice. These reviews have provided us an opportunity to review family functioning assessments – investigation (FFA-I) including reviewing all domains to ensure the FFA-I is sufficient</p> <p>CNB and CNPB Update 04/18: See Goal 1, Strategy B 6 update.</p> <p>CNB Update 03/22/18: Implemented and ongoing Weekly Email on Fridays to Case Management Directors to ensure the initial and ongoing FFA are completed (last one 3/16/18). Reminder email to all Directors sent on 2/27/18. Discussed bi-weekly during Performance Management Meetings (3/10/18-last meeting).</p> <p><u>DCBC 4/10/18 UPDATE:</u> Training is provided during pre-service training. Please see Family Assessment and Case Planning System of Care Training sent as evidence.</p> | |
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| 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 modified goal to 58%. | |

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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. The relative caregiver group is being led by CHS Director of Program Operations and has participants from Friends of Foster Children, CHS, ChildNet, the judiciary and GAL. Case management staff is present at all relative caregiver orientations held by Friends of Foster Child in Palm Beach County. Friends of Foster Children offers a thorough Kinship Orientation in Palm Beach county through their Kinship Connections program. Orientation includes feedback provided from this workgroup. </p> | <p>Ongoing</p> |
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Region Program Improvement Plan

Southeast Region

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| <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 </p> <p>CNB: Update Implemented and ongoing Meetings held with CPA on best placement matches for children. These meetings are bi-weekly.</p> <p>CNPB 04/18: ChildNet continues to assess children in out of county for moves back in county when possible. As of recent, DCF Key Indicators, Palm Beach is trending down on the percent of children in out-of-home licensed care that are placed outside of the removal county.</p> <p>DCBC: Implemented and ongoing. Targeted reviews of children placed out-of-circuit will be reviewed monthly for the best possible placement. Please see Out of Circuit Analysis sent as evidence.</p> | <p>On-going</p> |
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Region Program Improvement Plan

Southeast Region

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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 </p> <p>CNB Implemented and ongoing Bi-weekly meetings held with CPAs on best placement matches for children. ChildNet developed a matrix of available beds to supplement the information in FSFN which includes viable beds as well as vacant beds.</p> <p>CNPB Update 04/18: continues to utilize a foster bed utilization chart that shows bed availability with the foster home licensing capacity, age range and gender preference. In addition, at the Family Foster Home Match Meeting, the child placing agencies report on their bed availability to the group.</p> <p>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</p> | <p>On-going</p> |
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Region Program Improvement Plan

Southeast Region

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| | | | | | 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. Please see Out of Circuit Analysis sent as evidence. | |
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Region Program Improvement Plan

Southeast Region

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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 CNB Implemented and ongoing Progress reported quarterly at the internal performance management meeting. Updates are provided in the Judicial Reviews as to any activities the child participates in. Email reminders sent to all the Directors every 60 days. CNPB Update 04/18: Added as a standing item on performance mgmt. meeting agenda. <u>DCBC 4/10/18 Update:</u> No additional updated. Case Management Leadership continues to work on adding tasks in the appropriate places for the case plans </p> | <p>On-going</p> |
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Region Program Improvement Plan

Southeast Region

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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 </p> <p>CNB Update 03/2218: Implemented and ongoing progress reported quarterly at the internal performance management meeting. Discussions are held in reference to the increase level of parental involvement during supervision, staffings. Email reminder went out to all the Directors on 2/9/18. Reminders go out every 60 days by the Director.</p> <p>CNPB Update 04/18: Added as a standing item on performance mgmt. meeting agenda. Family Meeting transfer document discusses parental involvement from the beginning of the case.</p> <p><u>DCBC 4/10/18 Update:</u> The process continues throughout the circuit. Data for RSF and FL CQI will be analyzed to determine increased documentation in the progress updates</p> | <p>Ongoing</p> |
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Region Program Improvement Plan

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| <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 continues to hold monthly Permanency Round Tables. January: 8 Follow Ups February: 2 Follow Ups/8 Initial (2 cases, 8 youth) March: 5 Follow Ups/1 Initial. Monthly follow up continues for the one youth participating in the Youth Centered Round Table. </p> | <p style="background-color: yellow;">On-going</p> |
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Region Program Improvement Plan

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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) | | | |
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| 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 checked="" type="checkbox"/> Completed 03/2018 <input type="checkbox"/> On/ahead of schedule <input 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 Update 04/18: CN Data department (regional) implemented and reinforced data entry guidelines for placement changes which are informally tracked by the Data Supervisor. OCW added an addendum to the CFSR reviews which will capture performance in this area. The use of the addendum went into effect beginning in Quarter 3. | On-going |

Region Program Improvement Plan

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| Goal 3: Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs. | | | Applicable CFSR Outcomes or Systemic Factors: Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development | | | |
|--|------------------------------------|---|--|-------------|---|-------------------|
| Strategy A: Implement practice initiatives that will improve families 'capacity to provide for their children's needs through quality family assessments, family engagement and appropriate supports to address identified needs. | | | Applicable CFSR Items: 2, 3, 6, 10, 12, 12A, 12B-1, 12B-2, 12C, 13, 14, 15, and 29 | | | |
| Key Activities | Office and Lead Person Responsible | Evidence of Completion | Data Measure Used to Measure Improvement | Quarter Due | Quarterly Update | Quarter Completed |
| 1. 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"/> Completed12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable Implemented and ongoing Presented monthly at board meetings and during Roadmap meetings. Current average is 18.70 children as of 3/2/18- which is a reduction from last quarter. | On-going |

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| <p>2. Rapid Family Engagement/Family Team Meeting/Case Transfer to include beginning the discussion around for the case planning.</p> | <p>DCBC: County Directors ChildNet: Case Management Directors</p> | <p>Rapid Family Engagement Tracking Log ChildNet case assignment form</p> | <p>Florida CQI and CFSR PIP case reviews</p> | <p>2</p> | <p> <input checked="" type="checkbox"/> Completed 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable 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. CNB: 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. CNPB Update 04/18: Family Meeting staffings began in Quarter 3 with the use of a newly developed Family Meeting Staffing form. In addition, key staff participated in a discussion/training with ACTION hosted by DCF on 3/22/18. </p> | <p>On-going</p> |
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Region Program Improvement Plan

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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 </p> <p>ChildNet: Directors and Supervisors reinforce the discussion of ensuring documentation of visitation. Progress will be reported quarterly at the performance management meeting.</p> <p><u>DCBC 4/10/18 Update:</u> Data is reviewed through the CFSR and FL CQI Reviews. Discussions occur during case consultations following case reviews</p> | <p style="background-color: yellow; display: inline-block; padding: 2px;">On-going</p> |
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Region Program Improvement Plan

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| <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 performance management meeting. Directors and Supervisors reinforce the discussion of ensuring visitation is documented on the JR Template. </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 </p> <p> CNB Update 03/22/18: Implemented and ongoing Directors and Supervisors reinforce the discussion of ensuring sibling visitation documentation. ChildNet reports quarterly at the internal performance management meeting. Reminder Email sent to all the directors on 2/28/18 </p> <p> CNPB Update 04/18: - Added as a standing item on performance mgmt. meeting agenda. ChildNet Intake and Placement Department is scheduling sibling separation staffings. </p> <p> DCBC This item is discussed during permanency staffing as well as out Out of Home staffing. </p> | <p>On-going</p> |
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| <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</p> <p>CNB Update 3/22/18 Implemented and completed. Professional Development designed a HV training that is part of the ongoing Training Workshops. QM staff mentoring through case consultations during reviews.</p> <p>CNPB Update 04/18: Update: Continue relevant live trainings previously noted in Q2. Online supplemental course in-process.</p> <p>DCBC: Interview training has been incorporated into the Pre-Service training curriculum</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</p> <p>Mar. 2018 update: Family Finding training presented Feb. -March 2018. Fifty SER staff attended. Participants included ChildNet, Legal Aid, GAL, DCF, CLS, BSO, Foster Children’s Project, and CHS.</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 |

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| <p>1. Improve access to educational documentation from the local school boards</p> | <p>DCBC: Director of Clinical Services ChildNet: Director of Service Coordination</p> | <p>Educational records in case files</p> | <p>CFSR and FL CQI Data</p> | <p>2</p> | <p> <input checked="" type="checkbox"/> Completed 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable ChildNet: Has educational specialists in each county that work with the school board to facilitate information sharing. CNB: 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 CNPB Update: 04/18: The school district has converted to a new system called SIS. The education specialist has access to some school records, however, does not have access to all screens. A meeting took place with the school district foster care liaison to address. Also, the director of service coordination is awaiting access. Initial school records are continuing to be sent with the CBHA referral. Case management is </p> | <p>Q2</p> |
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| | | | | | <p>copied when the referral is sent containing the records. We have created a FAQ document specific to the school district and uploaded to resource link. The Court school district liaisons will provide records.</p> <p>DCBC: Continues to establish relationships with each Counties School Boards to assist in obtaining records for each child. Additionally, when issues arise, the County Director will step in to assist. DCBC has also recently appointed three members to our Board of Director's that are from School Boards within the Circuit. Two from St. Lucie County and one from Okeechobee County.</p> | |
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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 </p> <p> CN: 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. A new job aid was created and sent to all staff on 3/9/18 titled Education Requirements and Best Practice. <i>The focus was on Education Attn: Case Managers! Don't Make Decisions About Me Without Me!</i> </p> <p> 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. </p> | <p style="text-align: center; color: yellow;">On-going</p> |
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Region Program Improvement Plan

Southeast Region

| Goal 3: Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs. | | | Applicable CFSR Outcomes or Systemic Factors: Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development | | | |
|--|---|---|--|-------------|--|-------------------|
| Strategy C: Implement practice initiatives to assure children receive adequate services to meet their physical health, dental health, and mental health needs. | | | Applicable CFSR Items: 12, 12B, 17, 18, and 29 | | | |
| Key Activities | Office and Lead Person Responsible | Evidence of Completion | Data Measure Used to Measure Improvement | Quarter Due | Quarterly Update | Quarter Completed |
| 1. Discussed with Community Based Care Integrated Health (CBCIH) regarding the limitations of Integrate, their electronic program to modify including follow-up medical information | DCBC: 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 type="checkbox"/> Completed MM/YYYY <input type="checkbox"/> On/ahead of schedule <input checked="" type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable ChildNet Implemented and ongoing ChildNet is able to view medical and dental claims in Integrate. 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. <u>DCBC 4/10/18 Update:</u> No updates. Status remains the same with CBCIH Integrate and their data reporting system. | |

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| <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 ChildNet: Medical and dental data is discussed bi-monthly Performance Management meetings and Scorecard meetings. ChildNet’s Medical Unit, Case Management and Contracts Dept. monitors progress weekly on compliance, and QM staff reinforces requirements during case consultations. QM also sends bi-weekly emails on Tuesdays measuring compliance. DCBC: Medical and dental data will be discussed at the monthly Performance Measure meetings. </p> | <p>Ongoing</p> |
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Region Program Improvement Plan

Southeast Region

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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 CNB Update 3/22/18: Implemented and ongoing ChildNet monitors compliance monthly and will continue to work with case management to ensure ongoing compliance. Training also provided to case management staff. QM staff reinforces requirements through weekly emails on Monday. CNPB Update 04/18: Palm Beach Service Coordination assists with obtaining records and psychotropic medication reports if needed. CMO began using CaseAIM staff to track psychotropic medications. <u>DCBC 4/10/18 Update:</u> Quarterly Psychotropic Medication review was conducted at end of March. Report is forthcoming. Data will be shared quarterly during CQI meetings. Questions and concerns will be discussed at this time. This data sharing will commence in May. </p> | <p>On-going</p> |
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| | | | | | Ongoing use of SPOC in all four counties to assist with increase psychotropic medication compliance. | |
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Region Program Improvement Plan

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| <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 type="checkbox"/> On/ahead of schedule <input checked="" type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable CNB Update 3/22/18: Implemented and ongoing Treatment progress notes from all our contracted agencies are completed and sent to the Child Advocates on a monthly basis. A designated person from Service Coordination is also available to assist in obtaining reports. CNPB Update 04/18: ChildNet receives reports automatically from three (3) providers (Chrysalis, Center for Child Counseling, and Community Partners). SACC hotline providers continue to enter notes into FSFN. ChildNet also hosted a meeting in conjunction with SEFBHN to discuss better collaboration among providers. In addition, ChildNet will be hosting a Medication Assisted Treatment Training at the end of March. All CPIs and DCMs will be offered the training. <u>DCBC 4/10/18 Update:</u> No additional updates to report. There is a statewide workgroup </p> | |
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| | | | | | working on this issue to share records electronically | |
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