

Region Program Improvement Plan

Southeast Region

2017-2018 Q4

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 No longer applicable Implemented and ongoing Daily/monthly reports are reviewed produced and sent to staff daily for unit drill downs. BSO Update June 2018 This remains a priority safety outcome that BSO focuses on a daily basis including pulling the management report and analyzing data on a monthly basis. Commencement data is included in the monthly CQI plan.	On-going

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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 </p> <p>A Strategic Rotation System has been implemented. with DCF to ensure equity of caseload distribution. Rotation, caseload distribution and caseload size is tracked daily by CPI and unit with monthly rollups.</p> <p>BSO Update June 2018 BSO recently implemented a different way of assigning cases to our CPIs on a daily basis. Each day, FSFN data is pulled and sorted from low to high cases received, taking into consideration a roughly three-month time period, of intakes received by CPI. We have found this new method is ensuring equal cases are being assigned to CPIs over time which has assisted with timely initiation of investigations and more manageable caseloads.</p>	<p>On-going</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			
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. Reports pulled by OCW and presented to monthly Leadership meetings. BSO Update June 2018 No changes. BSO and ChildNet Broward has implemented Decision Support Teams in Circuit 17. The DST is convened on all cases that meet the criteria for Tier 1/ Tier 2 and on all cases where a removal is being considered. The DST team is comprised of the CPI / CPI supervisor, ChildNet, and critical child safety experts (e.g. Henderson FEP, Women in Distress, or Safety Management providers)	Q1

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<p>1.1. Each circuit tracks the outcomes of the DST to determine effectiveness of the implementation and utility of the team</p>	<p>DCF Operations manager, BSO Managers</p>	<p>Monthly roll up reports by DCF/BSO Quality Assurance Managers, presented at quarterly performance measures meetings</p>	<p>Rapid Safety Feedback reviews</p>	<p>1</p>	<p> <input checked="" type="checkbox"/> Completed 09/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable OCW pulls reports. Data reports and results presented monthly at Leadership meetings when available. BSO: Tracking of DST remains ongoing and tracked on a monthly basis DST. Data is reported out monthly at the Broward Roadmap meetings. </p>	<p>On-going</p>
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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: Ongoing consultation calls/visits occur. Training visits occurred on June, 13-15, 2018 in Circuits 15 and 19. BSO Update June 2018 BSO continues to work closely with ACTION. During Quarter 4, ACTION provided three (3) case consultation sessions. In addition, BSO is under contract with ACTION for all supervisors to become proficient including three (3) staff to become a CCSPE. As of today, three (3) supervisors have successfully completed the supervisor proficiency track (with several in process with level 1 and level 2), one (1) staff has successfully completed level 1 CCSPE track (with two more staff prepping to begin the CCSPE level 1 track. ChildNet Broward Update – June 2018: On-going consultations continue. ChildNet continues to offer Practice Model Support Sessions on the </p>	<p>On-going</p>
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					<p>following topics: Safety Planning, Child Placement Agreements, Caregiver Protective Capacities, Conditions for Return, Reunification, and Supervisor Consults.</p> <p>CCKids 7/10/18 UPDATE: Action4Child Protection facilitated case consultation calls on 4/19/18, 5/17/18, and 6/21/18.</p>	
3. Improve utilization of Onsite Domestic Violence Advocates and implement lethality screening for investigation and case with domestic violence.	Safe Space/ Martha's House; Women in Distress, AVDA, Harmony House	Monthly utilization statistics, number of consultations,	Number of consultations	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 Domestic Violence Advocates are co-located with CPIs and Case Management in all circuits and service centers. Monthly/quarterly reports are received.	On-going
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	DCBC Clinical Director ChildNet Director of Service Coordination	Quarterly review of SACC call center Data provided by ME	Florida RSF, and Florida CQI and PIP monitored cases	1	<input checked="" type="checkbox"/> Completed 09/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable SACC implemented. Quarterly report posted. CNPB: ChildNet's Director of Service Coordination chairs the SAFERR meeting. This is a quarterly meeting. The purpose is to discuss various issues pertaining to services including quality issues and access	On-going

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					<p>issues. SACC data is reviewed quarterly and 211 is sending reports directly to ChildNet on a monthly basis regarding the calls received during the particular month. Process and barriers are discussed. ChildNet and the Managing Entity are taking a more in depth look at the reasons why families have not completed the assessments. The next meeting is July 25, 2018.</p> <p>CCKids June 2018 UPDATE: Implemented and Ongoing. Please see SACC Reporting Monthly Totals sent as evidence.</p>	
<p>5. CHILDNET: implement Safety Management Action Response Team (SMART) Teams designed to provide children and families an array of services aimed to mitigate safety concerns (identified on the safety plan) allowing a child to remain in their home during open investigations.</p>	<p>ChildNet CBC Dawn & Krystal</p>	<p>Monthly SMART data reports</p>	<p>Florida RSF, and Florida CQI and PIP monitored cases</p>	<p>1</p>	<p><input checked="" type="checkbox"/> Completed 07/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable</p> <p>SMART was implemented in November of 2016 in Broward and Palm Beach Counties.</p> <p>ChildNet Broward Update: June 2018: SMART data is presented during Bi-Monthly Roadmap Meetings. Last Roadmap Presentation was 5/23/18.</p> <p>CNPB June 2018: To date, there have been 296 referrals.</p>	<p>On-going</p>

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<p>5.1. Devereux Community Based Care (DCBC): Developed In home rapid family response (Boystown) as safety management services Available in all four counties as of July 2016 (Presentation for CHS engagement from Boystown)</p>	<p>DCBC- Director of Contracts</p>	<p>Contracted Services report</p>	<p>Florida RSF, and Florida CQI and PIP monitored cases</p>	<p>1</p>	<p><input checked="" type="checkbox"/> Completed 07/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable Implemented in March 2014 and modified in March 2016. CCKids June 2018 UPDATE: Implemented and Ongoing. No Additional updates.</p>	<p>Q1</p>
<p>5.2. DCBC: Increase engagement of families in services through use of Wraparound (evidenced based) services.</p>	<p>DCBC- Director of Clinical Services</p>	<p>Quarterly Report from Wraparound providers</p>	<p>Florida RSF, and Florida CQI and PIP monitored cases</p>	<p>1</p>	<p><input checked="" type="checkbox"/> Completed 09/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable CCKids June 2018 UPDATE: Implemented and Ongoing.</p>	<p>On-going</p>
<p>5.3. ChildNet: Improve coordination with the Family Intervention Team (FIT), Family Functioning Therapy (FFT), Family Engagement Program (FEP) and Placement Partnership Program (PPP) to provide safety services to families under in-home protective supervision</p>	<p>Broward Program Officer of Intake and Placement and Palm Beach Director of Service Coordination</p>	<p>Monthly contract reports</p>	<p>Florida RSF, and Florida CQI and PIP monitored cases</p>	<p>1</p>	<p><input checked="" type="checkbox"/> Completed 07/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable ChildNet Broward Update June 2018: Implemented and ongoing. Coordination of these programs began in July 2016. Quarterly reporting is on-going. Quarter 4 report is due to ChildNet on 7/15/18. CNPB June 2018: Update: Quarterly reports from FITT and PP are received showing the number of</p>	<p>On-going</p>

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					referrals, number of successful discharges, number of unsuccessful discharges, number of children removed during services, number of children after services.	
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 07/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable DCF: Daily/monthly reports are reviewed and distributed to staff daily for unit drill downs on FFA status. BSO update Mar 2018: BSO utilizes all applicable state level FSFN reports to monitor daily compliance, and implement 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. The CQI objectives are championed by CPI supervisors	On-going

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				<p>who sends out daily emails utilizing various FSFN reports to ensure compliance</p> <p>ChildNet Broward Update June 2018: Implemented and ongoing. 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 6/15/18- for Qtr. 3 Data.</p> <p>CNPB Update: June 2018: Palm Beach has added a standing agenda item for the areas specified above in the Weekly Performance Management Meeting.</p> <p>CCKids June 2018 UPDATE: FSFN reports are utilized in day to day operations. DCBC, now CCKids, created reports to monitor supervisory consultations as well as progress updates. No further updates required as report utilization is on-going.</p>	
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<p>6. Implementation of CFOP 170-7 (Develop and Manage Safety Plans)</p>	<p>DCF: Program Operations Administrators BSO: Managers CBC Case Management Directors</p>	<p>Monthly operations meetings and quarterly performance reviews.</p>	<p>Florida RSF, and Florida CQI and PIP monitored cases</p>	<p>2</p>	<p> <input checked="" type="checkbox"/> Completed 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable DCF: Implemented and addressed at Leadership meeting. C 15 has also contracted with a safety expert to assist staff with the development of qualitative safety plans. BSO Update June 2018: Safety planning addressed at ACTION training/consultations. ChildNet Broward Update June 2018: 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 support session available upon request for Safety planning and conditions for return. Email Reminder sent to all Directors on 6/25/18. CN Palm Beach June 2018: Ongoing Practice Model Booster and Support Sessions offered to both DCM and CPI. Items are discussed at Operations Meetings. </p>	<p>On-going</p>
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					<p>CCKids June 2018 UPDATE: On 5/23/18 during the monthly CQI meeting a Safety Plan exercise was conducted with case management. Case Management leadership was broken out into three groups and given redacted case information to include case notes and safety plans and determine, based on CFOP 170-7 and Rapid Safety Feedback guidance whether the safety plans were being monitored appropriately. Copies of CFOP 170-7 were also distributed at this time. Please see CQI Meeting Agenda 5/28/18 and CQI Power Point Presentation sent as evidence</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 CFSR PIP cases	2	<input checked="" type="checkbox"/> Completed 09/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable Implemented and ongoing Monthly reporting in place.	On-going
Goal 2: Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children.			Applicable CFSR Outcomes or Systemic Factors: Safety 2, Permanency 1 & 2; Well-being 1; Systemic Factors: Case Review System, Service Array and Resource Development, Statewide Information System, Foster and Adoptive Parent Licensing, Recruitment and Retention)			
Strategy A: Implement practice initiatives that will improve the permanency and stability of children's living situations.			Applicable CFSR Items: 4, 5, 6, 12, 19, 20, 23, 24, 29, and 35			

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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 170-11 (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 BSO Update June 2018 Child placement agreements for care precautions and behavior management plans are discussed during the case transfer / family team meeting as needed. ChildNet Broward: Updated June 2018: Implemented and ongoing. Discussed during Performance Management Meeting. Last one was on 6/18/18. CCKids June 2018 UPDATE: No additional update - Child Placement Agreement training is facilitated during pre-service training.	On-going

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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 CNPB 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. </p>	<p>Q3</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 CNB and CNPB Updated: June 2018: 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 began teaching the CARE training in November 2017. CCKids June 2018 UPDATE: As a result of the survey responses, an educational presentation was created to present to all partners in the child welfare system. This presentation focuses on communication and the need to work as a unified team for the best interest of the children. The first presentation was delivered to approximately fifty Guardian ad Litem staff and/or volunteers on June 29th. Future presentations are in the process of being scheduled. Foster parent/bio parent Icebreaker process planning is </p>	<p>Q2</p>
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					underway through our Quality Parenting Initiative.	
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	On-going

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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 ChildNet Broward Update June 2018: Implemented and Ongoing. The 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. Reminder Email sent to all directors on 6/22/18. Qrt 3- Rapid Safety- Item - #5.1- ChildNet was at 100% for whether the supervisor is regularly consulting with the case manager. An increase from last quarter. Item 5.2 - ChildNet was at 60% for whether the supervisor is ensuring recommended actions are followed up on. Ongoing support session available from the Training Department for Supervisory Consults. CNPB Update 06/18: - The newly developed Supervision Tool continues to be in use. It is used at initial supervision which discusses the case goal. </p>	<p>On-going</p>
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					CCKids June 2018 UPDATE: Implemented and On-going	
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 CLS supervising attorneys pull a sample from their division and reviewing the permanency order. In addition, the CLS Regional Director reviews a sample from each of the circuits every month.	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 </p> <p> ChildNet Broward Updated June 2018: Implemented and ongoing. Meetings held with CPA on best placement matches for children. These meetings are bi-weekly on Thursday from 9:30am to 11:30am. Meeting held quarterly with Executives from CPA. ChildNet continues to work on this and there has been great progress. New Procedure put into place, included in prior quarter. Group Care numbers are also discussed during Roadmap Meetings. Last meeting was 5/23/18. CNPB June 2018: Update: Process continues for Foster Family Match Meetings in Palm Beach held with the CPAs. The meetings are typically held twice a month. Meetings were held during Qtr. 4: April 12, April 26, May 10, May 24, and June 7. CCKids 7/10/18 UPDATE: Implemented and Ongoing. Number of children in Group Care: June 2018 = 95. </p>	<p>On-going</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 ChildNet Broward Updated June 2018: Implemented and ongoing. A Foster Home Recruitment, Retention and Utilization Taskforce has been created in-house to recruit and retain foster homes, in which the CEO is an active participant. The weekly taskforce is comprised of staff from throughout ChildNet. 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. Foster parents are incentivized to provide children with the afore-mentioned needs. The recruitment of homes is </p>	<p>On-going</p>
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				<p>managed through contract incentives and goals. 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 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.</p> <p>The following contract language has been added to those Child Placing Agencies who recruit foster homes:</p> <ol style="list-style-type: none"> a. Recruit potential foster families that shall reflect the racial and ethnic diversity of children for whom foster homes are needed. Recruitment shall be conducted in a manner that furthers the goal of placing all children, 	
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				<p>including sibling groups, in homes that are able to meet their physical and emotional needs.</p> <p>b. Emphasize the recruitment of homes able to care for specified high priority children. Such high priority children include:</p> <ol style="list-style-type: none"> 1. Sibling groups consisting of at least one boy and one girl who are not able to sleep in the same bedroom due to safety issues and/or not in the best interest of the children; 2. Children with medical needs who do not qualify for a medical placement through Children’s Medical Services; 3. Children between the ages of 6 through 14 who have behavioral and/or mental health issues who do not qualify for therapeutic level of care placements; 4. Infants under the age of 6 weeks; and 5. Youth ages 13 through 17. <ol style="list-style-type: none"> a. Support ChildNet’s efforts to place sibling groups together by identifying appropriate placements for sibling groups. 	
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				<p>CN PB June 2018: Update: ChildNet developed a Foster Home Recruitment, Retention and Utilization Taskforce in 4th Quarter. The Action Plan of the taskforce includes the following: Contracts- Including Incentives, Bonuses, Administrative Position, Billing/Reimbursement; Foster Home Support and Culture Change; and Marketing/Research. The <i>weekly</i> taskforce is comprised of staff from throughout ChildNet and future plans to include DCF staff are in place. Current strategies involve contracting with Keith Gold for marketing research for the counties served by ChildNet and staff training. The Training Department is leading the creation of a training series focused on positive engagement with foster parents and all caregivers, providing information on their rights, role, and responsibilities. The training series will have embedded into all monthly topics skills building components of customer service, compassion, conflict resolution and communication. Components planned include the Partnership</p>	
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				<p>Plan, Caregivers and the Courts, Caregivers and the Case Plan, Caregivers and Permanency, Caregivers and Services, Caregivers and Safety, and Caregivers and Well-Being. ChildNet Director of Foster Home Recruitment and Licensing compiles a Recruitment, Training, and Licensing Report for the fiscal year. This includes the tracking of county's data and by individual agencies that ChildNet subcontracts with to provide licensing, recruitment and training.</p> <p>CCKids June 2018 UPDATE: Implemented and Ongoing. Monthly meetings with each CPA. Foster home utilization average: March 2018 - 68% April 2018 - 75% May 2018 - 72% Incentives included in July 2018 CPA contracts to encourage FH recruitment/identification of homes for sibling groups of three or more, children stepping down from therapeutic settings and sibling groups with large age spans among siblings.</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 Program has been implemented. CCKids June 2018 UPDATE: 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 Board of Director Packets - RFE Data sent as evidence. Pages: 10, 11, 60, 61, 62, 112, 113</p>	<p>On-going</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 at quarterly Broward Road Map meetings.</p>	<p>On-going</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>			
<p>Key Activities</p>	<p>Office and Lead Person Responsible</p>	<p>Evidence of Completion</p>	<p>Data Measure Used to Measure Improvement</p>	<p>Quarter Due</p>	<p>Quarterly Update</p>	<p>Quarter Completed</p>

Region Program Improvement Plan

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<p>1. Implementation of CFOP 170-9 (Family Assessment and Case Planning)</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 style="text-align: center;">2</p> <p> <input checked="" type="checkbox"/> Completed 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable </p> <p>DCF: Implemented and ongoing Training is provided during pre-service training.</p> <p>BSO Update: June 2018: The FFA-I continues to be a constant focus to improve the overall quality including all domains. RSF reviews and our supervisors and staff who are going through the proficiency process has been reviewing more and more FFA-I to improve the overall quality.</p> <p>ChildNet Broward Update June 2108: Implemented and ongoing Weekly Email on Fridays to Case Management Directors to ensure the initial and ongoing FFA are completed (last one 6/22/18). Reminder email to all Directors sent on 6/22/18. Discussed bi-weekly during Performance Management Meetings (6/15/18-last meeting).</p>	<p>On-going</p>
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Region Program Improvement Plan

Southeast Region

					<p>Childnet Palm Beach June 2018: Ongoing Practice Model Booster and Support Sessions offered to both DCM and CPI. Items are discussed at Operations Meetings.</p> <p>CCKids June 2018 UPDATE: Implemented and Ongoing. Training is provided during pre-service training.</p>	
2. Set a Regional goal of initial placements of children with relatives/non relatives of 66%	DCF Operations Manager BSO Managers	Monthly Shelter reports	<p>Performance Reviews in each Circuit</p> <p>Third Quarter: 64% (SER monthly shelter report)</p>	2	<p><input checked="" type="checkbox"/> Completed 03/2018</p> <p><input type="checkbox"/> On/ahead of schedule</p> <p><input type="checkbox"/> Behind schedule</p> <p><input type="checkbox"/> No longer applicable</p> <p>SER has modified the regional goal to 58%.</p> <p>June 2018 Update: SER Regional Shelter report indicates 64% relative/non-relative placement.</p> <p>BSO June 2018 update: BSO continues to monitor the initial placement of children to ensure the most appropriate placement of children, knowing placement with a relative or non-relative is normally in the best interest of children. Our internal goal remains 66% and this data is included in the monthly CQI plan.</p>	On-going

Region Program Improvement Plan

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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 CNPB Update June 2018. Update: The relative caregiver workgroup continues to meet on a quarterly basis and met on April 16, 2018 to discuss efforts to engage kinship caregivers and barriers to services. Strategies developed for information sharing across different departments to ensure all kinship have access to these services and supports. The group is being led by Nicole Slade, CHS Director of Program Operations and has participants from Friends of Foster Children, CHS, ChildNet, the judiciary and GAL. The group includes the CHS Dependency Specialist tasked with exploring and securing relative placements for children in out of home care. The next meeting will be in July 2018. 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. Further efforts to place children with relatives include: The CMO </p>	<p>On-going</p>
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Region Program Improvement Plan

Southeast Region

					allocated a new Dependency Specialist position dedicated to identifying, locating, informing and evaluating relatives and non-relatives for placement resources. Also follow up on relatives identified at Shelter Hearing and in the Family Team Meetings. A client Relative Non Relative Home Study tracker is maintained. Initial placement with relatives is tracked monthly on the Palm Beach Performance Review. Ongoing efforts for placement with relatives is an agenda item for Operations Meetings and Performance Management Meetings.	
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Region Program Improvement Plan

Southeast Region

<p>3. Move children that are placed out of county back into their home county when appropriate.</p>	<p>DCBC: Director of Clinical Services ChildNet: Director of intake and Placement</p>	<p>Placement tracking log Targeted Recruitment List</p>	<p>Data Report – Out-Of-Home Care Florida CQI and PIP monitored cases</p>	<p style="text-align: center;">2</p> <p> <input checked="" type="checkbox"/> Completed 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable. </p> <p>Childnet Broward: Update June 2018: Implemented and ongoing. Meetings held with CPA on best placement matches for children. These meetings are bi-weekly on Thursday from 9:30am to 11:30am. 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. ChidNet continues to work on relocating children that are out of county back to Broward, if it is in the best interest of the child.</p> <p>CNPB June 2018: ChildNet continues to assess children in out of county for moves back in county when possible. This takes place in the Family Foster Family Match Meetings as well.</p> <p>CCKids June 2018 UPDATE: 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

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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>ChildNet Broward Update 6/25/18: Implemented and ongoing Meetings held with CPA on best placement matches for children. These meetings are bi-weekly on Thursday from 9:30am to 11:30am. 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 June 2018: ChildNet continues to utilize a foster bed utilization chart that shows bed availability with the foster home licensing capacity, age range and gender preference. In addition, at the Family Foster Home Match Meeting, the child placing agencies report on their bed availability to the group.</p> <p>CCKids June 2018 UPDATE: Implemented and Ongoing. Please see Out of Circuit Analysis sent as evidence.</p>	<p>On-going</p>
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Region Program Improvement Plan

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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 </p> <p>ChildNet Broward Update June 2018: 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 reminder went out to all the Directors on 6/21/18.</p> <p>CNPB Update June 2018: Palm Beach has added a standing agenda item for the areas specified above in the Weekly Performance Management Meeting. CQI Team began The Quality Advisor section in the weekly communications email that goes out to all staff. This provides an opportunity to focus on areas such as family engagement and visitation, providing tips that are directly related to improving outcomes as determined by CFSR and RSF findings. CQI Team has worked with CHS CMO Program Directors to participate in supervisory level meetings to</p>	<p>On-going</p>
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Region Program Improvement Plan

Southeast Region

				<p>provide training on the CFSR. Training took place on 5/4/18. Community Alliance Foster Shock workgroup committees comprised of community members and organizations including individual community members, ChildNet, CLS, and GAL meets up to two times per month. The workgroup has engaged licensing agencies and DCM staff to continue creating and implementing strategies to improve birth parent and foster parent communications. As a result of the work done by the workgroup, CHS CMO developed Procedure: Initial Contact Between Foster Parent and Birth Parent Facilitated by DCM. This began in June 2018 and is expected to aid in the facilitation of communication between birth parents and foster parents and increase involvement and engagement.</p> <p>CCKids 7/10/18 UPDATE: Implemented and On-going.</p>	
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Region Program Improvement Plan

Southeast Region

<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 ChildNet Broward Update June 2018: 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 6/21/18. CNPB Update June 2018: Added as a standing item on performance mgmt. meeting agenda. CCKids 7/10/18 UPDATE: No additional update. Further review of progress updates to be completed and analyzed to determine if there has been increased documentation. </p>	<p>On-going</p>
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Region Program Improvement Plan

Southeast Region

<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 CCKids June 2018: UPDATE: Implemented and Ongoing. Permanency Round Tables are held on a monthly basis. April: 16 Follow up staffings & 1 Youth Centered Round Table (6 cases - 2 large sibling groups, 1 youth centered round table) May: Cancelled June: 1 Follow up staffing & 1 Youth Centered Round Table Initial staffings: 3 (2 cases) </p>	<p>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)			
Strategy C: The state’s child welfare information system, FSFN, will have accurate and timely data that supports child well-being.			Applicable CFSR Items: 4 and 19			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed

Region Program Improvement Plan

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<p>1. DCBC and CNCBC will work to improve accurate and timely data entry of placements, particularly kinship placements.</p>	<p>DCBC System Analysis and Performance Improvement Manager. CNCBC Data Specialists and CQI Department</p>	<p>Improvement in accuracy and timely data entry of placements.</p>	<p>FSFN data reports CFSR and FL CQI Reviews</p>	<p style="text-align: center;">2</p>	<p> <input checked="" type="checkbox"/> Completed 04/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable </p> <p>CN Update June 2018: CN Data department (regional) implemented and reinforced data entry guidelines for placement changes which are informally tracked by the Data Supervisor. OCW added an addendum to the CFSR reviews which will capture performance in this area. The use of the addendum went into effect beginning in Quarter 3.</p> <p>CCKids June 2018 UPDATE: Data Management and Placement Staff update placements according to referrals submitted into uRefer and through FL CBC OOH email distribution lists that includes initial removal information from CPI's. Placements are updated into FSFN the same day as the request unless it is made after 5 PM or on the weekend. Then the placement is made the following business day. Refresher training will be help with case management staff to ensure they provide the referral timely so</p>	<p>On-going</p>
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Region Program Improvement Plan

Southeast Region

					that placements can be made timely.	
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"/> Completed 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable ChildNet Update June 2018: Implemented and ongoing. Presented monthly at board meetings and during Roadmap meetings. Current average is 21.59 children as of 6/1/18. A caseload workgroup has been formed- updates of the first meeting was discussed during our last performance management meeting on 6/15/18. Caseload size reported out at Broward Roadmap meetings.	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 </p> <p>ChildNet Broward Update June 2018: Implemented and ongoing. Directors and Supervisors reinforce the discussion around case plan goal at the family team meeting with the family and CPI during the case transfer. Documented in FSFN.</p> <p>CNPB Update June 2018: Family Team Meeting staffings continued in Quarter 4 with the Family Team Meeting form. The form was updated this quarter to add the case plan goal. These occur within 14 days of case assignment and lead into the initial supervisory review and Initial Family Functioning Assessment. DCF CSPEs also participate in the Family Team Meetings held in Palm Beach.</p> <p>CCKids June 2018 UPDATE: 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</p>	<p>On-going</p>
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					case transfer staffing with the parents. Please see Board of Director Packets - RFE Data sent as evidence. Pages: 10, 11, 60, 61, 62, 112, 113.	
3. Reinforce frequency and quality of visitation is documented clearly between siblings, parents and other important persons to the child	DCBC: Saint Lucie County Director/CHS Director of Program Operations ChildNet: Case Management Directors	Increased documentation of efforts within the case file	CFSR and FL CQI Reviews	2	<input checked="" type="checkbox"/> Completed 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable ChildNet Update June 2018: Implemented and ongoing. Directors and Supervisors reinforce the discussion of ensuring documentation of visitation. Progress reported during quarterly internal performance management meeting. Reminder Email sent to all the directors on 6/21/18. CNPB Update June 2018: Added as a standing item on performance mgmt. meeting agenda. CCKids June 2018 UPDATE: Implemented and Ongoing.	On-going

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 </p> <p> ChildNet Broward Update June 2018: Implemented and ongoing. Directors and Supervisors reinforce the discussion of ensuring visitation is documented on the JR Template. ChildNet reports quarterly at the internal performance management meeting. Reminder Email sent to all the directors on 6/21/18. </p> <p> CNPB Update June 2018: Added as a standing item on performance mgmt. meeting agenda. </p> <p> 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. </p>	<p>On-going</p>
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Region Program Improvement Plan

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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 ChildNet Broward Update June 2018: 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 6/25/18. CNPB Update June 2018: - Added as a standing item on performance mgmt. meeting agenda. CCKids June 2018 UPDATE: Implemented and Ongoing. This continues to be reviewed during Out of home reviews and permanency staffings. </p>	<p>On-going</p>
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Region Program Improvement Plan

Southeast Region

<p>4. Interview training for case managers on engaging children during home visits to ensure they are seen alone and conduct age appropriate interviews</p>	<p>DCBC: Director of Training ChildNet: Director of Talent Management</p>	<p>Home visit notes, evidence of training occurring Training curriculum</p>	<p>CFSR and FL CQI Reviews</p>	<p>2</p>	<p> <input checked="" type="checkbox"/> Completed 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable </p> <p>ChildNet Broward Update June 2018. 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. ChildNet Simulations have been created by the training department that has various interactive vignettes/scenarios throughout with information pertaining to: engagement, observation/assessment of age-appropriate development/social/etc., supervisory consults, HV home environment assessment as well as observation/assessment of children including seeing/speaking to them alone.</p> <p>CNPB Update June 2018: Continue relevant live trainings previously noted in Q3. Online supplemental course developed by ChildNet Training Department to target</p>	<p>Q2</p>
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Region Program Improvement Plan

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					<p>improvement with engaging children during home visits- Home Visit Simulations for Case Management. Course completion is in process for Case Management. The web based training is interactive and includes knowledge checks focused on engagement and interviewing activities for home visits. Also, leadership in CHS All Staff meetings provides reminders about expectations for home visits and private interviews.</p> <p>DCBC June 2018: Interview training has been incorporated into the Pre-Service training curriculum.</p>	
5. Region to trained on Family Finders program to improve assessment of relatives and non-relatives	ChildNet Training Manager	Training rosters	Florida CQI, CFRS – PIP cases	2	<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>ChildNet Update June 2018: Implemented and completed. No trainings were conducted during this quarter. As needed and upon request trainings can be conducted.</p>	Q1

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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

Region Program Improvement Plan

Southeast Region

<p>1. Improve access to educational documentation from the local school boards</p>	<p>DCBC: Director of Clinical Services ChildNet: Director of Service Coordination</p>	<p>Educational records in case files</p>	<p>CFSR and FL CQI Data</p>	<p>2</p>	<p> <input checked="" type="checkbox"/> Completed 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable </p> <p>ChildNet Broward Update June 2018: No change since 10/13/17. Implemented and completed. An educational specialist works with the school board to facilitate information sharing. All caseworkers now have access to Broward County Schools Data Link to obtain student ID numbers which will give them access to Pinnacle Gradebook to obtain education records for children. Child Advocates are also provided ongoing training by the School Board and Educational specialist.</p> <p>CNPB Update: June 2018: 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. Meetings continue to take place with various departments at the district. SEDNET recently joined the Interagency Review Team Meetings. Initial school</p>	<p>Q2</p>
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Region Program Improvement Plan

Southeast Region

					<p>records are continuing to be sent with the CBHA referral. Case Management is copied when the referral is sent containing the records. ChildNet has created a FAQ document specific to the school district and uploaded to resource link. The court school district liaisons will provide records. In addition, SEDNET is providing the IEP and 504 plans on an expedited basis through single point of contact.</p> <p>CCKids June 2018 UPDATE: Implemented and Ongoing.</p>	
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Southeast Region

<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>ChildNet Broward Update June 2018: Implemented and ongoing Directors and Supervisors reinforce the discussion of documentation of youth involvement in their educational plan on the case plan. QM staff mentoring through case consultations during reviews. A new job aid was created and sent to all quarterly. Last one as sent on 6/7/18.</p> <p>CNPB Update June 2018: ChildNet Career Development developed a Weekly Training Tip titled Education Requirements and Best Practice. Sent out again to Case Management on 6/7/18. CHS CMO June 2018 All Staff meeting covered the Teenage JR Prep Sheet which includes an education planning for our youth. ChildNet QM staff mentoring through case consultations is ongoing. CCKids June 2018 UPDATE: Implemented and Ongoing.</p>	<p>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

Region Program Improvement Plan

Southeast Region

<p>1. Discussed with Community Based Care Integrated Health (CBCIH) regarding the limitations of Integrate, their electronic program to modify including follow-up medical information</p>	<p>DCBC: Director of Clinical Services ChildNet: Director of Support Services</p>	<p>Changes to the Integrate System to allow for improved access to medical records</p>	<p>Progress towards access to Integrate.</p>	<p>3</p>	<p> <input checked="" type="checkbox"/> Completed 06/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable. </p> <p>ChildNet Broward Update 6/25/18: Implemented and ongoing ChildNet can view medical and dental claims in Integrate. The description of the medical and dental services is in the Integrated Member View tab. The Medical Coordinators reported that they have not had any issues with finding the dental claims in Integrate. The claims from Sunshine Health have continued to transfer timely into Integrate. However, they are not seeing medicals in Integrate, but they are seeing them in the Sunshine Portal. The medicals are not transferring. This has been reported to CBCIH and they stated that "CBCIH has been working with Sunshine Health on that issue. At this time, Medical Coordinators and Nurse Coordinators are able to search that information in the Sunshine Portal.</p> <p>CNPB Update June 2018:</p>	<p>Q4</p>
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Region Program Improvement Plan

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				<p>Update: Implemented and ongoing. ChildNet Medical Coordinators are able to view medical and dental claims in Integrate and Sunshine Health Portal. However, they are not seeing medicals in Integrate, but they are seeing them in the Sunshine Portal. The medicals are not transferring. Issues are reported to CBCIH and they stated that "CBCIH has been working with Sunshine Health on that issue, and for now, please ask Medical Coordinators and Nurse Coordinators to search that information in the Sunshine Portal." The CN Medical Coordinators will continue to monitor and report any issues. This item can be considered complete and ongoing as of Q4.</p> <p>CCKids June 2108 UPDATE: No updates. Status remains the same with CBCIH Integrate and their data reporting system.</p>	
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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 12/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable </p> <p> ChildNet Broward Update June 2018: Implemented and ongoing 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. </p> <p> CNPB Update June 2018 Monitors progress weekly on compliance and QM staff will reinforce requirements during case consultations. </p> <p> CCKids June 2108 UPDATE: Implemented and ongoing. Please see County-Unit Data and Charts and At a Glance sent as evidence. </p>	<p>On-going</p>
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Region Program Improvement Plan

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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 ChildNet Broward Update June 2018: 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 June 2018: Palm Beach Service Coordination assists with obtaining records and psychotropic medication reports if needed. Component of psychotropic medication review was added to the annual contract monitoring of the CHS CMO. The monitoring took place during the week of May 21, 2018 and results were communicated to CHS CMO. CCKids June 2018 UPDATE: Please see Psych Med Data sent as evidence. </p>	<p>On-going</p>
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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 checked="" type="checkbox"/> Completed 04/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable ChildNet Broward Update 6/25/18: 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 June 2018: ChildNet receives reports automatically from three (3) providers (Chrysalis, Center for Child Counseling, and Community Partners). SACC hotline providers continue to enter notes into FSFN. ChildNet is working with the Managing Entity to address issues in order to better streamline the process and to increase the ease of linkage to services for the children and families. CCKids June UPDATE: No additional updates. Implemented and Ongoing. </p>	<p>On-going</p>
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