

## Region Program Improvement Plan

**Southern Region PIP Monitoring Documentation Spreadsheet: Updated 10/2018**

### **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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<b>Goal 1:</b> Children are first and foremost protected from abuse and neglect; safely maintained in their homes, if possible and appropriate; and provided services to protect and prevent removal from their home.			<b>Applicable CFSR Outcomes or Systemic Factors:</b> Safety 1 & 2; Permanency 1 & 2; Well-Being 1 & 3; Systemic Factors: Service Array and Resource Development			
<b>Strategy A:</b> Strengthen and enhance Florida's child welfare practice model			<b>Applicable CFSR Items:</b> 1			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. Region Best Practice Initiative— CPI will document/update victim seen the same day investigation is received. <ul style="list-style-type: none"> <li>Disseminate Best Practice Initiative Memo</li> </ul>	DCF/Lesline Anglade-Dorleans	Email to all Staff as to Documentation Requirements as per CFOP  Best Practice Initiative Memo was implemented and finalized.	PIP Monitored Cases (item 1)	Quarter 3 (03/2018)	<input checked="" type="checkbox"/> Completed 01/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	Completed Q3
1.1 CPI's will document daily diligent attempts made to see a victim/child---Supervisor will initiate a staffing with Program Administrator to discuss diligent attempts.	DCF/Lesline Anglade-Dorleans	Training/Review on CFOP 170-5: agenda Disseminate Region Protocol/ Procedures	PIP Monitored Cases (item 1)	Quarter 3 (03/2018)	<input checked="" type="checkbox"/> Completed 01/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	Completed Q3
1.2 Program Administrators will monitor Victim/Children seen on a daily basis and complete log 3 times a week for management review (Monday, Wednesday, & Friday)	DCF/Lesline Anglade-Dorleans	<ul style="list-style-type: none"> <li>Disseminate Directive to Program Administrators</li> <li>CPI Monthly Performance</li> <li>Victims/Children Seen Weekly Tracking Logs</li> <li>Monthly Key Indicator Report</li> </ul>	PIP Monitored Cases (item 1) and Regional Performance	Quarter 3 (03/2018) On-Going	<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	Completed Q3

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		<p>The logs are submitted every Monday, Wednesday &amp; Friday to the Operations Manager. Daily reports are no longer uploaded as information is provided in Victims/Children Seen Weekly Tracking Logs.</p> <p>The logs allow the Region to track concerted efforts and identify trends with certain CPI's and/or Units. It also allows the PA's to track and staff cases that have been identified as Unable to Locate and to decide if a Pick-Up Order is necessary and if the case needs to be transferred to the Regional Criminal Justice Coordinator.</p> <p>The region continues to meet 100% for timeliness of victims and children seen for all PIP cases, however, regional performance on all cases has not met the goal since quarter 1. Trends identified during Q4 include data entry issues and a lack of urgency surrounding diligent efforts (addressed in a new key activity 3).</p> <p>See uploaded logs</p>				
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<p>2. Region will train on CFOP 170-5, information to be included in monthly Supervisor Meetings with Staff</p>	<p>DCF/Lesline Anglade-Dorleans</p>	<p>Training/Review of CFOP 170-5 Document CPI attendance/participation with in service training</p>	<p>PIP Monitored Cases (item 1)</p>	<p>Quarter 2 (12/2017)</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</p>	<p>Completed Q2</p>
<p><b>2.1 RSF</b></p> <ul style="list-style-type: none"> <li>• Review of all investigations meeting RSF criteria</li> <li>• Tracking compliance and participation</li> <li>• Tracking trends and needed areas of improvement</li> </ul>	<p>QA Manager Lovern Alleyne-Babb</p>	<ul style="list-style-type: none"> <li>• Tracking through the QA portal</li> <li>• Tracking by the FSC in each service center</li> <li>• Sharing trend reports as provided by Tableau which identify areas for improvement</li> <li>• Provide necessary in-service trainings for identified gaps</li> </ul> <p>One case met criteria in quarter 5.</p>	<p>PIP Monitored Cases (item 1)</p>	<p>Quarterly <b>On-going</b> reviews, Qualtrics report available upon request.</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>Completed Q2</p>
<p>2.2 CQI Tracking of needs identified during consultations and field observations</p>	<p>QA Manager Lovern Alleyne-Babb</p>	<ul style="list-style-type: none"> <li>• In service trainings for identified gaps conducted by CCSPE and ORS</li> <li>• Training of new investigative staff during pre-service filed days by CCSPE and ORS for continued improvement</li> <li>• Trainings were completed with the supervisory staff by Action in December</li> </ul>	<p>PIP Monitored Cases (item 1)</p>	<p>Quarter 2 (12/2017)</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>Completed Q2</p>
<p>3. Region's Immediate Response to all Investigations. All intakes will be treated as an "immediate response". Commencement will occur and Victim Children seen within 4 hours of intake.</p> <p>*This PIP Item was added in Q4.</p>	<p>DCF/Lesline Anglade-Dorleans</p>	<ul style="list-style-type: none"> <li>• Immediate Response directive was disseminated to Program Administrators on May 25, 2018. PA /OPS Meeting Agenda available upon request.</li> </ul> <p>The region included this PIP item to address the urgency surrounding seeing</p>	<p>PIP Monitored Cases (Item 1) and Regional Data</p>	<p>Quarter 4</p>	<p><input checked="" type="checkbox"/> Completed 05/2018  <input type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable</p>	<p>Completed Q4</p>

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		victims and children timely. Since implementation, the region commenced over 99% of cases timely each month in Q5. However, the region has not met the target goal for victims and children seen timely.				
4. Complete Re-entry Analysis Reviews on all cases of re-entry into out-of-home care captured in scorecard measures  *This PIP Item was added in Q4.	OK Annette Jose	<ul style="list-style-type: none"> <li>Root Cause Analysis Review Trends</li> </ul> <p>Re-entry analysis completed in quarter 4 identified substance abuse and domestic violence as the main cause of re-entry.</p>	PIP Monitored Cases and scorecard measures	Quarter 4	<input checked="" type="checkbox"/> Completed 05/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	Completed Q4
5. Quarterly Stakeholder Meetings Provide: quarterly feedback to management (Department leadership, CBC leadership, OCW specialists, child welfare professionals) on findings to inform practice changes or training as needed.  *This PIP Item was added in Q4.	DCF Lovern Alleyne-Babb	<ul style="list-style-type: none"> <li>Agenda and sign-in sheets</li> </ul> <p>Q5 Stakeholder meeting occurred on August 17, 2018. Leadership, QA, Training and supervisory staff from DCF, CBC and FCMA's were present to discuss overall CFSR performance from July 2017-June 2018.</p> <p>See uploaded agenda, sing-in sheets and minutes.</p>	PIP and CQI Monitored Cases	Quarter 4 On-Going	<input checked="" type="checkbox"/> Completed 05/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	Completed Q4

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<b>Strategy B:</b> Improve families' ability to provide for their own and their children's needs through quality family assessments, family engagement and appropriate supports to address identified needs.			<b>Applicable CFSR Items:</b> 2, 3, 5, 11, 12, 13, 29			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. Train Frontline Staff as to all services available in the Region—overview of Southern Region Service Array	OK Shannen Davis/ Tim Taylor	Training Agenda Training Sign-in Sheets Pre-service training for new case managers  See uploaded sign-in sheets	PIP Monitored Cases	Quarter 1 (08/2017)	<input checked="" type="checkbox"/> Completed 08/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	Completed Q1
1.1 Southern Region CCSPE, OMC II, and Field Support Consultants will implement training schedule for Back to Basics Training developed by OCW and Action for Child Protection	DCF/Professional Development and Talent Management Trainer	<ul style="list-style-type: none"> <li>• Overview</li> <li>• Sign-in sheets</li> </ul>	PIP Monitored Cases	Quarter 2 (12/2017)	<input checked="" type="checkbox"/> Completed 02/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	Completed Q3
1.2 Ongoing Fidelity Calls with Action for Child Protection	OK Patrick Travers	Agenda List of participants Q2: Fidelity Calls held on 11-20-17 Q3: Fidelity Calls held on 2-1-18, 2-2-18, 3-14-18, 3-15-18, 3-16-18  Fidelity calls ended in Q3 and are no longer contracted.	PIP Monitored Cases	Quarter 2	<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	Completed Q2

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<p>2. Implement CFOP 170-7 Develop and Manage Safety Plans Training/Review of CFOP 170-7</p>	<p>DCF Lesline Anglade-Dorleans/Key ACOK Lawrence Plaza</p>	<p>Document CPI attendance/participation with in service training Agenda</p> <p>Safety Planning data is collected and scored, see key activity 3. FRC developed a pilot program driven by these scores. Safety Plans that have been identified as insufficient are looked at with the case manager, case manager supervisor, and FCMA QA staff. The insufficiencies are discussed and a new safety plan is created. Since implementation, performance has increased.</p> <p>Pre-service continues to train on safety planning, see uploaded sign-in sheets.</p>	<p>PIP Monitored Cases and regional data</p>	<p>Quarter 2 (12/2017) On-Going</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>Completed Q2</p>
<p>2.1 Contract with Action for Child Protection to Booster Training to all Supervisors</p>	<p>QA Manager Lovern Alleyne-Babb</p>	<p>Contract</p> <p>During Q5, Action facilitated on-site consultations with CPIS and CCSPE for proficiency preparedness. See uploaded sign-in sheets.</p>	<p>PIP Monitored Cases</p>	<p>Quarter 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>Completed Q1</p>
<p>2.2 Monitor Rapid Safety Feedback Cases that meet the criteria of having safety plans</p>	<p>QA Manager Lovern Alleyne-Babb</p>	<p>RSF reports Q1 ATTACHMENT N</p> <p>Q2: no cases met criteria for this item. Q3: no cases met criteria for this item. Q4: No case met criteria for this item.</p>	<p>PIP Monitored Cases RSF Reviews</p>	<p>Quarter 1 On going</p>	<p><input checked="" type="checkbox"/> Completed 10/2017  <input type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable</p>	<p>Completed Q2</p>

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		Q5: One case met criteria for this item. Case was reviewed by CCSPE.				
2.2.1 Develop Learning Circles identifying areas of need and/or improvement	QA Manager Lovern Alleyne-Babb	<p>Agenda List of participants</p> <p>Based on fidelity review data, CCSPE facilitated RSF learning circle on June 20, 2018. See uploaded overview.</p> <p>Parenting and discipline training in July. See uploaded sign-in sheets.</p>	PIP Monitored Cases and RSF Reviews	Completed	<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	Completed Q2
<p>3. QA Fidelity Reviews to ensure progress updates and conditions for return have been adequately assessed and documented</p> <p>*This PIP Item was added in Q4.</p>	OK Annette Jose	<p>Fidelity Review Debriefing Reports</p> <p>See uploaded Fidelity Case Review Instructional Guide and Reviewer Feedback example. No fidelity reviews were completed during Q5, ongoing reviews will resume in Q6.</p>	PIP Monitored Cases and regional performance reviews	Quarter 4 On-going	<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	Completed Q4
<p>4. Monthly Quality Assurance Reviews of bio-parent and home visit notes, supervisory reviews, safety plans and case plans to ensure quality engagement, fidelity and sufficient documentation</p> <p>*This PIP Item was added in Q4.</p>	OK Annette Jose	<p>Scorecard Performance Measures</p> <p>See uploaded scorecard measures and tools used to score items. Each FCMA chose two items to improve, a baseline was established and a goal set. Once the FCMA reaches the target goal and sustains, a new item will be chosen/rotated between FCMA's.</p>	PIP Monitored Cases and scorecard measures	Quarter 4 On-Going	<input checked="" type="checkbox"/> Completed 05/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	



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<b>Goal 2:</b> Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children.			<b>Applicable CFSR Outcomes or Systemic Factors:</b> Safety 2, Permanency 1 & 2; Well-being 1; Systemic Factors: Case Review System, Service Array and Resource Development, Statewide Information System, Foster and Adoptive Parent Licensing, Recruitment and Retention)			
<b>Strategy A:</b> Implement practice initiatives that will improve the permanency and stability of children's living situations.			<b>Applicable CFSR Items:</b> 4, 5, 6, 12, 19, 20, 23, 24, 29, and 35			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. Region to Participate in OCW Call to Action Policy Development CFOP 170-1, Chapter 5 CFOP 170-3 , Chapter 8, 9, 10, 11 CFOP 170-10, Chapter 9 Invite Representation from all Southern Regional FCMA Staff to Participate	DCF Lesline Anglade-Dorleans	Completion of Training May 24-25, 2017 in Orlando FL  Southern Region Attended OCQ Call to Action	PIP Monitored Cases	Quarter 1 (06/2017)	<input checked="" type="checkbox"/> Completed 5/24/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	Completed Q1
1.1 Participants of OCW Call to Action Will Develop Home Study Cross Training for Child Protective Investigators, Case Managers, Child Legal Services, Guardian Ad Litem, etc. Disregard the call to action, refer to as Unified home study cross training	QA Manager Lovern Alleyne-Babb/DCF Lesline Anglade-Dorleans	OCW trained the regional staff on this measure on April 17, 18, and 19 of 2018 at the Children's Court House.	PIP Monitored Cases	Quarter 4 (06/2018)	<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	Completed Q4
1.2 Region will engage in Family Finders Training	DCF Lesline Anglade-Dorleans	Agenda and Completion of Training	PIP Monitored Cases	Quarter 2 (12/2017)	<input checked="" type="checkbox"/> Completed 06/2017 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	Completed Q2
2. Region will train and implement CFOP 170-11, Chapter 4 Child Placement Agreements	OK Annette Jose	Training agenda List of Participants	PIP Monitored Cases	Quarter 1 (06/2017)	<input checked="" type="checkbox"/> Completed 06/2016 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule	Completed Q1

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<p>3. Rapid Family Engagement</p> <ol style="list-style-type: none"> <li>1) Case Transfer Staffing (CTS) occurs within 14 business days and mandatory participants include biological parents, CPI, FCMA representative and Our Kids Gate Keepers. Biological parent's participation is key to ensure that they are actively engaged at the onset of the case.</li> <li>2) Formal Safety Services and Family Support Services (FSS) providers will make contact with family within 2- 48 hours following Our Kids referral to begin family engagement.</li> <li>3) Full Case Management Agency (FCMA) assigned as secondary in FSFN at time of referral by Our Kids.</li> <li>4) FCMA must conduct and document in FSFN face to face visit with child seen every 30 days.</li> </ol>	<p>OK Tim Taylor and Shannen Davis</p>	<ol style="list-style-type: none"> <li>1) Completion of CTS Training for FCMA occurred on 11/29/17 for CFCE, 11/30/17 for FRC, 12/13/17 for CHS.</li> <li>2) FSS executed contracts/FSFN report.</li> <li>3) FSFN report to reflect secondary assignment at onset of case assignment for FCMA's.</li> <li>4) FCMA Scorecard which reflects % of children under supervision seen every 30 days (June 2017 reflects 99.60%).</li> </ol>	<p>PIP Monitored Cases/AND</p>	<p>Quarter 4 (06/2018)</p>	<p> <input type="checkbox"/> No longer applicable  <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>Completed Q4</p>
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<b>Goal 2:</b> Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children.		<b>Applicable CFRS Outcomes or Systemic Factors:</b> Safety 2; Permanency 1 & 2; Well-being 1; Systemic Factors: Case Review System, Service Array and Resource Development, Statewide Information System, Foster and adoptive parent licensing, recruitment and retention)				
<b>Strategy B:</b> Implement practice initiatives that will help ensure the continuity of family relationships and connections is preserved for children.		<b>Applicable CFRS Items:</b> 3, 7, 8, 9, 10, 11, 20, and 23				
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. Region will train and implement CFOP 170-9 Family Assessment and Planning	OK Patrick Travers	Training Schedule Training Agenda Training Participants  See uploaded Q5 pre-service sign-in sheets and field coaching information.	PIP Monitored Cases	Quarter 4 (06/2018) On-going	<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	Completed Q4
2. Placement Stability /Speak to Wesley House about Separation of Sibling Group Protocol/Recruitment of Foster Homes	OK Annette Jose	Q1 CFRS ratings in the areas of Placement Stability and Continuity of family relationships. CFRS Data Q1  This is no longer applicable as Wesley House was leading sibling placement when the PIP was created, however, that is no longer the case. Instead OurKids had consultants assess, analyze and provide feedback for sibling group and overall placement improvement. Recommendations included hiring more staff and purchasing an online foster	PIP Monitored Cases	Quarter 4 (06/2018) On-going	<input type="checkbox"/> Completed MM/YYYY <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input checked="" type="checkbox"/> No longer applicable	

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		placement system (other than FSFN) to be addressed in Q4. OurKids will implement the recommendation in its entirety. The recommendations will roll out in three phases, phase 1 is already progress, phase 2 and 3 will be completed by the end of Q6. See Goal 2 Strategy B Key Activity 4 for more information.				
3. QPI: Quality Parenting Initiatives Protocols/Workgroups	DCF Sonia De Escobar/ Trudy Petkovich	<p>QPI trainings and Task Force meetings were completed Q1: July 18, 2017, July 21, 2017 and July 27, 2017.</p> <p>QPI Steering Committee Meetings was held on July 10, 2018. See uploaded sign-in sheets and agenda.</p> <p>QPI PRIDE Trainings held in Q5.</p>	PIP Monitored Cases	Quarter 2 (12/2017)	<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	Quarter 2
3.1 QPI: Caregiver Input Forms  *This PIP Item was added in Q4.	OK Annette Jose	<p>QPI Caregiver Input Form Template Caregiver Input Form Tracking</p> <p>QPI Caregiver Input forms are attached to the court notification email which informs each caregiver in the region of upcoming court hearings. In the email, caregivers are given instructions to fill out the forms and return them to ensure their input will be shared with the judiciary in the event they cannot be</p>	PIP Monitored Cases	Quarter 4 On-Going	<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	Completed Q4

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		present. The region will continue to work with foster parents to ensure usage of the form. 58 caregiver input forms were completed in quarter 5. Moving forward, CLS will begin tracking whether the forms are discussed in court. In addition, a call-in line is available for all caregivers who wish to participate but cannot attend the hearing in-person.				
<p>4. Placement Stability/ Implement all recommendation made by Placement Assessment Team</p> <ol style="list-style-type: none"> <li>1. 23 staff dedicated to recruitment and licensing and retention</li> <li>2. Implement an online system to pair foster families with youth</li> <li>3. Implement new recruitment campaign with a focus on areas of need, sibling groups, and zip codes with high removals</li> <li>4.</li> </ol> <p>*This PIP Item was added in Q4.</p>	<p>OK Recruitment Angela Mumford/OK IT David Matos</p>	<p>Placement Assessment Team Recommendations Report submitted with Q3. OK Update of Implemented Initiatives</p> <ol style="list-style-type: none"> <li>1. Efforts to hire staff are ongoing.</li> <li>2. OurKids purchased Care Match</li> <li>3. See uploaded recruitment campaign update, mapping and event log.</li> </ol>	PIP Monitored Cases	Quarter 6	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
<p>4.1 Placement Assessment Team Reassessment of Placement after all recommendations have been implemented</p>	<p>OK Annette Jose</p>	<p>Placement Assessment Team Reassessment Report</p>	PIP Monitored Cases	Quarter 8	<input type="checkbox"/> Completed MM/YYYY <input checked="" type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

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*This PIP Item was added in Q4.						
5. Placement Consideration Efforts Form to be competed and discussed at CTS *This PIP Item was added in Q4.	DCF QA Lovern Alleyne-Babb/OK Tim Taylor	<ul style="list-style-type: none"> <li>Efforts to demonstrate placement consideration as per FAC 65C-20.004 and Chapter 39.401 (4)</li> <li>Dissemination Memo</li> </ul> <p>Daily Diligent Efforts tracking began in Q5. Placement Consideration form created Q5 and will be disseminated during Q6.</p>	PIP Monitored Cases	Quarter 5	<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	
6. Foster Care Review Agency Permanency Round Tables targeting youth ages 6-12 in group homes *This PIP Item was added in Q4.	OK Marcel Rivas	<p>Permanency Round Table Reviews</p> <p>Foster Care Review began facilitating permanency round tables for the Southern Region in February 2018. See uploaded 6-month report.</p>	PIP Monitored Cases	Quarter 4 On-Going	<input checked="" type="checkbox"/> Completed 02/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	Quarter 3
<b>Goal 2:</b> Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children.			<b>Applicable CFSR Outcomes or Systemic Factors:</b> Permanency 1; Systemic Factors: Statewide Information System, Foster and adoptive parent licensing, recruitment and retention)			
<b>Strategy C:</b> The state's child welfare information system, FSFN, will have accurate and timely data that supports child well-being.			<b>Applicable CFSR Items:</b> 4 and 19			
<b>Key Activities</b>	<b>Office and Lead Person Responsible</b>	<b>Evidence of Completion</b>	<b>Data Measure Used to Measure Improvement</b>	<b>Quarter Due</b>	<b>Quarterly Update</b>	<b>Quarter Completed</b>
1. Region will establish a local protocol for guidance to all frontline Staff (CPI and CM) as to Placement and Living Arrangements	OK Training Lawrence Plaza/ QA Manager Lovern Alleyne-Babb	<p>Local Protocol</p> <p>Memo is in draft and will be implemented in Q6.</p>	PIP Monitored Cases	Quarter 4 (06/2018)	<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	

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1.1 Region will train frontline staff as to protocol	OK Training / QA Manager Lovern Alleyne-Babb	Training Curriculum, Agenda, and Completion of Training  Memo is in draft and will be implemented in Q5.	PIP Monitored Cases	Quarter 4 (06/2018)	<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	
1.2 Implementation of Cross Training of Home Studies	QA Manager Lovern Alleyne-Babb/DCF Lesline Anglade-Dorleans	Training Curriculum, Agenda, and Completion of Training  Completion of Make-Up Trainings May 23, May 24, June 26, 2018 facilitated by Growing Tree.	PIP Monitored Cases	Quarter 4 (06/2018)	<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	Completed Q4
2. Region will monitor timely entry of placements in FSFN <ul style="list-style-type: none"> <li>• New placements will be entered into FSFN within 2 business days</li> <li>• OurKids will monitor caseworkers efforts to ensure placements are accurate in FSFN</li> </ul> *This PIP item was added in Q4.	OK Annette Jose	MindShare/ Placement Monitoring Memo  See uploaded tracking.	PIP Monitored Cases and MindShare reports	Quarter 5 On-Going	<input checked="" type="checkbox"/> Completed 09/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
3. Copy of Home Visit Note sent to all supervisors for quality and sufficiency review in real-time	OK Annette Jose	Mindshare Reports  FCMAs report that the tool is assisting with qualitative home visits and home visit documentation. Agencies report that workers are being instructed to add detail to their notes or workers are	PIP Monitored Cases and scorecard measures	Quarter 5 On-Going	<input checked="" type="checkbox"/> Completed 09/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	

## Region Program Improvement Plan

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		being sent back into the field when notes are too generic/insufficient.				
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<b>Goal 3:</b> Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs.			<b>Applicable CFSR Outcomes or Systemic Factors:</b> Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development			
<b>Strategy A:</b> Implement practice initiatives that will improve families 'capacity to provide for their children's needs through quality family assessments, family engagement and appropriate supports to address identified needs.			<b>Applicable CFSR Items:</b> 2, 3, 6, 10, 12, 12A, 12B-1, 12B-2, 12C, 13, 14, 15, and 29			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. Prevention and FCMA Service Plans and Case Plans that Address Allegation as well as both FFA's	OK Tim Taylor/Shannen Davis	FSFN query of case plans, review of uploaded service plans.	PIP Monitored Cases	Quarter 2 Changed to Q4 (06/2018)	<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	Completed Q4
1.1 Referrals to MSP and FITT when SA/MH identified.	OK Tim Taylor/Shannen Davis	MSP and FITT Log for 1st quarter of 2018-19 reflects as 181 MSP referrals and 10 FITT referrals. Please see attached MSP and FITT logs with p/w "intake." See uploaded logs.	PIP Monitored Cases	Quarter 1 Changed to Q4 (06/2018)	<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	Completed Q4
1.2 INTAKE will implement ODARA (Ontario Domestic Assault Risk Assessment) for all DV or suspected DV	OK Tim Taylor/Shannen Davis	ODARA Training dates for OK Intake Staff.	PIP Monitored Cases	Quarter 4 (06/2018)	<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	Completed Q4
2. Offer evidence based Life Skills Programming for youth and young adults  (Educate Tomorrow)	OK Marcel Rivas	Youth Redesign Meeting Agendas and Sign-in Sheet  Youth Redesign	PIP Monitored Cases	Quarter 4 (06/2018)  Anticipate full implementation	<input checked="" type="checkbox"/> Completed 09/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	



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		<p>This key activity was originally designed around Educate Tomorrow as OurKids was expected to contact them. While Educate Tomorrow is still involved, OurKids has included other agencies. Through collaboration, OurKids has implemented a plan to change the way Life Skills are provided within the region. Redesign is expected to be fully implemented by October 2018.</p> <p>See uploaded attachment.</p>		<p>of redesign by November 2018.</p>		
<p>3. POE (children placement with relatives receive Relative Caregiver Program Benefits)</p> <ol style="list-style-type: none"> <li>1) Two (2) designated Our Kids UM staff are based out of the Children’s Court House to provide personalized 1:1 assistance to relatives/non-relatives with accessing benefits, including RCG funds.</li> <li>2) Relative Caregiver Training provided at in-service for new case managers (PPT. training presentations, sign-in sheets).</li> </ol>	<p>Tim Taylor and Luis Tomas, Our Kids</p>	<ol style="list-style-type: none"> <li>1) The Children’s Court House Activity log which captures the number of benefits (RCG/NRCG) applications processed each month. Log reflects as 157 (last quarter 156) benefit applications for this quarter Please see attached log for July – Sept. 2018.</li> <li>2) RGC/Non-RGC Training sign in sheets for pre-service on 7/3/18 an 9/25/18. Also, training provided to Wesley House Family Services on 7/24/18 and 7/30/18.</li> <li>3) Relative Caregiver Monthly report from CIC reports this quarter as 73, however</li> </ol>	<p>PIP Monitored Cases</p>	<p>Quarter 6 (12/2018)</p>	<p><input checked="" type="checkbox"/> Completed 09/2018  <input type="checkbox"/> On/ahead of schedule  <input type="checkbox"/> Behind schedule  <input type="checkbox"/> No longer applicable</p>	

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3) Monthly Relative Caregiver report (Child in Care) which confirms status of referrals for this benefit. Tool is used by OK UM to collaborate with FCMA to ensure packets are completed for processing.		Sept. 2018 report from CIC remains pending as of this date. It will be forward and included in our count upon receipt from DCF/CIC. Please see attached CIC log for July and August 2018.				
3.1 Implement and Train on CFOP 170-10 Providing Services and Support to Children in Care and for Caregivers to provide support for relative caregivers	Pending OCW	Training Agenda Training Participants	PIP Monitored Cases		<input type="checkbox"/> Completed MM/YYYY <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	
3.2 Region will implement training initiatives with Action for Child Protection and Growing Tree Solution to Enhance Supervisor Consultations	QA Lovern Alleyne-Babb	Growing Tree all staff Training was completed on January 2017. CPIS consultations are monthly on-site with Action.	PIP Monitored Cases	Quarter 4 (06/2018)	<input checked="" type="checkbox"/> Completed 01/2018 <input type="checkbox"/> On/ahead of schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> No longer applicable	Completed Q1
<b>Goal 3:</b> Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs.			<b>Applicable CFSR Outcomes or Systemic Factors:</b> Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development			
<b>Strategy B:</b> Implement practice initiatives to assure that children receive appropriate services to meet their educational needs.			<b>Applicable CFSR Items:</b> 9, 11, 16, and 29			
<b>Key Activities</b>	<b>Office and Lead Person Responsible</b>	<b>Evidence of Completion</b>	<b>Data Measure Used to Measure Improvement</b>	<b>Quarter Due</b>	<b>Quarterly Update</b>	<b>Quarter Completed</b>

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<p>1. Region Collaboration with Miami Dade Public Schools/Quarterly Meeting with School Support Liaison Office</p>	<p>DCF Charles Scherer/OK Vanessa Thorrrington</p>	<p>Agenda of Meeting  Dayorsh Collins, Educational Coordinator for OurKids, collocated in the schoolboard to assist with diligent efforts to maintain school stability. Efforts are tracked, staffed weekly, and a collaborative decision is made. Both case management and the school board will assist in maintaining the child in their school of origin. This is a standing protocol for the region. See uploaded best interest form used for staffings when a child is in danger or changing schools. Also see attached child advocacy PowerPoint used during pre-service.</p>	<p>PIP Monitored Cases</p>	<p>Quarter 4 (06/2018)</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>Quarter 4</p>
<p>1.1 Region Collaboration with Early Learning Coalition-Bi-Monthly Management Meeting to Discuss Challenges and Implement Strategic Planning for Kids Served –Representation from all FCMA</p>	<p>DCF Lesline Anglade-Dorleans/ELC Manager Isabel Afanador/OK Vanessa Thorrrington</p>	<p>Agenda  See uploaded Q5 agendas and sign-in sheets.</p>	<p>PIP Monitored Cases</p>	<p>Quarter 4 (06/2018) and on going</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>Completed Q4</p>
<p><b>Goal 3:</b> Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs.</p>			<p><b>Applicable CFSR Outcomes or Systemic Factors:</b> Safety 2; Permanency 1 &amp; 2; Well-being 1, 2 &amp; 3; Systemic Factors: Service Array and Resource Development</p>			
<p><b>Strategy C:</b> Implement practice initiatives to assure children receive adequate services to meet their physical health, dental health, and mental health needs.</p>			<p><b>Applicable CFSR Items:</b> 12, 12B, 17, 18, and 29</p>			

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Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. Integration of Child Welfare and SAMH Collocation of experts in service centers Dissemination of information to front line staff	DCF Sonia De Escobar/Charles Scherer	Q4: See uploaded log of cases staffed with Subject Matter Experts Password: banyan401  Experts are collocated in service centers.	PIP Monitored Cases	Quarter 4 (06/2018)	<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	
1.1 Identifying work groups to head integration priorities	DCF Sonia De Escobar/Charles Scherer	Detailed Plan of Action uploaded.	PIP Monitored Cases	Quarter 4 (06/2018)	<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	
1.2 Work groups to identify resources to serve high risk families development of resource guides	DCF Sonia De Escobar/Charles Scherer	Detailed Plan of Action uploaded in KA 1.1	PIP Monitored Cases	Quarter 4 (06/2018)	<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	