Southern Re	gion
-------------	------

#### 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.

Southern	Region

	•	m abuse and neglect; safely maintained in ed services to protect and prevent removal	Systemic Factors: Serv	-	c Factors: Safety 1 & 2; Permanency source Development	/ 1 & 2; Well-Being 1 &
Strategy A: Strengthen and enhance Florida's child welfare practice model			Applicable CFSR Items	s: 1		
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
Region Best Practice Initiative— CPI will document/update victim seen the same day investigation is received.     Disseminate Best Practice Initiative Memo	DCF/Lesline Anglade- Dorleans	Email to all Staff as to     Documentation Requirements     as per CFOP	PIP Monitored Cases (item 1)	Quarter 3 (03/2018)  Practice has been implemented in the Region however practice has not been reduced to writing and finalized memo.	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	
1.1 CPI's will document daily diligent attempts made to see a victim/childSupervisor 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)  Practice has been implemented in the Region however practice has not been	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	

Southern	Regior

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> <li>Disseminate Directive to Program Administrators</li> <li>Daily Reports</li> <li>CPI Monthly Performance on Closed Reports</li> <li>Monthly Key Indicator Report</li> </ul>	PIP Monitored Cases (item 1)	reduced to writing and finalized memo. Quarter 3 (03/2018)  Practice has been implemented in the Region however practice has not been reduced to writing and finalized	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	
2. Region will train on CFOP 170-5, information to be included in monthly Supervisor Meetings with Staff	DCF/Lesline Anglade- Dorleans	Training/Review of CFOP 170-5 Document CPI attendance/participation with in service training	PIP Monitored Cases (item 1)	memo. Quarter 2 (12/2017)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	
<ul> <li>2.1 RSF</li> <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>	QA Manager Lovern Alleye- Babb	<ul> <li>Tracking through the QA portal</li> <li>Tracking by the FSC in each service center</li> <li>Sharing trend reports as provided by Tableu which identify areas for improvement</li> <li>Provide necessary in-service trainings for identified gaps Attachment N</li> </ul>	PIP Monitored Cases (item 1)	On going reviews, Qualtrics report available upon request, internal tracking	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	

Southern Reg	gion					
				1. During the review period 2 cases met RFS criteria. On both cases the children were removed. During that period cases with removal episodes were not reviewed by QA.		
2.2 CQI Tracking of needs identified during consultations and field observations	QA Manager Lovern Alleyne- Babb	<ul> <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> </ul>	PIP Monitored Cases (item 1)	Internal tracking, on going Every Thursday of the month	☐ Completed MM/YYYY ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	

Southern	Region

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.  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.		<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>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/Tim	Training Agenda Training Schedule (North CPS Hub July 21, Central CPS Hub July 24, South Hub TBD) – Repeat every quarter. Training participants sign-in (ATTACHMENT A)	PIP Monitored Cases/ Service Array Agenda, Sign-in sheets for each of the three (3) CPS Hubs.	Quarter 1 08/2017	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	
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/Sonia De Escobar	Training Schedule Training Agenda Training participants sign-in	PIP Monitored Cases	Schedule set October 30, 2017 On going	☐ Completed MM/YYYY ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
1.2 Ongoing Fidelity Calls with Action for Child Protection	OK Patrick Travers	Agenda List of participants (ATTACHMENT B)	PIP Monitored Cases	On-Going	☐ Completed MM/YYYY ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	
2. Implement CFOP 170-7 Develop and Manage Safety Plans Training/Review of CFOP 170-7	DCF Lesline Anglade- Dorleans/OK Patrick Travers	Document CPI attendance/participation with in service training Agenda ATTACHMENT F, F-1	PIP Monitored Cases	Quarter 2 (12/2017)	☐ Completed MM/YYYY ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	

Southern	Region

2.1 Contract with Action for Child Protection to Booster Training to all Supervisors	QA Manager Lovern Alleye- Babb	Contract ATTACHMENT C, C-1, C-2, C-3, C-4	PIP Monitored Cases	Every other months, schedule attached	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	
2.2 Monitor Rapid Safety Feedback Cases that meet the criteria of having safety plans	QA Manager Lovern Alleye- Babb	RSF reports	PIP Monitored Cases RSF Reviews	On going	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	
2.2.1 Develop Learning Circles identifying areas of need and/or improvement	QA Manager Lovern Alleye- Babb	Agenda List of participants ATTACHMENT D, D-1, D-2, D-3, D-4	PIP Monitored Cases RSF Reviews	On going every Thursday	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	
<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 init children's living situations.	iatives that will im	prove the permanency and stability of	Applicable CFSR Item	<b>s:</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	PIP Monitored Cases	Quarter 1 (06/2017) Southern Region attended OCW Call to Action	□ Completed MM/YYYY     □ On/ahead of schedule     □ Behind schedule     □ No longer applicable	
1.1 Participants of OCW Call to				Quarter 4		

Southern	Regior
----------	--------

Investigators, Case Managers, Child Legal Services, Guardian Ad Litem, etc.	Lesline Anglade- Dorleans				☐ No longer applicable
1.2 Region will engage in Family Finders Training	DCF Lesline Anglade- Dorleans	Agenda and Completion of Training ATTACHMENT E, E-1	PIP Monitored Cases	Quarter 2 (12/2017) Completed 06/2017	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable
2. Region will train and implement CFOP 170-11, Chapter 4 Child Placement Agreements	OK Annette Jose	Training agenda List of Participants ATTACHMENT G, G-1	PIP Monitored Cases	Quarter 1 (06/2017)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable
3. Rapid Family Engagement  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.  2) Formal Safety Services and Family Support Services (FSS) providers will make contact with family within 2- 48 hours following Our	OK Tim and Shannen	<ol> <li>Completion of CTS Training for CPS and FCMA occurred in October 2017 – Agenda, PPT and sign-in sheets from each of the three (3) training dates.</li> <li>FSS executed contracts/FSFN report.</li> <li>FSFN report to reflect secondary assignment at onset of case assignment for FCMAs.</li> <li>FCMA Scorecard and/or FSFN report.</li> </ol> ATTACHMENT H, H-1, H-2, H-3, H-4	PIP Monitored Cases/AND 1) CTS Agenda, PPT and sign-in sheets from each of the three (3) training dates. 2) FSS executed contracts — signature pages. 3) Pending 4) FCMA Scorecard FY 2016-17 which reflects % of children under supervision seen every 30 days (June 2017 reflects 99.60%).	Quarter 4 (06/2018) On-going	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable

	SouthernReg	gion			
3)	Kids referral to begin family engagement. Full Case Management Agency (FCMA) assigned as secondary in FSFN at time of referral by Our Kids.				
4)	FCMA must conduct and document in FSFN face to face visit with child seen every 30 days.				

<b>Goal 2:</b> Children have permanency a family relationships and connection	•	ir living situations and the continuity of children.	Factors: Case Review	System, Service A	c Factors: Safety 2; Permanency 1 & 2; Name of the control of the	
<b>Strategy B:</b> Implement practice initi relationships and connections is pre		·	Applicable CFSR Item	s: 3, 7, 8, 9, 10, 1	1, 20, and 23	
Key Activities	Office and	Evidence of Completion	Data Measure Used	Quarter Due	Quarterly Update	Quarter
-	Lead Person	-	to Measure			Completed
	Responsible		Improvement			
1. Region will train and	OK Patrick	Training Schedule	PIP Monitored Cases	Quarter 4	Completed MM/YYYY	
implement CFOP 170-9 Family	Travers	Training Agenda		(06/2018)	On/ahead of schedule	
Assessment and Planning		Training Participants		On-going	Behind schedule	
		ATTACHMENT I			No longer applicable	
2. Placement Stability /Speak to	OK Rosa Baez	Meeting Agenda	PIP Monitored Cases	Quarter 4	Completed MM/YYYY	
Wesley House about Separation of		Meeting Minutes		(06/2018)	On/ahead of schedule	
Sibling Group				On-going	Behind schedule	

Southern	Region

Protocol/Recruitment of Foster Homes					No longer applicable	
3. QPI Protocols/Workgroups	DCF Sonia De Escobar/ Trudy Petrovich	Meeting agenda and meeting minutes	PIP Monitored Cases	On-going meetings, re- scheduled for October 26 due to hurricane	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	
	•	ir living situations and the continuity of	1 ' '	•	<b>c Factors:</b> Permanency 1; Systemic Fact	
family relationships and connection	is is preserved for	children.	Information System, F	oster and adoptive	ve parent licensing, recruitment and ret	tention)
<b>Strategy C:</b> The state's child welfare data that supports child well-being.	•	em, FSFN, will have accurate and timely	Applicable CFSR Item	<b>s:</b> 4 and 19		
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
Region will establish a local protocol for guidance to all frontline Staff (CPI and CM) as to Placement and Living Arrangements	OK Training Patrick Travers/ QA Manager Lovern Alleye- Babb	Local Protocol ATTACHMENT J	PIP Monitored Cases	Quarter 4 (06/2018)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	
1.1 Region will train frontline staff as to protocol	OK Training Patrick Travers/ QA Manager Lovern Alleye- Babb	Training Curriculum, Agenda, and Completion of Training	PIP Monitored Cases	Quarter 4 (06/2018)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	
1.2 Implementation of Cross Training of Home Studies	OK Training Patrick Travers/ QA Manager Lovern Alleye-	Training Curriculum, Agenda, and Completion of Training	PIP Monitored Cases	Quarter 4 (06/2018)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	

Southern Reg	gion					
	Babb/DCF Lesline Anglade- Dorleans					
			_			
•		r their children needs and the well-being education, physical health and mental	Applicable CFSR Outc Systemic Factors: Serv	-	c Factors: Safety 2; Permanency 1 & 2; Nosource Development	Well-being 1, 2 & 3;
	ty family assessme	prove families 'capacity to provide for nts, family engagement and appropriate	Applicable CFSR Item	s: 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/Shannen	FSFN query of case plans, review of uploaded service plans.	PIP Monitored Cases	Quarter 2 (12/2017)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	
1.1 Referrals to MSP and FITT when SA/MH identified.	OK Tim/Shannen	MSP and FITT Log (maintained in-house by Our Kids on SharePoint). Attachment M (password: okfitt) M-1 (password: okmsp)	PIP Monitored Cases July 1– Sept. 30, 2017 reflects as 125 MSP referrals and 11 FITT referrals. Report/logs available upon request.	Quarter 1 (6/2017) On-going	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	
1.2 INTAKE will implement ODARA for all DV or suspected DV	OK Tim/Shannen	ODARE Training dates for OK Intake Staff.	PIP Monitored Cases	Quarter 4 (06/2018)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	

\_\_\_\_\_Southern\_\_\_\_ Region

adults (Educate Tomorrow)	Behind schedule  No longer applicable
3. POE (children placement with relatives receive Relative Caregiver Program Benefits 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. 2) Relative Caregiver Training provided at inservice for new case managers (PPT. training presentations, sign-in sheets). 3) FSFN report is generated by OK UM monthly to capture all "Intakes" with children placed in relatives and non-relative settings. OK UM Dept. initiates contact with the assigned case manager to verify if RGC benefits have been initiated. If not, OK	Cases out (12/2018)  Quarter 6 (12/2018)  Completed MM/YYYY  Con/ahead of schedule  Behind schedule  No longer applicable  Sign oully  Completed MM/YYYY  Con/ahead of schedule  Behind schedule  No longer applicable  Completed MM/YYYY  Con/ahead of schedule  Behind schedule  Completed MM/YYYY  Con/ahead of schedule  Con/ahead of schedule  Con/ahead of schedule  Con/ahead of schedule  Con/ahead of schedule

Southern Reg	gion					
UM staff will contact the family directly and begin the process of initiating cash assistance which is documented in FSFN and internal "Public Assistance log."  4) 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.						
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		Completed MM/YYYY On/ahead of schedule Behind schedule 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 Alleye-Babb	Training Agenda Training Participants ATTACHMENT K, K-1, K-2	PIP Monitored Cases	Quarter 4 (06/2018)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	
· ·	•	r their children needs and the well-being education, physical health and mental	Applicable CFSR Outc Systemic Factors: Serv		C Factors: Safety 2; Permanency 1 & 2; Notes ource Development	Well-being 1, 2 & 3;

Southern		Regior
 	:	0

<b>Strategy B:</b> Implement practice initimeet their educational needs.	atives to assure the	at children receive appropriate services to	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 Collaboration with Miami Dade Public Schools/Quarterly Meeting with School Support Liaison Office	DCF Charles Scherer/OK Marcel Rivas	Agenda of Meeting	PIP Monitored Cases	Quarter 1 (07/2017) and on going Region has implemented practice however there has not been an update since beginning of FY 2017-2018	<ul> <li>         ∑ Completed MM/YYYY         ☐ On/ahead of schedule         ∑ Behind schedule         ☐ No longer applicable     </li> </ul>	
1.1 Region Collaboration with Early Learning Coalition-Bi- Monthly Management Meeting to Discuss Challenges and Implement Strategic Planning for Kids Serviced –Representation from all FCMA	DCF Lesline Anglade- Dorleans/ELC Manager Isabel Afanador/OK Marcel Rivas	Agenda ATTACHMENT L	PIP Monitored Cases	Quarter 1 (07/2017) and on going Monthly Meeting Agenda available upon request	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	
•	•	r their children needs and the well-being education, physical health and mental	Applicable CFSR Outcomes or Systemic Factors: Safety 2; Permanency 1 & 2; Well-being 1, 2 & Systemic Factors: Service Array and Resource Development			

Southern	Region

Strategy C: Implement practice initiatives to assure children receive adequate services to meet heir physical health, dental health, and mental health needs.			<b>Applicable CFSR Items:</b> 12, 12B, 17, 18, and 29			
Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
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	Staffing logs Communication with staff	PIP Monitored Cases	Quarter 4 (06/2018)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	
1.1 Identifying work groups to head integration priorities	DCF Sonia De Escobar/Charles Scherer	Monthly meeting agenda	PIP Monitored Cases	Quarter 4 (06/2018)	Completed MM/YYYY On/ahead of schedule Behind schedule 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	Meeting agenda resource guide	PIP Monitored Cases	Quarter 4 (06/2018)	Completed MM/YYYY On/ahead of schedule Behind schedule No longer applicable	