Region Program Improvement Plan

SunCoast Region

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

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

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

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Goal 1: Children are first and foremost protected from abuse and neglect; safely maintained in their homes, if possible and appropriate; and provided services to protect and prevent removal from their home.			**Applicable CFSR Outcomes or Systemic Factors:** Safety 1 & 2; Permanency 1 & 2; Well-Being 1 & 3; Systemic Factors: Service Array and Resource Development				
Strategy A: Strengthen and enhance Florida's child welfare practice model			**Applicable CFSR Items:** 1				
Key Activities	**Office and Lead Person Responsible**	**Evidence of Completion**	**Data Measure Used to Measure Improvement**	**Quarter Due**	**Quarterly Update**		**Quarter Completed**
1. Strengthen accountability for investigation commencement time and diligent efforts to make face to face contact with alleged victims.	Kyle Teague, QA Manager	Maintain or improve performance for investigation commencement time and alleged victims seen (or diligent efforts made to see)	PIP monitored cases	Q2 2017	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable		Quarter 2
1.1 Utilize the Key Indicator report to track progress on victims seen timely	Kyle Teague, QA Manager	Root cause analysis reports sent to Operations for a sample of underperforming units/CPIs	PIP monitored cases	Q1 2017	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable		Quarter 1
1.2 Utilize the Daily Report sent out by the Region Planner to Operations with all Sheriff's Offices and DCF investigations	Jim Rood, Region Planner	This is already completed on a daily basis including weekends/holidays.	PIP monitored cases	Q1 2017	☒ Completed 07/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable		Quarter 1
1.3 Ensure Supervisors document or observe documented notes in FSFN for diligent efforts to see victims during the initial consultation	Kyle Teague, QA Manager	Qualitative review of supervisory consultations for a sample of investigations where alleged victims were not seen timely	PIP monitored cases	Q2 2017	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable		Quarter 2
1.3.1 Send out communication requesting that Supervisors look for documentation of diligent	Kyle Teague, QA Manager	Email sent out to CPI Operations	PIP monitored cases	Q1 2017	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable		Quarter 1

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efforts to locate alleged victims or document within the initial supervisory consultation what efforts were made on any investigation where child victims were not seen timely						
1.4 Re-send CFOP 170-5 to all leadership with the sheriff's offices and DCF investigations highlighting the areas regarding diligent attempts to make face to face contact with alleged child victims	Kyle Teague, QA Manager	Email sent out to CPI Operations, Qualitative review of supervisory consultations for a sample of investigations where alleged victims were not seen timely	PIP monitored cases	Q1 2017	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 1
1.5 Green Belt Project surrounding victims seen timely	Kyle Teague, QA Manager	Completion of Green Belt Project and countermeasures implemented	PIP monitored cases	Q4 2018	☒ Completed 05/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4
1.6 Hire a Senior CPI to monitor all safety plans in Sarasota County	Kyle Teague, QA Manager	The Region filled a vacant senior CPI position in Q3 of 2018 whose sole function is to monitor active safety plans. This has alleviated the assigned investigators and provided additional oversight in making sure safety plans are monitored, functional and modified when needed in an expeditious timeframe.	PIP monitored cases	Q3, 2018	☒ Completed 03/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 3
1.7 Utilizing multiple databases to locate families	Shawn Wilson, Pinellas County Sheriff's Office	Pinellas County Sheriff's Office utilizes several online databases to assist with locating families to include: Linx, ACISS, school portals, social media, vital statistics, jail searches, Odyssey, CCIS	PIP monitored cases	Q4 2018	☒ Completed 06/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4

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		and DJJ. These databases are searched and provided to the assigned CPI at the time they are assigned. In addition, this sheriff's office treats every investigation as an immediate response priority (within 4 hours) to ensure their staff have as much time as possible to locate the victims and family.				

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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 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 the Drug Endangered Children protocol	Kyle Teague, QA Manager	This has been implemented	PIP monitored cases	Q1 2017	☒ Completed 07/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable		Quarter 1
1.1 Region QA staff are involved in reviewing all cases involving a substance misuse allegation with a child under the age of 1 with an emphasis on quality decision making and assessment.	Kyle Teague, QA Manager	Tracking log	PIP monitored cases	Q1 2017	☒ Completed 07/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable		Quarter 1
2. Conduct Integrated Decision Team staffings to ensure appropriate safety services are considered to maintain children in their homes if possible.	Marla Timmons, Training and Staff Development Manager	This is already in place	PIP monitored cases	Q1 2017	☒ Completed 07/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable		Quarter 1
3. Re-send CFOP 170-7 to all leadership with the CBCs, sheriff's offices and DCF investigations highlighting the areas regarding	Kyle Teague, QA Manager	Email sent	PIP monitored cases	Q1 2017	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable		Quarter 1

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developing and managing safety plans						
3.1 Create and disseminate a job aid regarding this OP	Kyle Teague, QA Manager through CNSWFL	Job aid created and disseminated to all front line staff and leadership	PIP monitored cases	Q1 2017	☒ Completed 07/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 1
4. Implementation of Early Childhood Court	Kyle Teague, QA Manager	This is already in place in Circuit 12	PIP monitored cases	Q1 2017	☒ Completed 07/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 1
5. Utilization of Diversionary services to maintain children in their homes	Stephanie McKay, Pasco County Sheriff's Office	Pasco County Sheriff's Office utilizes several programs to maintain children safely in their homes when possible to include FIT, UFC, Safe at Home, and Baycare to assist with providing services to families in home.	PIP monitored cases	Q4, 2018	☒ Completed 06/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4
6. Utilization of Diversionary services to maintain children in their homes	Shawn Wilson, Pinellas County Sheriff's Office	Pinellas County Sheriff's Office utilizes several programs to maintain children safely in their homes when possible to include Total Family Strategies, PAR, PAT Plus, Family Works and traditional diversion. They also has an in-house domestic violence advocate	PIP monitored cases	Q4, 2018	☒ Completed 06/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4
7. Review of in-home safety plan to monitor sufficiency and efficacy	Michelle Farquharson, Children's Network of Southwest Florida	Children's Network QA began reviewing all in home safety plans to ensure that supervisors are reviewing them and ensuring that they are sufficient to control the danger and also working as intended	PIP monitored cases	Q4, 2018	☒ Completed 06/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4

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Goal 2: Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children.			Applicable CFSR Outcomes or Systemic Factors: Safety 2, Permanency 1 & 2; Well-being 1; Systemic Factors: Case Review System, Service Array and Resource Development, Statewide Information System, Foster and Adoptive Parent Licensing, Recruitment and Retention)				
Strategy 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			
Key Activities	**Office and Lead Person Responsible**	**Evidence of Completion**	**Data Measure Used to Measure Improvement**	**Quarter Due**	**Quarterly Update**	**Quarter Completed**
1. Place an emphasis on accountability for foster home recruitment and retention	Evan Leach, Regional Licensing Manager	Increased recruitment and retention of quality foster homes including targeted populations such as sibling groups and teenagers. The region has seen 193 newly licensed homes who are capable of taking sibling groups. Each CBC has a specific plan for recruitment and retention.	PIP monitored cases	Q4 2018	☒ Completed 06/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4
1.1 Information provided at the Regional level regarding recruitment and retention of foster homes	Evan Leach, Regional Licensing Manager	This practice is already in place. A weekly email is disseminated highlighting each CBCs net gain/loss in foster homes	PIP monitored cases	Q1 2017	☒ Completed 07/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 1
2. Implement a total quality management project to identify root cause and implement strategies	Kathleen Cowan, Family Safety Program Manager	The placement stability team identified foster home capacity as the root cause for placement stability. The team reviewed 504 foster home to determine: capacity, utilization, reasons for homes not being used, and where foster homes were recruited from. This data is a few weeks old but gives you a point-in-time understanding of	PIP monitored cases	Q4 2018	☒ Completed 07/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4

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		utilization and why certain homes are not accepting our youth (please see the "Reasons Why" tab on the spreadsheet). I only included the 96 homes with no children placed as part of the analysis. The common reasons are: "wants a break", "open- but specific of the profile of the child they would accept", "closing home" and "on-hold/various reasons". Eckerd/H is running at 77%-78% capacity with 267 beds currently available (229 traditional and 38 therapeutic) and 110 homes are empty (96 traditional and 14 therapeutic). Hillsborough averages approximately 50% of the children entering care between birth to age 5, whereas 68% of your homes fit that profile. 47% of homes are licensed for "1" and 32% are licensed for "2" (79% combined). The three faith based agencies (although smaller than others) have the highest utilization rate. Dog parks appears be a great location for recruitment since of your homes that have pets, 88% have one or more dogs.				
2.1 Establish a region wide workgroup	Kathleen Cowan, Family Safety Program Manager	Workgroup created	PIP monitored cases	Q2 2017	☒ Completed 11/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 2

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2.2 Complete placement stability analysis/story and implement CBC specific strategies	Kathleen Cowan, Family Safety Program Manager	Analysis completed and ready for implementation of strategies	PIP monitored cases	Q3 2018	☒ Completed 03/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 3
3. Disseminate information related to CFOP 170-11, Chapter 4 Child Placement Agreements	Kyle Teague, QA Manager	Information has been disseminated	PIP monitored cases	Q1 2017	☒ Completed 09/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 1
3.1 Ensure local agreements are in place and operational	Kyle Teague, QA Manager	Monitoring of local protocols to ensure compliance with the OP	PIP monitored cases	Q3 2018	☒ Completed 03/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 3
4. Implement "Bridging the Gap to Legal Barriers" training/curriculum	Robin Jensen, Regional CLS Director/Statewide Trainer	All front line staff trained C-6 2/8/18, 2/9/18, 2/23/18 C-12 1/29/18, 2/12/18, 2/19/18 C-13 3/23/18 C-20 1/12/18, 2/7/18, 2/23/18	PIP monitored cases	Q3 2018	☒ Completed 03/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 3
5. Children's Network of Southwest Florida will implement conducting the initial permanency staffing for families within 30-45 days of case transfer which will include the family and development of a Genogram. The QM department will conduct follow up on recommended case plan tasks within 30 days of the staffing and will review all cases every 5 months until permanency is achieved.	Kyle Teague, QA Manager through Michelle Farquharson, QM Director CNSWFL	Random sample of cases to determine if the staffings have a positive effect on parent engagement and potential expansion of this process throughout the Region	PIP monitored cases	Q2 2017	☒ Completed 10/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 2

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6. Conducting interviews with teenagers about placement stability	Kyle Teague, QA Manager	The SunCoast Region will conduct interviews with teenagers who historically had placement stability issues but have since stabilized as well as a cohort of currently unstable teenagers	PIP monitored cases	Q1 2018	☐ Completed MM/YYYY ☒ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	

Goal 2: Children have permanency and stability in their living situations and the continuity of family relationships and connections is preserved for children.	**Applicable CFSR Outcomes or Systemic Factors:** Safety 2; Permanency 1 & 2; Well-being 1; Systemic Factors: Case Review System, Service Array and Resource Development, Statewide Information System, Foster and adoptive parent licensing, recruitment and retention)
Strategy B: Implement practice initiatives that will help ensure the continuity of family relationships and connections is preserved for children.	**Applicable CFSR Items:** 3, 7, 8, 9, 10, 11, 20, and 23

Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. Increase the percentage of sibling groups in foster care where all siblings are placed together	Evan Leach, Regional Licensing Manager	The SunCoast Region has seen an increase of 2% of sibling groups placed together after implementation of the CBC specific plans	PIP monitored cases	Q4 2018	☒ Completed 06/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4
2. Reduce the percentage of children in licensed out of home care placed outside of the removal county	Evan Leach, Regional Licensing Manager	Increased recruitment of teen and large sibling group specific foster homes	PIP monitored cases	Q2 2018	☒ Completed 10/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 2
3. Utilize Family Finders or other relative locator search programs	Kyle Teague, QA Manager	This program already exists with the Safe Children's Coalition/YMCA and will be monitored for potential expansion throughout the Region	PIP monitored cases	Q1 2017	☒ Completed 07/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 1

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3.1 Safe Children's Coalition/YMCA is piloting a program in Manatee County to attend shelter hearings and meet with parents to assess if they have potential placement or connections that can be explored	Kyle Teague, QA Manager through Andrea Mertyris, QM Director SCC/YMCA	The pilot is already in place and will be monitored for potential expansion throughout the Region	PIP monitored cases	Q1 2017	☒ Completed 07/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 1
4. Create a brochure for all relative caregivers	Kyle Teague, QA Manager through Michelle Farquharson, QM Director CNSWFL	The brochure already exists and the efficacy will be monitored for potential expansion throughout the Region	PIP monitored cases	Q1 2017	☒ Completed 07/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 1
5. Implement Permanency Roundtable process	Kyle Teague, QA Manager	Safe Children's Coalition has converted a training position into a full time PRT position. Children's Network conducts rapid permanency reviews, and Eckerd Connects is looking at revitalizing its PRT process	PIP monitored cases	Q4 2018	☒ Completed 06/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4
5.1 Safe Children's Coalition/YMCA is conducting PRTs with case participants and each child's action plan is reviewed monthly for progress and tracking to assist the youth in achieving permanency	Kyle Teague, QA Manager through Andrea Mertyris, QM Director SCC/YMCA	This process is already in place and will be monitored for potential expansion throughout the Region	PIP monitored cases	Q1 2017	☒ Completed 07/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 1
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			

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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. Monitor compliance of accuracy and timely data entry into FSFN including placement, living arrangement and Child Placement Agreements	Kyle Teague, QA Manager	Quarterly reviews of a sample of cases revealed that only 35% of placements are entered into FSFN within 2 days, and the average number of days it takes to enter a placement is 8.3	PIP monitored cases	Q4 2018	☒ Completed 06/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4
1.1 Eckerd currently has daily meetings with their CMOs to discuss placement moves, and part of the discussion is about accuracy of the information in FSFN	Kyle Teague, QA Manager through Eckerd	This process was in place but did not have the desired results; therefore, it will not be duplicated throughout the region	PIP monitored cases	Q4 2018	☒ Completed 06/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4
1.2 Tracking placement moves in C12	Andrea Mertyris, Sarasota YMCA	The CBC was given an additional QA position to oversee placement changes. The position woks with operations team to track each placement move and ensures it is corrected in the official record within 48 hours	PIP monitored cases	Q4 2018	☒ Completed 06/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4

Goal 3: Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs.	**Applicable CFSR Outcomes or Systemic Factors:** Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development
Strategy A: Implement practice initiatives that will improve families 'capacity to provide for their children's needs through quality family assessments, family engagement and appropriate supports to address identified needs.	**Applicable CFSR Items:** 2, 3, 6, 10, 12, 12A, 12B-1, 12B-2, 12C, 13, 14, 15, and 29

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Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. Improve availability and access to the Regional service array within each Circuit	Kathleen Cowan, Family Safety Program Manager	Each of the four CBC's have recently completed or are scheduled (within the next 30 days) to participate in a week long COU Systems Review. Each review includes provider/stakeholder interviews with 20+ groups (including Child Protective Investigators, Case Managers, Attorneys and Providers) to identify needs and evaluate if services are available to meet the needs of the family/child. The Region has chosen to utilize this robust information to identify each community's resource needs and availability.	PIP monitored cases	Q4 2018	☒ Completed 07/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4
2. Increase quality of contacts with children	Michelle Farquharson, Children's Network of Southwest Florida	A quick tip email was sent to all case managers reminding them that all children under supervision who are at least 12 months old must be seen alone for part of each visit	PIP monitored cases	Q4 2018	☒ Completed 06/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4
3. Increase quality of contacts with children	Jennifer Gluchowski, Eckerd Connects	Eckerd Connects utilizes its existing Rapid Safety Feedback process for monitoring quality of contacts with children. If they do not see qualitative notes, they will debrief with the case manager, and the quality specialist will monitor that case manager's next few	PIP monitored cases	Q4 2018	☒ Completed 06/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4

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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
		home visits to ensure the qualitative information is being captured.				
4. Increase quality of contacts with children	Andrea Mertyris, Sarasota YMCA	Sarasota YMCA has conducted training and sent announcements to each of their case management agencies emphasizing the need to speak to children privately and with qualitative content	PIP monitored cases	Q4 2018	☒ Completed 06/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4

Goal 3: Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs.	**Applicable CFSR Outcomes or Systemic Factors:** Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development

Strategy B: Implement practice initiatives to assure that children receive appropriate services to meet their educational needs.	**Applicable CFSR Items:** 9, 11, 16, and 29

Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. Eckerd has an Education specialist and school liaisons that act as guidance counselors and help bridge the gap between the school system and case management.	Kyle Teague, QA Manager, through Eckerd QM Department	This is already in place and will be monitored for potential expansion throughout the Region	PIP monitored cases	Q1 2017	☒ Completed 07/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 1
2. Develop CBC specific service array to ensure children have access to a mentor, school supplies, uniforms, etc	Kathleen Cowan, Family Safety Program Manager	CBC specific education service array plans developed	PIP monitored cases	Q2 2017	☒ Completed 10/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 2
2.1 CBCs to identify list of educational resources available in the community and the process for	Kathleen Cowan, Family Safety Program Manager	Creation of CBC available resources and process for accessing the services	PIP monitored cases	Q3 2018	☒ Completed 03/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 3

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case management accessing those resources						

Goal 3: Families have enhanced capacity to provide for their children needs and the well-being of children is improved through services to meet their education, physical health and mental health needs.			**Applicable CFSR Outcomes or Systemic Factors:** Safety 2; Permanency 1 & 2; Well-being 1, 2 & 3; Systemic Factors: Service Array and Resource Development			
Strategy C: Implement practice initiatives to assure children receive adequate services to meet their physical health, dental health, and mental health needs.			**Applicable CFSR Items:** 12, 12B, 17, 18, and 29			

Key Activities	Office and Lead Person Responsible	Evidence of Completion	Data Measure Used to Measure Improvement	Quarter Due	Quarterly Update	Quarter Completed
1. CBCs to develop internal process for accessing data through the Community Based Care Integrated Health Portal	Kathleen Cowan, Family Safety Program Manager	CBC specific procedures for accessing the CBC integrated health portal created	PIP monitored cases	Q3 2018	☒ Completed 03/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 3
2. Develop and provide case managers and caregivers with a user friendly medical resource guide to include accessing medical and dental services through the Child Welfare Specialty Plan	Kathleen Cowan, Family Safety Program Manager	See the CWSP Membership Handbook. This handbook is provided to all care givers and case managers. It is available in written form and on-line. It is also available in English and Spanish. See Sample Dental Providers in Hillsborough County. The Child Welfare Specialty Plan utilizes a search engine for care givers and case managers to locate an approved prover in their community. You can search by provider type (specialty), address or name of the provider. Since Dental services had been identified as an area of need I pulled the	PIP monitored cases	Q4 2018	☒ Completed 07/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4

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		searched "Dentists" and found 2,804 Dentists in Florida on the plan.				
3. Monitor identified medical/dental/behavioral health follow up recommendations from providers to ensure they are completed	Kyle Teague, QA Manager	This is being completed by the Nurse with Sarasota YMCA and will be monitored for efficiency and duplication throughout the region	PIP monitored cases	Q4 2018	☒ Completed 06/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4
3.1 Develop a tool to capture all identified follow up treatment recommendations upon receipt of records from providers	Kyle Teague, QA Manager	Tool completed	PIP monitored cases	Q2 2018	☒ Completed 12/2017 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 2
4. Ensuring medical follow ups are completed	Andrea Mertyris, Sarasota YMCA	The nurse employed by the CBC reviews all medical records and ensures follow up recommendations are completed. The program completes entry into the official record and follows up with the case manager until all follow up is completed. In addition, a QA position was allocated to assist with medical and dental oversight for children in care.	PIP monitored cases	Q4 2018	☒ Completed 06/2018 ☐ On/ahead of schedule ☐ Behind schedule ☐ No longer applicable	Quarter 4