



# **Family Integrity Program Quality Assurance and Management Plan 2017-2018**



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## **Introduction and Background**

The St. Johns County Board of County Commissioners Family Integrity Program (herein referred to as “FIP”) is a division within St Johns County’s Health and Human Services Department. The Health and Human Services (HHS) department also contains the county’s Social Services, the Housing and Community Development, and the Veteran’s Services divisions. The SJCBOCC initially received the contract to provide dependency case management services in 2003 and the Family Integrity Program was established. The contract was renewed in 2014 for five years, expiring in 2019. FIP is responsible for dependency case management services, In Home Non-Judicial services, foster care licensing, contract management, adoption and post-adoption services and independent living services. In May 2016, FIP finalized the contract with Children’s Home Society to begin to provide diversion services to cases that have been determined to be low or moderate risk by the Department of Children and Families.

The Family Integrity Program’s system of Quality Assurance and Continuous Quality Improvement is designed to ensure services are provided to children and families consistent with the Department of Children and Families’ contract and service delivery model, and in compliance with state and federal law, administrative rule, and DCF operating procedures. Additionally, FIP employs the concepts of evaluating and improving the system in a shared decision-making model; crises and reactive thinking are replaced by ongoing, data-driven evaluation and planning at the case and system levels.

Overall, the FIP Quality Assurance and Quality Improvement process involves staff across all levels throughout FIP and the St. Johns County Health and Human Services Department. The Quality Services department continuously gathers and analyzes data to make improvements to services and processes when compliance is not met or when safety/security issues arise. FIP promotes the philosophy that everyone is a member of the Quality Assurance and Continuous Quality Improvement team, including stakeholders, families, children, caregivers, foster parents, and FIP staff at all levels. FIP works collaboratively with community stakeholders (including DCF, service providers, and child and family representatives) to define the indicators of success; review and enhance the quality management data collection and reporting system/process; and periodically review performance and institute changes at the system and case levels, ensuring continual improvement. The agency’s relationship with stakeholders is integral to determining systematic strengths and areas for improvement. Currently, the QS department works to identify local systematic trends through performance data, surveys, and collaboration through boards and meetings. Local systematic concerns are addressed with community providers to enhance the services provided to the individuals served through FIP and other organizations. The HHS Director and FIP Program Manager sit on numerous boards and attend community meetings to develop positive relationships and, when necessary, develop action plans regarding identified needs.

FIP has a centralized yet program specific data collection system used to support the quality management system. Performance data is analyzed on a weekly basis by the Quality Services staff, which is then reported to management at FIP. In addition, case review data is analyzed on a quarterly basis to support organization-wide planning and correction of problem areas in regards to case management efforts.

The Quality Services staff tracks trends within the data outcomes and reports to DCF Administration, St. Johns County Health and Human Services Executive Team, and FIP

Management, in regard to client outcome data that is consistent with the federal ASFA domains, and other state mandates, including the specific performance measures outlined in the contract with DCF. The QS department also examines satisfaction data from providers, the courts, DCF and other community stakeholders to identify and remedy areas of weakness or concern. The agency engages all consumers in an ongoing evaluation of services, and encourages input and shared-decision making in a community-based model to provide direction for improvement processes. National data indicators, specifically regarding the Performance Improvement Plan outcomes, are monitored and applied to the agency's performance outcomes to ensure the agency is performing to national standards. Data received concerning national data indicators from the Office of Child Welfare is discussed during management meetings; data is analyzed and CQI activities can be developed based upon these areas identified as not meeting national standards.

The agency's internal quality improvement process includes, but is not limited to:

- A plan for quality improvement which is clear, concise, accurate and provides direction for end users and management;
- Evaluation of FIP's internal processes for compliance with Department contract requirements;
- Evaluation of FIP's internal processes for compliance with statute, rule, regulation, and policy; and,
- Evaluation of client and stakeholder satisfaction.
- Conducting periodic reviews of the service delivery process, in compliance with the Office of Child Welfare (OCW) guidance and standards
- Review progress and deficiencies among the various activities related to quality assurance and develop necessary plans to ensure improvement
- Develop policies and procedures based upon agency needs and requirements
- Track and analyze systematic and national data trends to ensure performance is positive and aligned

### **Description of QA Staff Resources and Infrastructure**

The Family Integrity Program is the lead agency for St Johns County and there are no Case Management Organizations (CMO) within or managed by the agency. The responsibility for the Family Integrity Program's Quality Assurance and Performance Quality Improvement efforts reside with the St. Johns County Health and Human Services Director, the FIP Program Manager, the Health and Human Services Finance and Contracts Manager and the Health and Human Services Quality Services Supervisor. The Health and Human Services Finance and Contracts Manager directly supervises the Quality Services Supervisor; two (2) Quality Services Specialists are directly supervised by the Quality Services Supervisor. The Quality Services Supervisor and Quality Services Specialist positions require a Child Welfare certification through the Florida Certification Board, as a "best practice" approach to ensuring the staff has adequate knowledge regarding child welfare practices. The Quality Services employees are considered "split" positions, which serve the Family Integrity Program primarily, but also provide quality improvement activities and oversight to the Health and Human Services' Social Services department, Housing and Community Development department, and Veteran's Services department.

The Contract and Finance Manager, in addition to supervising the Quality Services Supervisor, supervises the Contract Coordinator, the Federal Funding Specialist, and the FIP Accounting

Technician. The Finance and Contract Manager coordinates with the DCF Contract Manager and is the point of contact for all contractual obligations.

Additionally, FIP has supervisory staff designated as an ICPC Specialist, a Missing Child Specialist, and a Placement Coordinator who work in conjunction with the Quality Assurance and Continuous Quality Improvement team. These staffs' efforts are supported by the Health and Human Services and the FIP Management Teams.

## **Performance and Quality Improvement Activities**

For the Family Integrity Program, the Quality Services department conducts activities throughout the year to ensure practices are aligned with safety, permanency and wellbeing for the children and families served. These activities, outlined below, ensure that these practices are upheld and identify areas needing improvement.

- **Rapid Safety Feedback Reviews (RSF)** - Case file reviews are designed to evaluate the quality of case management practices and processes utilized in service delivery. Specifically, the RSF reviews have been designed to flag key risk factors in In-Home services cases that could gravely affect a child's safety. The goal is to ensure completion of case practice activities, adherence to best practice standards, and quality services to ensure that children can safely remain in their homes. RSF case file reviews will be conducted and focus on children ages birth up to five years old, receiving in home services with a parent.

The sampling methodology will align with the Office of Child Welfare's Continuous Quality Improvement guide, *Windows into Practice*. Due to FIP being one of the smaller Community Based Care (CBC) agencies, eight (8) file reviews will be conducted, per quarter. The cases reviewed would include children served through the In Home Non-Judicial unit that are determined to be "unsafe" and also through the Dependency Program, whether the child is placed through post placement supervision following reunification or through a "direct filing" of a dependency petition. The sample will be pulled from the report titled "Children Receiving In Home Services Daily" located in the Business Objects reporting system. In previous years, due to the smaller size of the agency, the sample was decreased as there weren't the specified number of children meeting the requirements; since there has been an increase in children served, the QS team has been able to meet the expectation of eight file reviews per quarter. All sampling methodology changes and discards will be described and addressed in the Annual Report.

In adherence to *Windows into Practice* guidance, feedback will be provided to the agency's case manager and supervisor on an individual basis through a face-to-face case consultation. The consultation will include the Dependency Case Manager (DCM), the DCM's direct supervisor, the QS Supervisor, and the QS Specialist; the FIP Program Manager will be notified of each consultation and has the option to attend. A Quality Management Progress Report identifying the case strengths, areas of improvement and items missing from the file will also be provided to the case manager and their direct supervisor. A chronological note will be entered by the QS Specialist in the FSFN case with results from the review and the consultation.

Noted deficiencies in the case will result in a Request for Action (RFA). RFAs will be issued if an immediate safety threat is identified during the reviews or if there are significant areas identified as needing improvement; parameters regarding when to issue an RFA are

outlined in the review tool. All RFAs are documented in FSN and tracked through the QS department as to tasks required and date of completions.

- **Florida's CQI Reviews (FL-CQI)** – The FL-CQI adopts the Federal CFSR qualitative case reviews items and measures. For the Family Integrity Program, the FL-CQI will be completed on eight (8) case selected each quarter. Two of the eight cases selected will also include stakeholder interviews and provide an “in depth” look into the case. The cases selected will be through a random sample, generated by the AFCARs submission and provided by the Office of Child Welfare for Out of Home cases and through the RSF sample, located in the Business Objects Reporting Environment, for In Home cases. These reviews will be entered exclusively into the federal Online Management System (OMS). The cases selected will follow a 60/40 split with 40% of In Home cases and 60% of Out of Home cases selected per quarter, which is approximately five out of home cases and three in home cases.

In Depth file reviews will occur on one In Home case and one Out of Home case each quarter. Stakeholder interviews on the In Depth reviews will include, but are not limited to, case managers, supervisors, service providers, parents, Children's Legal Services (CLS), and other essential case participants. The QS Specialists will make every effort to interview the stakeholder in person, as this is the preferred method.

As with other case file reviews, case consultations and Requests for Action will be issued if there are immediate safety concerns noted during the reviews. Quality Management Reports will be completed and provided to case management, supervisors, and the Program Manager on each FL- CQI completed. Quarterly data will be analyzed and provided to FIP's management team to identify strengths and areas needing improvement.

- **Federal Child and Family Services Review (CFSR) PIP Monitored Cases**

In 2016, the state participated in a two-phase, “state conducted” review process in which quality assurance and improvement staff, both through DCF and the CBCs conducted the onsite reviews, in partnership with Children's Bureau staff. The Family Integrity Program's QA staff completed one CFSR review during the 2015-2016 fiscal year, in June 2016. Due to the state's overall performance which was determined through the 80 case reviews completed, the state has entered into a Performance Improvement Plan (PIP) to enhance the state's performance regarding the CFSR outcomes. The Family Integrity Program is completing two PIP monitored case file reviews in the 2017-2018 fiscal year; these reviews are conducted using the same process that the CFSR reviews utilized. Quality Services staff received additional training prior to embarking on the PIP case review process to strengthen the proficiency of utilizing the CFSR tool.

- **Performance Improvement Plan Activities**

In addition to the case reviews, the agency has also developed strategies and key activities that the agency will develop or enhance to improve performance and outcomes. Activities and action items that have been identified for the agency's PIP are:

- Extensive training with ACTION for Child Protection regarding safety planning, case planning, identifying behavioral change, and assessments
    - Development of new processes regarding parental engagement during new case transfer staffings

- Development and implementation of forms to facilitate identification of familial ties
- Employing a Safety Services Specialist to work in partnership with DCF and enhance safety planning
- Enhancing supervisory consultation and developing supervisory skills
- Community outreach regarding foster home recruitment
- Increase permanency staffings to improve placement stabilization and timeliness; ensure timely placement stability staffings occur when necessary
- Geo-mapping removals and placements to assist the agency with maintaining a child's important connections
- Development of a resource guide for clients
- Facilitate community meetings where service providers can share available services, determine systematic concerns, and develop strategies when needed
- Strengthen the relationship with the county's school board leaders
- Employ a Nurse Care Coordinator to serve as a single point of contact for medical and dental service needs
- Employ a Behavioral Health Coordinator to ensure behavioral health needs are addressed

The QS department will report to the Northeast Region office quarterly on progress toward achieving these goals.

#### ➤ **Supplemental Reviews**

In addition to the RSF Reviews, the FL- CQI, and the PIP monitored case reviews, additional supplemental reviews that may be required by DCF can be conducted throughout the year, per quarter. Communication with OCW QA will occur to determine which area of focus should be reviewed, if additional reviews are determined to be required. The agency's management may also require assistance from the QA staff in regard to local trends or contract compliance, which may require supplemental reviews.

The Contract Oversight Unit (COU) determines contract compliance each year during the annual visit. The QS department is the point of contact for the COU audit and assists COU in whatever capacity is needed during their audit. The QS department is then responsible for ensuring all Corrective Action Plan (CAP) areas identified from the audit are monitored and reviewed on a monthly or quarterly basis. At this time, the agency is not under a CAP.

#### ➤ **Request For Action**

The agency has a system in place for ensuring critical threats to a child's safety or wellbeing are addressed immediately. When the QS Specialist responsible for reviewing the case determines there is a safety or administrative issue, a Request for Action Form is completed which documents the unresolved concerns and case specific and demographic information. The form is routed to the Quality Services Supervisor. The QS Supervisor reviews the document to note the issues of concern and within the same workday, forwards the document to the case manager and their supervisor responsible for the case. The case manager will have a set number of days from the date the form was submitted to FIP, to review and resolve the issue. This date will be determined by consultation with the case manager, their supervisor, and the QS Specialist/ Supervisor. The form, along with



supporting documents, if necessary, will be provided back to the QS Specialist that reviewed that case and QS Supervisor. If there is a need to react immediately to ensure the child is safe, the case manager and/or the QS Specialists will ensure the appropriate action is taken immediately. FIP then either approves the actions taken or re-submits the form to the case manager's supervisor requesting additional information or follow-up. This process continues until the issue is satisfactorily resolved. Additionally, when any threat to a child's life, health, or safety is identified during any other quality assurance activity, the same procedure will apply. Safety concerns are tracked until the concern is resolved. An RFA chronological note will also be entered and resolved in FSFN by the QS Specialist.

An internal spreadsheet is kept to ensure timely resolutions and to determine if certain trends need to be addressed, either through training or through individual employee actions.

### ➤ **Schedule of Reviews**

The following schedule of reviews is based upon data pulled by the Office of Child Welfare, Data Reporting Unit, as of June 2017. The schedule of reviews is also located in the Guidelines for QA Review "Windows into Practice."

File review numbers based upon 112 children In Home and 195 children Out of Home, as of June 2017.

<b>2017-2018 Schedule of Reviews</b>					
<b>Q1</b>					
<b>CBC Lead Agency</b>	<b>Florida CQI Reviews</b>	<b>Florida CQI In-Depth Reviews</b>	<b>PIP Monitored Case</b>	<b>Rapid Safety Feedback Reviews</b>	<b>Total Quarterly Reviews</b>
<b>Family Integrity Program</b>	3	1	1	8	13
<b>Q2</b>					
<b>CBC Lead Agency</b>	<b>Florida CQI Reviews</b>	<b>Florida CQI In-Depth Reviews</b>	<b>PIP Monitored Case</b>	<b>Rapid Safety Feedback Reviews</b>	<b>Total Quarterly Reviews</b>
<b>Family Integrity Program</b>	7	2	0	8	17
<b>Q3</b>					
<b>CBC Lead Agency</b>	<b>Florida CQI Reviews</b>	<b>Florida CQI In-Depth Reviews</b>	<b>PIP Monitored Case</b>	<b>Rapid Safety Feedback Reviews</b>	<b>Total Quarterly Reviews</b>
<b>Family Integrity Program</b>	6	2	0	8	16
<b>Q4</b>					
<b>CBC Lead</b>	<b>Florida</b>	<b>Florida CQI</b>	<b>PIP</b>	<b>Rapid Safety</b>	<b>Total</b>

Agency	CQI Reviews	In-Depth Reviews	Monitored Case	Feedback Reviews	Quarterly Reviews
Family Integrity Program	4	1	1	8	14

Due to the agency's size, the number of file reviews completed varies from the other CBC's as the larger CBCs are responsible for more PIP monitored case file reviews. The OCW has agreed to reduce the number of FL- CQI reviews by three for each PIP monitored file review. The agency is expected to review one PIP monitored case in the first quarter, and then a second PIP monitored case in the fourth quarter.

In addition to the above schedule of file reviews, the QA team will also be responsible for monthly and quarterly reports and reviews, as outlined below.

#### ➤ **Description of Reviewing Standards**

- The HHS Quality Services staff will serve as the lead for the reviews for the Family Integrity Program. Reviews will be completed by the Quality Service Specialists. The Quality Service Specialists will consult with the Quality Service Supervisor concerning the reviews; the Quality Service Supervisor will approve the reviews after completion. In the event additional assistance is needed, unit supervisors and/or additionally certified QA reviewers may be asked to participate.
- FIP will ensure when assigning a case file for review, the reviewer does not have any direct or previous involvement with the management or supervision of the case for the entire period under review. A Conflict of Interest Statement will be completed on PIP monitored case reviews.
- All staff who conducts reviews must complete the DCF QA Reviewer Training and CFSR/ FL-CQI training before participating in a review.
- All Reviews will be completed by the 10<sup>th</sup> of the month following the end of the previous quarter in which the case was assigned for review.
- The QS Supervisor will compile and analyze the data obtained from the review on a quarterly basis. The data will document the degree of compliance with each standard, and be summarized at the agency level.
- Quarterly reports will include both summary and detailed data, and will be provided to the FIP Management and Supervisors.
- Each Case Management Unit is responsible for addressing deficiencies and items that warrant Performance Quality Improvement activities.
- The QS department will work with FIP case managers and supervisors to ensure the process of reviews and other CQI activities are known and understood.
- The QS department will provide technical assistance to the Case Management staff as needed.

#### ➤ **Supervisory Reviews**

The Dependency Case Manager Supervisor (DCMS) is required to complete supervisory reviews on all open cases at least every 90 days and once per quarter. The reviews are required on 100% of cases within their designated unit and should occur on cases opened a minimum of 30 days. These reviews are separate from the required Supervisory Consults,



which are reviewed by QS staff during RSF and FL- CQI reviews. The DCMS will utilize the internal supervisory discussion tool, or other similar, approved document to guide their reviews and discussions. The main focus of the reviews will ensure the elements of safety, permanency and well-being are being addressed for all children via proper case management procedures. Supervisory reviews also prove to:

- Assist the supervisor in being a mentor to the Dependency Case Manager by allowing them to provide proper guidance and support and follow up;
- Focus on the quality of the case work and identify any gaps in services identified; and,
- Assist in ensuring the minimum requirements for case supervision are properly addressed:
  - Permanency goal
  - Progress and Barriers to permanency
  - Conditions for Return
  - Tasks and who is responsible
  - Follow-up on tasks
  - Emerging risk and Safety Concerns
  - Parental Behavioral Change
  - Required documents relating to the case

By utilizing this structure to guide discussions and assist with ensuring the above areas are completed, the nature and purpose of the supervisory review is focused on supporting the Dependency Case Manager. Providing adequate support and supervision to the Dependency Case Managers will enhance the counselors' abilities and lead to enhanced services to children and families.

Supervisory Review Audits, conducted by the QS department will occur and adhere to the following standards:

- On a quarterly basis, the QS department will gather data regarding supervisory reviews that were completed during the preceding quarter. The data gathered will include:
  - Number and percent of supervisory reviews completed by the Dependency Case Manager Supervisor
  - Number and percent of supervisory reviews completed by the agency
- On a quarterly basis, the QS department will randomly select a minimum of five (5) Supervisory Review notes completed per Unit Supervisor and conduct a qualitative review. An internal audit tool has been created to ensure consistency of these audits. The data gathered will include a review of the following:
  - overall compliance by the supervisor in regards to the timeliness of the completion of the reviews
  - related notes including discussions of but are not limited to:
    - Family Functioning Assessment and Progress Update sufficiency
    - Safety Planning
    - Documentation of danger threats/ behavioral changes
    - Permanency goal
    - Progress and barriers to permanency
    - Conditions for Return
    - Tasks and who is responsible

- Follow-up on tasks
  - Independent Living Referrals and Services
  - Psychotropic Medication
  - Home assessments/ background checks
- Tasks/ directives provided to the Dependency Case Manager and subsequent follow up on previous directives
- A copy of the audit tool, completed by the QS Specialist and reviewed by the QS Supervisor, will be provided to the agency's Program Manager. The audit tool will be completed by the QS department by the end of the first week, following the end of the quarter.
- The Program Manager is responsible for reviewing the completed tool and disseminating the tool to the supervisors. The Program Manager will be responsible for ensuring deficiencies are addressed with the supervisors by developing action plans, trainings, or through other means to improve in performance.
- The QS department will, as requested, provide supervisory review performance data to the HHS Director.
- **Discretionary/Special Reviews**

Discretionary or Special Reviews will be conducted by the QS department as requested by DCF staff, stakeholders, the HHS Director or the FIP Program Manager. The purpose and focus will be discussed with the requestor, as well as the results of the review. Depending on the nature of the review, this may not be reported in the annual report, if the review is confidential in nature.
- **Contract Monitoring- Children's Home Society**

The QS department is responsible for ensuring that the contract that was obtained in May 2016 with the Children's Home Society (CHS) is monitored and the program adheres to the performance measures outlined in the contract. A monitoring plan was developed and was sent to the HHS Contract Manager and the CHS management for clarification on the monitoring expectations.

As outlined in the monitoring plan, the QS department will review a minimum of five cases that are served through the CHS STEPS program. If there are less than five cases served in that quarter, then 100% of the cases will be reviewed. After consultation with CHS management, an internal spreadsheet tool was developed which adheres to the expectations of the agency and the contract. At the end of each quarter, a sample of cases will be determined and CHS will provide the hard copy file to the QS department for review; in addition to reviewing the physical file, the FSFN component of the case will also be reviewed. The review of the case files will be completed, signed off by the QS manager, and then distributed to both FIP and CHS management by the 30<sup>th</sup> day of the month proceeding the quarter being reviewed. Any noted ongoing deficiencies will be discussed with CHS management and a corrective action plan could be developed.

## ➤ **Federal Funding Audit**

The QS department will conduct an annual federal funding eligibility audit concerning the Title IV-E foster care, Title IV-E adoption subsidy, and TANF adoption subsidies for the children that are served through the agency. A Federal Funding Eligibility Monitoring Plan was created and provided to the QS department to guide the audit; the monitoring plan describes the review approach and schedule for use in reviewing cases for eligibility with Title IV-E and TANF. This plan supports the overall effort to improve the quality of services for children and families. Title IV-E and TANF eligibility reviews conducted under this Monitoring Plan will assist in the validation of the accuracy of the State's claim for reimbursement of payments.

In coordination with the HHS Contract and Finance Manager, the QS Supervisor is responsible for pulling a sample for review, based upon IV-E Foster Care and Adoption Assistance, and TANF Adoption Subsidy payments will be drawn from Florida Safe Families Network (FSFN). The sample of cases is selected from the universe of cases open for services during the period under review (and includes all children and families whose cases are coded as eligible for the funding source under review). A random sample will be drawn using a 90% confidence level and a margin of error of 10%. Separate samples are drawn for IV-E Foster Care, IV-E Adoption Assistance, and TANF Adoption Subsidy. Due to the smaller size of the agency, a 90/10 sample will force the QS department to review more than half of the eligible sample, which is higher than other CBCs and will create issues surrounding randomization in the upcoming audit years, although the agency must adhere to these directives.

Upon completion of the audit, a Final Report will be completed with findings of the audit. This final report will be provided to the HHS Contract and Finance Manager by September 30<sup>th</sup> to forward onto the agency's DCF Contract Manager.

## ➤ **Continuous Quality Improvement Activities**

Each month, the Quality Services Supervisor will meet with FIP management to discuss CQI activities and performance; typically this meeting coincides with the weekly supervisory meetings held with FIP management. Areas that have been identified are based on areas needing improvement discovered while performing case reviews, from COU/ Council on Accreditation (COA) monitoring, scorecards, and requests from FIP Supervisors. Identification of gaps in performance, evaluation of successes, and root cause analysis are conducted by the QS department regarding various performance outcomes and indicators. All areas found to be in need of improvement, the QS department will be responsible for developing action plans, updating or developing policies and/ or procedures, developing tools to assist staff, and identifying training needs for staff; specific strategies will be dependent upon the outcome and best possible identified solution. The agency's management will assist the QS department with the development of specific strategies; feedback from frontline staff will also be taken into account to ensure that all employees are involved in improvement efforts. The QS department will monitor data after strategies have been implemented to determine whether or not the activities were successful, or if additional activities are needed.

Continuous quality improvement projects, successes and determinations have been previously outlined in the agency's annual report; the 2017-2018 CQI activities' results will

be outlined in the upcoming annual report, due in August 2018. Areas of focus that have been identified for this upcoming year are:

- **Frequency and Quality of Parent Contact-** One area the QS department is focusing on for this upcoming fiscal year has been determined to be the quality of contacts with parents. Currently, the agency struggles with parental engagement, especially surrounding fathers; the documentation of the quality of contacts with parents has consistently been an area needing improvement. The agency's internal "parental contact form" is in the process of being updated and additional strategies for improvement in this area are being developed with the assistance of FIP management and feedback from frontline staff. Additionally, frequency of contacts is also being analyzed, through data reports and frontline staff feedback, to determine barriers; it is believed that if barriers surrounding the frequency of contacts are elevated, better rapport could be established with parents, therefore increasing the quality of the contacts.
- **Increased Removals in the Non-Judicial Unit-** Another area that quality improvement activities will be focused on is the increase in removals through the agency's internal In Home Non-Judicial program, which serves both high/ very high risk and unsafe children. The agency has seen an increase in the number of removals from this program and the QS department will work on a root cause analysis to determine potential gaps in the service program. An action plan to improve in this area will be developed based upon results; it will be suggested that the agency partner with stakeholders, including local DCF investigation counterparts, if external systematic factors are identified.
- **Psychotropic Medication-** Psychotropic medication input has been a function of the individual case managers, which can lead to error and inaccuracies. The QS department, in conjunction with the agency's Behavioral Health Coordinator and the Nurse Care Coordinator, will be looking at strategies and ways to improve the accuracy and timeliness of entry of psychotropic medication. Key activities regarding this measure will be frequent training of staff and tracking of medication on a more consistent, frequent basis.

At this time, the three areas listed above are the main priority regarding improvement activities, although additional areas of improvement will be determined throughout the year as data and feedback are collected and analyzed.

#### ➤ **Surveys**

Annually, typically in October, electronic Foster Parent, Stakeholder and Employee Satisfaction Surveys are conducted. The results are gathered, analyzed and presented to HHS and FIP management for performance improvement purposes as well as areas identified as strengths. A document containing results is disseminated to staff, as well as stakeholders. Areas identified as needing improvement, based upon this feedback, are analyzed and programmatic changes may occur or an improvement plan implemented. Previous year's survey results are compared to the current results to determine trends.

In the 2016-2017 fiscal year, the surveys were not sent out by the agency as the Council on Accreditation sent out the surveys as part of the agency's re-accreditation. The agency's management decided that it did not want to overwhelm stakeholders with multiple surveys.

For the 2017-2018 fiscal year, the Contract Oversight Unit is completing a site visit audit of FIP and conducting surveys. Dependent upon the COU's survey questions and results, the QS department, along with FIP management, will determine if additional surveys will be distributed during this fiscal year.

➤ **Incident Reporting**

The Quality Assurance team is responsible for receiving and tracking all client and employee related incidents. Internal policies have been created in regards to incident reporting and grievance procedures. Client incidents are input through the DCF Web Portal Incident Reporting System (IRAS) and documented through an internal incident report. The incidents are collected by the QS department and reported to management on a quarterly basis; trends are analyzed to determine program performance. Employee incidents are collected through the St Johns County Personnel Department and are composed departmentally to be analyzed and reported on. These procedures are aligned with COA standards.

➤ **Grievances**

The Quality Assurance team is also responsible for collecting and tracking all client and employee grievances. The grievance procedure for clients served is outlined in both a Parent and a Caregiver Handbook that is provided to all parents and caregivers served by FIP. A foster parent manual is also provided to all foster parents, outlining this procedure as well. All grievances are handled through FIP management and the HHS director, when necessary; monitoring is through the QS department. DCF Tracker complaints, Inspector General (IG) reports and county wide grievances (collected through a system called "PRIDE") are all monitored by the QS department. The QS department also assists management when the grievance necessitates it. Grievance reports are also analyzed quarterly to determine trends related to the agency.

➤ **Quarterly Partnership Meetings**

FIP Management, DCF Contract Specialists, the Regional Director and other stakeholders meet quarterly to discuss performance measures, corrective action plans, the DCF Score Card, agency performance, and any other concerns. The QS Supervisor provides data and performance measure outcomes to the Contract Manager upon request in preparation for these meetings. The QS Supervisor attends these quarterly meetings to provide additional information regarding the discussed topics, when necessary.

## **Measures and Outcomes**

The QS department monitors and utilizes the FSFN report system for the purpose of collecting and reporting data on performance indicators and outcome measures on a weekly, monthly, quarterly, and annual basis. The elements and minimum frequency are outlined below and subject to change.

- **Performance Measures/Scorecard-** The Family Integrity Program utilizes the DCF created "Scorecard" and Performance Measures for Continuous Quality Improvement purposes. This tool reports all CBC statewide performance with their level of compliance and service delivery. The scorecard and performance measures are reviewed quarterly by the QA team

upon release. At least once per quarter, typically the month following the release of the previous quarter's measures, the QS Supervisor reports on FIP's compliance with each of the contracted performance measures and scorecard results. This report compares compliance from one quarter to the next, identifies if FIP is in compliance with each of the measures and addresses specific action plans to address areas in need of improvement. Performance data is compared to quarterly case review data and analyzed to determine trends, whether strengths or areas the agency should focus on to improve.

### ➤ **Quality and Risk Elements**

Management meetings to determine performance elements in service delivery are held on a weekly basis. These meetings are held with the Program Manager, Case Management Supervisors, the Contract and Finance Manager, and the Quality Services Supervisor; the HHS Director attends when available. During the meetings, data is shared in regards to agency performance and continuous quality improvement needs. The following topics can be discussed during the meetings, although this list is not exclusive:

- Supervisory Reviews (monthly/ quarterly)
- Incident/ Grievance Reports (quarterly)
- Home visit frequency and quality
- Birth Verification, Photograph, and Fingerprint compliance
- Medical, Dental, and Immunization compliance
- Birth Parent frequency and quality contact
- AFCAR errors- Adoption and Foster Care
- Scorecard In Depth Analysis
- RSF and FL-CQI review data (quarterly)
- Child Placement Agreements (CFOP170-11)
- Systematic/ Local trends; strengths and deficiencies
- National Data Indicators

Other area surrounding performance or quality improvement elements are discussed on an "as needed" basis depending upon issues or needs occurring within the agency at that moment in time. Minutes of the meetings are kept by the Office Manager to comply with COA standards.

### ➤ **Data Collection and Analysis**

The QS department utilizes the data collected regarding the performance outcomes and works with the Family Integrity Program's management to identify and address areas in need of improvement. Data will be collected from, including, but not limited to the DCF Scorecard, FSFN Business Objects reporting system, MindShare, Stakeholder surveys, National Data Indicators, and case file review reports. The approach the agency uses is designed to look at issues affecting the agency as a whole, but also can analyze performance at the case level. By looking at issues at the case level, progress can be made for individual children and families and over time for the system as a whole. Identifying issues at the case level has resulted in a more focused approach to performance improvement. From this case specific information trends are identified and action steps put into place to address both case specific and systemic issues.



The agency will continue to utilize these approaches throughout this new fiscal year, building on what has been learned and enhancing plans previously implemented. The agency looks forward to continuing to enhance this process by building upon the foundation created. In doing so, the agency will continue to review the data and participate in the collaborative monthly meetings with the frontline staff to inform them of outcomes they influence.

Management Meetings continue to occur weekly to include the entire team in the quality service delivery and CQI processes. Appropriate lessons and process changes are translated into new or enhanced policies and procedures, and shared with DCF/FIP Partnership, stakeholders, or other interested parties as indicators of solution-focused thinking and processing.

The HHS Director will continue to address the short-term and long-term strategic plan goals and action plans with the St. Johns County Health and Human Services Executive Team, which includes FIP management.

The QS Department also supports performance through standardized quality assurance activities to evaluate increased success and compliance. Additionally, the QS Department will continue to provide technical assistance to individual case management units as necessary.

#### ➤ **Quality Assurance Analysis Report**

Quality Assurance Annual Report is created at the end of every fiscal year to address the areas identified in the various reviews and other quality assurance activities conducted throughout the year. The annual report expected for the 2017-2018 fiscal year aligns with the Results Oriented Accountability approach and will analyze the agency on a systematic level, including describing the agency's performance, findings/ trends over the past three to five years, gaps, and intervention benchmarks. The QS department will utilize the results from the previous year's activities to gauge growth and current performance. This in conjunction with the case level analysis of performance measure compliance will provide an overall picture of case practice and identify needed improvements. The report will be provided to the HHS Director, FIP Program Manager, DCF Contract Manager and OCW Quality Management annually.

### **Training and Certifications**

Case management staff, supervisors and licensing staff are certified and re-certified in adherence to the Florida Certification Board (FCB) standards. As part of the QS department's responsibilities, employee trainings and the certification process are monitored and tracked to ensure proper certification is maintained. Employee training files and spreadsheets are updated and maintained within the agency, by the QS department. Frequent reviews of the training files ensure that employees maintain continuous professional development. QS Specialists track agency staff trainings and report them to the agency's finance department for Title IV-E training reimbursements. The QS Supervisor also serves as the Point of Contact for the FCB to ensure all requirements are met for the certification process.

### **Implementation of CQI**

A true Continuous Quality Improvement process involves all levels of staff and includes external stakeholders, including families served, providers, caregivers and the judicial system. The HHS

management team is fully committed to the CQI process and understands that open communication between administration and direct services is integral to providing the most effective services for the clients served. Quality Improvement plans must remain fluid and adaptable to the ever changing field of working with children and their families. The Family Integrity Program remains a leader in child welfare to the children and families served, which is accurate indication of the communication and partnerships needed in the child welfare system.

### **Council on Accreditation**

The Health and Human Services Department was initially accredited in November 2008. The Family Integrity Program was included in this initial accreditation in the areas of Adoptions Services, Child Protective Case Management Services, Foster Care/ Kinship Care, and Youth Independent Living Services. The Family Integrity Program, under the HHS, was re-accredited in November 2012 and again in November 2016. The agency's current accreditation was granted until 2020. The QS department remains responsible for ensuring all internal policies are kept up to date and align with the COA standards.