



State of Florida
Department of Children and Families

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FY 17/18 SunCoast Region Annual Quality Management (QM) Plan

A. Introduction

The SunCoast Region (SCR) is comprised of four Community Based Care (CBC) lead agencies, four counties where sheriff's offices conduct child abuse investigations and seven additional counties where child abuse investigations are conducted by the Department of Children and Families (DCF). Each of the four circuits (6, 12, 13, and 20) is unique and diverse in the population it serves. Circuits 6 and 13 are the most populated areas serving the most children and families, and all child abuse investigations are completed by the local sheriff's offices. Circuit 12 investigations are divided between DCF and the Manatee County Sheriff's Office (MCSO), while in Circuit 20 all child abuse investigations are completed by DCF.

There are five (5) DCF child protective investigation (CPI) units located in Circuit 12 and an additional seventeen (17) DCF CPI units in Circuit 20 with 112 CPI positions, 2 Field Support Consultant positions, 18 Senior CPI positions and 22 CPI Supervisor positions. The Safe Children's Coalition (SCC) provides case management oversight in Circuit 12 while the Children's Network of Southwest Florida (CNSWFL) provides case management oversight for Circuit 20. Children's Legal Services (CLS) provides the legal representation for both circuits.

The SCR has two teams of staff devoted to conducting quality assurance and continuous quality improvement activities. While both teams are aligned in the Family Safety Program Office (FSPO) organizational structure, the Quality Assurance (QA) team is located at the SunCoast Regional Headquarters in Tampa and the Critical Child Safety Practice Experts are co-located with the Child Protective Investigations staff in Lee County.

The QA team has a Quality Assurance (QA) Manager who oversees six (6) Operation Review Specialists (ORS). The ORS's are the traditional quality assurance staff who are primarily utilized to conduct file reviews, child fatality QA reviews, specialized focused reviews, sheriff's office peer reviews, Children and Family Service Reviews (CFSR) alongside the Community Based Care (CBC) agencies, provide technical assistance for the Department's investigative staff along with other continuous quality improvement activities. The QA Manager also oversees the Regional Child Fatality Prevention Specialist who is responsible for reviewing and completing reports on all child fatalities within the region.

The Regional Training and Staff Development Manager has oversight of the Critical Child Safety Practice Experts (CCSPE), Pre-Service and In-Service Training, and hiring and recruitment of Child Protective Investigators. They are responsible for conducting Rapid Safety Feedback (RSF) reviews and consultations, fidelity calls, and learning circles. The Hiring Coordinator and Regional Recruiter are responsible for the hiring and recruitment in Circuit 12 and 20. The Regional Recruiter also completes ongoing focus groups with existing staff to collect turnover

and retention data. The training staff are responsible for all Pre-Service classes as well as any in-service trainings.

While geographically divided, the two QA teams work collaboratively on identifying trends and areas needing improvement, and then plan on how to deliver the assistance that is needed in the field. This coordinated approach has been beneficial and aided in the complexities of the Region as evidenced by; an excellent working relationship with the four sheriff’s offices who conduct the child abuse investigations, enhanced communication with the local CBCs, and an integrated continuous quality improvement strategy that begins at the point of hire through ongoing professional development. The SCR FSPO is highly involved in CBC foster care licensing audits, adoption subsidy requests, missing children and human trafficking matters and also has representation during the statutorily required sheriff’s office peer review process.

DCF Monthly Investigations and Special Conditions Received FY16/17

	July '16	Aug '16	Sept '16	Oct '16	Nov '16	Dec '16	Jan '17	Feb '17	Mar '17	April '17	May '17	June '17	Monthly Average	Yearly Total
Circuit 12	242	268	311	305	311	289	297	320	328	319	301	263	296	3,554
Circuit 20	791	1,001	995	967	888	854	1,012	927	1,101	973	1,085	849	954	11,443
Total	1,033	1,269	1,306	1,272	1,199	1,143	1,309	1,247	1,429	1,292	1,386	1,112	1,250	14,997

DCF CPI and Supervisor Turnover FY16/17

	Circuit 12	Circuit 20
Total CPI Separations	23	58
Total Senior CPI Separations	2	5
Total CPI Supervisor Separations	3	4

B. Schedule of Activities

During the FY 17/18, the QA team will continue utilizing the Priority of Efforts and the monthly Key Indicator Reports or other available Results Oriented Accountability (ROA) reports to drive continuous quality improvement (CQI) activities and projects. The focus of these activities will be to provide operations with vital information needed to drive performance improvement and practice. The QA team will also participate in the ongoing Child and Family Services Review (CFSR) process with the Community Based Care (CBC) lead agencies, and participate in the sheriff’s office peer review process.

The QA team will have at least bi-quarterly meetings with the quality departments of each of the four (4) CBCs during the year to discuss progress on the Program Improvement Plan (PIP). These meetings will include the reviewers from each CBC as well as the reviewers from DCF and will help facilitate relationships and continuity in the review process.

The QA team will continue the Regional Drug Endangered Child protocol. Every child with a substance exposed newborn maltreatment type will have a specialized review completed by a

member of the QA team. The QA staff will participate in a supervisory consultation with the intent of ensuring the most appropriate safety actions are taken in these investigations. In addition, the QA team will also complete specialized reviews of any investigation involving a child under the age of one (1) with any substance related maltreatment. The QA staff will review the investigation at approximately fourteen (14) days into the investigation and determine if there is a need for a consultation with the supervisor. These are strategies to improve decision making around this highly vulnerable population.

The Region will also continue to look at children age 0-5 who are placed into congregate care. These reviews will be in depth analyses of each family's situation and look for potential familial placement options. After completion of the reviews, the Region will meet with each CBC individually to discuss their plan for moving the child(ren) into a more family like setting. The intent is to place focus on this population of children to improve practice of not placing these young children into congregate care.

The QA team will complete specialized supervisory consultation reviews to ensure quality of those consultations and to determine if practice is improving. A random sample of investigations will be reviewed for each supervisor.

The QA team will continue in the proficiency process in order to conduct closed RSF case reviews and also conduct decision support team staffings. The Region is also contracting with ACTION for Child Protection to have the QA team complete the CCSPE level track. This will build capacity within the Region and provide professional growth and development opportunities for these staff.

The CCSPE Team will continue to complete 100% of all RSF case reviews meeting tier 1 or 2 criteria. In addition, the team will also complete closed case reviews of 25% of cases that received a "not rated" for items 5- 9 on the open case RSF tool.

The CCSPE Team will also be developing and delivering training and learning circles to Frontline, Supervisory, and Program Administrator Staff to enhance the knowledge and skills around the practice model. Each training is developed based on trends and data found through RSF case reviews. Also, the CCSPE team will be working with Supervisory and Program Administrator staff to prepare them to start their prospective proficiency processes.

In addition to this, the CCSPE team will work closely with the QA team as they complete their proficiency process this year. QA staff will be paired with a CCSPE to listen and complete side by side reviews to ensure they are equipped to successfully complete their proficiency process.

C. Other

In addition to the above noted CQI activities, the team also completes the required reviews of child fatality cases that have prior investigations within the last five years and which do not require a Critical Incident Rapid Response Team (CIRRT). These reviews are now also completed for the counties in the SCR where investigations are conducted by the sheriff's offices. All of the Regional QA staff are trained in the CIRRT process as well and are eligible to be deployed on a team.

The collaborative approach with both teams provides flexibility which allows the teams to respond to immediate needs identified in the field. As such, there are times when the needs of the

field change the focus of this team from the scheduled activities noted above to assisting in the area of identified need.