

LICENSED FOSTER CARE ASSESSMENT COMMUNICATIONS PLAN 2019

next steps

Start Date: May 1, 2019

Purpose

This Communication Plan is a resource for the Suncoast and Central Region Champions to use during the Foster Care Assessment Field Test to provide communication and feedback from the direct field test participants to the field test advisory team regarding the expansion of the new process. This document describes the responsibilities for communication for each field test site, the types of feedback and feed forward desired, and the format of that communication.

This Licensed Foster Care Assessment complements and does not replace the Institutional Child Assessment required by the CPI within FSFN. The Administrative Code 65C-29.004(draft), 65C-13.034 and CFOP's 170- 5 Chapter 28 and 170-11 Chapter 9 instruct field test sites on how to respond to Institutional Investigations during this expansion. This communication plan focuses on qualitative feedback by the direct field test sites to the Regional Champions and Field Test Support Team on the functionality, value, and usefulness of the assessment process for continued improvements and enhancements for statewide implementation.

This plan will be updated as necessary throughout the field test to reflect recommended and needed changes by direct field test sites. It is anticipated that the frequencies of feedback requested in this document are for May 1 through October 31, 2019 and will be updated in accordance with the feedback provided.

New Counties: SUNCOAST: Pinellas, Lee, Manatee, Sarasota, Charlotte, Collier, Hendry, Glades, Desoto. CENTRAL: Brevard, Marion, Sumter, Lake, Hernando, Citrus

Original Pilot Counties:

Pasco | Hillsborough | Polk | Highlands | Hardee | Orange | Osceola

Participant Communication Responsibilities and Formats

These communication procedures will be used extensively at the beginning of the project and then monitored on an as-needed basis.

Stakeholder Group	Communication Responsibilities	Communication Formats
Direct Field Sites (CPI, CMO, CBC, Regional Licensing Staff- Frontline Staff, Foster Parents)	<ul style="list-style-type: none"> ▪ Provides Region Champions with feedback on the functionality, value, and recommendations for improvement/enhancement of the assessment and policies. ▪ Receives feedback, communication response, direction, training, and coaching from the Region Champions. ▪ Champions the field test by continued engagement of the foster parents and stake holders during the expansion 	<ul style="list-style-type: none"> ▪ Excel spreadsheet ▪ Huddles ▪ Meetings/Huddles ▪ Calls (when needed) ▪ Emails ▪ Learning Circles
Regional Champions (Identified Regional Leadership- Communicates with OCW and Participating Frontline Agencies and Stakeholders)	<ul style="list-style-type: none"> ▪ Receives feedback from direct field site participants ▪ Forwards spreadsheets to Atarri Hall and Tanisha Lee ▪ Participates in bi-weekly calls with the field test support team on the state of the field test ▪ Provides direct field test site guidance to ensure continued alignment of field test with training provided. ▪ Prompts huddles, meetings, and learning circles with direct field test participants for coaching, etc. ▪ Serves as an escalation point to the field test support team for observed risks and issues during the field test. ▪ Champions the field test by continued engagement with direct field test participants, field test support team, and field test evaluation team. 	<ul style="list-style-type: none"> ▪ Excel spreadsheet ▪ Huddles ▪ Meetings ▪ Emails ▪ Calls ▪ Learning Circles
Field Test Support Team (OCW Specialist, QPI)	<ul style="list-style-type: none"> ▪ Receives direct field test participant feedback submitted by Regional Champions ▪ Reviews and operationalizes feedback received ▪ Responds promptly for questions, issues, and needs from Regional Champions ▪ Provides guidance on overall field test direction and training as required ▪ Establishes forums for field test feedback and broader learning circles ▪ Champions the field test by continued engagement with Regional Champions. 	<ul style="list-style-type: none"> ▪ Excel spreadsheet ▪ Meetings ▪ Emails ▪ Calls ▪ Learning Circles ▪ Support documentation
Field Test (Original Pilot) Advisory Team	<ul style="list-style-type: none"> ▪ Engages with direct field test participants specific to evaluation activities ▪ Facilitates communication with direct field test participants and Regional Champions 	<ul style="list-style-type: none"> ▪ Interviews ▪ Calls ▪ Feedback sessions

Pre and Post Implementation Calls: Calls will be held bi-weekly initially then monthly to discuss any implementation challenges and to provide feedback. Invites sent via Outlook.

Field Test Documents:

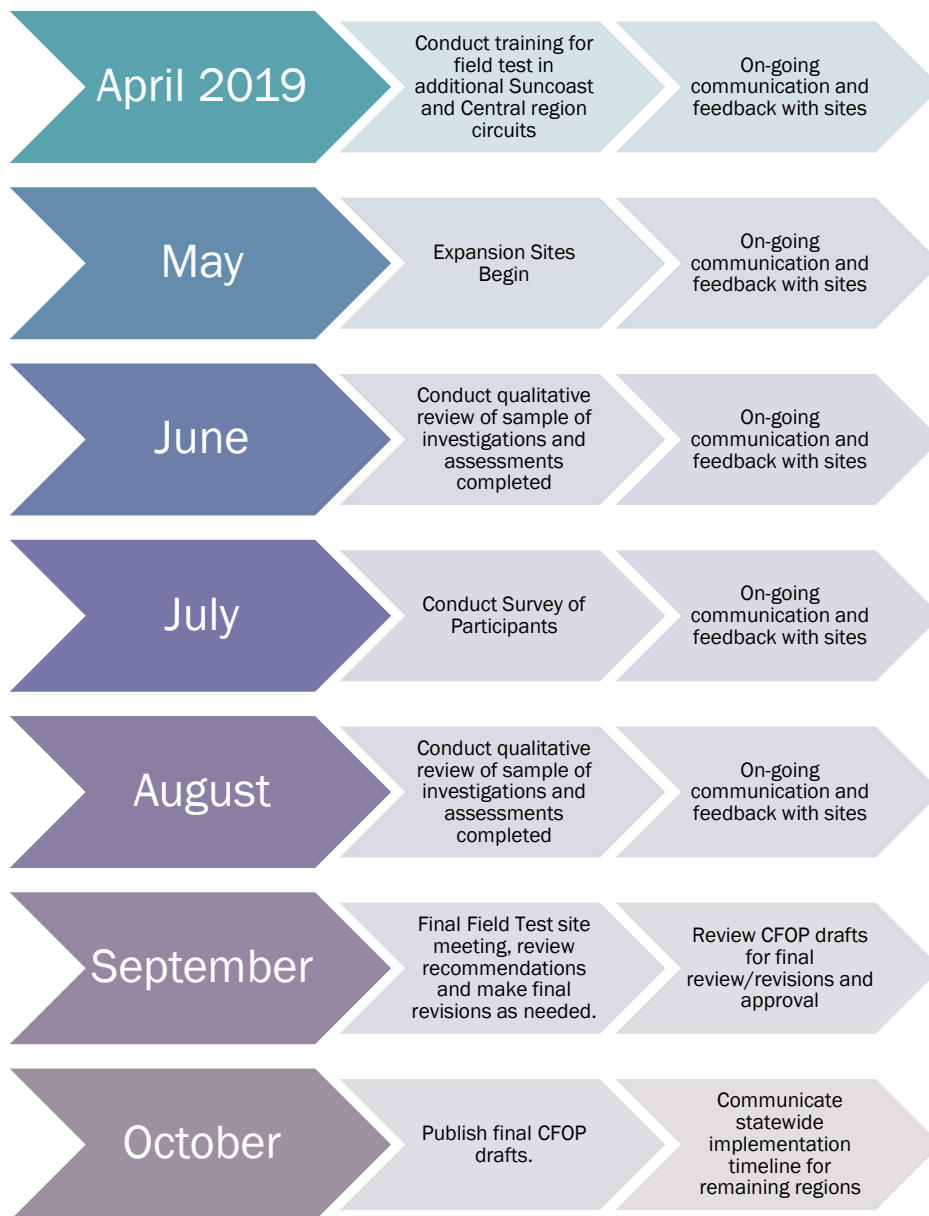
Document Name	Purpose
Investigations Tracking Excel Sheet Example	Used to track investigations data for reporting purposes not available in FSFN.
Tips and Tricks Sheet Example	Additional guidelines to assist with implementation of assessment process
Licensed Foster Care Assessment	Assessment Tool used when an Investigation is received on child with allegations of abuse by the licensed foster parent.
Licensed Foster Care Assessment Example	Provides an example of a quality assessment
Foster Parent Rights and Responsibilities Example	Outlines the rights of foster parents, provided during investigations
Notification and Responses Template Example	Templates used during the investigation process when contacting appropriate parties
Foster Parent Information Sheet	Provides clarity to the investigation process for foster parents along with CPI contact information
Local Field Test Protocol Example	Provides and example of how Central / Suncoast Region implemented local procedures to support the assessment
CFOP 170-5 Chapter 28	Draft Operating Procedure for response to Foster Care Referrals and Investigations Involving Foster Parents
CFOP 170-11 Chapter 9	Draft Operating Procedure for Licensing Response to Reports Involving a Foster Parent
Administrative Code 65C-29.004	Draft Revised Admin Code that guides how Investigative staff handle Institutional Reports
Administrative Code 65C-13.034	Admin Code that guides the handling of Foster Care Referrals and Investigations

Future Implementation Sites: Seminole County (Central), Southern Region, Northeast Region, Southeast*, and Northwest*

Implementation Date: Due to the Office of Child Welfare by **5/30/2019** (Pending Regional Champion discussions with CBC, CMO, and other stakeholders)

Local Implementation Process: Please contact your **regional champions** with inquiries regarding local implementation of the foster care assessment process.

Field Test Timeline:



Office of Child Welfare Contacts	
Atarri Hall, Statewide Child Safety Specialist	Atarri.hall@myflfamilies.com
John Harper, Manager Prevention and Child Protective Investigations	John.harper@myflfamilies.com
Tanisha Lee, Statewide Group Care Licensing Specialist	Tanisha.lee@myflfamilies.com
Vanessa Snoddy, Manager Case Management and Well-being	Vanessa.snoddy@myflfamilies.com