



**State of Florida
Department of Children and Families**

Rick Scott
Governor

Mike Carroll
Secretary

DATE: January 22, 2016

TO: Regional Managing Directors
Grainne M. O'Sullivan, Director for Children's Legal Services
Community-Based Care Lead Agency CEOs

THROUGH: David Fairbanks, Deputy Secretary *DF*
Janice Thomas, Assistant Secretary for Child Welfare *JT*
Vicki Abrams, Assistant Secretary for Operations *VA*

FROM: *GG* Ginger Griffeth, Director of Performance and Quality Management

SUBJECT: 2016 Federal Child and Family Services Review

PURPOSE: The purpose of this memorandum is to summarize planning activities for the 2016 federal Child and Family Services Review (CFSR) and provide information to leadership at the state and local level so that regions and community-based care (CBC) lead agencies take appropriate action to ensure Florida is successful in conducting its first state led CFSR review.

BACKGROUND: The CFSR is a review process the federal government uses to assess how states are doing in their efforts to ensure children and families receive quality services through the child welfare system. The reviews identify strengths and areas needing improvement in safety, permanency and well-being. In addition, the reviews ensure that federal funds are appropriately spent, enable the collection of data that will inform national policy, and assist states in becoming self-evaluating over time. The CFSR examines child welfare practice using three approaches: a Statewide Assessment, an on-site case review, and stakeholder interviews.

1. The Statewide Assessment evaluates the child welfare system utilizing data from the most recent submission to the Adoption and Foster Care Analysis and Reporting System (AFCARS) and the National Child Abuse and Neglect Data System (NCANDS). The Statewide Assessment also considers qualitative data from quality assurance (QA) reviews, the 2015 CFSR statewide planning meeting, and other assessment activities conducted in 2015. As part of the assessment, the Office of Child Welfare (OCW) facilitated a statewide planning meeting in May 2015 with approximately 100 people attending, representing the regions, CBCs, Children's Legal Services, Office of State Court Administrator, case managers, child protective investigators, guardian ad litem, foster parents, and youth. During the meeting, participants completed a Strengths, Weaknesses, Opportunities and Threats (S.W.O.T.) assessment that became the foundation for the CFSR Statewide Assessment.
2. The on-site case review includes case record reviews and case-specific stakeholder interviews. Beginning April 1 through September 30, 2016, CBC QA teams will lead on-site case reviews.

1317 Winewood Boulevard, Tallahassee, Florida 32399-0700

Mission: Work in Partnership with Local Communities to Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency

3. The Administration for Children and Families (ACF) will conduct stakeholder interviews with community members who interface with the child welfare system such as judges. ACF will identify the stakeholders and the regions will need to coordinate scheduling. ACF will only ask for stakeholder interviews after reviewing the Statewide Assessment and determining there are areas that need further clarification.

The 2016 CFSR will be the third such review since 2000; the second review occurred in 2008. In 2008, a federal team from the ACF led the review in three sites: Miami-Dade, Alachua and Seminole counties. Florida was subsequently placed under a federally mandated Program Improvement Plan (PIP) through December 2011.

In response to widespread state and national concerns about the CFSR process, the ACF made major revisions and now allows a state-conducted review approach. The Department, Florida Coalition for Children (FCC) QA subcommittee representatives, and other CBC QA managers worked with the ACF to ensure the Florida QA system met all case review requirements. In September 2015, Florida submitted a letter of intent to use the state-conducted review approach. ACF approved the application on December 8, 2015.

ACF also accepted Florida's proposal to review 80 cases over a six-month period with cases spread among all CBCs. CBC QA staff will lead the review teams with a requirement for participation of regional QA staff on each team. Regional participation is critical as Florida is a state-administered child welfare system and ultimately responsible for the quality of services provided in the child welfare system.

ACTION REQUIRED: The Office of Child Welfare is requesting that you commit and support staff to actively participate throughout the CFSR. It is our desire that the Department, stakeholders and partners, including CLS and Substance Abuse and Mental Health staff, work together to participate on review teams. In preparation for the review, the OCW and ACF are providing training February 9-11, 2016, in Orlando. OCW has been working with the regional QA managers and CBC QA managers to ensure all participants register for this training. Lastly, we are attaching and referencing a series of documents that will provide detailed information that may be helpful if you receive questions from the media and other stakeholders related to the CFSR.

CONTACT INFORMATION: Please contact Eleese Davis, Office of Child Welfare, at (850) 717-4650 or email Eleese.davis@myflfamilies.com with questions.

Attachments: Departmental and Children's Bureau Correspondence
Statewide Schedule by CBC
Methodology and Allocation of cases by CBC, Region, and month
CFSR PowerPoint (available for download at
[http://www.centerforchildwelfare.org/ Results Oriented Accountability/CQI/QA](http://www.centerforchildwelfare.org/Results%20Oriented%20Accountability/CQI/QA))

cc: John Bryant, Assistant Secretary for Substance Abuse and Mental Health
Traci Leavine, Director of Child Welfare Practice
JoShonda Guerrier, Director of Child Welfare Strategic Projects



**State of Florida
Department of Children and Families**

Rick Scott
Governor

Mike Carroll
Secretary

September 8, 2014

Paul Kirisitz, Acting Regional Program Manager
Region IV Children's Bureau
Portals Building
8th Floor, Suite 8110 West
1250 Maryland Avenue
Washington, DC 20224

Dear Mr. Kirisitz:

This letter serves as Florida's application to utilize the state's child welfare quality assurance system to conduct case reviews for the 2016 Child and Family Services Reviews (CFSR). The Department of Children and Families has worked diligently to create a robust quality assurance system that engages our regions, Sheriffs, and community-based care lead agencies in the case review process. We believe we can demonstrate that the following criteria established by the Children's Bureau are currently in place or will be in place by the beginning of and throughout the case review period.

1. The state operates an internal case review process at least annually that assesses statewide practice performance for the key child welfare areas using a uniform sampling process and methodology.
2. The state has a process in place for ensuring accurate and consistent case review ratings.
3. The state uses the federal onsite review instrument and instructions using the sample and method established above to collect data to be used for the initial determination of conformity.

Thank you for the briefings and trainings the Children's Bureau has provided to prepare states for the third round of CFSRs. Ms. Sylvia Kim has been very helpful in providing information and guidance as we considered this decision.

1317 Winewood Boulevard, Tallahassee, Florida 32399-0700

Please contact Traci Leavine, Director of Child Welfare Practice at (850) 922-2298 or traci_leavine@dcf.state.fl.us and Eleese Davis, Child Welfare CQI Manager at (850) 717-4650 or Eleese_davis@dcf.state.fl.us if you have any questions or need additional information.

Sincerely,

A handwritten signature in cursive script, appearing to read "Janice Thomas".

Janice Thomas
Assistant Secretary for Child Welfare

cc: Pete Digre, Deputy Secretary
Traci Leavine, Director of Child Welfare Practice
Eleese Davis, Child Welfare CQI Manager



DEPARTMENT OF HEALTH & HUMAN SERVICES

ADMINISTRATION FOR CHILDREN AND FAMILIES
Administration on Children, Youth and Families
1250 Maryland Avenue, S.W.
Washington, D.C. 20024

September 29, 2015

Mike Carroll
Secretary
Florida Department of Children and Families
1317 Winewood Boulevard, Building 1
Tallahassee, Florida 32301

Dear Mr. Carroll:

On September 8, 2014, the Children's Bureau received your letter of intent to use a state conducted case review approach for the purposes of completing the federally-mandated Child and Family Services Review (CFSR) consistent with Technical Bulletin #7. Florida provided information to the Children's Bureau which outlined your ability to meet the criteria for using your state case review process.

The Children's Bureau worked with your staff to verify Florida's ability to use its case review process consistent with the criteria in the technical bulletin. The Children's Bureau has determined that the state's case review process meets some, but not all of the criteria. Approval is pending on the state's completion of actions that demonstrate that Florida meet the remaining criteria identified below:

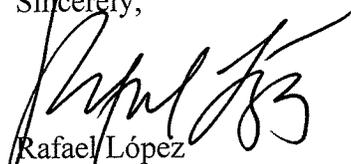
- Florida is required to submit the state review schedule that covers the 6 month period of April through September 2016 that includes the number of cases by jurisdiction, case type and review dates.
- Florida is required to submit a copy of the actual sample frame that will be used to identify the foster care by jurisdiction, numerical identifier, date of birth, current case plan goal, entry date, FIPS (Federal Information Processing Standard) county code.
- Florida is required to submit a copy of the actual sample frame that will be used to identify in-home cases by family name, and include case open date, case closure date (if applicable), case type and FIPS county code.
- The state is required to provide training to reviewers and quality assurance staff on conducting the review and interviews. The State has provided CB with the current draft training curriculum, however training regarding the following criteria was not addressed:

- Conducting case-related interviews;
- In-depth instructions on the Onsite Review Instrument (OSRI) and
- Quality assurance process for accuracy and consistency of ratings, tracking questions and issues during application of the OSRI.

The state must demonstrate to the Children's Bureau that the remaining criteria are met by December 1, 2015. The Children's Bureau is committed to working diligently with the state to meet the remaining case review criteria. The CB staff plan to observe the training and the case review and quality assurance processes to ensure that they are consistent with the criteria. If the state is unable to do so, the Children's Bureau will not use the state's own case review process and results for CFSR purposes and a traditional onsite review will be scheduled during the week June 20, 2016 as a collaborative effort between federal and state staff.

If you have any questions regarding this letter, please contact Shalonda Cawthon, Regional Program Manager, at 404-562-2242 or Shalonda.cawthon@acf.hhs.gov or Elizabeth Wynn, Program Specialist 404-562-2957 or Elizabeth.wynn@acf.hhs.gov.

Sincerely,



Rafael López
Commissioner
Administration on Children,
Youth and Families

Cc: Shalonda Cawthon, Regional Program Manager, CB, Region 4, Atlanta, GA
Miranda Lynch Thomas, CFSR Team Lead, CB, Washington DC



DEPARTMENT OF HEALTH & HUMAN SERVICES

ADMINISTRATION FOR CHILDREN AND FAMILIES
Administration on Children, Youth and Families
330 C Street, S.W.
Washington, D.C. 20201

DEC - 8 2015

Mr. Mike Carroll
Secretary
Florida Department of Children and Families
1317 Winewood Boulevard, Building 1
Tallahassee, Florida 32301

Dear Secretary Carroll:

On September 8, 2014, the Children's Bureau received your letter of intent to use a state-conducted case review approach for the purpose of completing the federally-mandated Child and Family Services Review (CFSR) consistent with Technical Bulletin #7. Florida provided information to the Children's Bureau which outlined its ability to meet the criteria for using its state case review process.

In September 29, 2015 correspondence, we informed you that our review determined that Florida's proposed case review process met some, but not all of the criteria. Approval was pending the state's completion of the specified actions needed to demonstrate that Florida meets the identified criteria. We continued to work with you and your staff to verify Florida's ability to use its case review process consistent with the criteria in the technical bulletin.

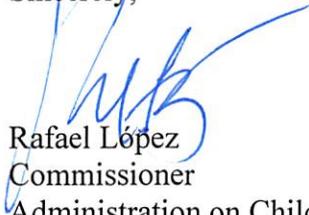
The Children's Bureau has determined that the Florida case review process now meets the criteria in the technical bulletin and the Children's Bureau will use the state's case review process and results for the CFSR purposes. The Florida onsite period is April 1, 2016 through September 30, 2016. The Children's Bureau Regional Office will be in contact with you to continue planning for the review activities.

The Children's Bureau encourages the state to continue meeting the requirements for a fully functioning case review process. Following the CFSR, should the state be required to complete a program improvement plan, you may need to continue to conduct case reviews to measure and report improvements during your program improvement plan. The Children's Bureau remains committed to assisting the state in continuing its case review process.

Page 2 - Secretary Carroll

We appreciate our collaborative work and the diligent efforts and resources you have committed to this important project. If you have any questions regarding this letter, please contact Elizabeth Wynn, Program Specialist, at (404) 562-2957 or elizabeth.wynn@acf.hhs.gov or Shalonda Cawthon, Regional Program Manager, at (404) 562-2242 or shalonda.cawthon@acf.hhs.gov.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Rafael López', is written over the printed name and title.

Rafael López
Commissioner
Administration on Children, Youth and Families

cc: Shalonda Cawthon, Regional Program Manager, CB, Region 4, Atlanta, GA
Miranda Lynch Thomas, CFSR Team Lead, CB, Washington DC



OFFICE OF CHILD WELFARE

MYFLFAMILIES.COM

Florida Child and Family Services Review
April 1, 2016 - September 30, 2016
Master Schedule

Updated 1/15/2016

Out of Home Care by CBC

Big Bend	1104
Brevard	1030
Childnet Broward	2785
Childnet Palm Beach	1487
Childrens Network of SW Florida	1764
CBC Central Fl	1749
CBC Central Fl Seminole	549
Community Partnership for Children	1315
Devereux	1024
Heartland	1538
Eckerd Pinellas/Pasco	2263
Eckerd Hillsborough	2723
Kids Central	1905
Kids First	335
Our Kids	3132
Partnership Strong Families	1055
Sarasota YMCA	1085
Families First Network	1672
Family Support Services NF	1253
Family Integrity	<u>281</u>
Total OHC	30049
Excludes 416 Data unavailable	

In Home Services by CBC

Big Bend	179
Brevard	199
Childnet Broward	563
Childnet Palm Beach	268
Childrens Network of SW Florida	352
CBC Central Fl	430
CBC Central Fl Seminole	125
Community Partnership for Children	298
Devereux	207
Eckerd Pinellas/Pasco	296
Eckerd Hillsborough	418
Families First Network	433
Family Intergrity	35
Family Support Services NF	548
Heartland	190
Kids First	78
Kids Central	526
Our Kids	807
Partnership Strong Families	271
Sarasota YMCA	<u>168</u>
Total In Home Services	6391
Excludes 7 Data unknown	

OHC by Region

NW	2776
NE	4239
Central	6771
Suncoast	7835
Southeast	5296
South	<u>3132</u>
Total OHC by Region	30049

Cases to Review	OHC	IH Includes Investigations
80 cases	55	25
70/30 split		

Cases to Review by Region

	OHC	IH
NW	5	2
NE	8	5
Central	12	6
Suncoast	14	5
Southeast	10	5
South	6	2
	55	25

IH by Region

NW	612
NE	1230
Central	1470
Suncoast	1234
Southeast	1038
South	<u>807</u>
Total in Home Services	6391

IH Investigations by Region

NW	330
NE	1226
Central	1420
Suncoast	775
Southeast	1219
South	<u>194</u>
Total Investigations by Region	5164
Total IH and Investigations	11555

Based on CBC percentage of the statewide total for each placement type

DCF Region	Out-of-Home Care			In Home Services	Child Protective Investigations ¹	Totals	In Home Services Families		Sample	Sample Split	
	Statewide N=30,049	Percentage of children in OHC by Region Percent reflects the number of children in OHC in each region divided by the total number of children in OHC statewide	Cases to Review N=55	Statewide N=6,391	Statewide N=5,164	Statewide N=11,555	Percentage of children in OHC by Region Percent reflects the number of children in OHC in each region divided by the total number of children in OHC statewide	Cases to Review N=25	Total Cases to Review N=80	Out-of-Home Care	In Home Service Cases
Northwest Region	2776	9.24%	5	612	330	942	8.15%	2	7	5	2
Northeast Region	4239	14.11%	8	1230	1226	2456	21.25%	5	13	8	5
Central Region	6771	22.53%	12	1470	1420	2890	25.01%	6	18	12	6
Suncoast Region	7835	26.07%	14	1234	775	2009	17.39%	5	19	14	5
Southeast Region	5296	17.62%	10	1038	1219	2257	19.53%	5	15	10	5
South Region	3132	10.42%	6	807	194	1001	8.66%	2	8	6	2
			55					25		55	25

¹ Investigations Open 45 Days or More with a Present of Impending Danger Safety Plan

80	55	25	# In Home Services	11555	41604	27.77%	80	80
Split	68.75%	31.25%	Out-of-Home Care	30049	41604	72.23%	0.7	0.31
			Total	41604		100.00%	56	24.8

UPDATED 12/10/2015 AS A FOLLOW UP TO THE MASC CONFERENCE CALL. TOOK 1 OHC CASE FROM CNSWF AND ADDED 1 IN HOME CASE TO CNSWF. BRINGS TOTALS TO 55 OHC CASES AND 25 IN HOME CASES

		Review Period April 1 through September 30, 2016																			
		April 2016		May 2016		June 2016		July 2016		August 2016		September 2016		Total for the Review Period							
Regional Community Based Care Lead Agency	Total OHC	% of Regional OHC	In Home Service Cases	% of Total	OOH Reviews 55	In-Home Reviews 25	Out of Home Care	In home Cases	Out of Home Care	In home Cases	Out of Home Care	In home Cases	Out of Home Care	In home Cases	Out of Home Care	In home Cases	Out of Home Care	In home Cases	Out of Home Care	In home Cases	
Big Bend CBC	1104	39.77%	179	29.25%	2	1	1	0	0	1	0	0	1	0	0	0	0	0	0	2	1
Families First Network	1672	60.23%	433	70.75%	3	1	0	0	1	0	0	1	0	0	1	0	1	0	3	1	
Northwest Region	2776		612		5	2	1	0	1	1	0	1	0	1	0	1	0	1	0	5	2
Community Partnership for Children	1315	31.03%	298	24.23%	2	1	1	0	0	0	1	0	0	1	0	0	0	0	2	1	
Family Integrity Program	281	6.63%	35	2.85%	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	
Family Support Services N. Florida	1252	29.54%	548	44.55%	2	2	1	0	0	1	0	0	1	0	0	1	0	0	2	2	
Kids First of Florida	335	7.90%	78	6.34%	1	1	0	1	0	0	0	0	0	0	0	0	1	0	1	1	
Partnership for Strong Families	1055	24.89%	271	22.03%	2	1	0	0	0	1	1	0	0	0	1	0	0	0	2	1	
Northeast Region	4238		1230	100.00%	8	5	2	1	0	2	3	0	1	1	1	1	1	0	8	5	
Brevard Family Partnership	1030	15.21%	199	13.54%	2	1	0	0	1	0	0	1	0	0	0	0	1	0	2	1	
CBC Central Florida	1749	25.83%	430	29.25%	3	2	1	0	0	0	1	0	0	1	1	0	0	1	3	2	
Community Based Care Seminole	549	8.11%	125	8.50%	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	
Heartland for Children	1538	22.71%	190	12.93%	3	1	0	1	1	0	0	0	1	0	1	0	0	0	3	1	
Kids Central Inc.	1905	28.13%	526	35.78%	3	2	1	0	0	0	0	1	0	1	1	0	1	0	3	2	
Central Region	6771		1470		12	6	2	1	2	0	1	2	1	2	4	0	2	1	12	6	
Children's Network of SW Florida	1764	22.51%	352	28.53%	3	2	1	0	1	0	0	1	1	0	0	1	0	0	3	2	
Eckerd Pinellas/Pasco	2263	28.88%	296	23.99%	4	1	1	0	0	1	1	0	1	0	1	0	0	0	4	1	
Eckerd Hillsborough	2723	34.75%	418	33.87%	5	1	0	1	1	0	1	0	1	0	1	0	1	0	5	1	
Sarasota YMCA	1085	13.85%	168	13.61%	2	1	1	0	0	0	1	0	0	0	0	0	0	1	2	1	
Suncoast Region	7835		1234		14	5	3	1	2	1	3	1	3	0	2	1	1	1	14	5	
ChildNet Broward	2785	52.59%	563	54.24%	5	3	1	1	1	1	1	0	1	0	1	0	0	1	5	3	
ChildNet Palm Beach	1487	28.08%	268	25.82%	3	1	0	0	1	0	0	1	1	0	0	0	1	0	3	1	
Devereux	1024	19.34%	207	19.94%	2	1	0	0	0	0	0	0	1	0	0	1	1	0	2	1	
Southeast Region	5296		1038		10	5	1	1	2	1	1	1	3	0	1	1	2	1	10	5	
Our Kids	3132		807		6	2	1	0	1	1	1	0	1	0	1	0	1	1	6	2	
Southern Region	3132		807		6	2	1	0	1	1	1	0	1	0	1	0	1	1	6	2	
TOTALS	30049		6391		55	25	10	4	8	6	9	5	10	3	10	3	8	4	55	25	
					70%	30%	14		14		14		13		13		12		80		

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Regional Community Based Care Lead Agency	Total OHC	% of Regional OHC	In Home Service Cases	% of Total	OOH Reviews 55	In-Home Reviews 25
Big Bend CBC	1104	39.77%	179	29.25%	2	1
Families First Network	1672	60.23%	433	70.75%	3	1
Northwest Region	2776		612		5	2
Community Partnership for Children	1315	31.03%	298	24.23%	2	1
Family Integrity Program	281	6.63%	35	2.85%	1	0
Family Support Services N. Florida	1252	29.54%	548	44.55%	2	2
Kids First of Florida	335	7.90%	78	6.34%	1	1
Partnership for Strong Families	1055	24.89%	271	22.03%	2	1
Northeast Region	4238		1230	100.00%	8	5
Brevard Family Partnership	1030	15.21%	199	13.54%	2	1
CBC Central Florida	1749	25.83%	430	29.25%	3	2
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Heartland for Children	1538	22.71%	190	12.93%	3	1
Kids Central Inc.	1905	28.13%	526	35.78%	3	2
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Suncoast Region	7835		1234		14	5
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Southern Region	3132		807		6	2
TOTALS	30049		6391		55	25
					70%	30%