CONTRACT OVERSIGHT DESK REVIEW

ChildNet, Inc. – Palm Beach

IJ706

As required by section 402.7305 F.S., The Department of Children and Families performed a Desk Review for ChildNet, Inc. – Palm Beach

Table of Contents

Executive Summary

Florida Statute 402.7305 requires the Department to conduct an analysis of the performance and compliance of a contracted Community Based Care (CBC) agency by means of on-site monitoring or desk reviews, if the external service provider will not be monitored on site during a fiscal year. The Department's Contract Oversight Unit performed a Desk Review ChildNet, Inc. – Palm Beach, Contract IJ706 which focused on key performance indicators specific to the CBC agency as compared to the overall statewide average performance. The categories reviewed included: CBC performance, practice model implementation, child safety after termination of services, financial viability, licensed and group care and feedback from the DCF contract manager.

ChildNet, Inc. – Palm Beach (CNPB) serves children and families in Palm Beach county in circuit fifteen in the Southeast Region. According to the U.S. Census bureau, the annual estimate resident population (from April 1, 2010 to July 1, 2016) in Palm Beach county was 1,443,810 and Palm Beach county was ranked the third highest populated county in the State (Source: United States Census Bureau / American FactFinder. "Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2016". 2016 Population Estimates Program). The removal rate per 100 children Investigated from October thru December 2016 was 5.2 which was lower than the statewide average of 5.8 (Source: Child Welfare Key Indicators Monthly Report, May 2017).

CBC Performance

A review of ChildNet, Inc. – Palm Bay (CNPB)'s performance shows both strengths and areas where opportunities for improvement exist. In eight of the scorecard measures, CNPB performed at or above the established performance standards and in four of the scorecard measures, CNPB performed below the established performance standards for FY 16/17 Quarter 3.

CNPB's performance consistently (last six quarters) meets scorecard measures in the following areas:
- M02: % of children who are not abused/neglected during in-home services
- M04: % of children under supervision who are seen every 30 days

- M05: % of children exiting to a permanent home within 12 months of entering care
- M06: % of children exiting to a permanent home w/in 12 months for those in care 12 to 23 months
- M08: Placement moves per 1, 000 days in foster care
- M09: % of children in foster care who received a medical service in last 12 months
- M11: % of young adults in foster care at age 18 that have completed or are enrolled in secondary education

CNPB's performance in scorecard number ten (M10: % of children in foster care who received a dental service in last 7 months) has been consistently above the performance target until the last quarter where it took a slight dip. CNPB's performance in scorecard number seven (M07: % of children who do not re-enter care within 12 months of moving to a permanent home) has been up and down throughout the last six quarters but was above the performance target in the most recent quarter.
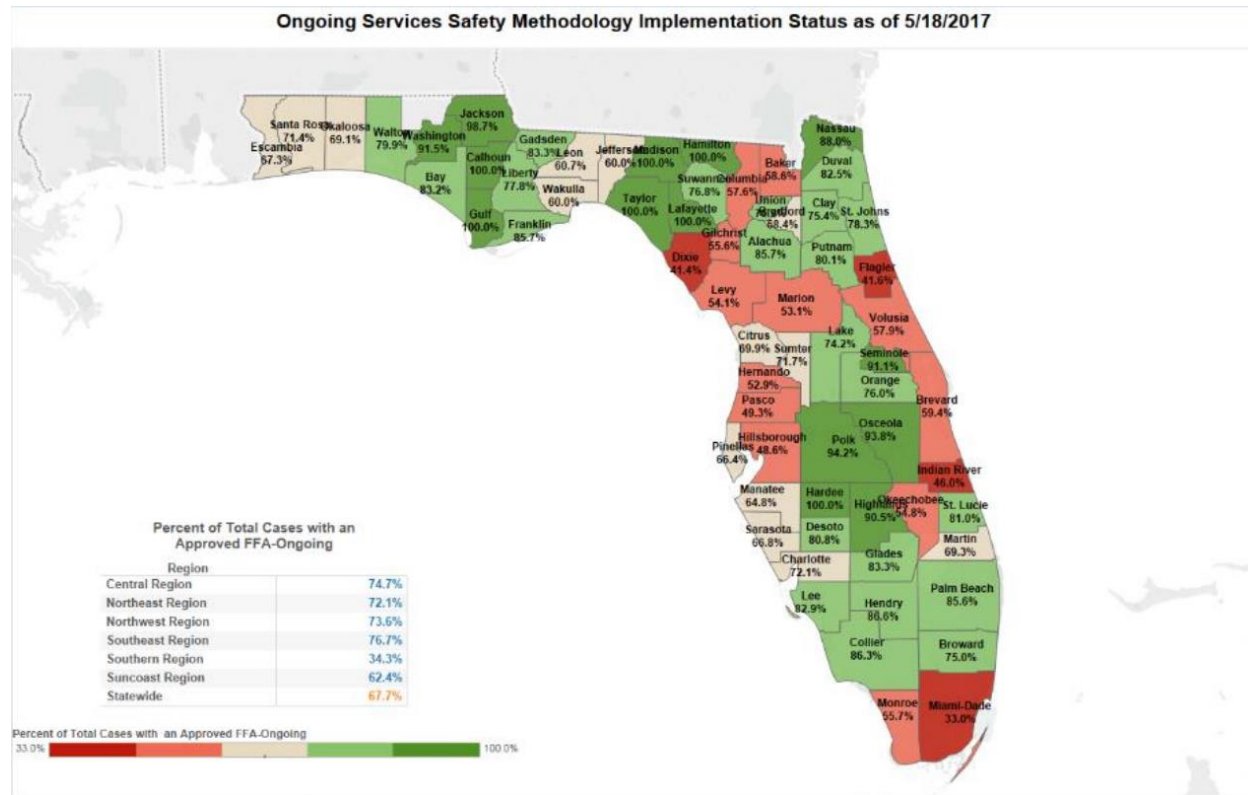
Three performance measures represent opportunities for improvement, all of which scored below the established performance standards for FY 16/17, Q3 and have been trending down overall. They are:
- M01: Rate of abuse per 100,000 days in foster care
- M03: % of children who are not neglected or abused after receiving services
- M12: % of sibling groups where all siblings are placed together

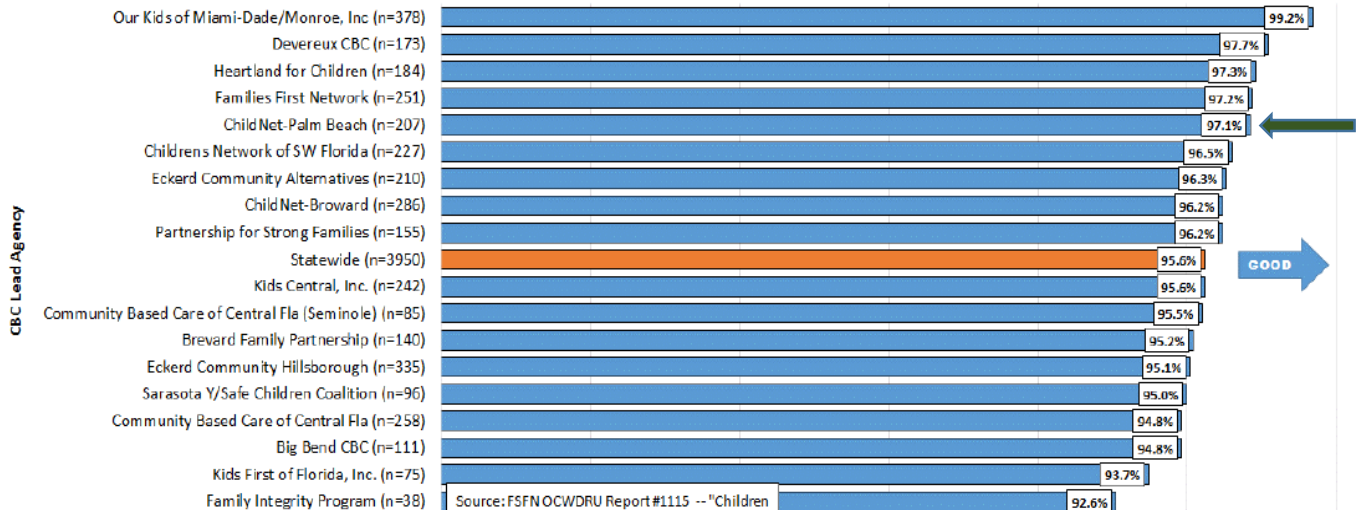| Scorecard Measure	FY 2016 Q2	FY 2016 Q3	FY 2016 Q4	FY 2017 Q1	FY 2017 Q2	FY 2017 Q3
M01: Rate of abuse per 100,000 days in foster care	11.78	7.31	8.17	8.57	10.48	12.67
M02: % of children who are not abused/neglect during in-home services	98.80	98.80	98.80	97.60	96.20	99.80
M03: % of children who are not neglected or abused after receiving services	97.10	96.80	94.50	98.80	94.70	94.70
M04: % of children under supervision who are seen every 30 days	100.00	99.90	99.90	100.00	100.00	99.90
M05: % of children exiting to a permanent home w/in 12 months of entering care	42.10	46.40	48.00	45.10	50.70	49.40
M06: % of children exiting to a permanent home w/in 12 months for those in care 12 to 23 months	61.60	59.40	59.00	59.20	54.80	55.80
M07: % of children who do not re-enter care w/in 12 months of moving to permanent home	86.50	92.00	82.10	92.30	80.40	92.80
M08: Placement moves per 1,000 days in foster care	2.96	3.02	3.26	3.44	3.57	3.62
M09: % of children in foster care who received a medical service in last 12 months	99.90	99.40	97.20	95.40	97.30	97.90
M10: % of children in foster care who received a dental service in last 7 months	96.10	95.60	95.20	95.10	95.20	93.40
M11: % of young adults exiting foster care at age 18 completed/are enrolled in sec. ed., voc. ed, or adult ed.	98.60	95.70	92.60	93.40	91.40	91.10
M12: % of sibling groups where all siblings are placed together	59.20	57.80	56.30	56.30	59.80	57.70

Practice Model Implementation

CNPB has made progress toward implementation of the Practice Model as shown in the chart below. As of 5/18/17, CNPB's status for Safety Decision Methodology Implementation was 85.6%, exceeding the statewide average 67.7%, which represents the total percent of active cases with an approved Family Functioning Assessment Ongoing (FFA-O). (Source: Child Welfare Key Indicators Monthly Report, May 2017)

Ongoing Services Safety Methodology Implementation Status as of 5/18/2017

Percent of Total Cases with an Approved FFA-Ongoing	
Region	
Central Region	74.7%
Northeast Region	72.1%
Northwest Region	73.6%
Southeast Region	76.7%
Southern Region	34.3%
Suncoast Region	62.4%
Statewide	67.7%

Percent of Total Cases with an Approved FFA-Ongoing
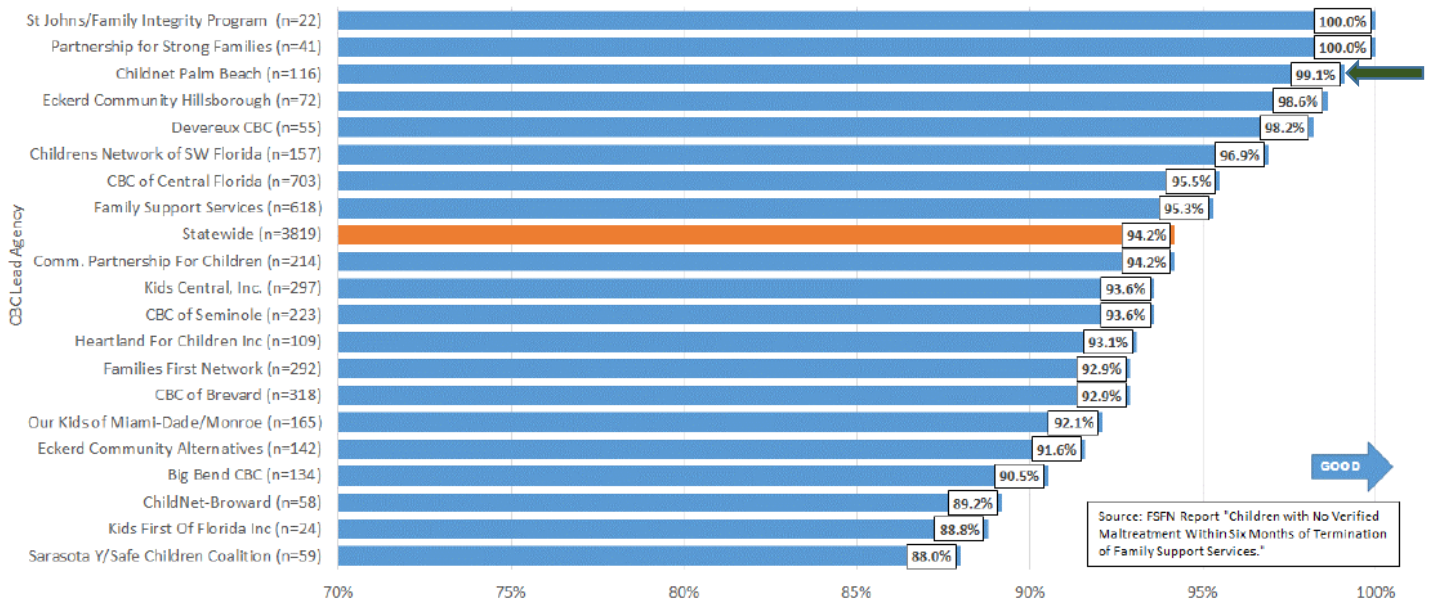33.0% ———————————————— 100.0%

Child Safety After Termination of Services

Ensuring children are safe and protected following case management & family support services service intervention is a strong indicator of overall system of care performance. For this reason, post service termination re-abuse episodes are measured to determine the percentage of children in case management and family support services who are not re-abused or maltreated within six months of the termination of services. For the most recent quarter (services terminated between April – June 2016), CNPB (97.1%) was above the statewide average (95.6%) for cases with no maltreatment within six months of case management services. CNPB (99.1%) was also higher than the statewide average (94.2%) for family support services during the same time period. See the charts below. (Source: Child Welfare Key Indicators Monthly Report, May 2017)

Percent of Children Terminated from Case Managed Services in Quarter Who Were Not Maltreated within Six Months, for Children with Services Terminated April-June 2016

CBC Lead Agency	Percent
Our Kids of Miami-Dade/Monroe, Inc (n=378)	99.2%
Devereux CBC (n=173)	97.7%
Heartland for Children (n=184)	97.3%
Families First Network (n=251)	97.2%
ChildNet-Palm Beach (n=207)	97.1% ←
Childrens Network of SW Florida (n=227)	96.5%
Eckerd Community Alternatives (n=210)	96.3%
ChildNet-Broward (n=286)	96.2%
Partnership for Strong Families (n=155)	96.2%
Statewide (n=3950)	95.6% → GOOD
Kids Central, Inc. (n=242)	95.6%
Community Based Care of Central Fla (Seminole) (n=85)	95.5%
Brevard Family Partnership (n=140)	95.2%
Eckerd Community Hillsborough (n=335)	95.1%
Sarasota Y/Safe Children Coalition (n=96)	95.0%
Community Based Care of Central Fla (n=258)	94.8%
Big Bend CBC (n=111)	94.8%
Kids First of Florida, Inc. (n=75)	93.7%
Family Integrity Program (n=38)	92.6%

Source: FSFN OCWDRU Report #1115 -- "Children

Percent of Children Terminated from Family Support Services in Quarter Who Were Not Maltreated within Six Months, for Children with Services Terminated April-June 2016

CBC Lead Agency	Percent
St Johns/Family Integrity Program (n=22)	100.0%
Partnership for Strong Families (n=41)	100.0%
Childnet Palm Beach (n=116)	99.1% ←
Eckerd Community Hillsborough (n=72)	98.6%
Devereux CBC (n=55)	98.2%
Childrens Network of SW Florida (n=157)	96.9%
CBC of Central Florida (n=703)	95.5%
Family Support Services (n=618)	95.3%
Statewide (n=3819)	94.2%
Comm. Partnership For Children (n=214)	94.2%
Kids Central, Inc. (n=297)	93.6%
CBC of Seminole (n=223)	93.6%
Heartland For Children Inc (n=109)	93.1%
Families First Network (n=292)	92.9%
CBC of Brevard (n=318)	92.9%
Our Kids of Miami-Dade/Monroe (n=165)	92.1%
Eckerd Community Alternatives (n=142)	91.6%
Big Bend CBC (n=134)	90.5% → GOOD
ChildNet-Broward (n=58)	89.2%
Kids First Of Florida Inc (n=24)	88.8%
Sarasota Y/Safe Children Coalition (n=59)	88.0%

Source: FSFN Report "Children with No Verified Maltreatment Within Six Months of Termination of Family Support Services."

70%   75%   80%   85%   90%   95%   100%

Financial Viability Report Analysis

The Office of CBC/ME Financial Accountability performed financial monitoring procedures based on the DCF 2016-17 CBC-ME Financial Monitoring Tool for Desk Reviews of CNPB and found two areas of noncompliance. The desk review period was from January 1, 2017 through March 31, 2017. The report indicates findings of non-compliance related to:

- Noncompliance with travel requirements – CNPB reported unallowable expenditures related to breakfast reimbursements when the meal was included in a registration fee. CNPB agreed with the finding and made the appropriate reclassification and correction.
- Noncompliance with federal/state regulatory requirements – CNPB reported expenses in incorrect OCAs. DCF recommended reclassification of the expenditures in the appropriate OCAs and reflect the correction on the next month's expenditure report.

See the financial report for additional details.

Licensed & Group Care Placement

As of May 31, 2017, 310 children were placed in licensed care which represents 30.21% of all children on out of home care in Palm Beach county. The current statewide average of children placed in licensed care versus other placement settings is lower at 29.54%. As of the same date, there were 112 children placed in group care, representing 10.92% of all CNPB placements. The current statewide average of children placed in group care versus other placement settings is lower at 8.91%. This data represents an opportunity for CNPB to review practices to ensure placements for children are least restrictive.

ChildNet, Inc. - Palm Beach		
Licensed & Group Care Placements	CBC	Statewide
Number of Children in Licensed Care	310	7,183
% of Children in Licensed Care	30.21%	29.54%
Number of Children in Group Care	112	2,166
% of Children in Group Care	10.92%	8.91%

Source: Department of Children & Families - Children in Out of Home Care by Lead Agency Report (updated 6/11/17)

DCF Contract Manager Feedback

Survey responses were received from Raul Ocampo, DCF Contract Manager which reveal the following information. This year, CNPB embarked on a goal to close empty homes that are not taking children. CNPB's efforts resulted in a higher than statewide average closure rate. This was part of the Risk Pool Action Plan to increase utilization. ChildNet recruited a large number of new foster families as reflected in the number of new licenses submitted this fiscal year. Additionally, it has not significantly decreased the number of children served in foster homes, which suggests that the homes that have closed were in fact empty. ChildNet is still focusing their recruitment efforts on sibling groups and teens and continuing to work with Child Placing Agencies to increase recruitment of foster homes and evaluate each agency's progress toward goals. The child placing agencies provide support and host retention events. The agencies provide on-going training and support. They provide financial assistance from contingency funds for special needs and they visit the homes quarterly to provide support. Many of the agencies have support groups and annual summer picnics, holiday parties and back to school supply drives.

Placement Process

CNB's Intake & Placement department coordinates placement efforts for children entering out of home care in Broward County. CNPB contracts with 4Kids of South Florida who manages 'SafePlace', a licensed shelter in Broward, that is unique in the State of Florida as it offers a safe environment for children who come into out-of-home care as they await placement.

Additionally, CNPB holds Family Foster Match meetings with the CPAs to discuss specific children that are in need of placements. During these meetings, open and collaborative discussions occur between CNPB and the CPAs to ensure children are properly matched with an appropriate home. In addition, the CPAs discuss current foster home capacity and provide profiles of each foster family.

Group Care

CNPB's efforts to improve the quality of group care include management staff making informal visits to each network provider agency throughout the year or as frequently as needed to assist and support the provider during times of need. During the site visits, CNPB's Contract Management staff discuss a range of topics that include specific contractual issues and concerns, program and strategy development, and data collection and progress reporting. These visits are not merely for monitoring purposes, but rather to maintain a level of communication within the network and maintain the quality of residential services. CNPB's Contract Management staff are always available to provide one-on-one technical assistance to CPAs and consistently work with individual program staff to immediately address pressing issues.

Caregiver Support & Retention Efforts

CNPB participates in a kinship care workgroup comprised of representatives from DCF, ChildNet, Friends of Foster Children and CHS. The workgroup aims to improve communication between relative and non-relative caregivers and the larger system of care. Friends of Foster Children, a sub-contracted agency, is provided with a daily list of children placed in relative/non-relative care. Friends of Foster Children reaches out to the caregivers to provide support to preserve these placements.

Extended Foster Care

Mr. Ocampo reports that CNPB continues to diligently work to ensure that no youth exits foster care without access to safe and stable housing. The organization continues to engage existing providers including but not limited to CHS, Vita Nova and new community partners in the development of additional housing supports and services to include on site supervised household management in Transitional Independent Living housing programs. Pam Beach county has established supportive housing programs. Many of the current providers have been in place for several years. In Palm Beach County, CNPB contracts with CHS to provide Independent Living/Extended Foster Care services. If these youths are not placed in supportive housing, then they receive ongoing support and training from their CHS dependency case manager (DCM). Vita Nova - Oasis continues to receive funding for a Housing Coordinator from the Jim Moran Foundation to serve EFC youth and others who have aged out of care. An after hour number is available for the youth to call should they be unable to reach their DCM.

Conclusion

Based on the limited review of ChildNet, Inc. Palm Beach, Contract IJ706 several strengths and opportunities for improvement were found.

This desk review highlights CNPB's positive performance on some of the Scorecard measures and opportunities for improvement in others. In the past six quarters, CNPB met the established performance target 76% of the time which is higher than the statewide average performance. CNPB's status toward Practice Model implementation is also higher than the statewide average. Services provided to children and families in Brevard county have yielded rates of re-abuse which are lower than the statewide average suggesting that service providers are delivering impactful services which support positive behavioral change. However, the percentage of children in licensed and group care is higher than the statewide average and is an area where an opportunity for improvement exists.

The Department's Contract Oversight Unit identified the following opportunities for improvement:

1. Continue to monitor all contract and performance measures and take immediate corrective action by initiating local review and discussion of any measure which falls below the established performance target.
2. Review and discuss current practice related to the following performance measures and implement immediate actions to monitor and improve performance in these areas.
   a. Rate of abuse per 100,000 days in foster care
   b. Percent of sibling groups where all siblings are placed together
3. Continue efforts to fully implement the Practice Model in Palm Beach county.
4. Follow all fiscal and reporting recommendations as outlined in Financial Accountability reports.
5. Review and discuss cases involving children currently placed in group and licensed care for possible step down to a less restrictive placement option.
6. Continue efforts to identify, recruit and license additional quality foster home caregivers.