



**Special points of interest:**

- > Florida Submits PIP Report
- > All Key Activities completed
- > Progress toward outcomes slowed
- > CCWIS Update
- > Federal Corner

# Florida CQI Story

## Fourth Semi-Annual PIP Progress Report

Florida’s Program Improvement Plan (PIP) fourth semi-annual report to the Children’s Bureau was submitted on July 30, 2019. The state began making incremental improvements during the first and second semi-annual report periods and achieved targets on four (4) of the ten (10) CFSR items with negotiated PIP targets. These include item 2, Services to prevent removal of children from their homes or re-entry into foster care, item 5, Timeliness of establishing permanency goals, item 14, Frequency and quality of caseworker visits with children, and item 15, Frequency and quality of caseworker visits with parents. .

All of the Key Activities in the PIP have been completed and Florida has begun its year of non-overlapping data. The period

under review is now after the first year of PIP implementation. While no PIP targets were met during the most recent PIP measurement period, the state did see improvement from its baseline in assessing and providing services to children and foster parents. Improvement was also experienced in placement stability for children in foster care, making concerted efforts to achieve the child’s permanency goal, and seeing children timely during investigations.

The Office of Child Welfare began monthly conference calls with the Children’s Bureau to review progress on areas the state has not yet reached PIP targets. The first call was held July 22, 2019 and calls will continue on the third Monday of each month.

Future calls will include the local PIP leads to discuss local initiatives to improve performance.

PIP leads reported progress on local PIP activities to the PIP Steering Committee on February 12 and May 7 of 2019 with participation from the Children’s Bureau at each meeting. In addition, improvement activities were presented during the June 2019 quarterly Quality Assurance Managers’ meeting.

The Secretary of the Department held a video conference with the Regional Managing Directors to review PIP progress and reinforce his priority of meeting all PIP targets and being the first state to be found in substantial conformity with the next Child and Family Services Review (CFSR).

## Regional PIPs

All original local PIP Key Activities have been completed. As the state has not yet reached all of its PIP targets, each region continues to meet with its PIP team to update activities.

The Suncoast region interviewed children stable in their placements and those who were not. The stable children had positive relationships with a case manag-

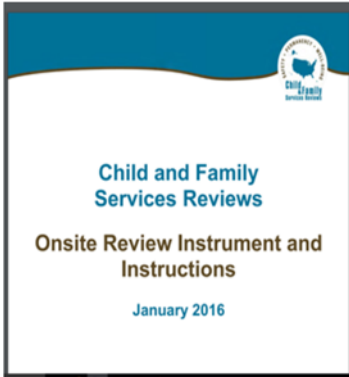
er, guardian, or someone else, while the less stable children had no such connections and reported changing placements as a way to control their situations. Teens in specialized units more often felt their needs were met.

The Suncoast region has shown improvement over the last several PIP periods and a video conference was held with other

regions to share practices that worked. The Suncoast region reported having more activities at the beginning of their PIP, and ensured as many case participants as possible were interviewed during PIP monitored case reviews as interviews and documentation are considered in case ratings.

**Inside this issue:**

<b>Fourth Report</b>	<b>1</b>
<b>Regional PIPs</b>	<b>1</b>
<b>PIP Monitored Cases</b>	<b>2</b>
<b>PIP Performance</b>	<b>2</b>
<b>Florida QA Reviews</b>	<b>3</b>
<b>QA Review System</b>	<b>3</b>
<b>CCWIS Update</b>	<b>3</b>
<b>Federal Corner</b>	<b>4</b>



PIP Monitored case Reviews are conducted in a 'Side-by-Side' style by pairing Quality Management professionals the DCF Region and the local CBC



## PIP Monitored Case Review Findings

During the PIP period ending June 30, 2019, Florida performed below targets on all Child and Family Service Review (CFSR) items with established PIP targets; however, the four items previously achieved continue to be considered met. Slight improvement was noted in two of the components of CFSR item 12, Assessment of needs and services provided to children, parents, and foster parents (children and foster parents).

Improvement was also seen in the frequency and quality of case worker visits with parents. While this CFSR item was achieved in the PIP measurement period ending June 30, 2018, performance has been steadily declining. This one CFSR item impacts several others that have yet to be achieved including item 3, Initial and Ongoing risk and safety assessments, item 6, Achieving the permanency goals for the children in foster care., item 12, as noted, and ultimately item 13,

Involving children and parents in case planning. Performance across regions varied, with the Suncoast region reaching PIP targets for all but two items, remaining to be met, item 1, Seeing children timely during investigations and item 4, Placement stability. Central region met the target for Item 1; however, no other items. The regions continue to work with their local partners on improvement efforts.

## Performance from the Most Recent PIP Progress Period

CFSR Item	Item Description	CFSR Baseline	PIP Target	Trend	PIP Period 1 Performance N=83 1/17 - 12/17	PIP Period 2 Performance N=87 10/17 - 1/18	PIP Period 3 Performance N=84 1/18 - 6/18	PIP Period 4 Performance N=80 4/18 - 9/18	PIP Period 5 Performance N=80 7/18 - 12/18	PIP Period 6 Performance N=80 10/18 - 3/19	PIP Period 7 Performance N=80 1/19 - 6/19
1	Investigations: child victims seen timely	91.50%	91.60%		85.71%	87.50%	91.67%	90.57%	78.65%	76.27%	88.14%
2	Services to prevent entry or re-entry into foster care	76.50%	85.80%		75.68%	75.68%	86.11%	86.11%	89.19%	91.18%	78.79%
3	Risk assessment and safety concerns	71.30%	77.70%		63.86%	63.22%	70.24%	68.75%	71.25%	68.75%	63.75%
4	Placement Stability	81.80%	88.50%		78.95%	85.96%	83.64%	74.55%	72.73%	79.63%	80.00%
5	Permanency Goal Established Timely	74.50%	82.10%		78.95%	85.96%	78.18%	76.36%	81.62%	81.48%	72.73%
6	Permanency Goal Achieved Timely	67.30%	75.40%		68.42%	70.18%	61.82%	60%	55%	55.56%	65.45%
7	Siblings Placed Together	85%	NA		80.56%	85.29%	85.37%	74.42%	60.98%	69.05%	78.57%
8	Child visits with Family	69%	NA		66.67%	66.67%	63.04%	64.71%	59.57%	53.49%	54.17%
9	Preserving the Child's Connections	82%	NA		75.44%	84.21%	78.18%	74.55%	76.36%	75.93%	74.55%
10	Placement with Relatives	72%	NA		78.95%	84.21%	92.73%	85.45%	76.36%	81.48%	74.55%
11	Promote and/or maintain positive relationships with parent	60%	NA		59.62%	68.18%	63.41%	50%	47%	53.49%	51.11%
12	Assessment of needs and services provided for children, parents, and foster parents	51.30%	58.40%		50.60%	57.47%	53.57%	41.25%	41.25%	48.75%	48.75%
12A	Assessments and Services for Children	88.00%	NA		86.75%	81.61%	86.9%	87.50%	83.8%	87.5%	91.25%
12B	Assessment and Services for Parents	55.00%	NA		53.85%	61.33%	56.16%	43.84%	43.06%	49.30%	47.22%
12C	Assessment and Services for Foster Parents	80%	NA		89.09%	92.59%	82.35%	77.36%	72.55%	72.34%	88.24%
13	Children and Parents involved in Case Planning	63.60%	70.70%		68.29%	70.24%	61.73%	59.74%	52.63%	55.84%	61.04%
14	Caseworker Visits with Child	72.50%	78.90%		63.86%	66.67%	72.62%	75%	80%	81.25%	77.50%
15	Caseworker Visits with Parents	43.50%	51.10%		39.47%	48.0%	55.41%	46.58%	38.89%	38.89%	43.66%
16	Child's Educational Needs	92%	NA		82.69%	87.5%	82.0%	76.6%	77.3%	77.08%	77.08%
17	Child's Physical Health and Dental Needs	85%	NA		80.33%	84.62%	84.38%	80%	74%	82.26%	81.97%
18	Child's Mental Health Needs	72%	NA		71.11%	72.92%	59.57%	58.14%	65.12%	58.33%	59.57%
Above Baseline CFSR					5	12	9	5	2	2	6
Above PIP Target					0	1	3	0	2	2	0
Below Baseline					16	8	9	16	17	17	15

**Notes**  
 The Children's Bureau will withhold funds for not achieving negotiated PIP Targets  
 PIP Periods are rolling quarters: Q1+Q2 = Period 1; Q2+Q3 = Period 2; Q3+Q4 = Period 3, etc.  
 The general expectation is that states achieve 95% (unless a PIP target is negotiated lower)  
 The PIP target for item 1 must be met and held for two more PIP periods for PIP target to be considered Achieved  
 The PIP items (2,5,14,15) highlighted in green have been achieved per the ACF.

Florida's Performance overall has slowed over the last few PIP periods resulting in attention from the Secretary of the Department and monthly conference calls with the Children's Bureau and PIP leads.

## Florida Quality Assurance Reviews

The Florida Quality Assurance process consists of several types of reviews in addition to the PIP monitored case reviews. The Florida CQI reviews are conducted by the Community-based Care lead agency Quality Assurance team and use the CFSR instrument to review a sample of cases of children who are in-home and children in foster care. The reviews are of case documentation with the exception of up to two in-depth reviews per quarter that mirror the CFSR with case participant interviews. CBCs with more

than two PIP cases in a quarter do not conduct additional in-depth reviews. The findings from the Florida CQI reviews mirror the PIP monitored cases; however more cases are reviewed—221 for the quarter ending June 30, 2019. In addition, two additional questions are rated to gauge improvement on Caregiver notification of their right to be heard in court, and timeliness of entering placements of children in foster (out-of-home) care (see CCWIS Update below) into the state's information system. Improvement has been noted

in both of the additional questions.

CBCs and Child Protective Investigations complete Rapid Safety Feedback (RSF) reviews on in-home cases with maltreatment allegations of substance misuse and domestic violence in homes with a child under four years of age. The findings from the RSF reviews and accompanying fidelity reviews by national experts show that Florida continues to work towards full implementation of its practice model. Each type of review complements the other; the findings are much aligned.

## Quality Assurance Case Review System

The Office of Child Welfare is continuing to work on developing a new automated Quality Assurance Case Review System to enter case reviews other than the CFSR reviews) into one standard application. Currently Rapid Safety Feedback reviews are entered into the survey software, Qualtrics. Several regions have reviewers enter results in a spreadsheet for

supervisory review prior to completing the instrument in Qualtrics. The QA case review system will allow for samples to be selected in the system, connecting directly to FSFN, save samples, add cases to samples, and assign reviewers. Supervisors will be able to provide feedback to reviewers, send the case back for updates, and be able to review again. Regions will also

be able to use report functionality to analyze performance on the reviews for reporting to operations and initiating improvement activities.

The Office of Child Welfare will be able to update instruments and create new question sets for special reviews with all of the data stored in one secure location. User testing is continuing and once final, the system will be tested in the field to ensure optimal functionality.

**QA Case Review System: Making Progress!**

## CCWIS Update

In the State of Florida's fiscal year 2018-2019 budget, the Florida Legislature approved the designation of the state's child welfare system, FSFN, as a Comprehensive Child Welfare Information System (CCWIS). The Department is working with the Public Consulting Group, Inc. (PCG) in the planning stages of transforming the way child welfare information is collected and shared. PCG in collaboration with the Department, stakeholders, and FSFN users is developing a roadmap of actions to be

taken by the Department to align with the CCWIS requirements.

A Data Quality Plan, one of the first deliverables due to the Children's Bureau, was developed by a team of Department and Community-based Care FSFN Users. The Data Quality Plan will be updated annually with the progress transitioning FSFN to a full CCWIS solution.

The Program Improvement Plan resulting from the Child and Family Services Review in 2016 includes one data quality

measurement, the percentage of cases in which placements made during the period under review were entered timely. The Community-based Care lead agency Quality Assurance teams measure this item as part of the quarterly Florida Continuous Quality Improvement (CQI) reviews. Performance has improved from the base-line of 54% measured January–March 2018, to 60% measured April–June 2019.

[http://  
www.myflfamilies.com/](http://www.myflfamilies.com/)

The mission of the Department of Children and Families is to 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. Ch.20.19 F.S.

**Vision:**

We are a highly skilled workforce committed to empowering people with complex and varied needs to achieve the best outcomes for themselves and their families. In collaboration with community stakeholders, we will deliver world class and continuously improving service focused on providing the people we serve with the level and quality that we would demand and expect for our own families.

Office of Child Welfare, Results  
Oriented Accountability and CQI



1317 Winewood Blvd  
Building 2, 3rd Floor  
Tallahassee FL 32399

[Mark.Shults@myflfamilies.com](mailto:Mark.Shults@myflfamilies.com)

## Federal Corner

The Child and Family Services Plan (CFSP), the state's five-year plan on meeting federal requirements was due June 30, 2019. The plan was developed in concert with the state's stakeholders and constituents from each region including Tribes, Community-based Care agencies, youth, foster parents, providers, and front-line workers.

The Department worked closely with each group, held focus groups, interviews, and implemented surveys to obtain the voice of each stakeholder group to inform the plan.

The Department built upon its strong partnership with the Florida Coalition for Children (FCC) and the joint strategic initiatives developed to be used as the foundation for the five-year plan.

The four goals established are:

1. Protect children from abuse or neglect through preventable child deaths, preventable entries to the child welfare system and preventable entries to foster care.
2. Provide children with improved permanency, stability, and family connections through a redesigned placement service array.
3. Families have enhanced capacity to provide for their children's needs and children receive adequate services to meet their physical and mental health needs through collaborative strategies and new financing.
4. Provide the working conditions that the child welfare workforce needs to fully

engage children, families, and caregivers in teamwork to achieve child safety, permanency, and well-being.

The CFSP is located on Florida's Center for Child Welfare: under Publications:

[http://centerforchildwelfare.fmhi.usf.edu/  
ChildFamilyServicesPlan.shtml](http://centerforchildwelfare.fmhi.usf.edu/ChildFamilyServicesPlan.shtml)

For more information on Federal programs, please visit the Children's Bureau website:

<https://www.acf.hhs.gov/cb>

