

Florida Department of Children and Families Case Review July 2015

Review Completed by Action for Child Protection

Ongoing Family Functioning/Case Management Overview

Date: 7/1/2015

Overview and Method

Action for Child Protection, Inc. completed a case record review requested by the Florida Department of Children and Families to assess the implementation of the Florida Safety Methodology. Cases were randomly selected from three regions in Florida and the sample was provided to Action for Child Protection. Cases were reviewed off-site by Action staff utilizing Qualtrics survey software and FSN access provided by the Department.

This report provides a summary of key findings for the five main focus points of the review:

- Ongoing Family Functioning Assessment Intervention Stages and Information Collection, Assessing and Scaling Caregiver Protective Capacities and Child Needs, Case Plan Outcomes, Ongoing Safety Management, and Progress Evaluation
- Data Summary for Case Management Ongoing Family Functioning and Progress Evaluation.

Sample Size: 33

Ongoing Family Functioning Assessment Intervention Stages and Information Collection

Data Summary

- 61% of the cases indicated that the Case Manager began intervention through active engagement and introduction with the family.
- 61% of the cases indicated that the Case Manager was able to obtain additional, sufficient information to inform the Ongoing Family Functioning Assessment.

Strengths

- There were several cases where the case manager began engagement with the family in a timely manner to support developing rapport and information collection with the family.

Areas for Consideration

- There were several cases where the ongoing family functioning assessment was not completed, despite the family having been involved with case management for longer than 30 days.
- In some cases there were multiple ongoing family functioning assessments launched within the case record with various information and areas completed.

Assessing and Scaling of Caregiver Protective Capacities and Child Needs

Data Summary

- 61% of the cases reviewed were found to have sufficient information to support the identified caregiver protective capacities.
- 70% of the cases reviewed were found to have sufficient information to support the identified child needs. .

Strengths

- Information collection for child functioning was found to be high within the regions to support child needs assessments.
- Several cases were found to have sufficient information for all domains.
- Several cases reviewed were found to have adequate and good quality information.

Areas for Consideration

- Information collection for adult functioning was the lowest and was often found to be associated to lack of further engagement or contact with families after case transfer.
- Several cases were found to have no ongoing family functioning assessment completed and no case notes to reflect the assessment of child needs or caregiver protective capacities.

Case Plan Outcomes

Data Summary

- 52% of the cases were identified by the review team as involving the parent/caregiver in the development of case plan outcomes.
- 55% of the cases contained SMART outcomes.

Strengths

- When case plans were developed, there was indication of development of SMART outcomes.

Areas for Consideration

- Several cases where the case plan outcomes had not been developed or where they were not reflected in the case record.
- Several cases where the caregiver protective capacities were not reflected in the outcomes as areas for change.

Ongoing Safety Management

Data Summary

- 88% of the cases were identified as having active safety management.
- 78% of the cases were assessed for changes to safety plan when indicated.

Strengths

- Several cases where the safety plan was changed when indicated due to the plan being insufficient.

Areas for Consideration

- Several cases lacked information to inform the ongoing safety management.
- Several cases where there is frequent contact with the out of home safety plan participants, however minimal contact with parents to assess for conditions for return. In particular, lack of assessment of home conditions for the family.

Evaluation of Change/Progress Update

Data Summary

- 10 cases were identified as needing a progress evaluation, however were not completed.
- 10 cases reviewed had a completed progress evaluation.
- 90% of the cases where a progress evaluation was completed contained sufficient information to reflect the change in conditions within the family.






Strengths


- Progress updates were associated to critical junctures or indicators of needed change to the safety plan.

Areas for Consideration



- Several cases where no progress evaluation was completed, despite the need for the evaluation to be completed.
- Case notes did not support the progress evaluations.
- Several cases where the progress evaluation was not informed by the assessment of the caregivers.

D. Region



#	Answer	Bar	Response	%
1	Central Region		4	10.00%
2	Northwest Region		7	17.50%
3	Northeast Region		14	35.00%
4	Southern Region		6	15.00%
5	Southeast Region		1	2.50%

6	Suncoast Region		8	20.00%
	Total		40	100.00%



Case documentation indicates that the CM began the Ongoing Family Functioning Assessment with a process of family engagement to establish rapport and to assure family understanding of why their child(ren) were determined to be unsafe.

#	Answer	Bar	Response	%
1	Yes		20	60.61%
2	No		13	39.39%
	Total		33	100.00%



Is information in the ongoing family functioning assessment related to child functioning sufficient to evaluate child strengths and needs and an overall in-depth understanding of the child(ren)?

#	Answer	Bar	Response	%
1	Yes		21	63.64%
2	No		12	36.36%
	Total		33	100.00%


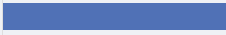
Is information in the ongoing family functioning assessment related to adult functioning sufficient to evaluate caregiver protective capacities and an overall in-depth understanding of each adult caregiver?

#	Answer	Bar	Response	%
1	Yes		20	60.61%
2	No		13	39.39%
	Total		33	100.00%

Is information in the ongoing family functioning assessment related to parenting sufficient to evaluate caregiver protective capacities and an overall in-depth understanding of general parenting?

#	Answer	Bar	Response	%
1	Yes		20	60.61%
2	No		13	39.39%
	Total		33	100.00%

Is information in the ongoing family functioning assessment related to parenting discipline/behavior sufficient to evaluate caregiver protective capacities and an overall in-depth understanding of parenting discipline/behavior management?

#	Answer	Bar	Response	%
1	Yes		20	60.61%
2	No		13	39.39%
	Total		33	100.00%

Text Entry

Good documentation.

Strength: Good Ongoing FFA

Good information about contact with maltreating parent and child.

Area of Need: The CM was actively engaging with the family, however the OFFA has no updated information regarding the family.

Area of Need: Family has been involved with CM for approximately 6 weeks at the time of the review and the OFFA has no information regarding the assessment and planning with the family.

Ongoing FFA good

There was very little detail about the father with whom the children are living. It does not appear that information was gathered directly from him but rather from the children. Also there was little updated information about the children's functioning.

Ongoing FFA is good

It could not be determined if there was a process of family engagement from documentation.

Good documentation

Area of Need: There is no ongoing family functioning assessment that is completed with the family.

There was some information but it was difficult to evaluate well the mother's protective capacities and willingness to make changes.

There was no ongoing family functioning assessment completed.

There was no ongoing family functioning assessment completed. There was mention of a case plan with mother (who was protecting parent) and the father but there is no documented ongoing family functioning assessment. There seems to be some confusion about how to classify the case and how to provide case management services. There is also a note in the Case Book of some corrections that need to be made to the file but it does not appear that those were made.

Good information about contact with maltreating parent and child.

Strength: OFFA contains good information. CM reconciled previous gaps in information collection by CPI and reconciled information in OFFA. Area of Need: Engagement through Introduction Stage appears to be missing. Case notes focus on checklist of items rather than establishing rapport and engagement. OFFA is missing analysis sections for parenting and child functioning.

Good documentation.

Text Entry

Area of Need: There are multiple OFFA's contained in the case record. The most recent OFFA-and the only approved OFFA- does not support the CPC's and based upon review of the case notes, no further assessment was conducted based upon the level of contact and information contained in the case notes.

Area of Need: There is no documentation regarding the engagement with either parent as part of the ongoing family functioning assessment.

Area of Need: Information in the OFFA continues to be insufficient, again no reconciliation of prior information about the family and how what we know as an agency was used to further the assessment process.

Good information about parenting and protective capacities.

The parent refused to cooperate but there was sufficient information to address parenting and child and adult functioning.

Good documentation

Sufficient information.

Ongoing FFA is not completed, which is because FFA completed 30 days ago. There are no case contacts with parents following the FFA. Contacts are with the children in their placement.

There was no ongoing family functioning assessment completed. There was documentation of engagement with the family to conduct the assessment but it was not completed.

Good detail in family functioning assessment.



Area of Need: There are three OFFA's contained in the case record. Two of them have no information in them and one has information that does not provide detailed information regarding the family and appears to be a progress update paragraph for the domains. Prior information obtained by the CPI is not further reconciled and little to no new information

There is no ongoing FFA that was completed and approved to review on this case, despite the family moving on to case management. OFFA was not rated for this review.



Sufficient information.

Good information about parenting and protective capacities.

Ongoing Family Functioning Assessment contains sufficient information to support the caregiver protective capacities.

#	Answer	Bar	Response	%
1	Yes		20	60.61%
2	No		13	39.39%
	Total		33	100.00%

Ongoing Family Functioning Assessment contains sufficient information to support child's needs assessment.

#	Answer	Bar	Response	%
1	Yes		23	69.70%
2	No		10	30.30%
	Total		33	100.00%

Reviewer comments: Include strengths and areas needing attention.

Text Entry

Good documentation.

In depth understanding of each child

Good information

Area of Need: Case notes do not indicate engagement by the CM to assess family on ongoing basis. On one instance the case note indicates that the worker needed to see the child briefly due to it being the end of the month and needing to make their monthly contact standards and then would follow up with the family the following week-which does to appear to have occurred.

Good judgment of protective capacity and child needs

There was not direct information about the father/caregiver and there was insufficient information about the needs of the children.

Good understanding of all three children in case

Good information on child functioning and caregiver protective capacities.

Good documentation.

Area of Need: There is no ongoing family functioning assessment that is completed with the family despite the child being unsafe.

More information was needed concerning the parent's protective capacities and the child's needs.

There was no ongoing family functioning assessment completed.

No ongoing family functioning assessment was documented.

Good information

Area of Need: Child needs for substance misuse are not applied to children that cannot conceptualize substance misuse. This was identified as a need for the child, who is not aware of substance misuse due to her age.

Good documentation.

Area of Need: The father was reported to be not involved in the ongoing FFA, however the case notes do not support a worker level of diligence and efforts to engage the father in the OFFA.

Good information.

Sufficient information even without parent's cooperation.

Good documentation.

Sufficient information.

Not completed yet.



There was no ongoing family functioning assessment completed.

Good detail

Sufficient information.

Good information.

The danger statement is supported and aligned with the identified impending danger.

#	Answer	Bar	Response	%
1	Yes		24	72.73%
2	No		9	27.27%
	Total		33	100.00%

Text Entry

There was no danger statement.

Good information to support identified impending danger.

Appropriate danger statement.

Appropriate danger statement.

Strength: Good danger statement

Sufficient information.

Good documentation and justification for action.

Danger statement fails to mention drug use which is a huge factor,

Danger statement is appropriate.

Danger statement adequate

Danger statement was accurate.

Good documentation and justification for action.

There was no danger statement.

Ongoing FFA not completed yet.

The danger statement was sufficient but it could have had more detail.

Appropriate statement.

There was no danger statement completed.

Strength: Danger statement is well written and captures the current concerns with the family in regards to the family violence.

No ongoing family functional assessment.

Appropriate danger statement.

Strength: Danger statement clearly reflects the danger within the household and the wording is nicely written and easily understood.



Appropriate danger statement.

Sufficient information.

Area of Need: Danger statement is based upon unresolved substance abuse, no reconciliation of the danger threat and how the danger is still active and how the danger has continued to manifest thus warranting legal action.

Good information to support identified impending danger.

The family change strategy, including family goal, identified barriers, and strengths are supported by the ongoing family functioning assessment.

#	Answer	Bar	Response	%
1	Yes		20	60.61%
2	No		13	39.39%
	Total		33	100.00%

Reviewer comments: Include strengths and areas needing attention.

Text Entry

There was no family change strategy.

Information is sufficient.

Appropriate change strategy.

There was sufficient information concerning the family goal and identified barriers.

Strength: Family goal is in mothers words.

Area of Need: The OFFA is insufficient, however case notes do indicate engagement with the family.

Information was well documented.

Good documentation.

change strategy just says they will work their case plan

Only one parent was included in the change strategy due to court ordered no contact of the other.

Well done family change strategy

The information was sufficient.

Good documentation.

There was no ongoing family functioning assessment.

Ongoing FFA not completed yet.

There was little detail about family goals and barriers except parent was to change discipline techniques.

Appropriate strategy.

No ongoing family functioning assessment completed.

No ongoing family functional assessment.

There was sufficient information concerning the family goal and identified barriers.



Appropriate change strategy.

Information was well documented.



Information is sufficient.

Lack of cooperation from parents has made this case difficult.



Case plan outcomes were developed in collaboration with the family?

#	Answer	Bar	Response	%
1	Yes		17	51.52%
2	No		16	48.48%
	Total		33	100.00%

Case plan outcomes were SMART and information in the ongoing family functioning assessment supports the case plan outcomes?

#	Answer	Bar	Response	%
2	Yes		18	54.55%
3	No		15	45.45%
	Total		33	100.00%

Supervisor conducted a case consultation prior to approving the case plan.

#	Answer	Bar	Response	%
1	Yes		17	51.52%
2	No		16	48.48%
	Total		33	100.00%

Text Entry

Case plan outcomes were appropriate.

strength; well done on goals

There was sufficient information in the case plan.

Area of Need: There is no case plan created in FSFN

Area of Need: The family has been referred to services through the CM, however there is no case plan completed or OFFA.

only one supervisory consult on case

There was no documentation of supervisory case plan.

Good outcomes

Although some case plan outcomes were developed in one case plan worksheet, they were somewhat vague and dependent on the results of a psychological evaluation. Subsequent documentation indicated that there was no case plan offered because there was request for termination of parental rights. There was documentation that the supervisor was consulted.

Reasonable case plan outcomes but could not determine whether there had been supervisory consult prior to the approval of the case plan.

Very little detail about the case plan other than changing discipline. There was no documentation that it was developed in conjunction with the parent.

No case plan worksheet or family functioning assessment completed.

Text Entry

There was documentation of supervisory consult but there was no documentation of a case plan.

There was sufficient information in the case plan.

Strength: There is frequent supervisor consultation regarding the case and awareness of change and safety management.

Area of Need: No documentation that the case plan was developed with the family and the case plan outcomes are not SMART they are task focused rather than changed focused.

Case plan outcomes were appropriate.

Area of Need: Case plan outcomes are are focused on compliance with housing, employment etc. In addition the tasks are driven by compliance and also responsibility on the parent to contact the CM, versus engagement.

Good supervisory review notes

Appropriate documentation

There was no case plan document.

Reasonable case plan outcomes but could not determine whether there had been supervisory consult prior to the approval of the case plan.

Good documentation.

Ongoing FFA not completed yet

There was no case plan developed.



Supervisor's case consultation may have occurred prior to approval but could not find documentation. There was documentation of a later supervisory case review.

Area of Need: There is no case plan contained in the case record.



Good documentation.

Appropriate documentation



The current safety plan is being actively managed by the CM through contact, monitoring, and active case management to ensure the sufficiency of the safety plan?

#	Answer	Bar	Response	%
1	Yes		28	87.50%
2	No		4	12.50%
	Total		32	100.00%

11. Conditions for return were clearly identified and supported by the safety planning analysis?

#	Answer	Bar	Response	%
1	Yes		10	55.56%
2	No		8	44.44%
	Total		18	100.00%

Changes to the safety plan were made when indicated? (Answer yes if no changes to the safety plan were indicated)

#	Answer	Bar	Response	%
1	Yes		25	78.13%
2	No		7	21.88%
	Total		32	100.00%

Text Entry

Documentation of regular contact with family.

Strength: safety management continues

Appropriate documentation.

Area of Need: The safety plan created by the CPI and then being managed by the CM is not accurate. At some point the children went home with no in home safety plan. Throughout the case notes the CM notes that the home and safety plan is not working. There are no indicators that a change in the safety plan was made from the initial one created-to support an in home plan--and subsequently the children were sheltered and a new plan was created that did not address the out of home placement.

Area of Need: The management of safety does not appear to be discussed or assessed by the CM during this time frame. There are formal safety service providers in the home who are having frequent contact with the family and are assessing for safety ongoing. However there does not appear to be a connection between the providers and CM to adequately assess if the plan is or is not working.

conditions for return are not behavioral

The safety plan seems reasonably managed, although there is minimal contact with the non-maltreating parent and children.

Excellent efforts by case manager to work with parents

Initial safety plan was modified after there was a safety concern identified. Current plan is request for termination of parental rights.

Safety plan was monitored well.

Area of Need: CM does not evaluate the CPI insufficient safety plan during their involvement and no changes are made to the safety plan until case closure.

There was not a lot of contact with the parent regarding the concerns to address. The children were visited in the alternate caregiver's home but there is very little detail about what needed to change except the parent was to attend classes.

There were conditions for return in the family functioning assessment at the investigation level. Safety plan is placement with grandparents and the child is seen regularly. There has been some difficulty in locating and engaging the parents.

There does seem to be regular face to face contact with the child but there was no documentation of ongoing case management.

Appropriate documentation.

Strength: There is ongoing awareness of the safety plan and there is documentation of communication with the safety service providers and management of the plan by the agency.

Documentation of regular contact with family.

Text Entry

Area of Need: The safety plan does not change, despite being limited and not sufficient. Strength: There is contact with the safety service providers. However an AREA OF NEED: there is a safety plan for the relative placement-the safety plan is for the relatives home and concerns regarding safety in that home

Good documentation.

There was ongoing contact with the child but the parent was not available.

Safety plan was monitored well.

Documentation supported decisions.

There was good monitoring and contact with the family.

In-home safety plan was discontinued because mother has capacity, mental health is stabilized and out of violent relationship


There are efforts to continue with reunification efforts while mother is incarcerated for a short time. Good documentation.

Area of Need: New baby is born during the case being opened and the new baby is not captured within the safety plan.



Documentation supported decisions.

Good documentation.



Did the CM complete a Progress Update at a minimum every three months or at critical junctures?

#	Answer	Bar	Response	%
1	Yes		10	30.30%
2	No		10	30.30%
3	Not applicable, no critical junctures or less than 3 months		13	39.39%
	Total		33	100.00%



Does the information documented in the Family Assessment Areas of the Progress Update reflect current information related to Maltreatment, Adult Functioning, Child Functioning, and Parenting? (Answer based upon first Progress Update)

#	Answer	Bar	Response	%
1	Yes		8	80.00%
2	No		2	20.00%
	Total		10	100.00%



Do the Reason(s) for Ongoing Involvement reflect a current identification of impending danger threats and a current danger statement?

#	Answer	Bar	Response	%
1	Yes		9	90.00%
2	No		1	10.00%
	Total		10	100.00%



Does the scaling of child needs reflect a current assessment of child strengths and needs supported by case documentation?

#	Answer	Bar	Response	%
1	Yes		9	90.00%
2	No		1	10.00%
	Total		10	100.00%



Does the scaling of protective capacities reflect a current assessment of caregiver protective capacities supported by case documentation?

#	Answer	Bar	Response	%
1	Yes		9	90.00%
2	No		1	10.00%
	Total		10	100.00%


Does the safety summary and planning reflect the child's safety status as supported by identification of impending danger and status of caregiver protective capacities?

#	Answer	Bar	Response	%
1	Yes		9	90.00%
2	No		1	10.00%
	Total		10	100.00%

Does the Outcomes Evaluation section reflect Outcomes which are SMART and consistent with other elements of the Progress Update?

#	Answer	Bar	Response	%
1	Yes		7	70.00%
2	No		3	30.00%
	Total		10	100.00%

Is the decision related to next steps supported by the Progress Update and overall case documentation? (No changes needed changes in case plan needed or case closure recommended)

#	Answer	Bar	Response	%
1	Yes		10	100.00%
2	No		0	0.00%
	Total		10	100.00%

Text Entry

There was some discussion of change related to impending danger and protective capacities but it was not sufficient.

Good documentation.

There was sufficient documentation but the progress report indicated that the CM had just gotten the case so there was no updated information about the parent.

Documentation of ongoing contact and updates were good.

goals are not smart, they are compliance



There was sufficient documentation.

Documentation of ongoing contact and updates were good.

Family no longer wishes to stay in services so case will close.

According to current documentation, there is no ongoing case plan as there is a plan to proceed with termination of parental rights.

Is there evidence the case management supervisor is regularly consulting with the case manager, recommending actions when concerns are identified, and ensuring recommended actions followed up on urgently?

#	Answer	Bar	Response	%
1	Yes		18	60.00%
2	No		12	40.00%
	Total		30	100.00%

Reviewer comments regarding supervisor consultation: Include strengths and areas needing attention.

Text Entry

There was a supervisory consult with CPI but none documented with CM.

There were several documented supervisory consults/reviews.

There was only supervisory consultation noted.

There appeared to be appropriate supervisory consult.

Good documentation.

There was only one supervisory contact noted regarding the case and it was ongoing for several months.

one sup review for entire life of case

There was only one supervisory consultation documented.

Regular supervisor consultation

Supervisory consult is documented.

There was only one supervisory contact noted regarding the case and it was ongoing for several months.

There was evidence of supervisory consult and even a statement from the supervisor that the FFA needed to be completed by a certain due date but it was not documented.

There was no indication of supervisory review except at initial investigation and case transfer to CM

There was one supervisory consult documented during the ongoing family assessment.

The only documented supervisory contact was the investigation stage.

Text Entry

Area of Need: Supervisor consultation was completed but appears to be done absent the worker and via review of FSN. There was little mention regarding the application of methodology.

There was evidence of supervisory consults but there did not appear to be action taken on recommendations.


There appeared to be appropriate supervisory consult.

There was only supervisory consultation noted.

Good documentation.

There were several documented supervisory consults/reviews.

Reviewer: Does the family proceed to case management services due to an unsafe child or child that is safe with impending danger being managed?

#	Answer	Bar	Response	%
1	Yes		40	100.00%
2	No		0	0.00%
	Total		40	100.00%