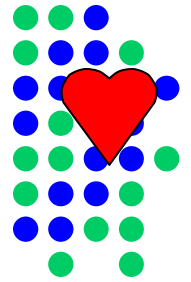




**Brevard Family  
Partnership**



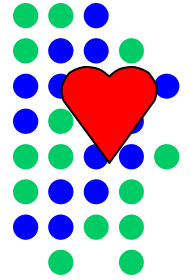
# *Performance Review*

*January 25, 2011*



# Performance Review Goals

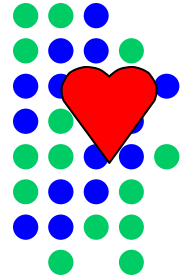
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- 9 Contract Measures
- 13 Best Practice Measures

# Objective: Safety

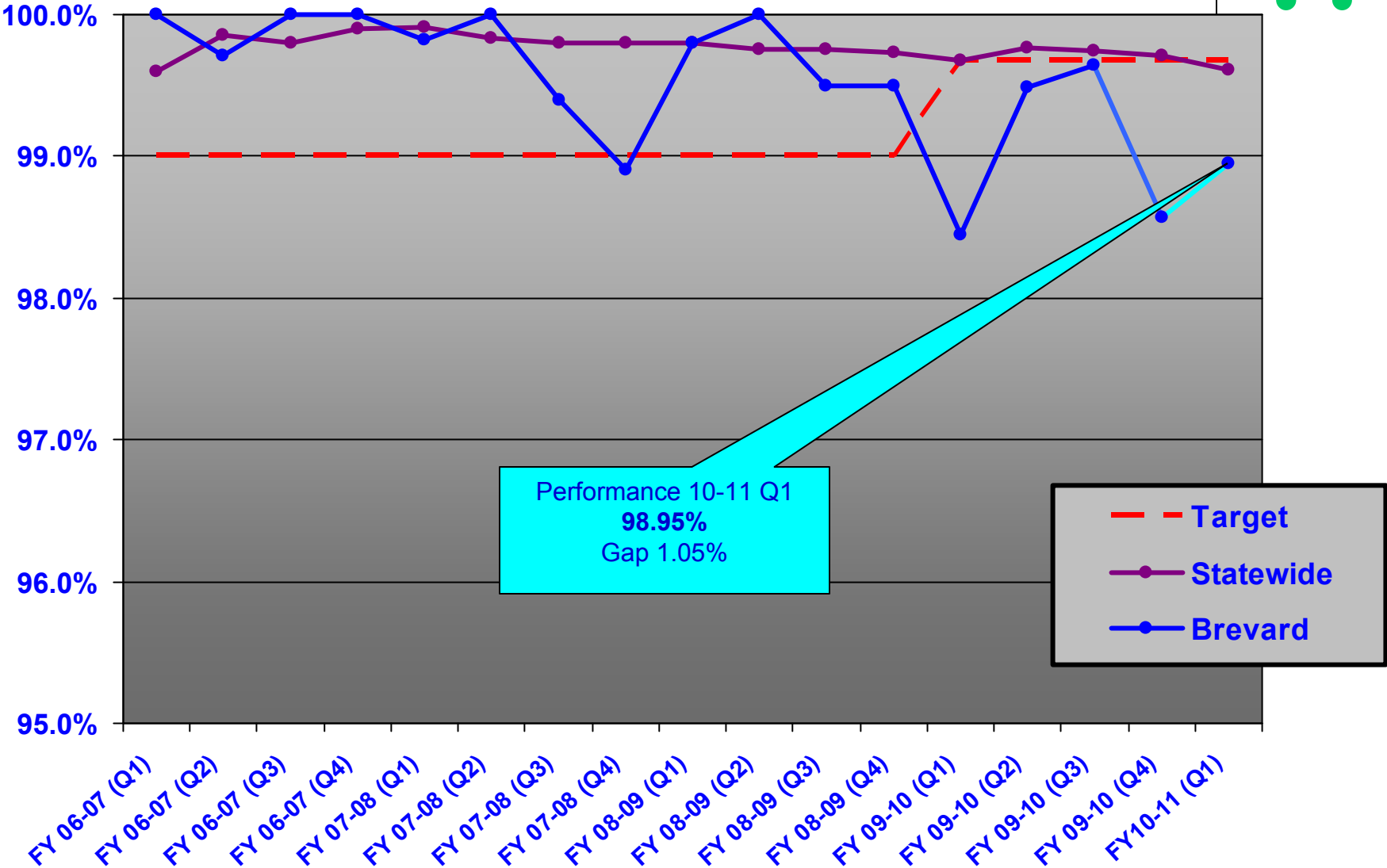
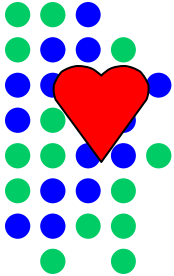
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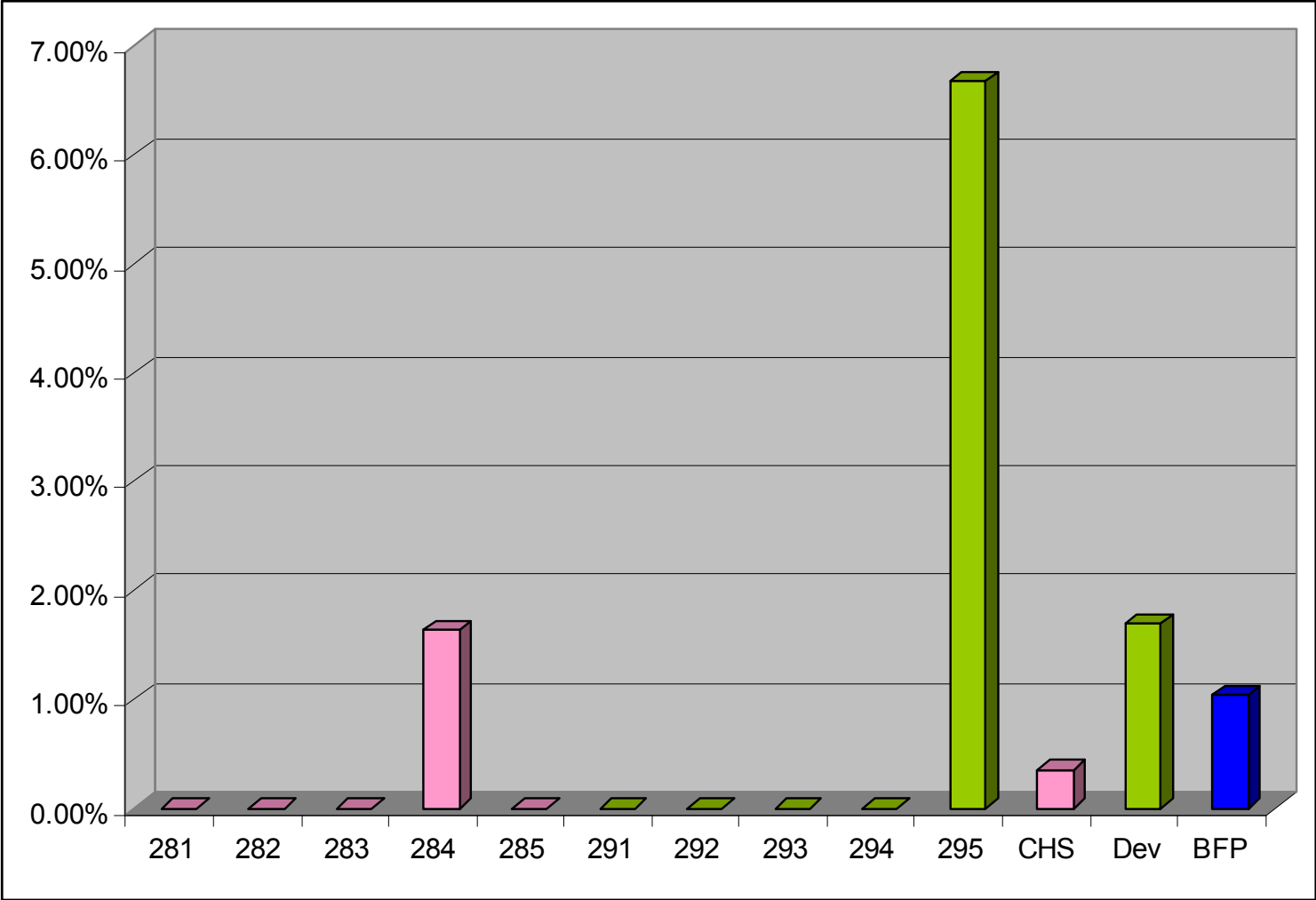
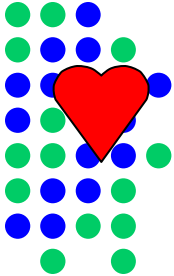
1) No more than .32% of children served in out-of-home care shall experience maltreatment during services (99.68% safe ).

# Contract Measure #1 – Maltreatment in Out-of-Home Care

## Target – 99.68%

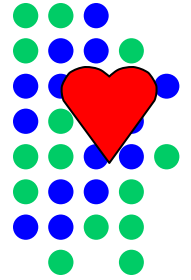


**Contract Measure #1 – Maltreatment in Out-of-Home Care**  
**Target – Less Than .32%**  
**FY 10-11 Quarter 1**



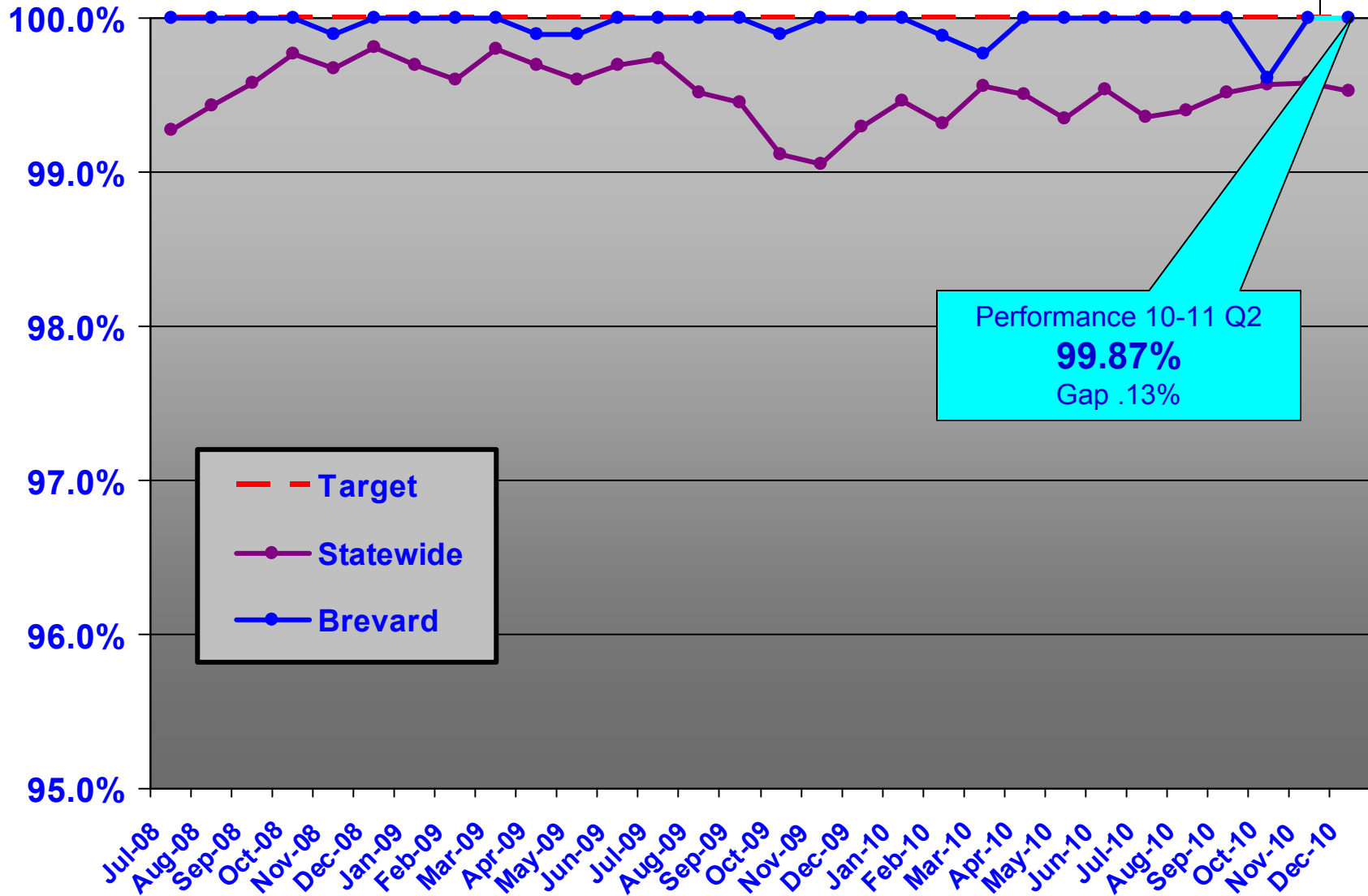
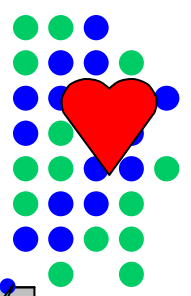
# Object: Safety

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2) The percentage of children under supervision who are required to be seen each month who are seen each month shall be at least 100%.

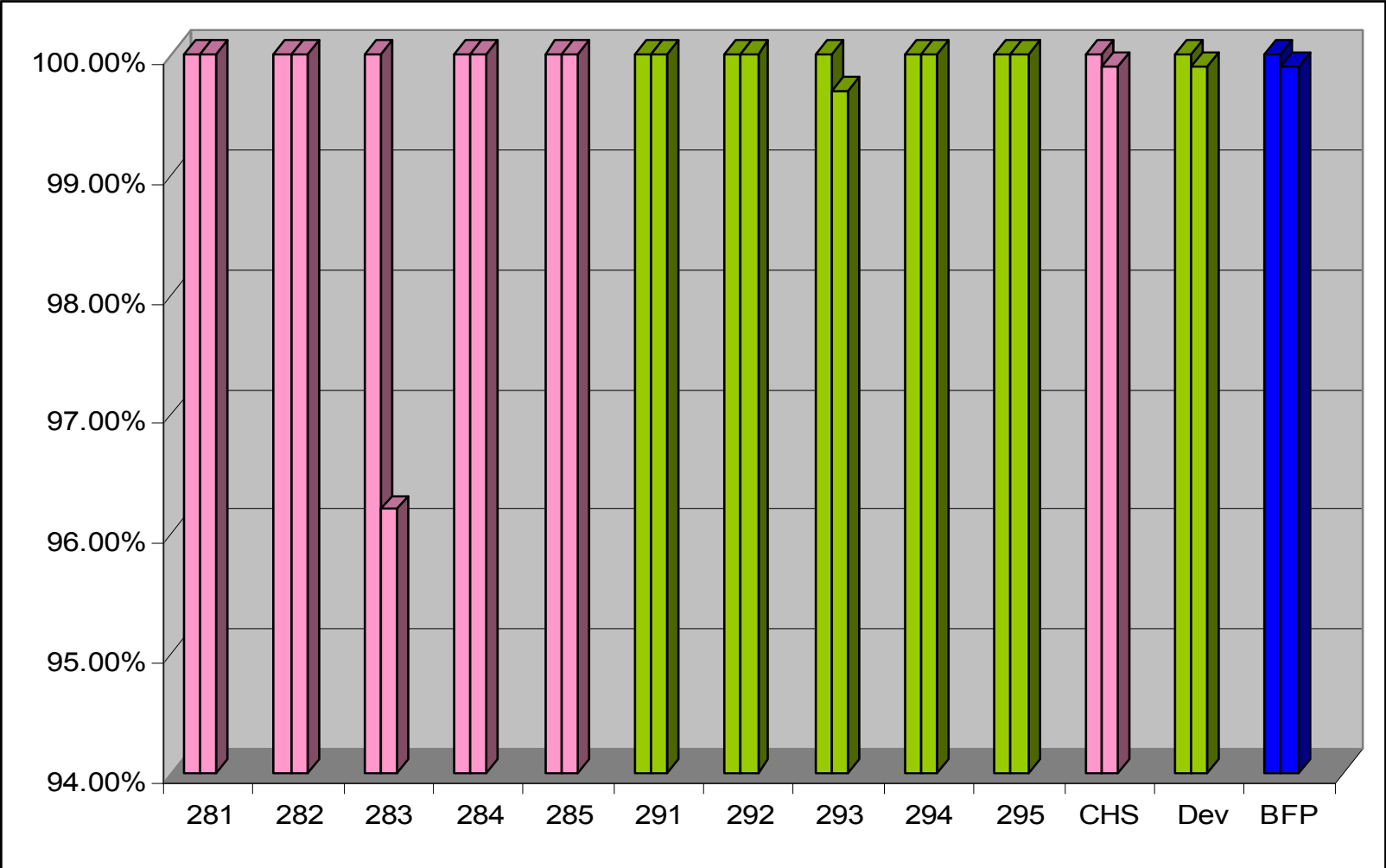
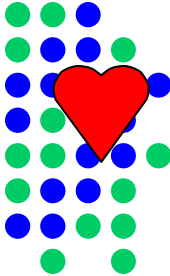
**Contract Measure #2 – Children Seen (valid reasons excluded)**  
**Target – 100%**



Performance 10-11 Q2  
**99.87%**  
 Gap .13%

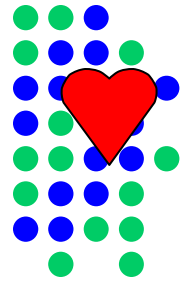
--- Target  
 ● Statewide  
 ● Brevard

**Contract Measure #2 – Children Seen (valid reasons excluded)**  
**Target – 100%**  
**FY 10-11 Quarters 1&2**



# Objective: Permanency

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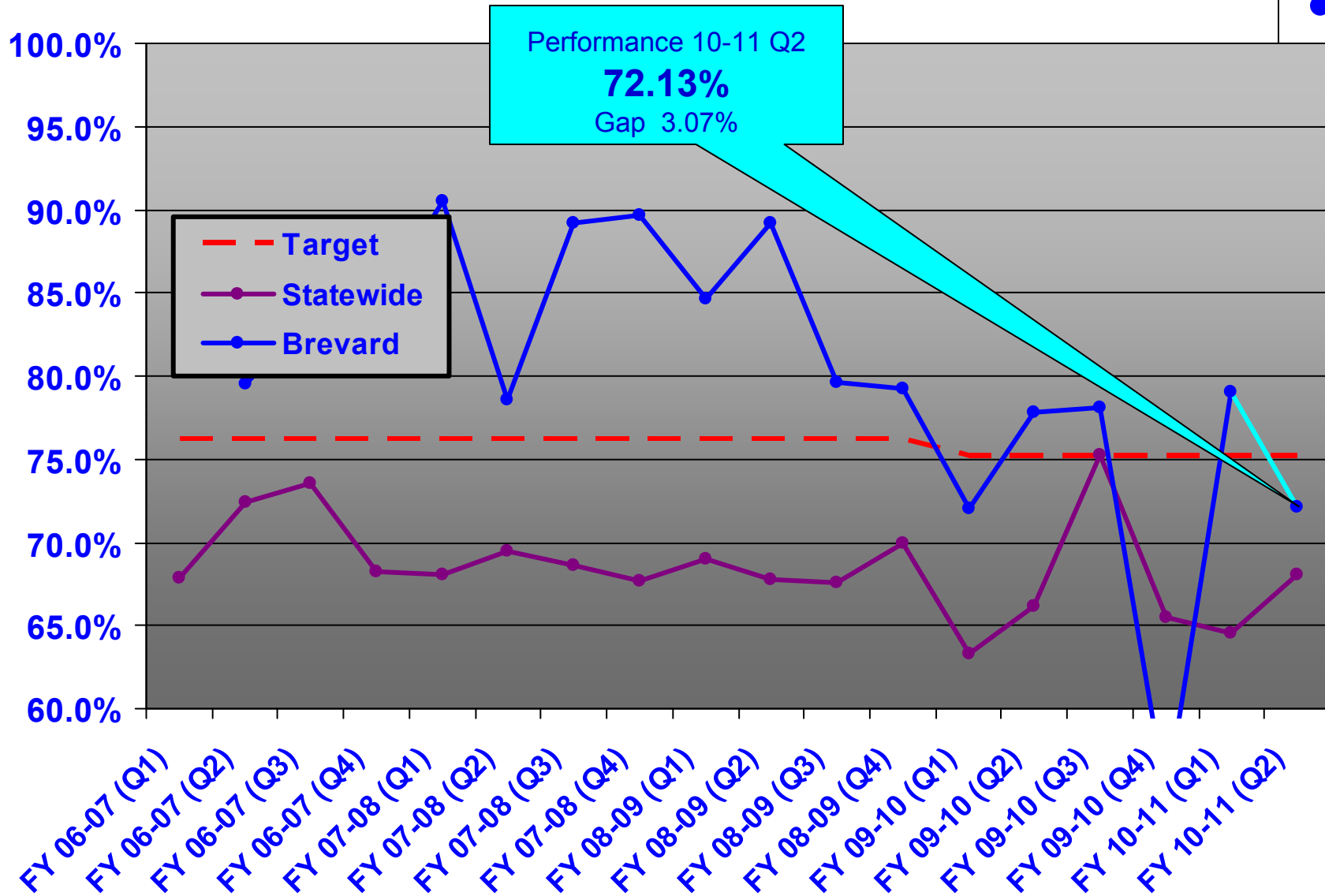
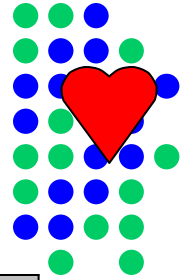


3) The percentage of children reunified who were reunified within 12 months of the latest removal shall be at least 75.2%.

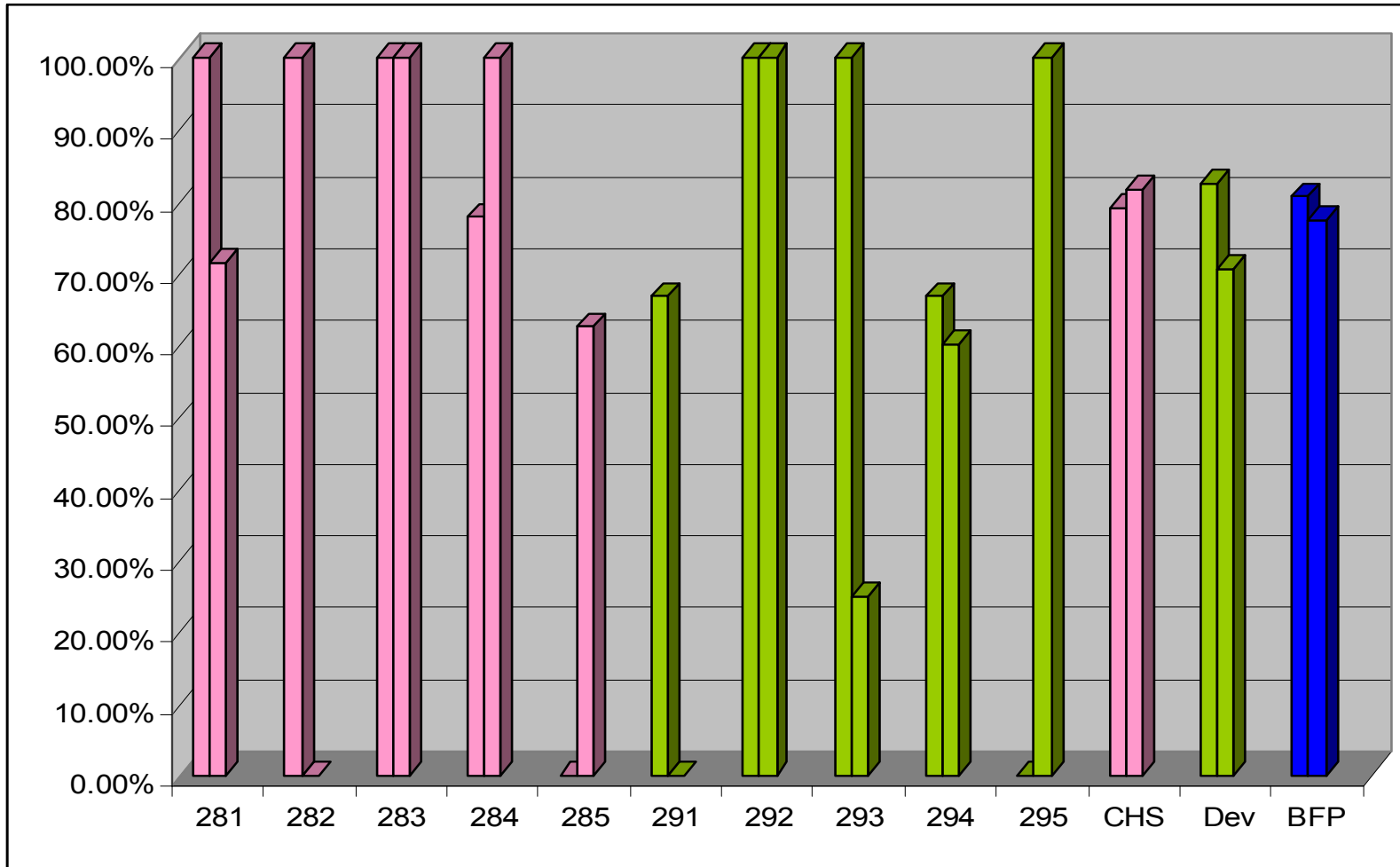
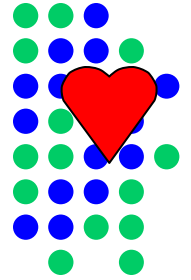
Dashboard Measurement FS301

FSFN Report: Children Reunified Within 12 Months

## Contract Measure #3 – Time to Reunification Target – 75.2%

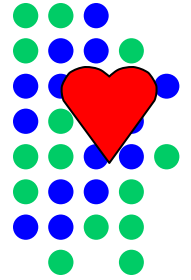


**Contract Measure #3 – Time to Reunification**  
**Target – 75.2%**  
**FY 10-11 Quarters 1&2**



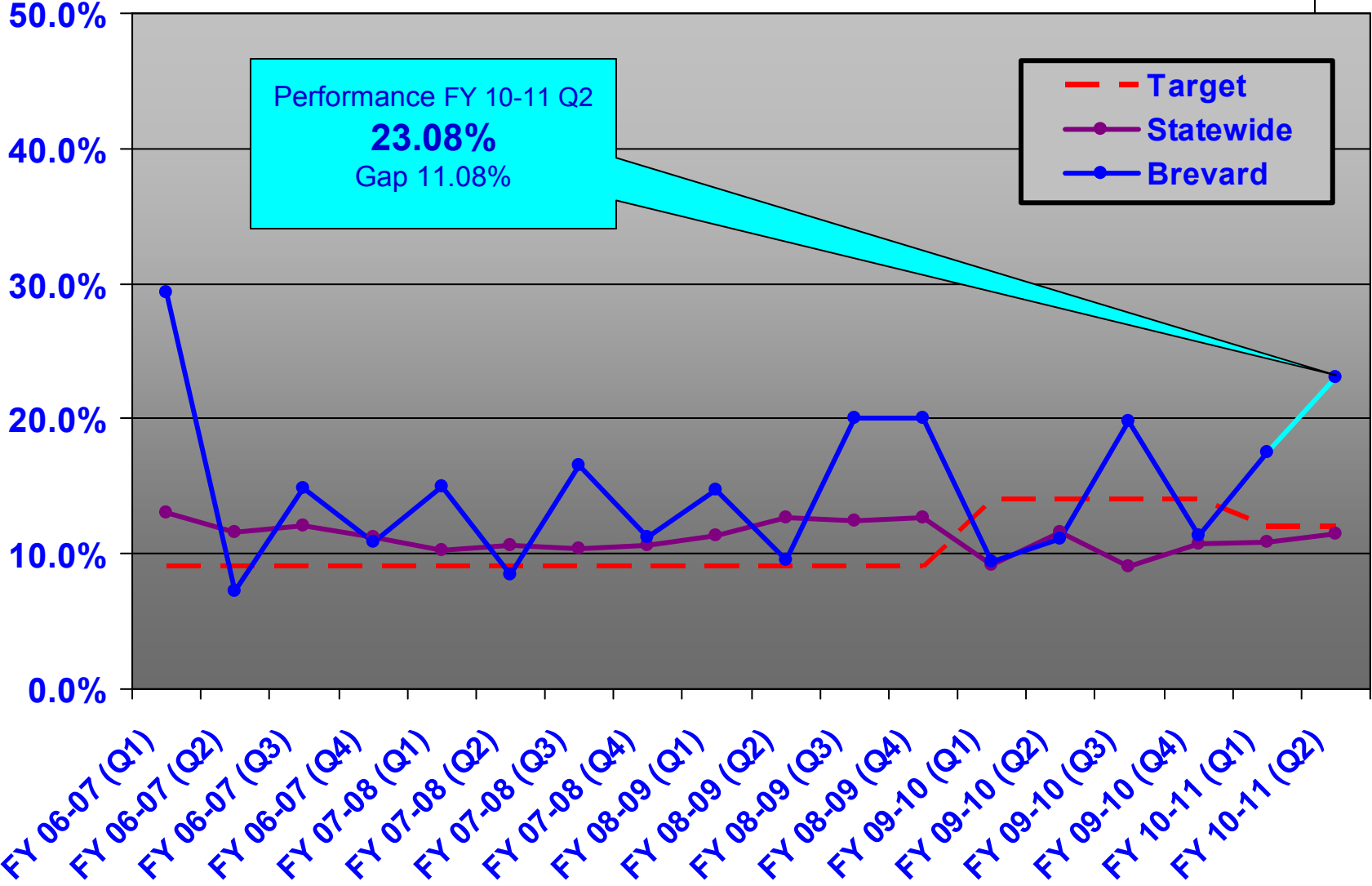
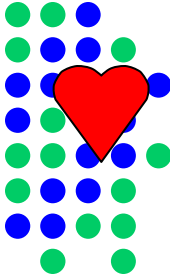
# Objective: Safety & Permanency

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4) The percentage of children reunified who re-enter out-of-home care within 12 months shall not exceed 12.0%.

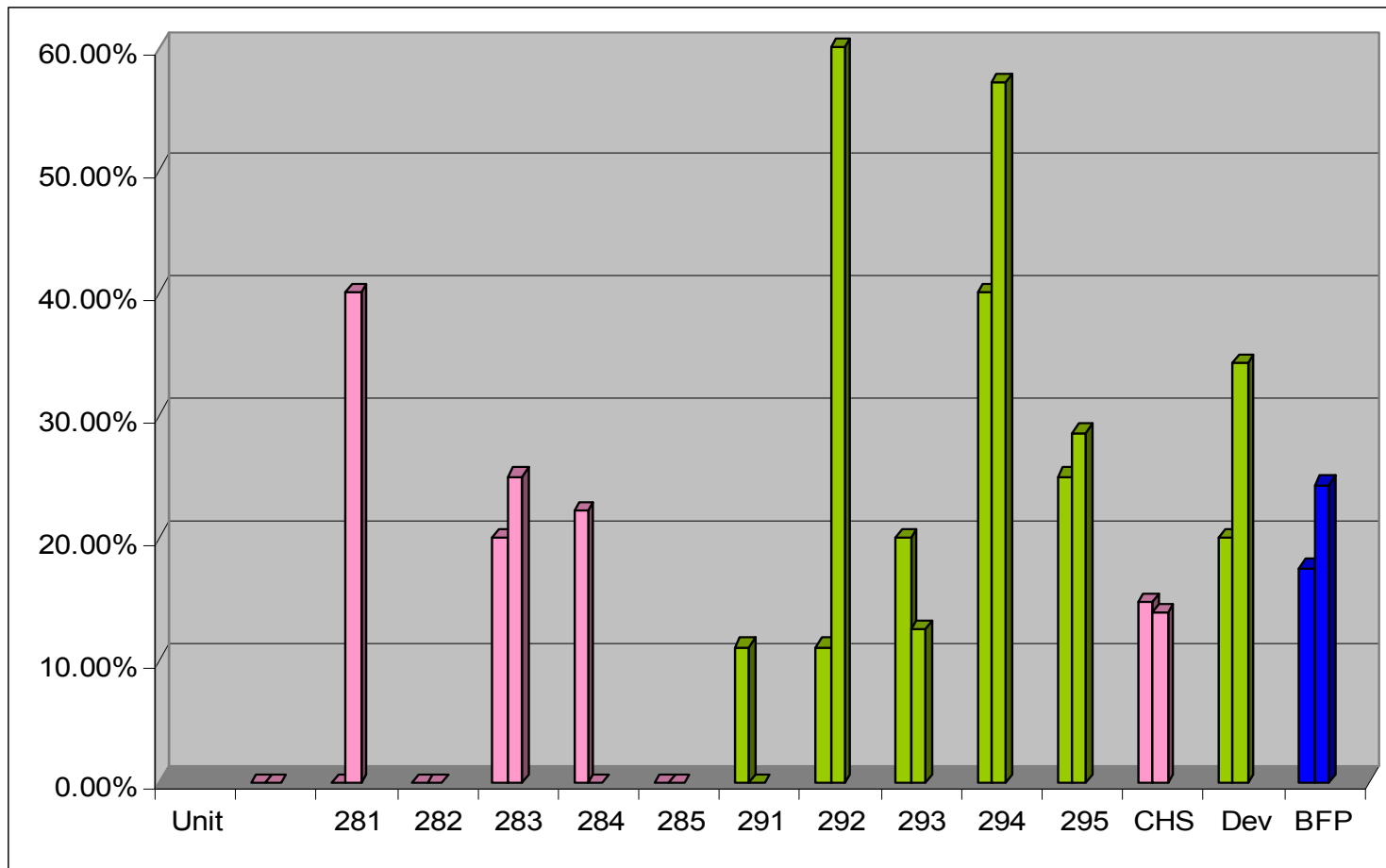
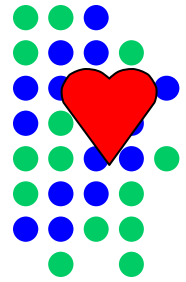
**Contract Measure #4 – Percent of children removed within 12 months of a prior reunification.**  
**Target – 12.0%**



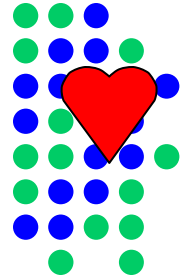
**Contract Measure #4 – Percent of children removed within 12 months of a prior reunification.**

**Target – 14.0% or less**

**FY 10-11 Quarters 1&2**



# Children's Home Society Presentation



## Featuring Michele Scott

## Children Re-entering OOHC Within 12 Months

KB:

- Removed : 5/6/2009 as result of four special conditions/parent in need of services reports
- KB manifested with severe emotional and cognitive deficits and significant aggressive behaviors that threatened all persons living in the residence and the mother reported she could not care for the child or protect the other household members from her.
- Previously the family utilized community programs and supports but there were none available to assist with the multiple issues and behaviors the child was presenting. KB was diagnosed with mental retardation and was exhibiting suicidal ideations, scab/scar irritating, head banging, scratching and biting; physical aggression towards peers/siblings and caregivers (including hitting, scratching and kicking); noncompliance/defiance, extreme temper tantrums, sexually inappropriate behaviors, and inappropriate language.
- BFP along with other community partners attempted to secure in-home services to transition KB home but funding for long term residential care became an issue. ADP funding was secured for residential care and the custody of KB was returned to her mother. The plan was for KB to remain in the facility under the custody of her mother and then she would transition to a new residential facility funded by ADP. The court terminated supervision and relinquished jurisdiction 3 months and 22 days after the removal.



## Children Re-entering OOHC Within 12 Months

- KB's mother resisted attempts to provide ongoing in-home services, failed to present for follow up appointments and to complete the necessary paperwork for residential care funding, so the funding at the facility where she was residing discontinued and the subsequent placement was not secured. KB mother refused to retrieve her from the facility when the funding discontinued which resulted in the need to re-sheltering.
- As a result of the 'boom' the court re-instated jurisdiction and supervision, adjudicating KB in December 2009.
- KB remains in OOHC in a residential facility. KB's mother frustrated any attempts to move her to other facilities citing dislikes, distance and access but she was refusing to accept any financial responsibility for KB's care. After many attempts to secure the most appropriate facility, the court intervened and KB was moved and long term funding secured.
- Had KB's mother accepted the assistance from C.A.R.E.S. to implement in-home services and assist her in completing the ADP paperwork, KB would have had a seamless transition from OOHC to an APD funded facility, there would not have been a need for further court intervention and KB would have only experience one removal episode.



### Lesson Learned:

- The mother could have benefitted from a home visit by the CARES staff to complete the funding paperwork assuring the continuity of both placement and care for KB.
- Home visits would have also allowed the provider to assess the home situation, identify any barriers when speaking with the mother in her own environment and would have provided the mother a level of comfort that may have secured a higher level of cooperation.



### C/R Family:

- ❖ Removal : 4/20/09 due to allegations of family violence threatened harm, substance exposure and physical abuse. The C/R children were placed in the custody of their maternal grandfather but the mother was allowed to reside in the home. An injunction was filed against the father but was later lifted as to his children only.
- ❖ On 8/14/09 the court reunified all the children with the mother and the R children were reunified with their father; and the no contact order was lifted. The children were in OOHC for 3 months. The court allowed the parents to set up a 'time sharing' with the children; as well family and

couples counseling with an emphasis on DV and anger management was ordered. CHS recommended the re-unification based on case plan compliance and the mother having resided with the children since the inception of the case without additional incident.

- ❖ Within a month of the reunification, there were 3 reports alleging the mother was caring for or transporting the children while under the influence. The investigations verified the substance abuse and the children were removed from the mother's care and placed with the father. At the shelter review all the children were placed back with the maternal grandfather.
- ❖ A month later, after completing a ETOH assessment with a recommendations for outpatient ETOH counseling, the GAL recommended the children be reunified with the mother. The father was reunified with his children but all the children were ordered to remain in the custody of the MGFA with the mother residing in the home. Within the month another report was received that alleged the mother was again under the influence while caring for the children. On 11/013/10, the court was advised of all the reports and their verified findings but reunified the children with the mother over CHS' objections, ordering her to remain in the home of the MGFA.



The case closed successfully after post placement supervision during which time the parents participated in FTCs and other stabilizing community support services. There was one report between the reunification and the case closure but the children were not removed.

- ❖ Since the case closure, the parents have separated and there have been several reports but none have resulted in subsequent removal.

#### Lessons Learned:

- ❖ Secure sworn testimony from providers/evaluators who can provide the court with detailed assessment of the mother's ETOH abuse history and her prognosis with proper treatment or how the lack of treatment would adversely affect her ability to care for her children as well as the affects it could have on the children.
- ❖ The court may have benefitted from testimony from the older children regarding the affects of their mother's ETOH abuse on their lives and family.



The logo for Devereux, featuring the word "Devereux" in a green, serif font. The letter "D" is significantly larger and more ornate than the rest of the letters. The logo is positioned in the upper left corner of the slide, set against a white background that is part of a larger green graphic element.

*Devereux*

*Inspiring hope. Empowering lives.*

## **Brevard Family Partnership Case Management**

A thick, dark blue horizontal bar with rounded ends, positioned below the main title and extending across the right side of the slide.



**Devereux**

*Inspiring hope. Empowering lives.*

**Devereux changes lives and nurtures human potential. We inspire hope, ensure well-being and promote meaningful life choices. Our mission is achieved through a wide range of services and supports for individuals and their families.**

*Devereux*

*Inspiring hope. Empowering lives.*



**Brevard File Review  
Re Entry after Reunification  
First Quarter FY 10-11**

The logo for Devereux, featuring the name in a stylized, cursive font.

*Inspiring hope. Empowering lives.*

**Performance Measure:  
The percentage of children reunified  
who re-enter out of home care  
within 12 months shall not exceed  
12.0%**

**Devereux's Performance for the First  
Quarter of 2010 was 20%**

**8 out of 40 Children Reunified  
7/1/09 through 9/30/09  
Returned to Out of Home Care**

*Devereux*

*Inspiring hope. Empowering lives.*

## **File Review**

**Devereux completed a review of all six cases (8 children) to determine the reasons for reentry into Out of Home care.**

## Reasons for Removal

- Three cases initially removed as substance abuse related; 2 of which re-entered OHC for the same reason. \*
  - 3<sup>rd</sup> case was initially removed due to abandonment; substance abuse was verified following death of sibling born during course of services and prior to reunification
  - One initially removed due to substance abuse by parent; re-entered OHC at parents request after placement (not parent from whom the child was removed)
- One initial removal due to environmental hazards and FTT; same reasons for reentry
- One initial removal due to parent's requesting assistance with the child's behavior; subsequent removal due to physical abuse

\*After clarification from Tallahassee, two of the cases are not considered reunifications due to the parent the child was placed with had no previously restricted legal access

## Defining shelter, removal & reunification

- A “shelter” is a removal. A “removal” is either:
  - The physical act of a child being taken from their normal place of residence (by court order or a voluntary placement agreement) and placed into substitute care setting
  - The removal of custody from the parent or relative guardian pursuant to a court order or a voluntary placement agreement which permits the child to remain in a substitute care setting
- A “reunification” is with the parent from whom the child was removed and the state restricted their legal access to the child and interfered with the parent’s ability to exercise their right to unfettered access to the child

- **Two cases involved children born with siblings in OHC, and prior to reunification**
  - In both cases the newborns were two months old when siblings were reunified with the parents
- **Three cases reunification occurred with the parent not involved in the initial allegations**
- **7 of the 8 children were 4 years old or younger**
- **In two cases of the subsequent removals, the court did not uphold the shelter (returned home after 5 days in OHC) or dependency (dismissed at trial)**

## Findings

- Per CFOP 175-38, the required visits for post placement supervision were not completed. Due to the ages of these children, all but one, should have been visited weekly for the first 3 months
- In all cases, with one exception, there was minimal engagement of the parent or relative with whom the children were reunified, prior to the placement occurring.
- There was lack of or ineffective pre-planning for reunification or achieving permanency

## Findings

- Failure to notify the court of the parent or caregiver's lack of cooperation or non-compliance
  - One case, the court was notified via status report; a hearing date was not set timely (over 30 days)
- Lack of ongoing communication with service providers and family supports to maintain reunification in all cases.
  - Two of the cases were reunified against CM recommendations
  - One was reunified based on Home study completed by OTI PI, without input of criminal history from local PI
  - One was recommended based on positive ICPC HS
  - One was recommended by CM with 3 months of progressive visitation which had been completed
  - One case was a previous judicial case, the court had terminated supervision and jurisdiction

## Opportunities for Improvement

- Encourage early Permanency planning
- Increase efforts to engage parents while children are in out of home care and prior to reunification
- Empower case managers to assess the possibility of reunification and to be proactive to complete home studies
- Complete home studies and staffing upon child being placed with non offending parent, especially if against recommendations.



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## Opportunities for Improvement

- Increase supervisory oversight
  - Provide directives related to achieving permanency
  - CM is documenting and appropriately assessing risk
  - Visits are according to CFOP 175-38 or increased based on risk level
  - Provider and collateral contacts are made and documented
- Supervisors ensure CM follow-up recommendations and directives from prior reviews
- Improve Quality of Supervisor Reviews



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## Changes Implemented

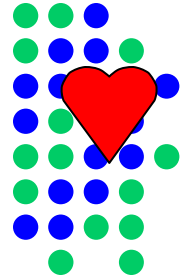
- Change in drug test procedures to facilitate CM having more frequent contact with birth parents
- Implemented use of “Boomerang” report for tracking cases prior to Quarterly Review report
- Implemented standardized Supervisor Review guide to ensure Quality reviews
- Face to face in Current residence are required every 30 days; daily attempts must be made after 25 days

## Changes Implemented

- Program Director reviewed with supervisors CFOP 175-38 and BFP policies related to Reunification and Post Placement Supervision
- Program Director monthly tracks contact with Birth Parents
- Program Director conducts random sample of Supervisory Reviews in FSFN
- Devereux QA reviewer completes a full review of two cases per month, and as requested by the Program Director

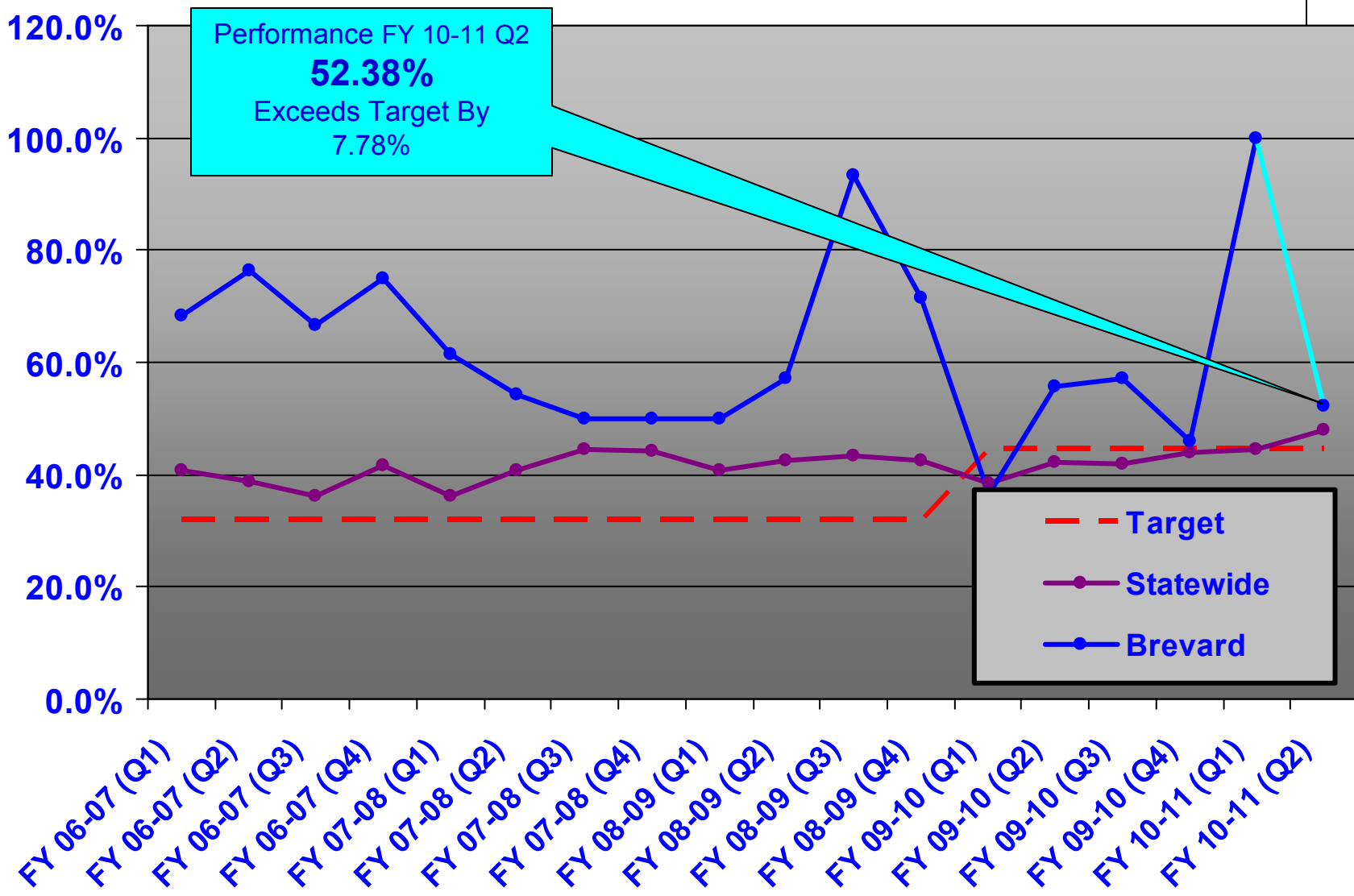
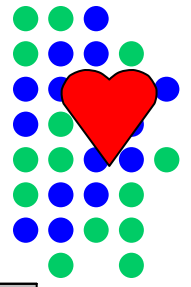
# Objective: Permanency

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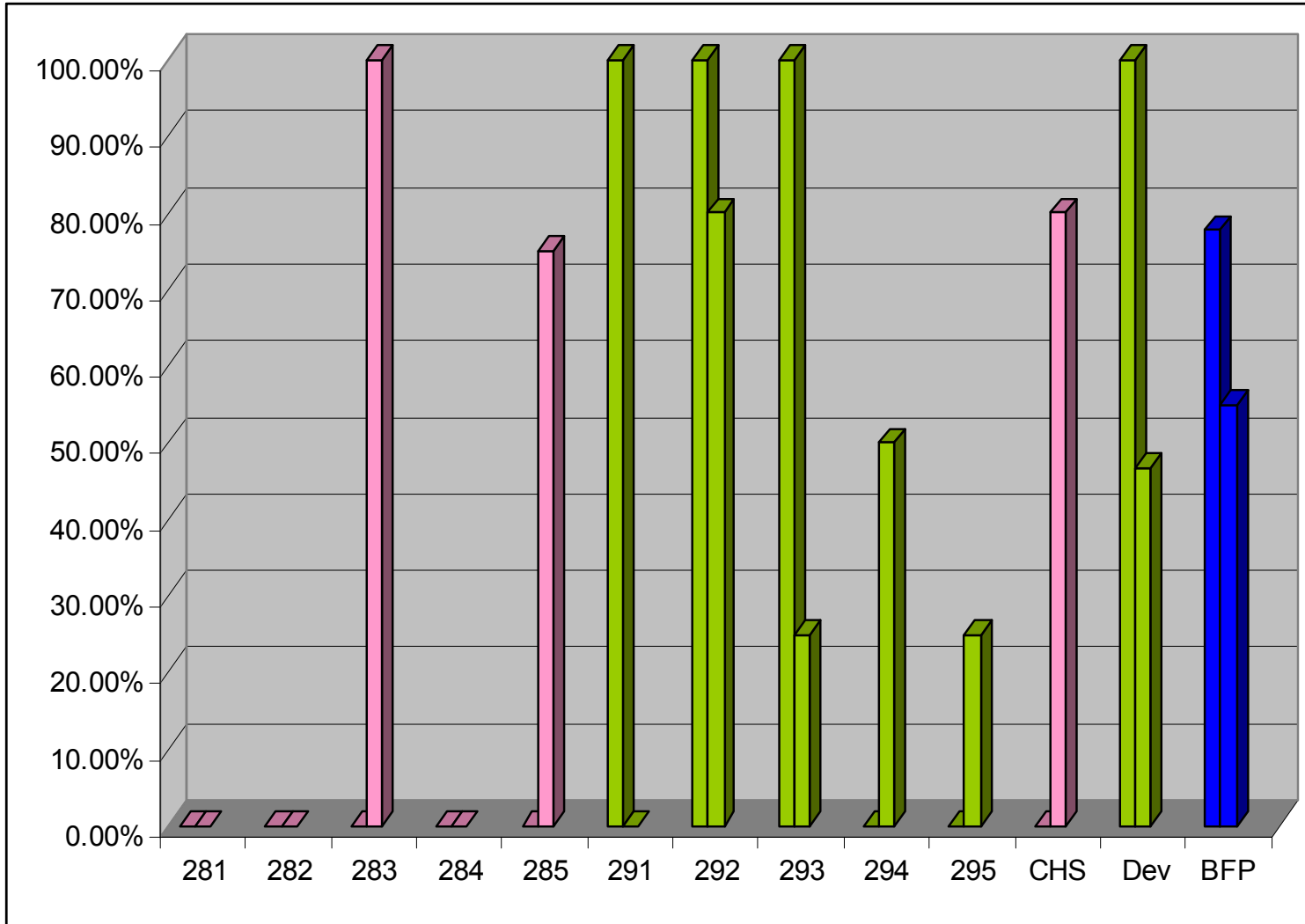
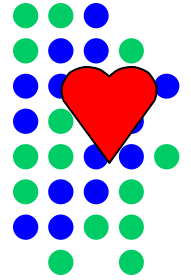


5) The percentage of children who were adopted within 24 months of the latest removal shall be at least 44.6%.

## Contract Measure #5 – Time to Adoption Target – 44.6%

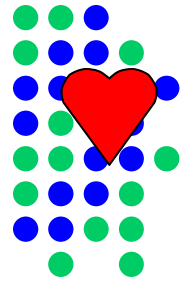


**Contract Measure #5 – Time to Adoption**  
**Target – 36.6%**  
**FY 10-11 Quarters 1&2**



# Objective: Permanency

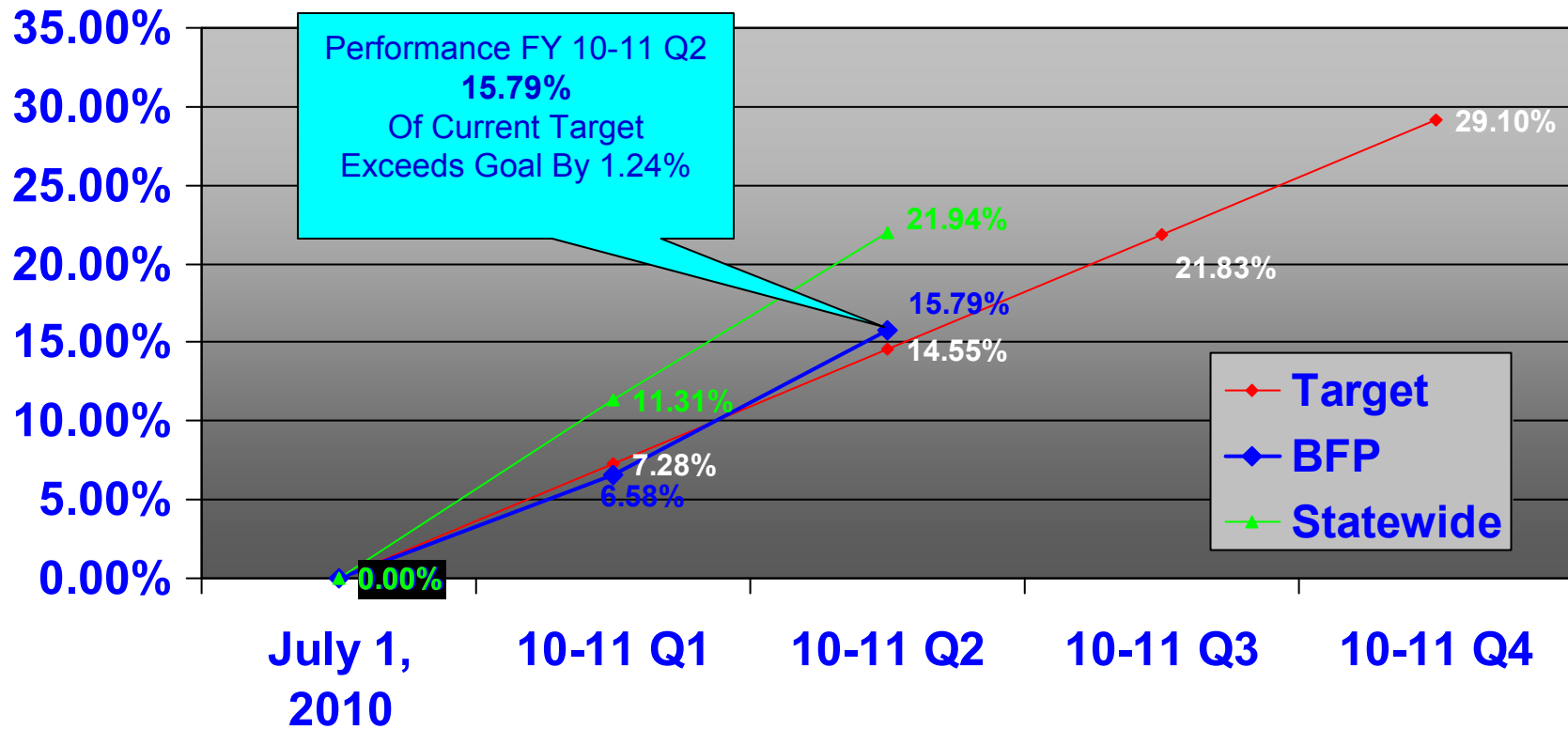
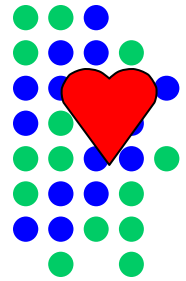
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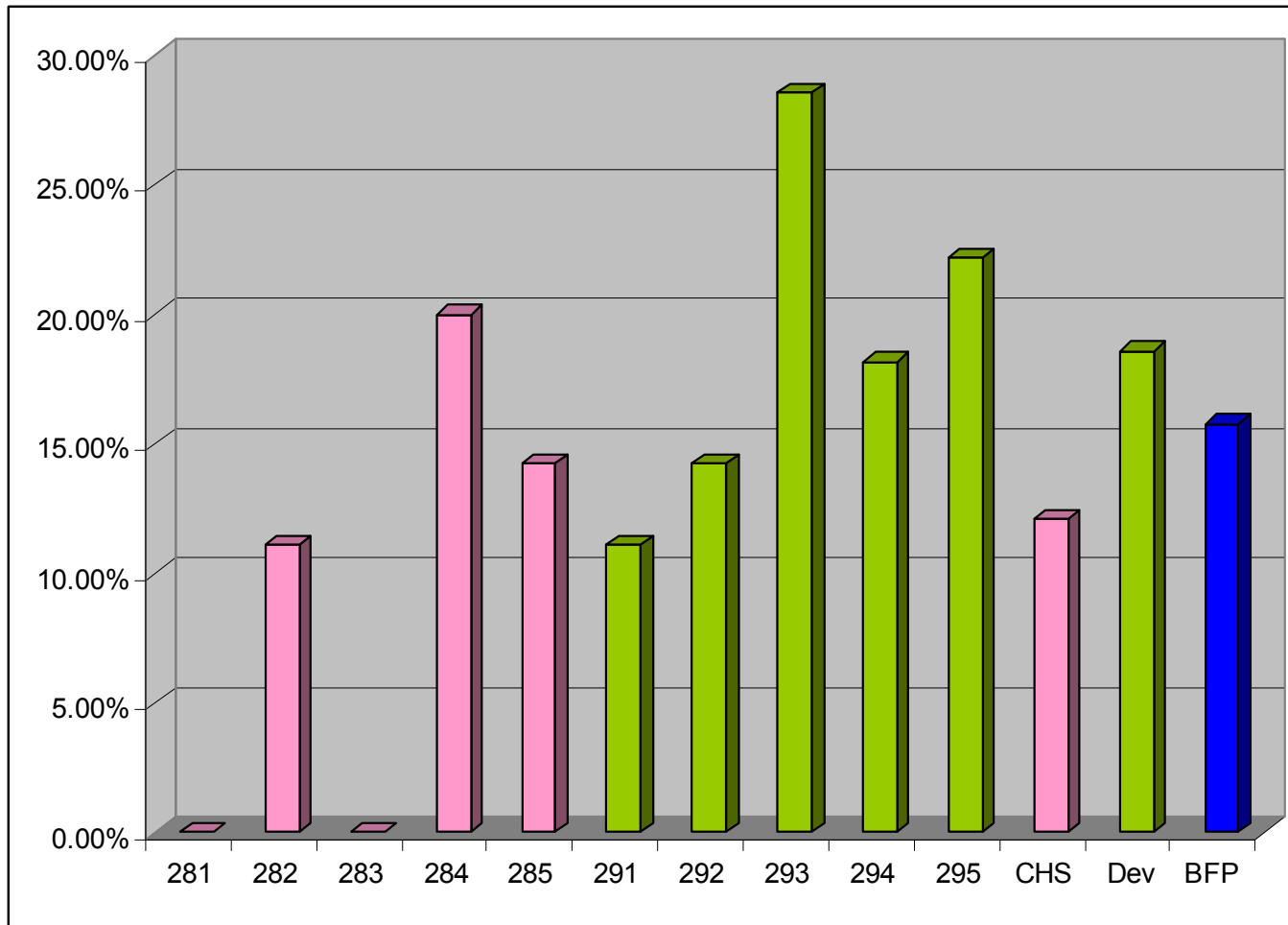
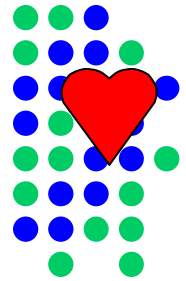
6) The percent of children in out-of-home care 24 months or longer on July 1 who achieved permanency prior to their 18<sup>th</sup> birthday and by June 30 shall be at least 29.1%.

# Contract Measure #6 – Children in OHC over 24 Months Achieving Permanency

Target – 29.1% Children on June 30, 2010

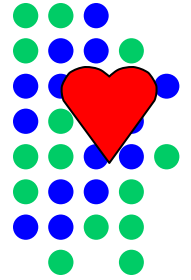


**Contract Measure #6 – Children in OHC over 24 Months  
Achieving Permanency**  
**Target – 29.1% Children on June 30, 2010**  
*(Goal is cumulative, YTD)*



# Objective: Permanency

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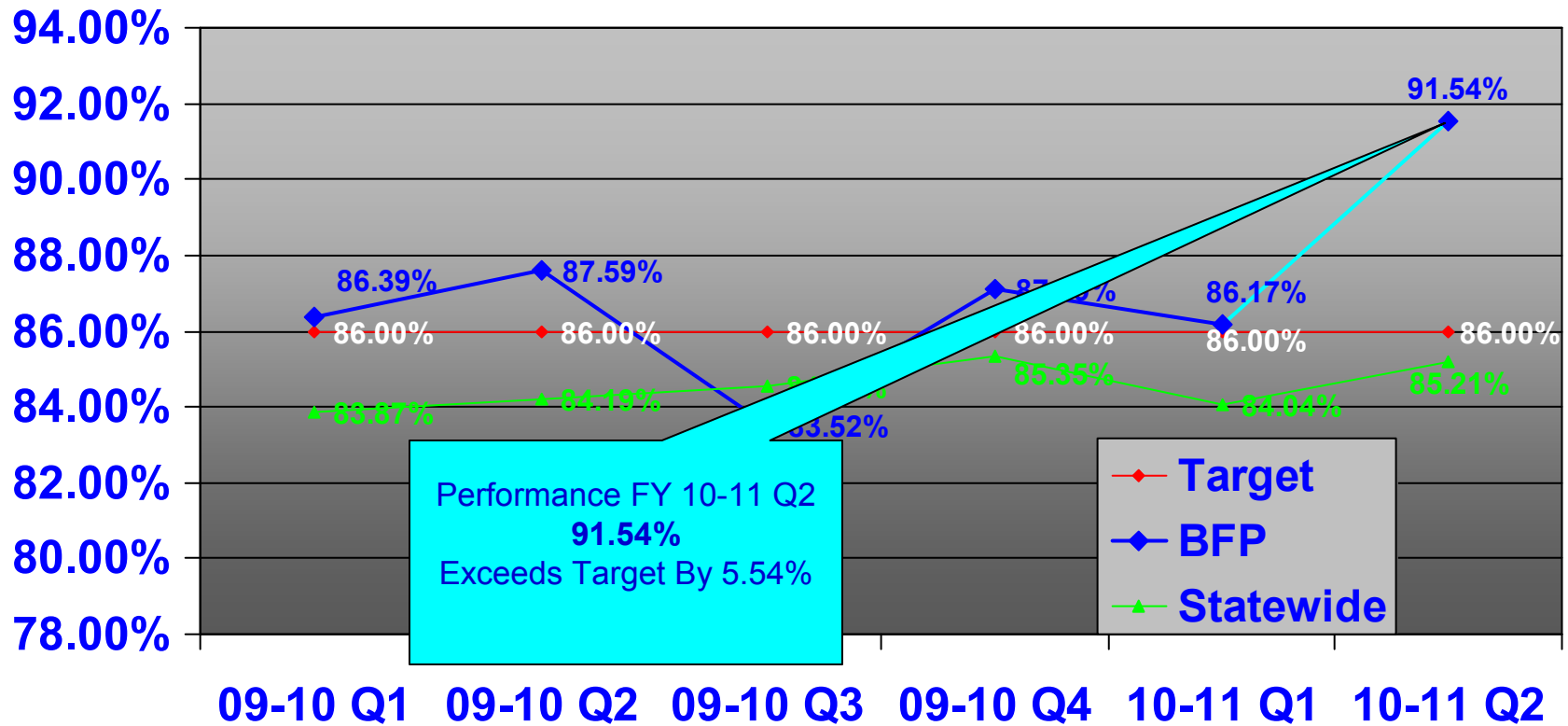
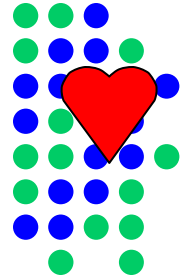


7) The percentage of children in out-of-home care for at least eight days, but less than 12 months, who had two or fewer placement settings, shall be at least 86%.

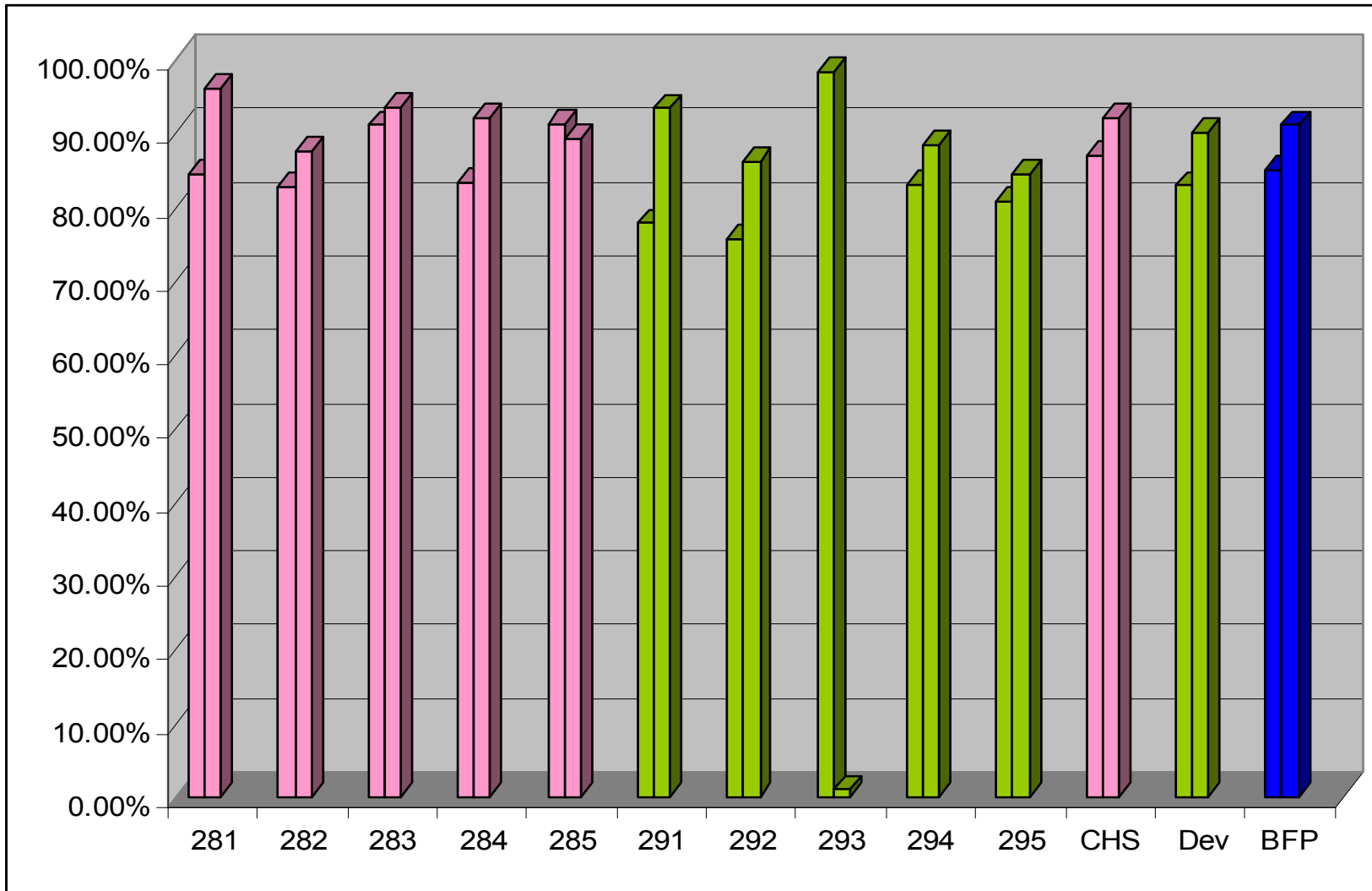
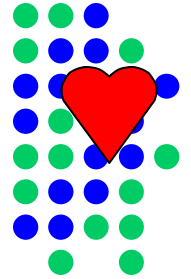
**Dashboard Measurement: FS306**

**FSFN Report: Children Served In Out-Of-Home Care, Length Of Removal  
By Number Of Placements**

# Contract Measure #7 –OOHC With 2 or Less Placements Target – 86%

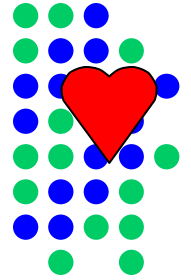


**Contract Measure #7 – OOHC With 2 or Less Placements**  
**Target – 86%**  
**FY 10-11 Quarters 1&2**



# Objective: Permanency

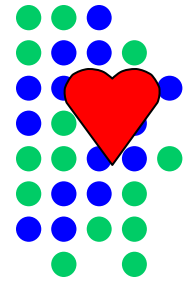
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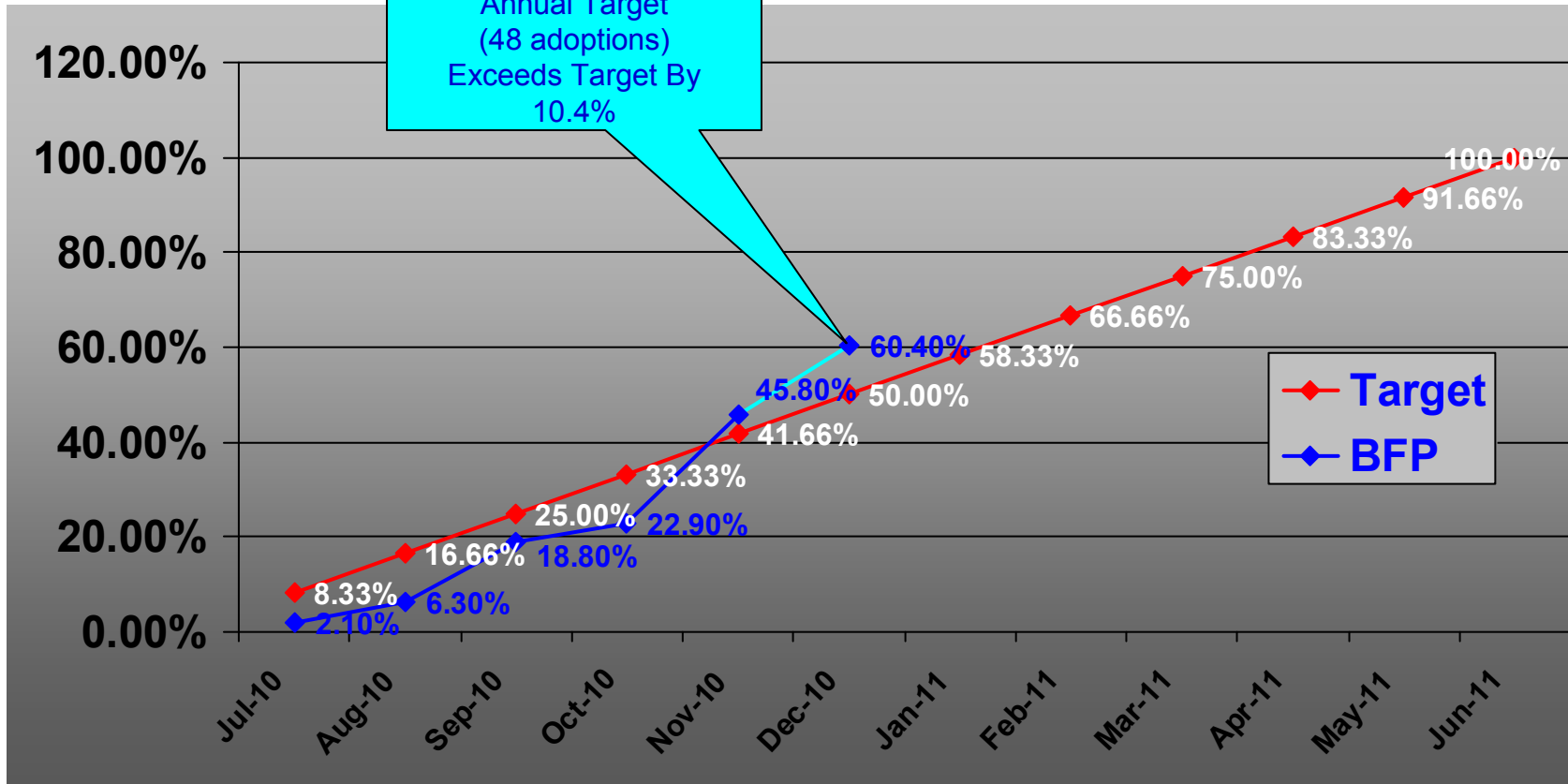
8) The number of children with finalized adoptions between July 1, 2010 and June 30, 2011 shall be at least 48.

# Contract Measure #8 – Number of Finalized Adoptions

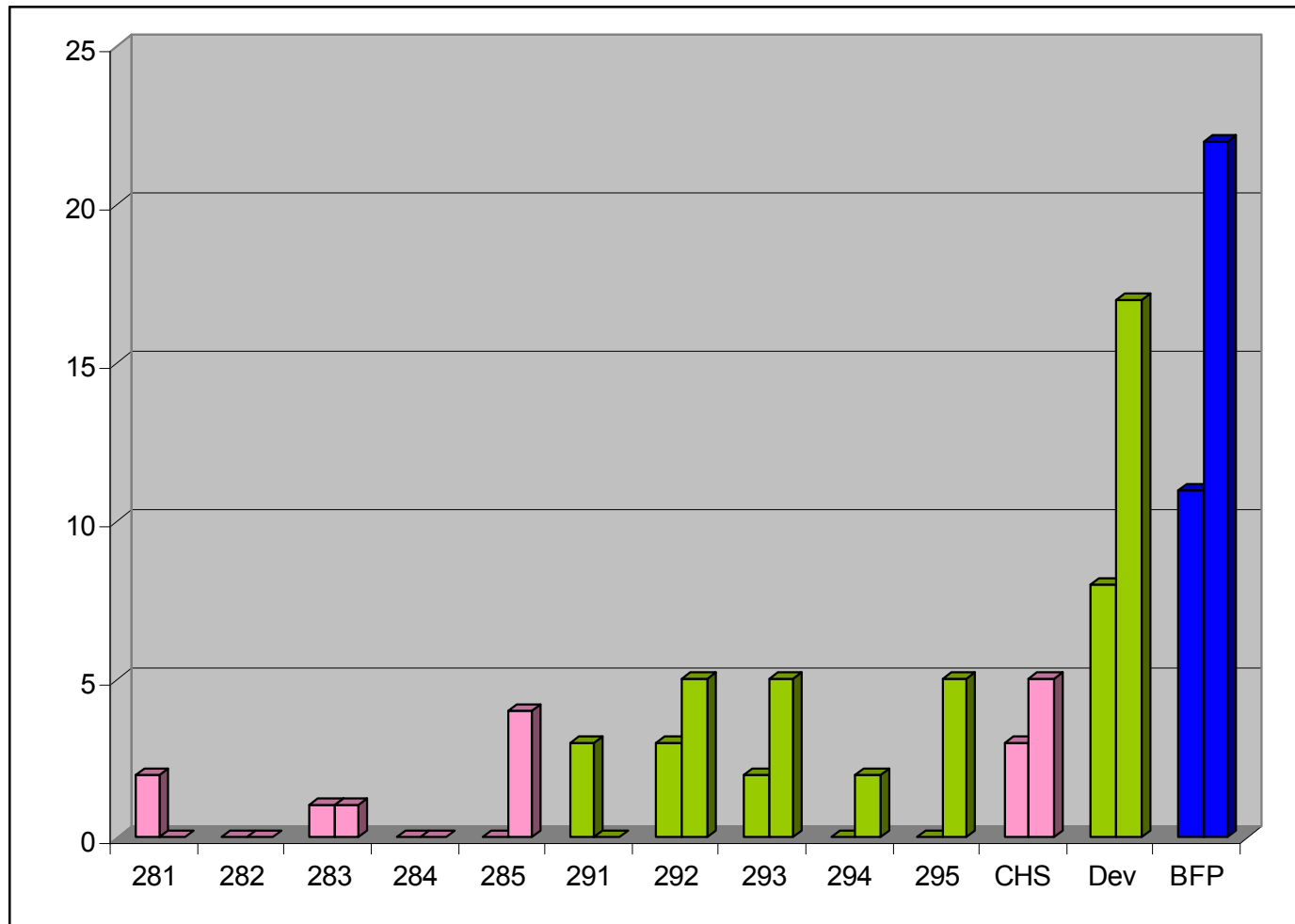
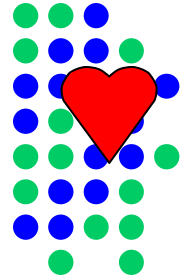
## Target – 48 Finalized Adoptions



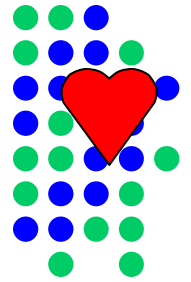
Current Performance  
**28 Adoptions**  
 Annual Target  
 (48 adoptions)  
 Exceeds Target By  
 10.4%



## Adoptions Finalized By Unit FY 10-11 Quarters 1&2



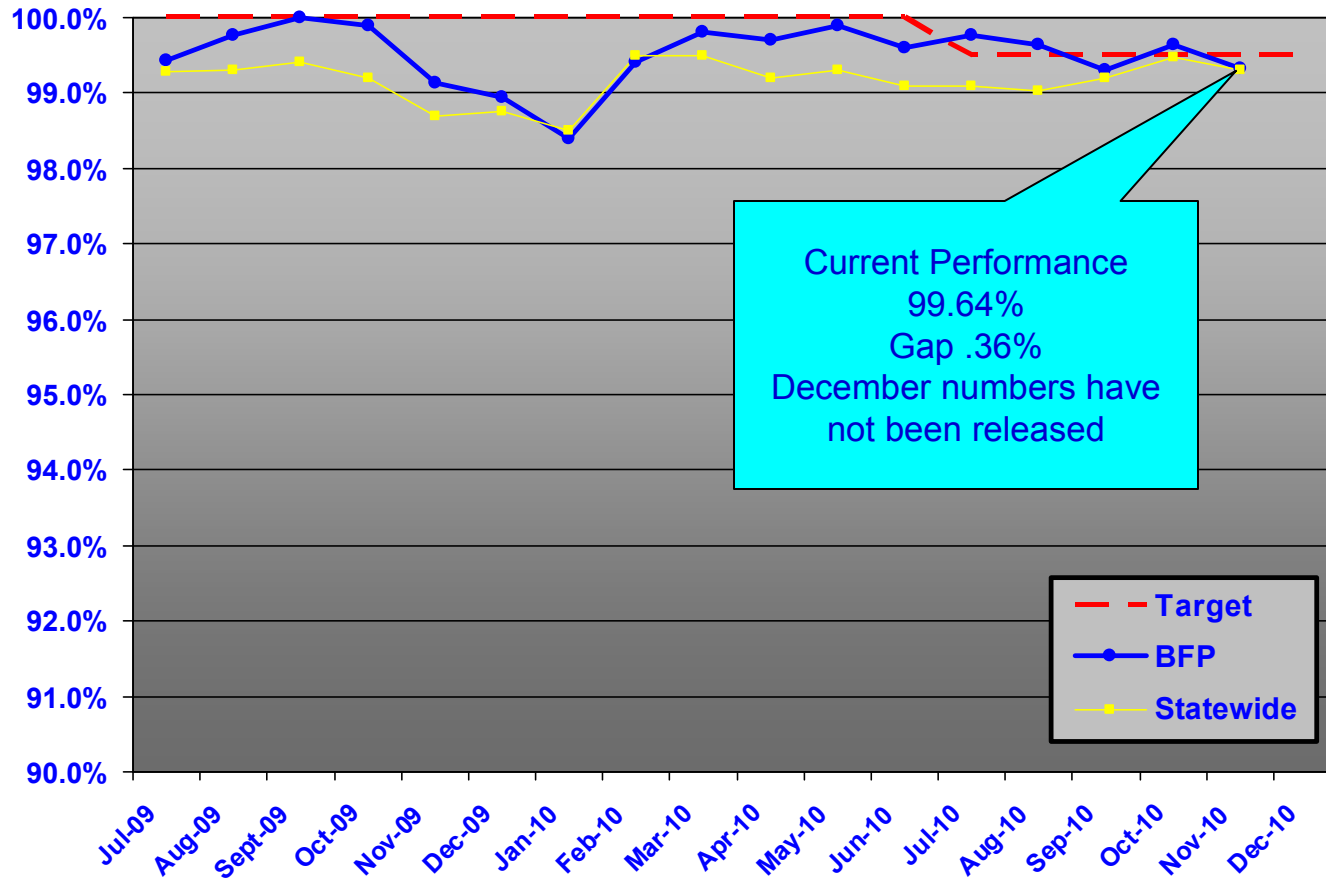
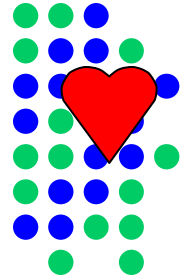
## Objective: Safety



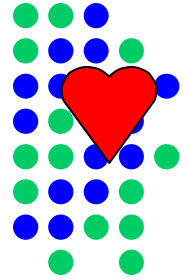
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9) The percent of children under supervision who are required to be seen every 30 days, who are seen every 30 days shall be at least 99.5%.

## Contract Measure #9-Children seen every 30 days Target 99.5% (Down from 100%)



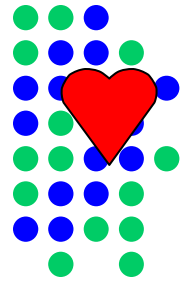
# CBC Performance FY 10-11 Quarter 1 (Including Measure 1)



Agency	1) Maltreatment in OOHHC	Ranking	2) Children seen monthly	Ranking	3) Reunited within 12 months of latest removal	Ranking	4) Children reunified re-entering OHC within 12 months	Ranking	5) Finalized adoptions within 24 months of latest removal	Ranking	6) OOHHC 24 months or longer 7/1 who achieved perm prior to 18 and by June 30	Ranking	7) OOHHC eight days to 12 months with two or fewer placements	Ranking	8) children seen every 30 days,	Ranking	Total	Total Ranking
Family Support Services	99.92%	1	99.9%	5	81.5%	1	9.1%	8	77.8%	2	3.9%	21	82.86%	16	99.94%	2	56	1
St. Johns County Commission	99.50%	16	99.7%	12	56.0%	16	0.0%	1	50.0%	9	16.6%	5	91.80%	1	99.62%	8	68	2
CBC of Seminole	99.70%	8	99.9%	5	48.4%	21	1.9%	2	33.3%	15	26.0%	15	89.89%	3	98.70%	15	70	3
Big Bend CBC West	99.85%	3	99.2%	19	80.0%	2	7.2%	4	46.7%	11	14.3%	7	89.65%	4	97.81%	20	70	3
Eckerd Youth Alternatives	99.48%	17	99.9%	5	67.5%	10	11.4%	14	54.7%	6	11.3%	11	86.27%	7	99.85%	4	74	5
YMCA South	99.12%	20	100.0%	1	60.2%	13	7.4%	5	20.7%	20	23.4%	3	84.40%	12	99.98%	1	75	6
Clay & Bakers Kid Net (Kids First, Inc)	99.61%	13	99.8%	9	67.7%	9	11.5%	15	72.7%	3	7.0%	18	87.27%	6	99.90%	3	76	7
CBC of Brevard	98.95%	21	100.0%	1	79.0%	3	17.6%	20	100.0%	1	6.6%	19	86.17%	9	99.57%	10	84	8
Our Kids Inc.	99.82%	5	99.4%	16	70.9%	6	8.8%	7	48.1%	10	6.3%	20	84.92%	10	99.23%	12	86	9
CBC of Volusia-Flagler (PCBC, Inc)	99.58%	14	100.0%	1	67.9%	8	15.6%	19	53.6%	8	10.1%	15	88.28%	5	98.62%	16	86	9
Heartland for Children	99.69%	10	99.9%	5	73.5%	4	10.3%	10	27.3%	19	10.5%	14	82.90%	15	99.15%	13	90	10
Child and Family Connections	99.82%	5	99.8%	9	50.0%	20	13.3%	18	60.0%	4	8.9%	16	83.92%	13	99.68%	6	91	11
Families First Network (Lakeview)	99.27%	19	99.4%	16	66.7%	11	10.2%	9	54.2%	7	13.4%	9	84.66%	11	99.46%	11	93	13
Big Bend CBC East	99.70%	8	98.4%	21	57.6%	15	8.3%	6	36.4%	14	13.7%	8	90.70%	2	98.10%	19	93	13
Hillsborough KIDS, Inc.	99.87%	2	99.7%	12	54.4%	17	10.5%	11	31.3%	17	11.9%	10	79.39%	20	99.81%	5	94	15
Family Services of Metro Orlando	99.85%	3	99.6%	14	51.0%	19	11.2%	12	56.9%	5	11.0%	12	78.27%	21	99.59%	9	95	16
United for Families	99.66%	12	100.0%	1	60.6%	12	12.8%	17	31.9%	16	24.8%	2	82.70%	17	98.35%	18	95	16
Kids Central, Inc.	99.72%	7	99.5%	15	73.3%	5	12.0%	16	30.4%	18	20.4%	4	79.60%	19	98.97%	14	98	18
Partnership for Strong Families	99.67%	11	98.7%	20	70.8%	7	20.8%	21	42.1%	13	15.3%	6	86.26%	8	98.43%	17	103	19
Children's Network of SW Florida	99.54%	15	99.8%	9	52.3%	18	7.0%	3	19.1%	21	10.9%	13	80.96%	18	99.66%	7	104	20
ChildNet Inc.	99.39%	18	99.4%	16	58.7%	14	11.3%	13	42.9%	12	7.6%	17	83.62%	14	97.26%	21	125	21
Statewide	99.61%		99.4%		64.5%		10.9%		44.4%		11.3%		84.04%		99.11%			

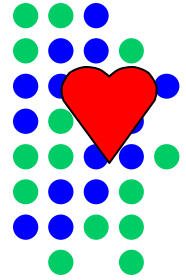
Note: December #'s for  
measure 9 are not release as of  
1/20/2011

# CBC Performance FY 10-11 Quarter 2 (Excluding Measure 1)



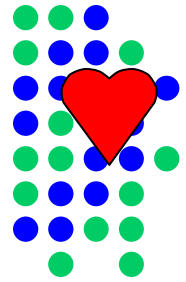
Agency	2) Children seen monthly	Ranking	3) Reunited within 12 months of latest removal	Ranking	4) Children reunified re-entering OHC within 12 months	Ranking	5) Finalized adoptions within 24 months of latest removal	Ranking	6) OOH 24 months or longer 7/1 who achieved perm prior to 18 and by June 30	Ranking	7) OOH eight days to 12 months with two settings	Ranking	9) children seen every 30 days,	Ranking	Total	Total Ranking
Clay & Bakers Kid Net (Kids First, Inc)	99.89%	8	72.73%	8	5.56%	3	44.44%	13	24.56%	7	88.89%	6	100.00%	1	39	1
St. Johns County Commission	99.61%	17	68.18%	12	0.00%	1	42.86%	16	33.33%	4	88.71%	7	99.90%	4	45	2
Big Bend CBC East	99.91%	5	83.33%	1	5.00%	2	40.00%	17	21.57%	12	90.54%	4	99.31%	16	53	3
Kids Central, Inc.	66.65%	21	75.21%	4	8.52%	9	43.33%	15	41.33%	1	86.51%	10	99.37%	14	54	4
Big Bend CBC West	99.66%	14	79.01%	2	9.62%	11	52.94%	6	21.43%	13	92.21%	1	97.88%	20	54	4
CBC of Seminole	99.66%	14	72.92%	7	13.73%	17	44.44%	13	30.00%	5	91.67%	2	99.49%	10	55	6
Eckerd Youth Alternatives	99.94%	3	69.96%	11	10.49%	13	62.12%	2	21.43%	13	85.83%	12	99.92%	3	55	6
YMCA South	100.00%	1	75.79%	3	5.62%	4	51.02%	9	36.94%	3	85.54%	14	96.26%	21	55	6
Families First Network (Lakeview)	99.81%	11	75.00%	5	9.43%	10	58.06%	3	18.29%	17	85.71%	13	99.74%	8	57	9
Partnership for Strong Families	99.58%	18	72.48%	9	12.20%	15	72.92%	1	22.90%	10	87.40%	9	99.09%	18	63	10
Heartland for Children	100.00%	1	73.87%	6	7.50%	6	47.37%	10	22.92%	9	84.20%	17	99.32%	15	64	11
Family Support Services	99.78%	12	66.67%	13	11.76%	14	52.94%	6	10.39%	21	88.20%	8	99.93%	2	65	12
CBC of Brevard	99.87%	9	72.13%	10	23.08%	20	52.38%	8	15.79%	19	91.54%	3	99.49%	10	71	14
Child and Family Connections	99.82%	10	53.93%	21	8.24%	8	56.76%	4	19.37%	16	84.28%	16	99.88%	5	71	13
United for Families	99.90%	6	62.50%	17	5.71%	5	32.43%	20	41.18%	2	83.00%	18	99.50%	9	72	15
Our Kids Inc.	99.24%	20	65.00%	14	8.09%	7	46.05%	11	16.17%	18	86.07%	11	99.38%	13	75	16
CBC of Volusia-Flagler (PCBC, Inc)	99.76%	13	62.70%	15	23.08%	20	35.29%	18	25.34%	6	89.24%	5	99.15%	17	82	17
Family Services of Metro Orlando	99.56%	19	62.56%	16	12.85%	16	44.62%	12	22.58%	11	78.54%	20	99.49%	10	86	18
Children's Network of SW Florida	99.93%	4	59.29%	19	9.83%	12	31.71%	21	20.75%	15	85.18%	15	99.88%	5	88	19
Hillsborough KIDS, Inc.	99.64%	16	61.50%	18	17.14%	19	33.82%	19	23.34%	8	78.24%	21	99.77%	7	93	20
ChildNet Inc.	99.90%	6	58.50%	20	14.29%	18	53.33%	5	15.47%	20	80.86%	19	98.39%	19	102	21
Statewide	99.56%		68.05%		11.47%		47.95%		21.94%		85.21%		99.39%			

# Unit Performance FY 10-11 Quarter 2



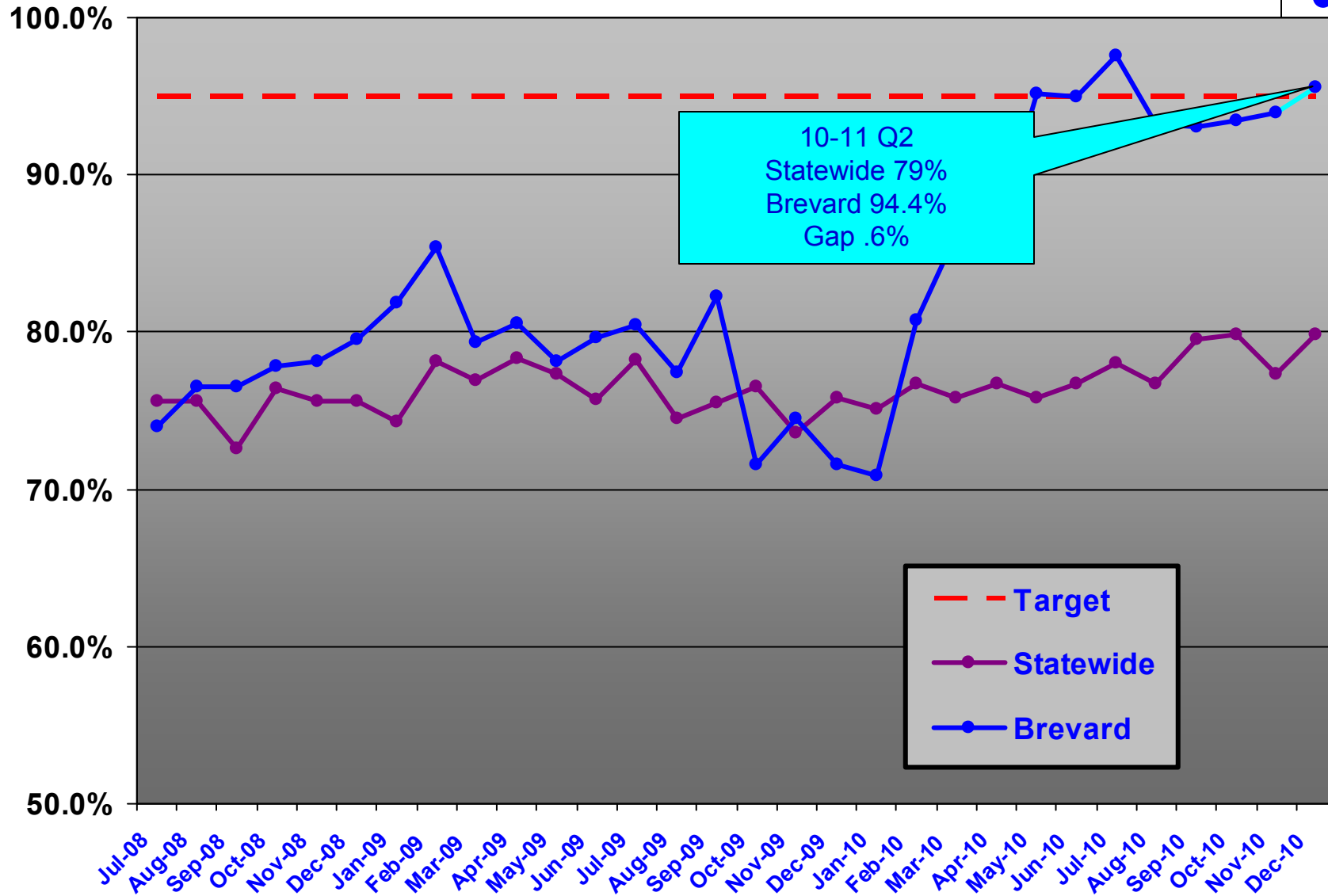
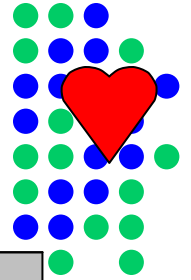
Unit	2. % Children Seen Monthly	Ranking	3. % Children Reunited Within 12 Months	Ranking	4. % Children Re-entering OOH	Ranking	5. % Finalized Adoptions Within 24 Months	Ranking	6. % Children Achieving Permanency	Ranking	7. % Children 2 Placements or Less	Ranking	8. Completed Adoptions	Ranking	Total	Total Ranking
Unit 295	100.00%	1	100.00%	1	0.00%	1	25.00%	5	22.22%	2	84%	10	5	1	21	1
Unit 285	100.00%	1	62.50%	6	0.00%	1	75.00%	3	14.29%	5	89%	6	4	4	26	2
Unit 293	99.68%	9	25.00%	8	0.00%	1	25.00%	5	28.57%	1	100%	1	5	1	26	2
Unit 292	100.00%	1	100.00%	1	66.67%	9	80.00%	2	14.29%	5	86%	9	5	1	28	4
Unit 294	100.00%	1	60.00%	7	0.00%	1	50.00%	4	18.18%	4	88%	7	2	5	29	5
Unit 283	99.62%	10	100.00%	1	0.00%	1	100.00%	1	0.00%	9	94%	3	1	6	31	6
Unit 281	100.00%	1	71.43%	5	0.00%	1	0.00%	7	0.00%	9	96%	2	0	7	32	7
Unit 284	100.00%	1	100.00%	1	100.00%	10	0.00%	7	20.00%	3	92%	5	0	7	34	8
Unit 291	100.00%	1	0.00%	9	0.00%	1	0.00%	7	11.11%	7	93%	4	0	7	36	9
Unit 282	100.00%	1	0.00%	9	0.00%	1	0.00%	7	11.11%	7	88%	7	0	7	39	10

# Best Practice Performance Measures

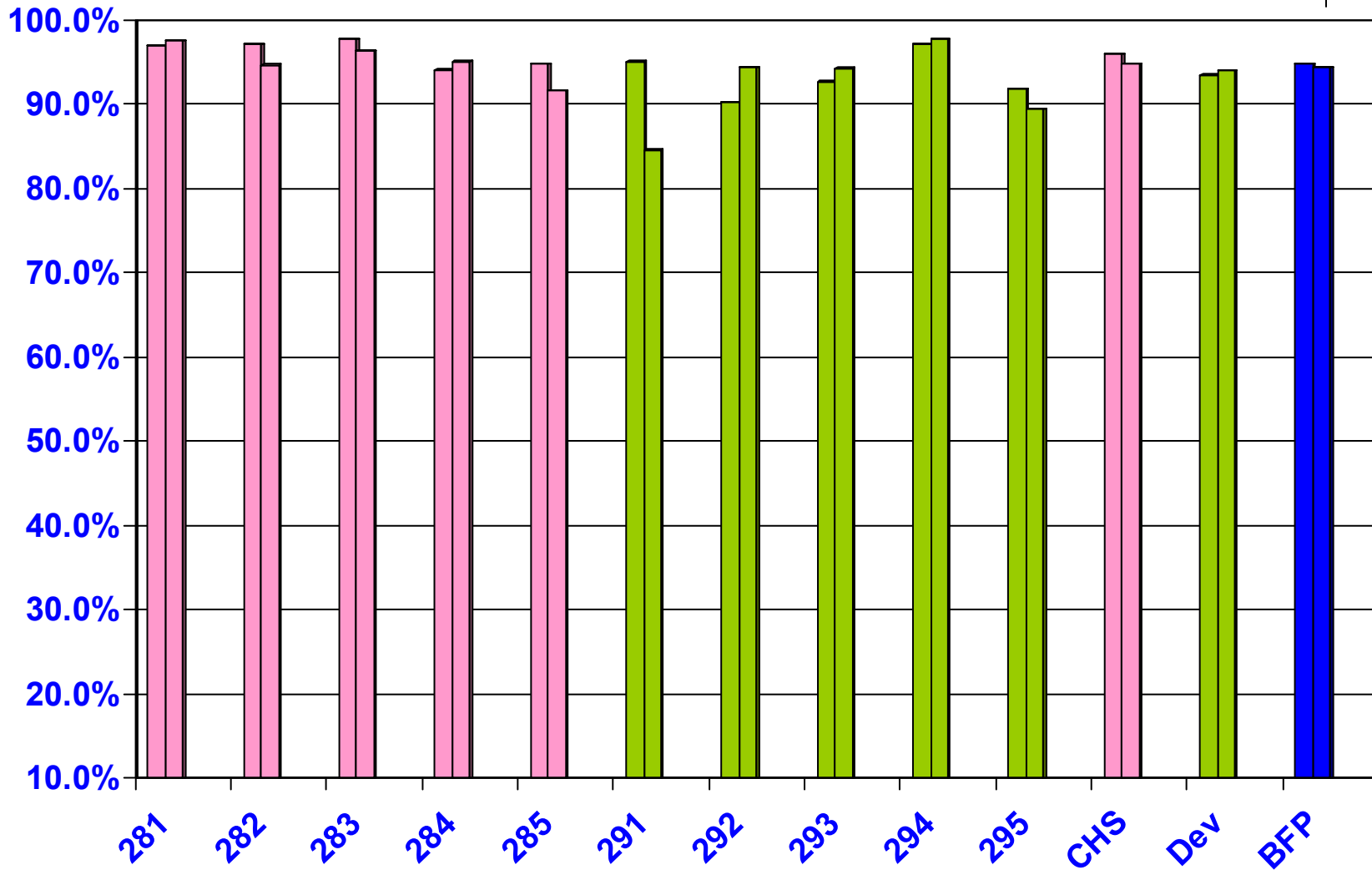
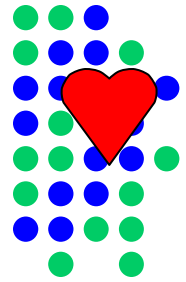


1. Chrono Notes Entered Within 48 Hours-95%
2. Fingerprints-99%
3. Birth Verifications-99%
4. Photos-99%
5. Visits With Mothers-90%
6. Visits With Fathers-40%
7. Children With Both Parents Visited-30%
8. JR's Submitted on Time-100%
9. Supervisor Reviews No More Than 62 days old-100%
10. 95% of Child Visits By COB on 20<sup>th</sup> Day of Each Month
11. Children in Licensed OHC Shall Be Referred For IL Services Within 30 Days of Turning 13 or Entering Car-100%
12. Children aged 13-17 in Licensed Care Will have a Normalcy Plan Completed Every 90 Days-100%
13. Children aged 12-17 in Licensed Care Will Have an Education Plan Completed a Minimum of 1 Time Per Calendar Year-100%

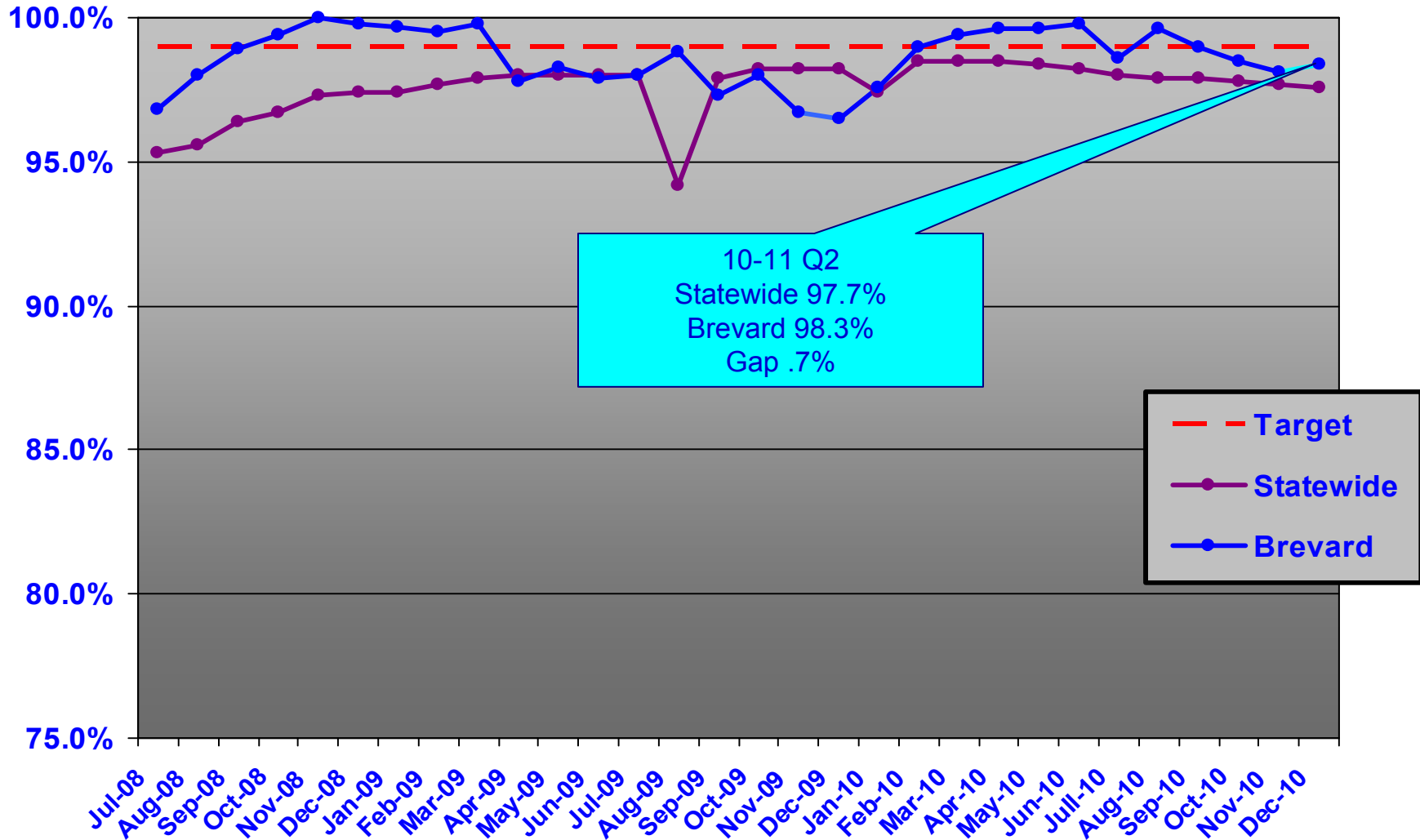
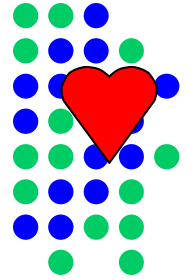
**Best Practice #1 – Timely Home Visit Chrono Entry  
(w/in 48 hrs)  
Target – 95%**



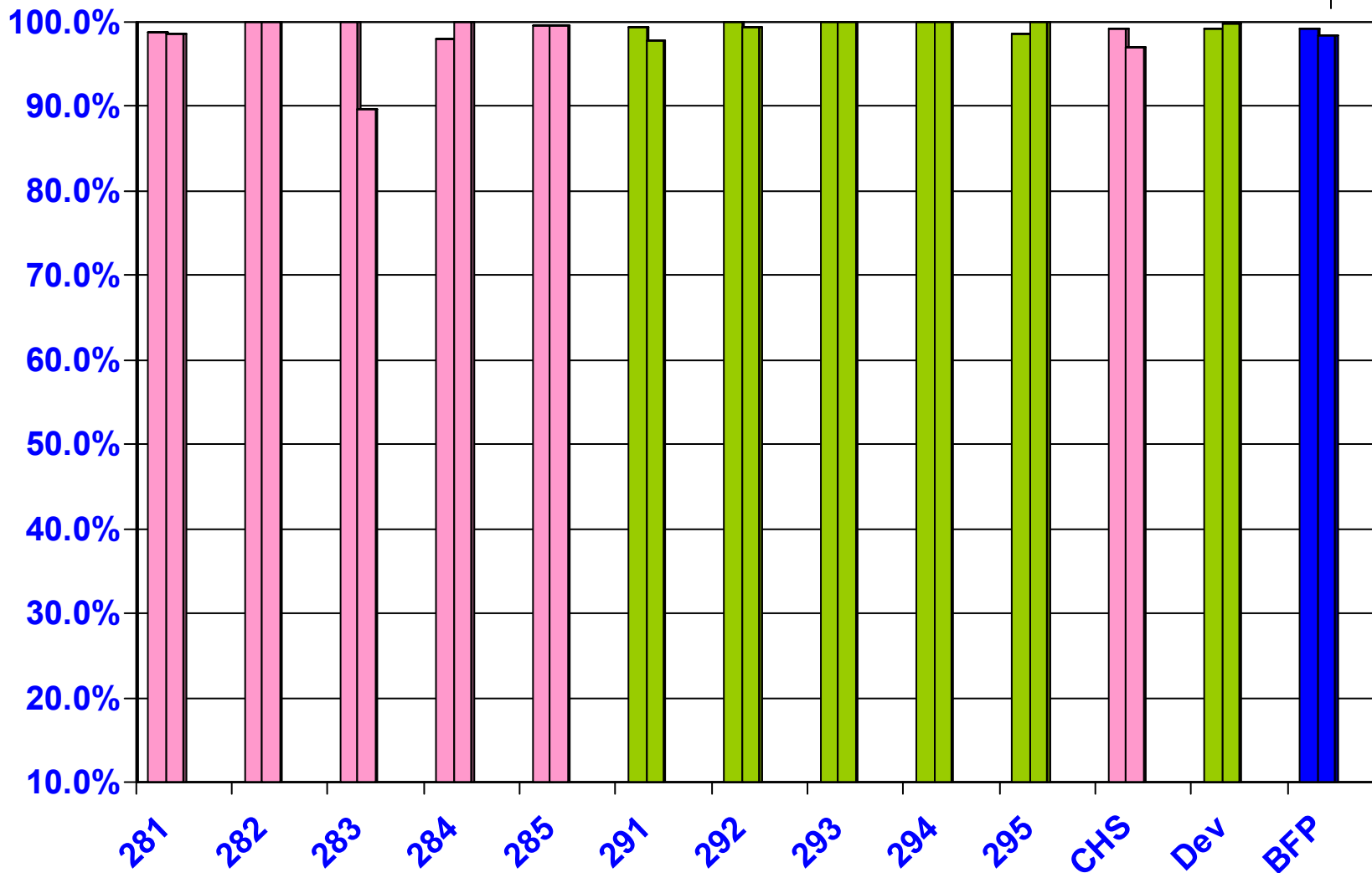
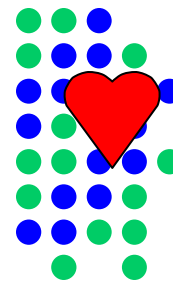
**Best Practice #1 – Timely Home Visit Chrono Entry  
(w/in 48 hrs)  
Target – 95%  
FY 10-11 Quarters 1&2**



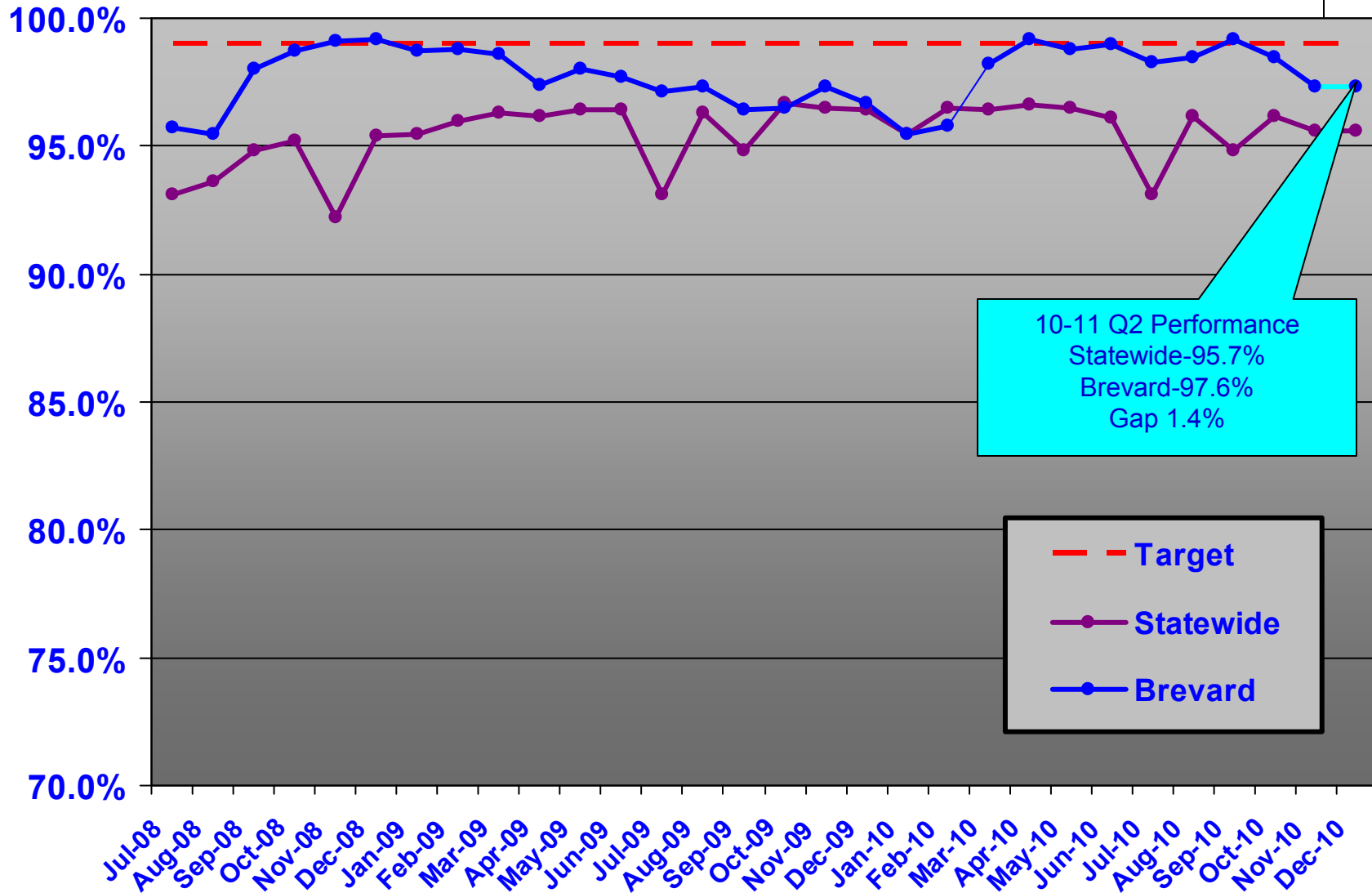
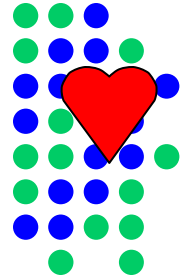
## Best Practice #2 – Fingerprints Obtained Target – 99%



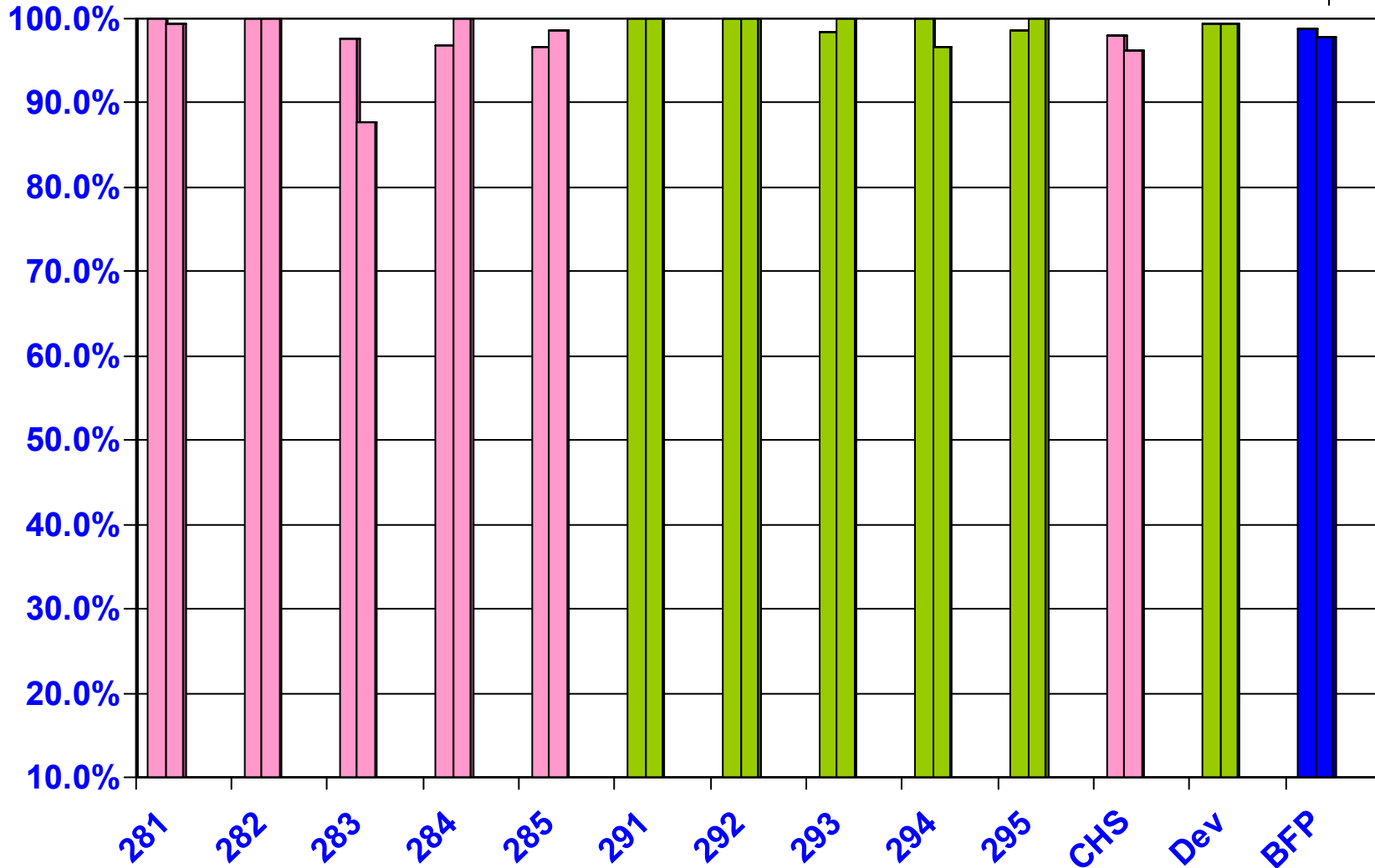
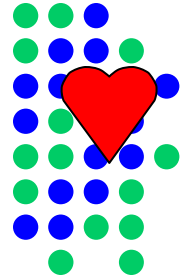
**Best Practice #2 – Fingerprints Obtained**  
**Target – 99%**  
**10-11 Quarters 1&2**



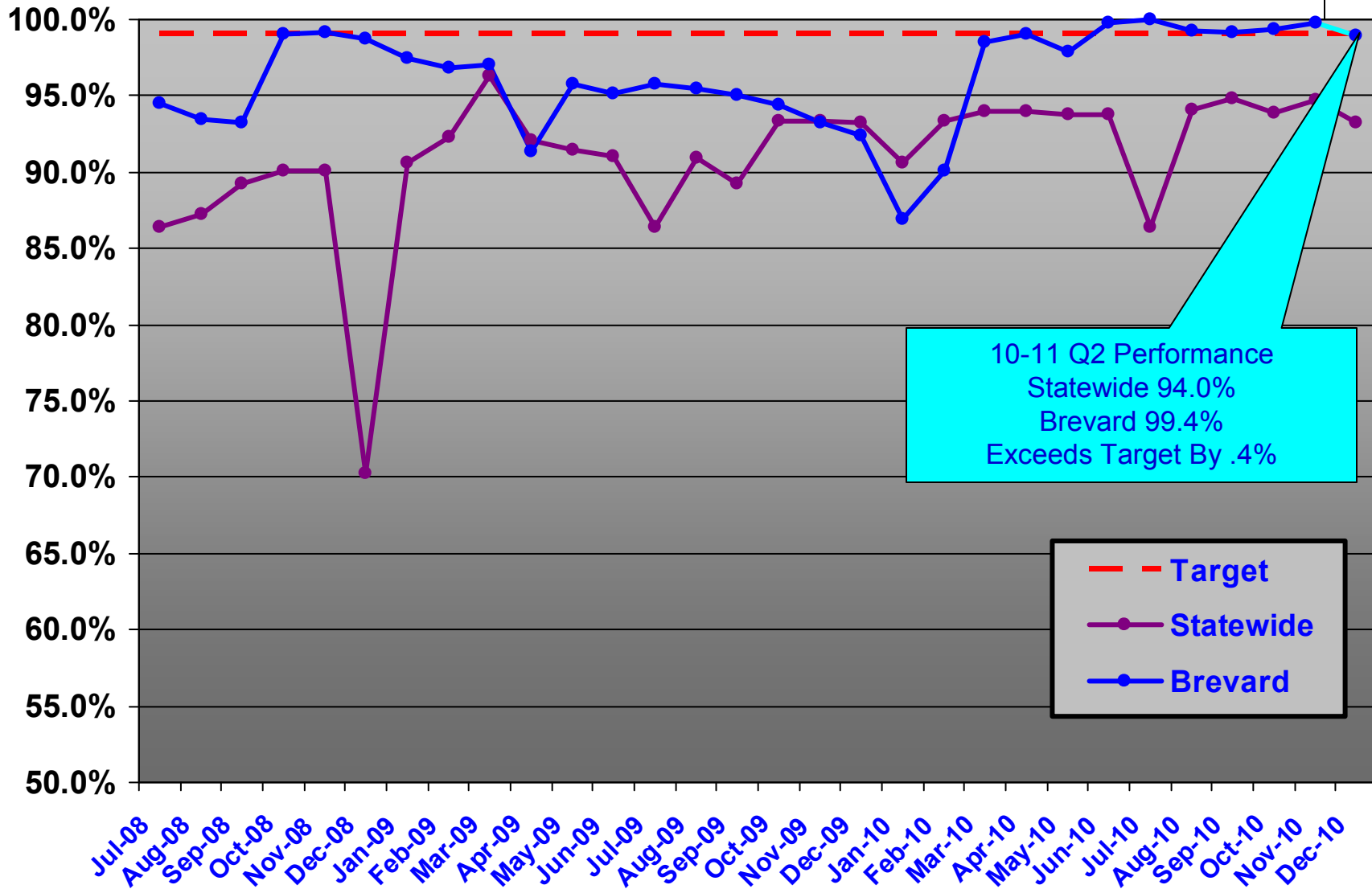
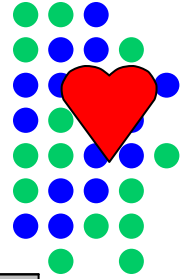
## Best Practice #3 – Birth Verifications Obtained Target – 99%



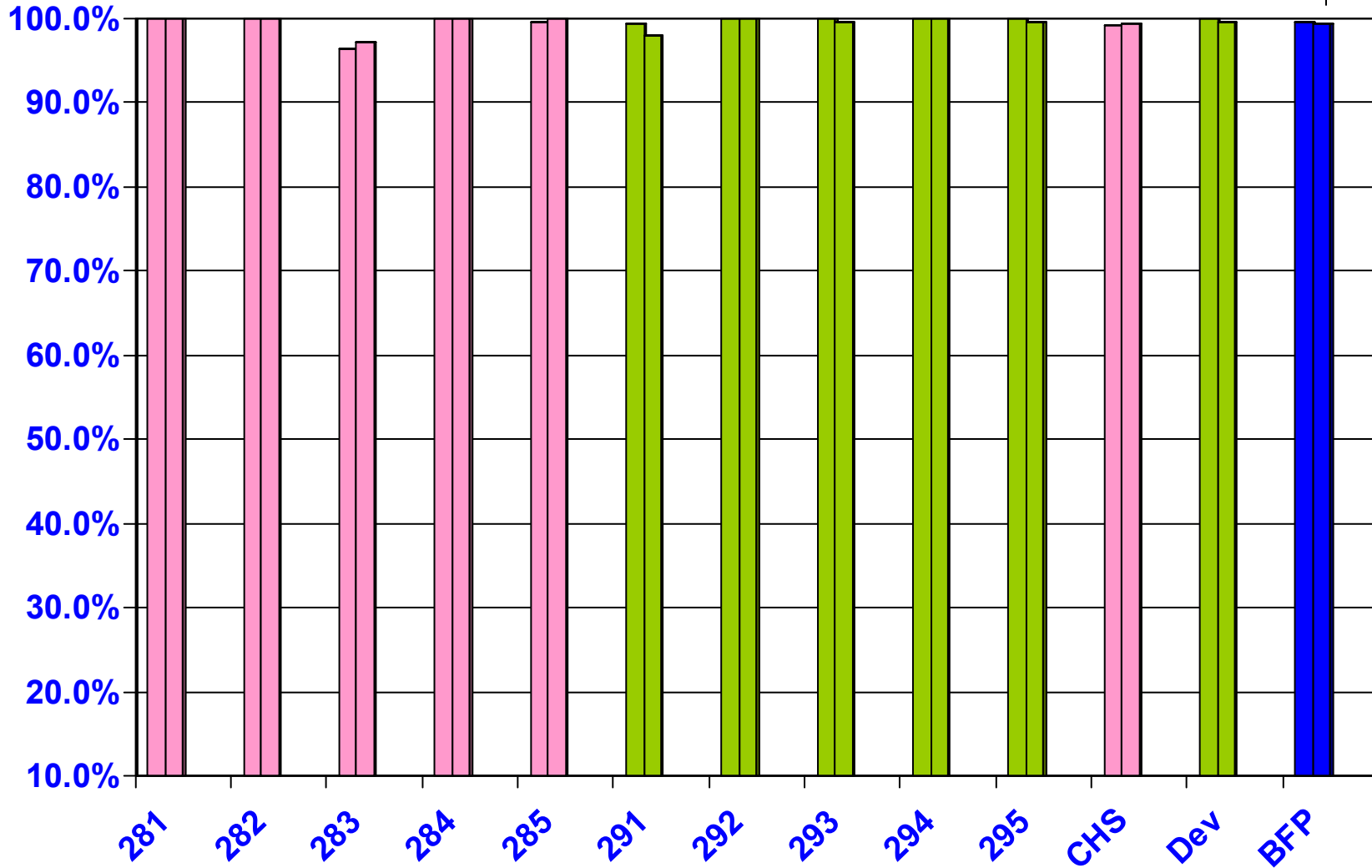
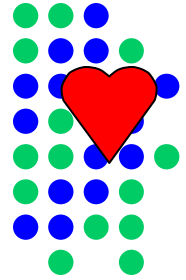
**Best Practice #3 – Birth Verifications Obtained**  
**Target – 99%**  
**10-11 Quarters 1&2**



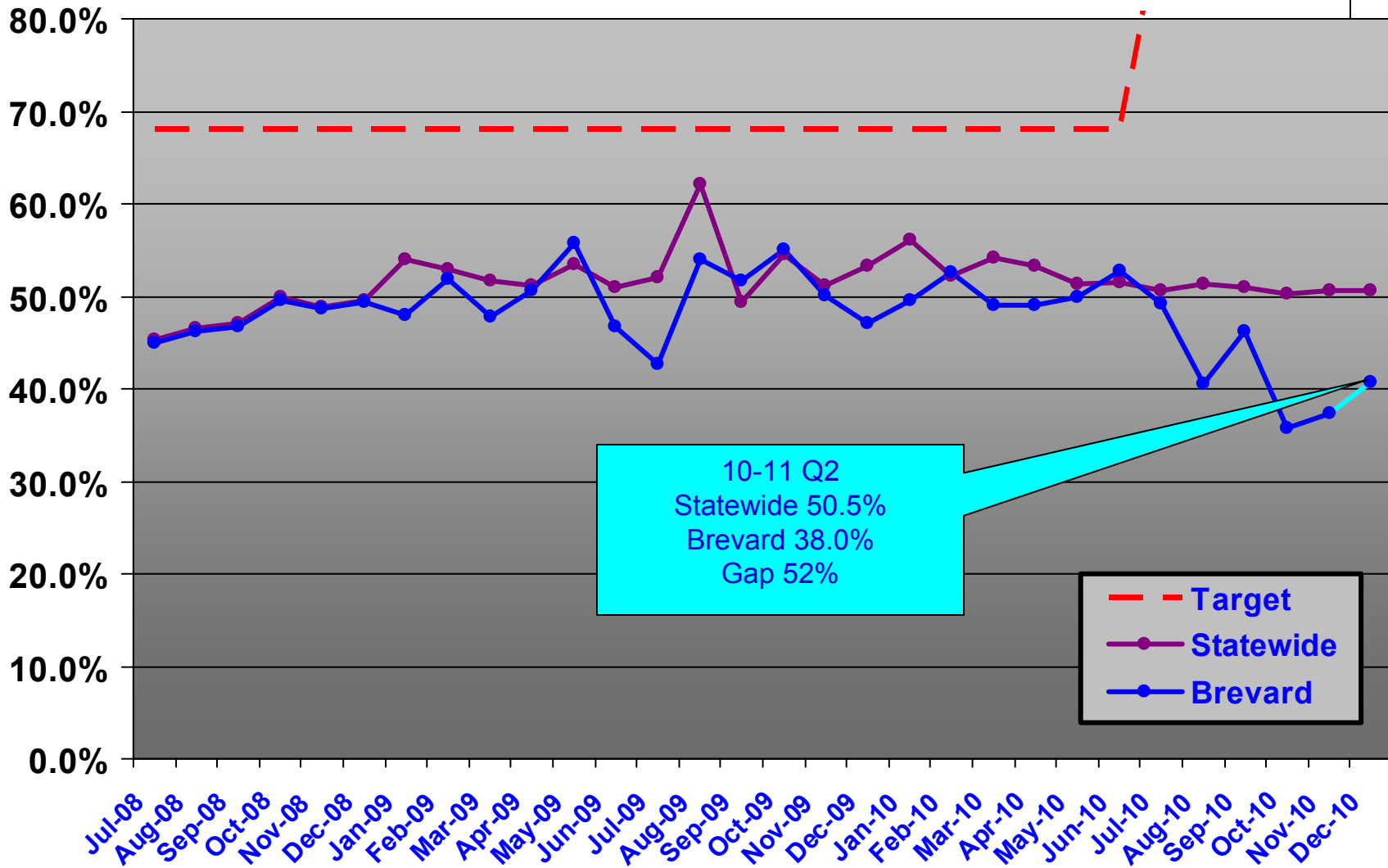
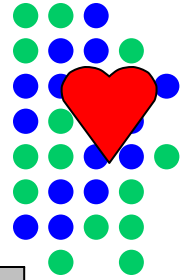
## Best Practice #4 – Photographs Obtained Target – 99%



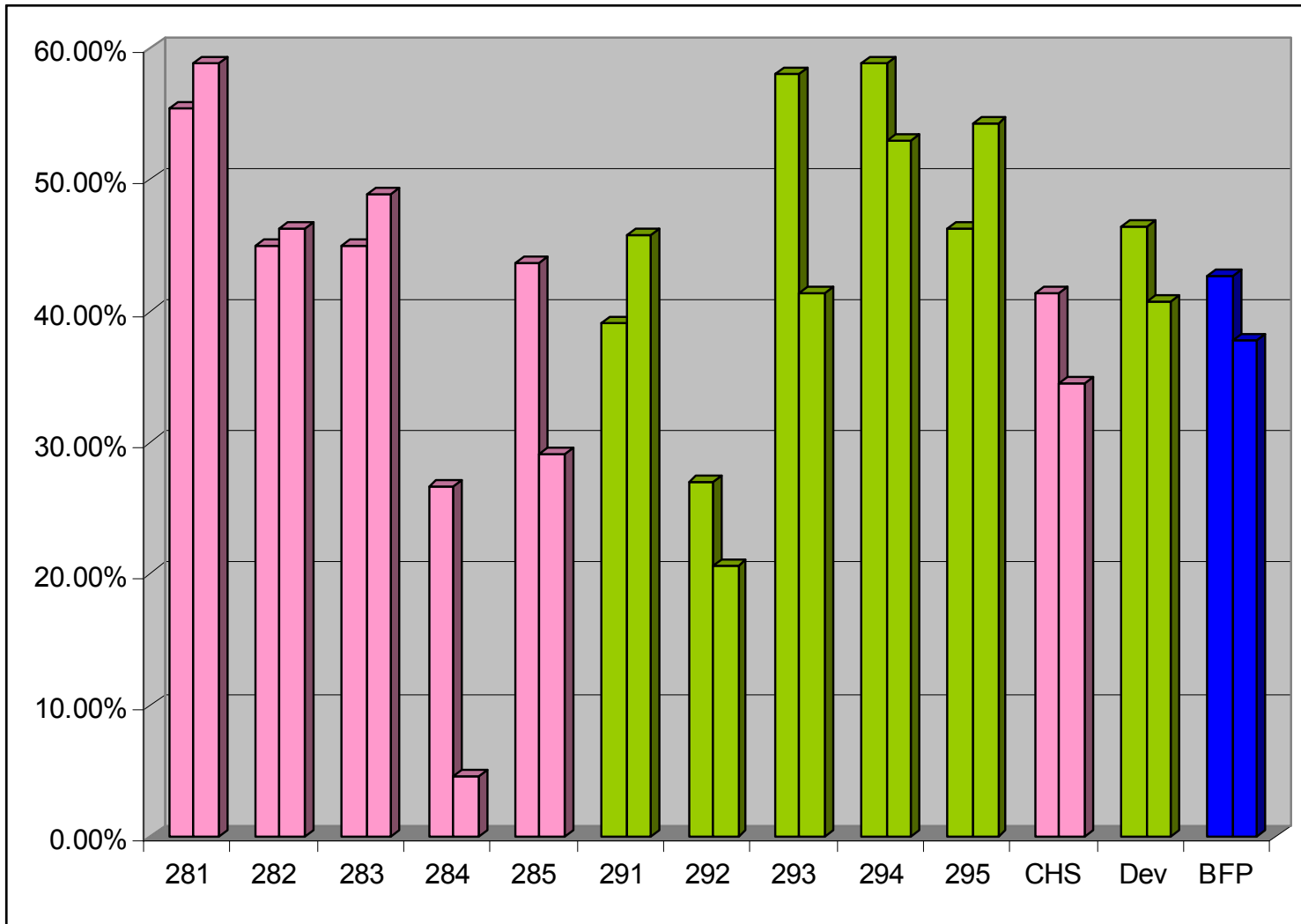
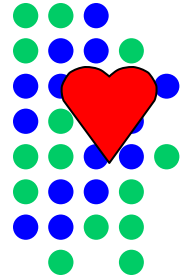
**Best Practice #4 – Photographs Obtained**  
**Target – 99%**  
**10-11 Quarters 1&2**



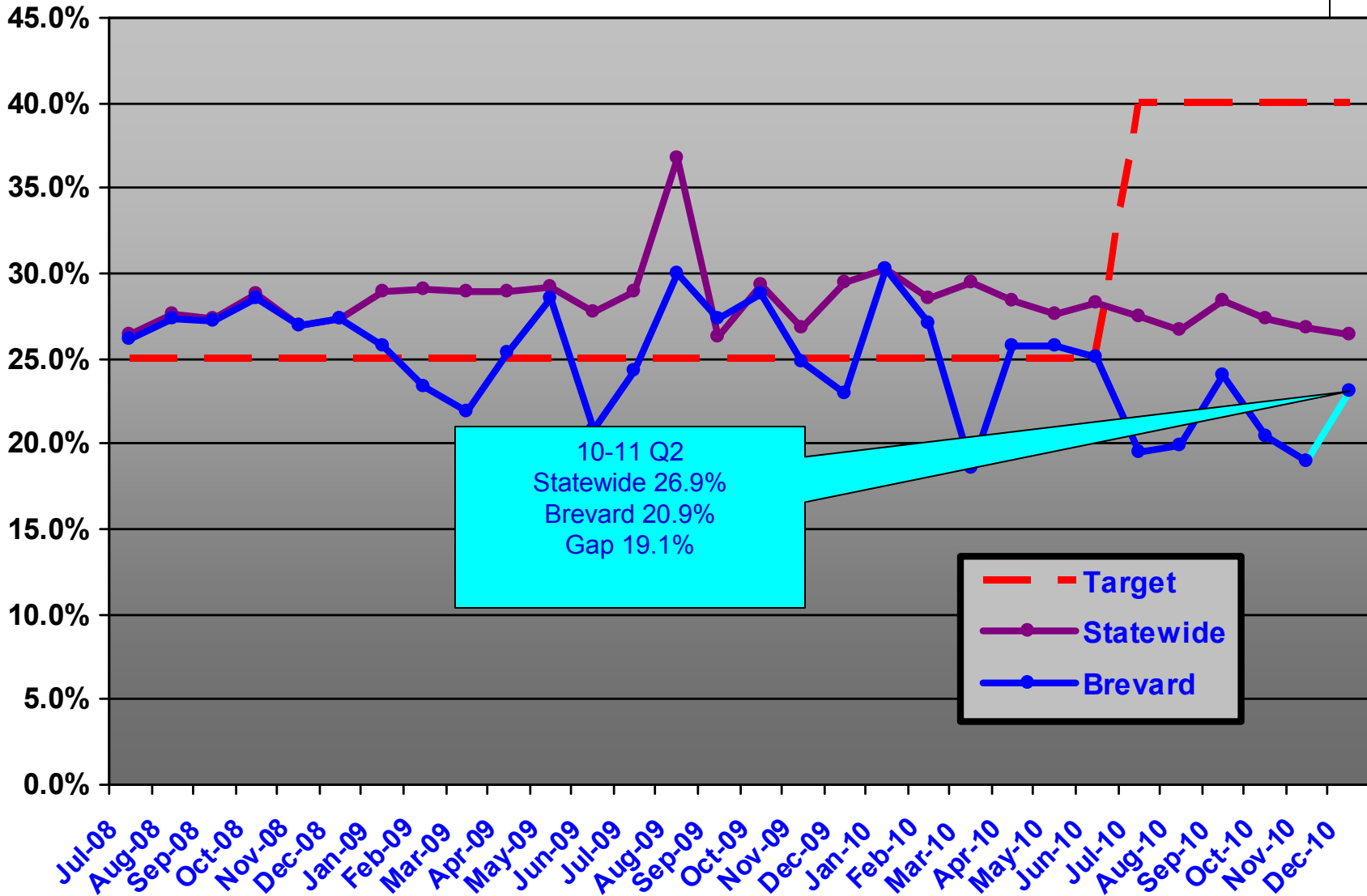
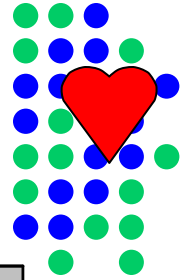
**Best Practice #5**  
**Visits with Mothers**  
**Target – 90%**



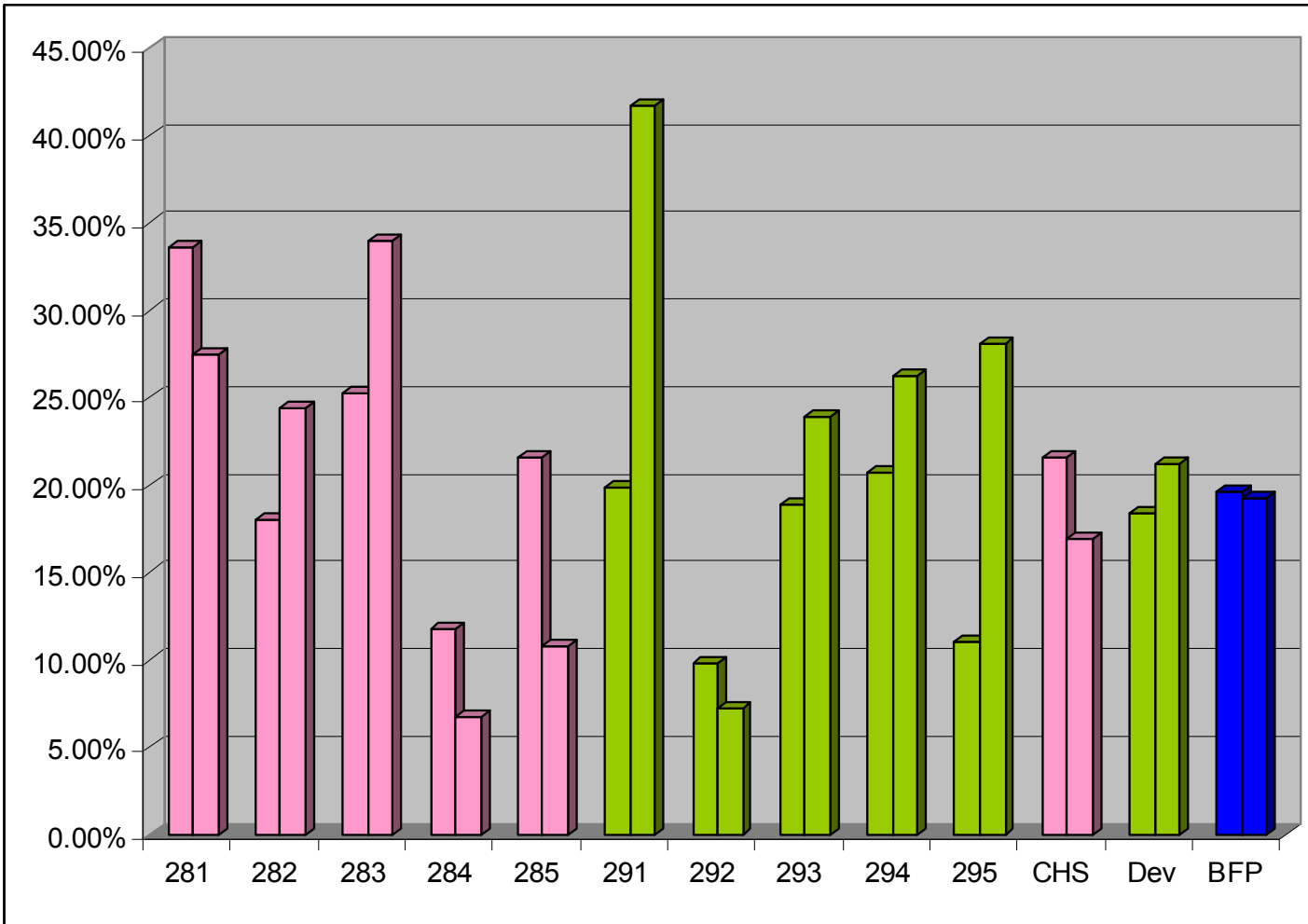
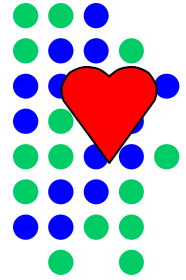
**Best Practice #5**  
**Visits with Mothers**  
**Target – 90%**  
**Quarters 1&2**



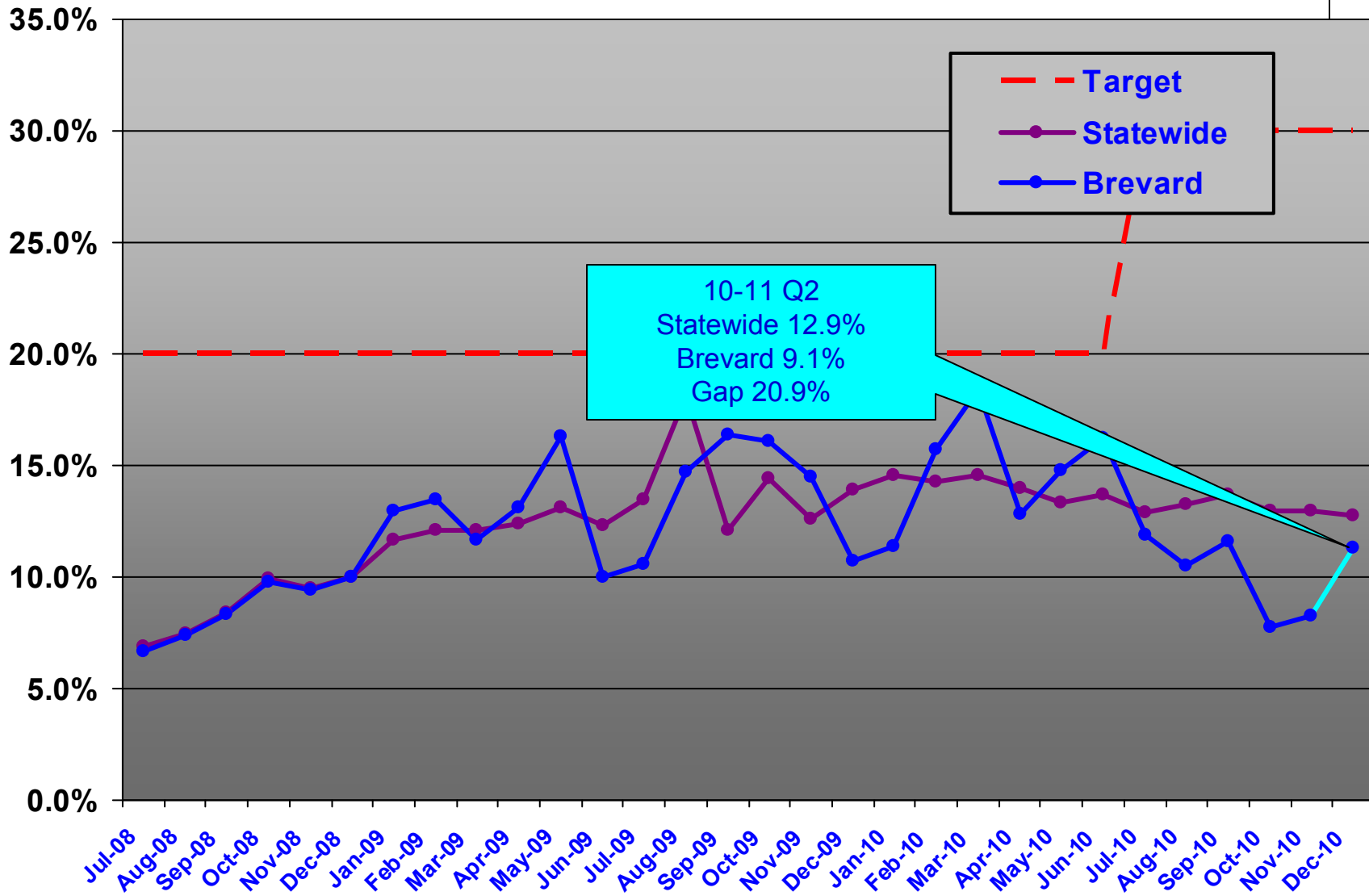
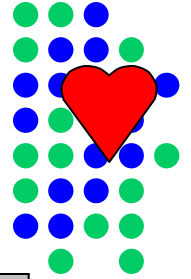
**Best Practice #6**  
**Visits with Fathers**  
**Target – 40%**



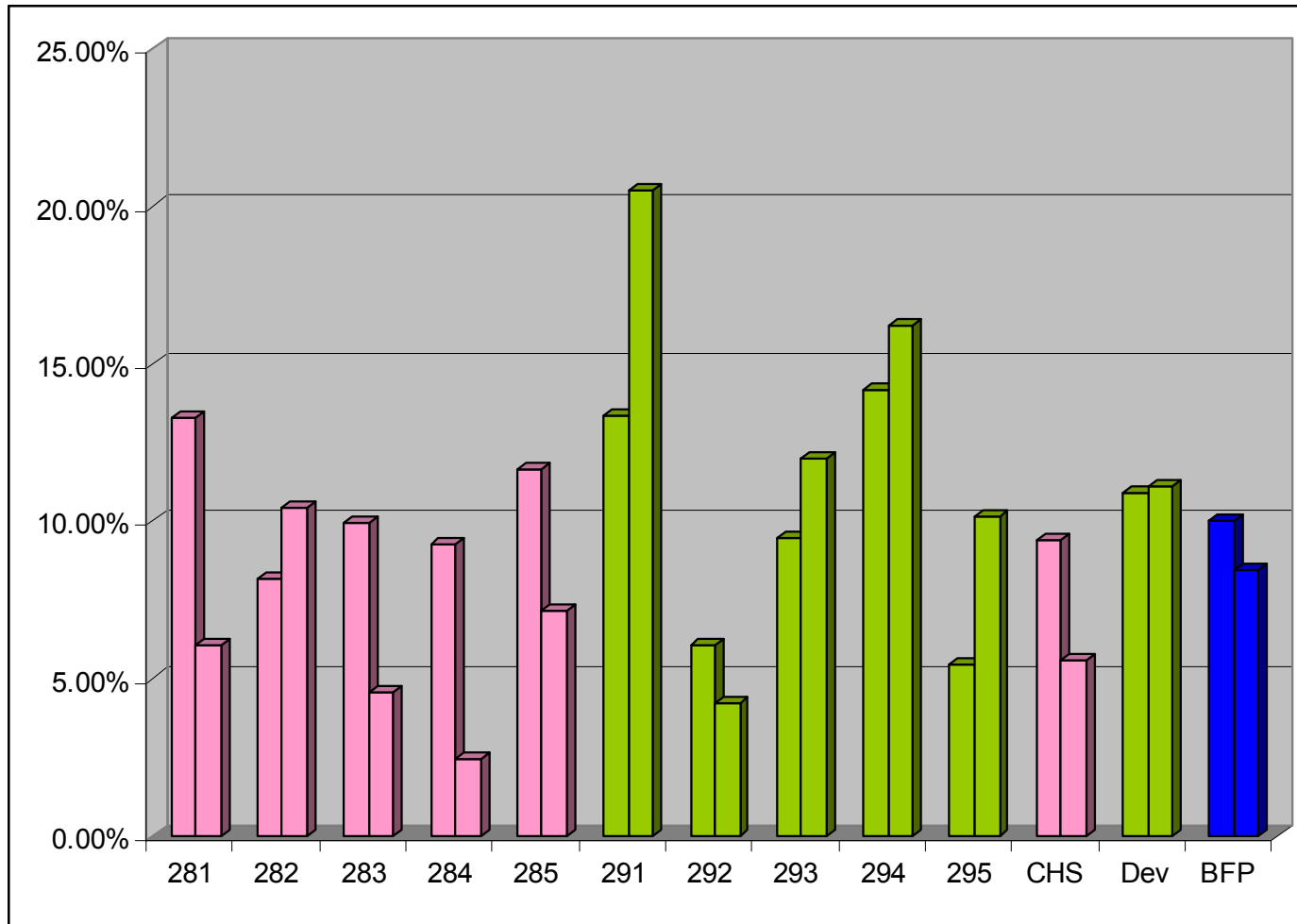
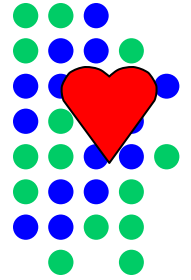
**Best Practice #6**  
**Visits with Fathers**  
**Target – 40%**  
**Quarters 1&2**



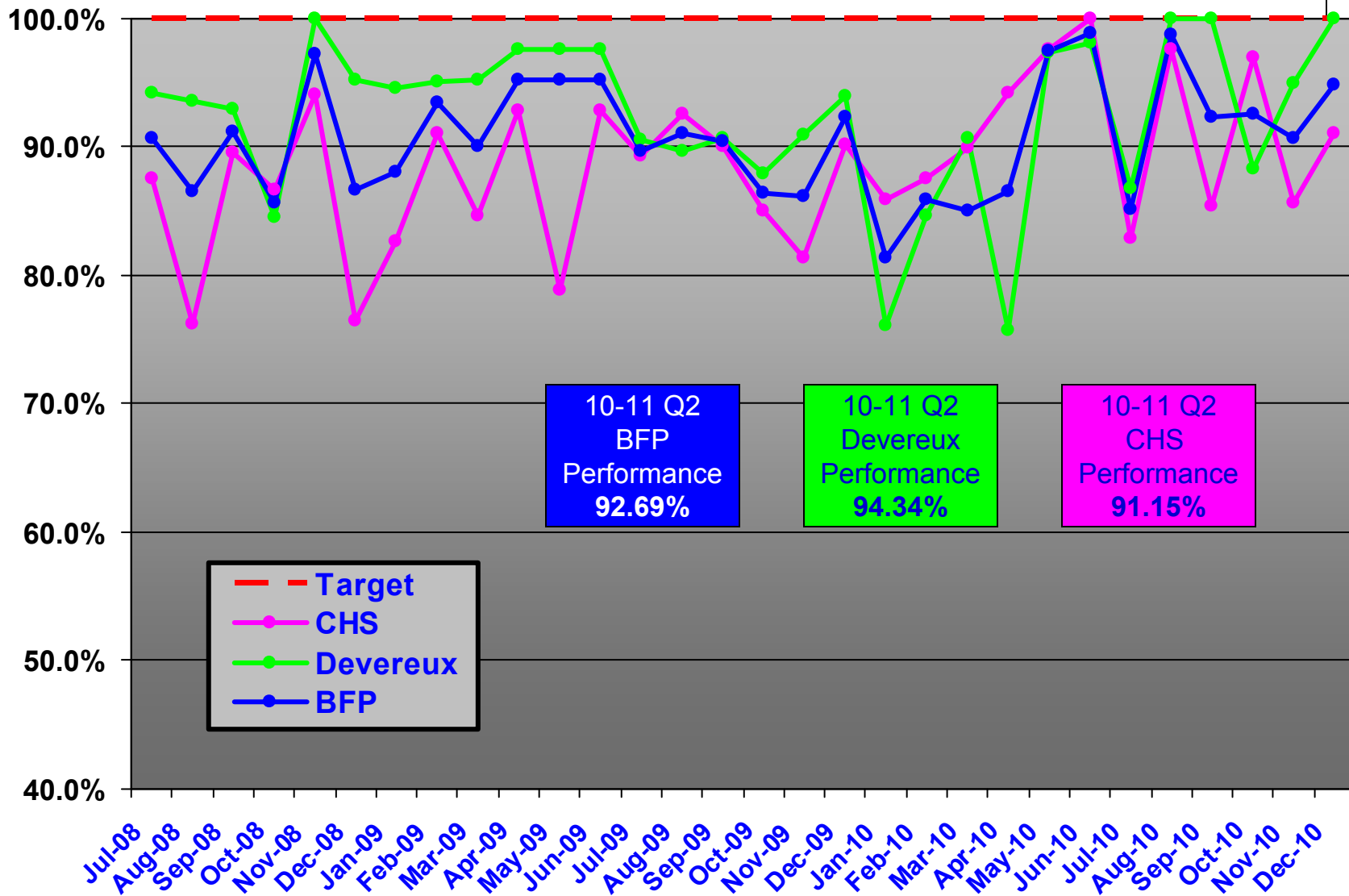
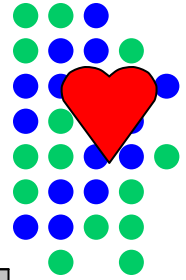
**Best Practice #7**  
**Children with Both Parents Visited**  
**Target – 30%**



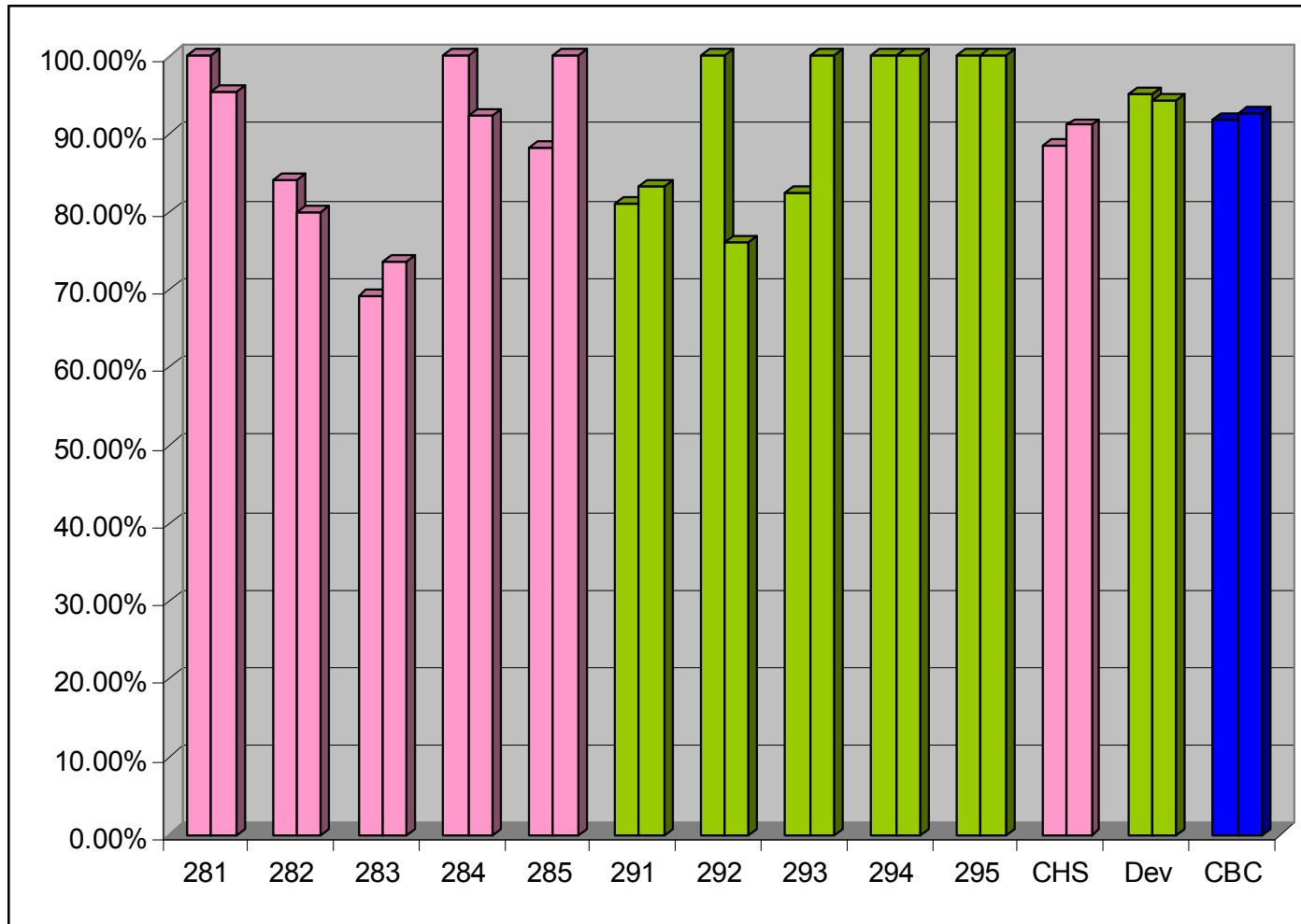
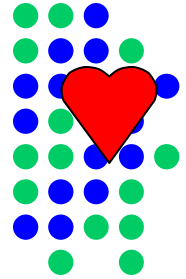
**Best Practice #7**  
**Children with Both Parents Visited**  
**Target – 30%**  
**Quarters 1&2**



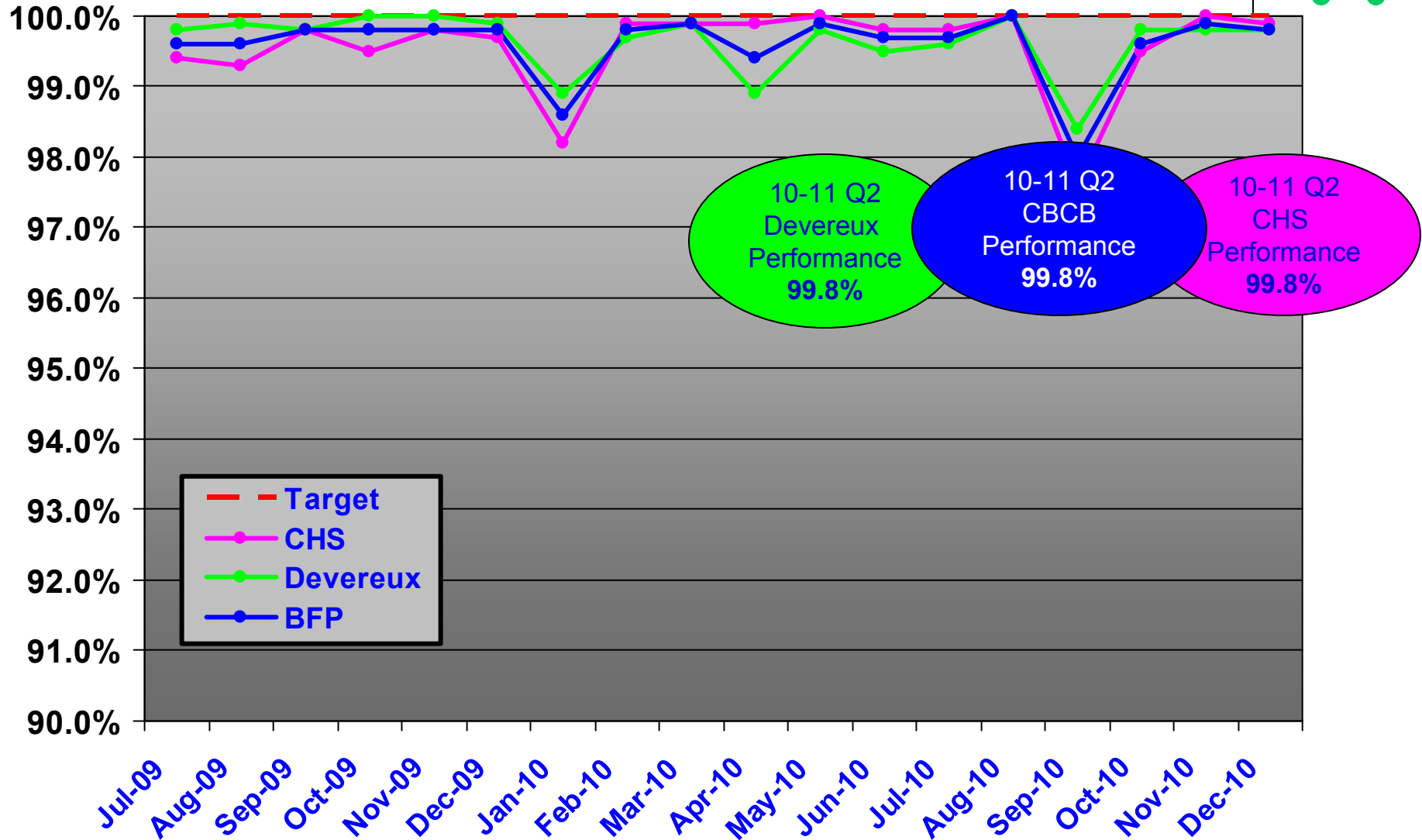
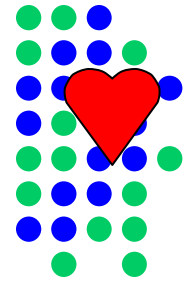
**Best Practice #8 – Judicial Reviews Filed Timely  
(Filed by CLS w/ the Clerk)  
Target – 100%**



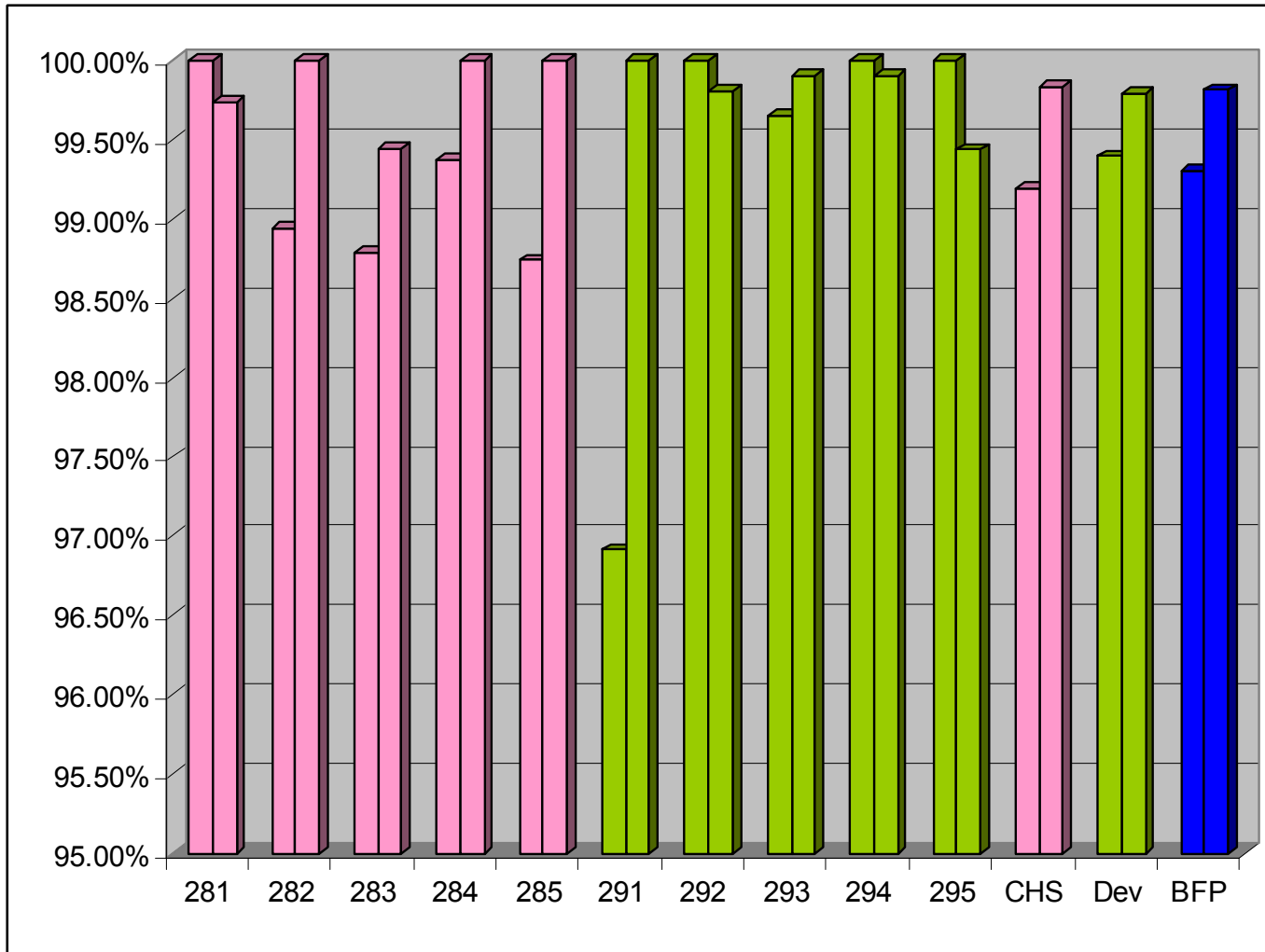
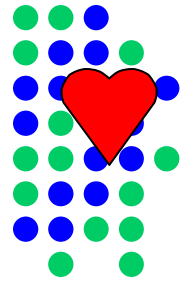
**Best Practice #8 – Judicial Reviews Filed Timely  
(Filed by CLS w/ the Clerk)  
Target – 100%  
Quarters 1&2**



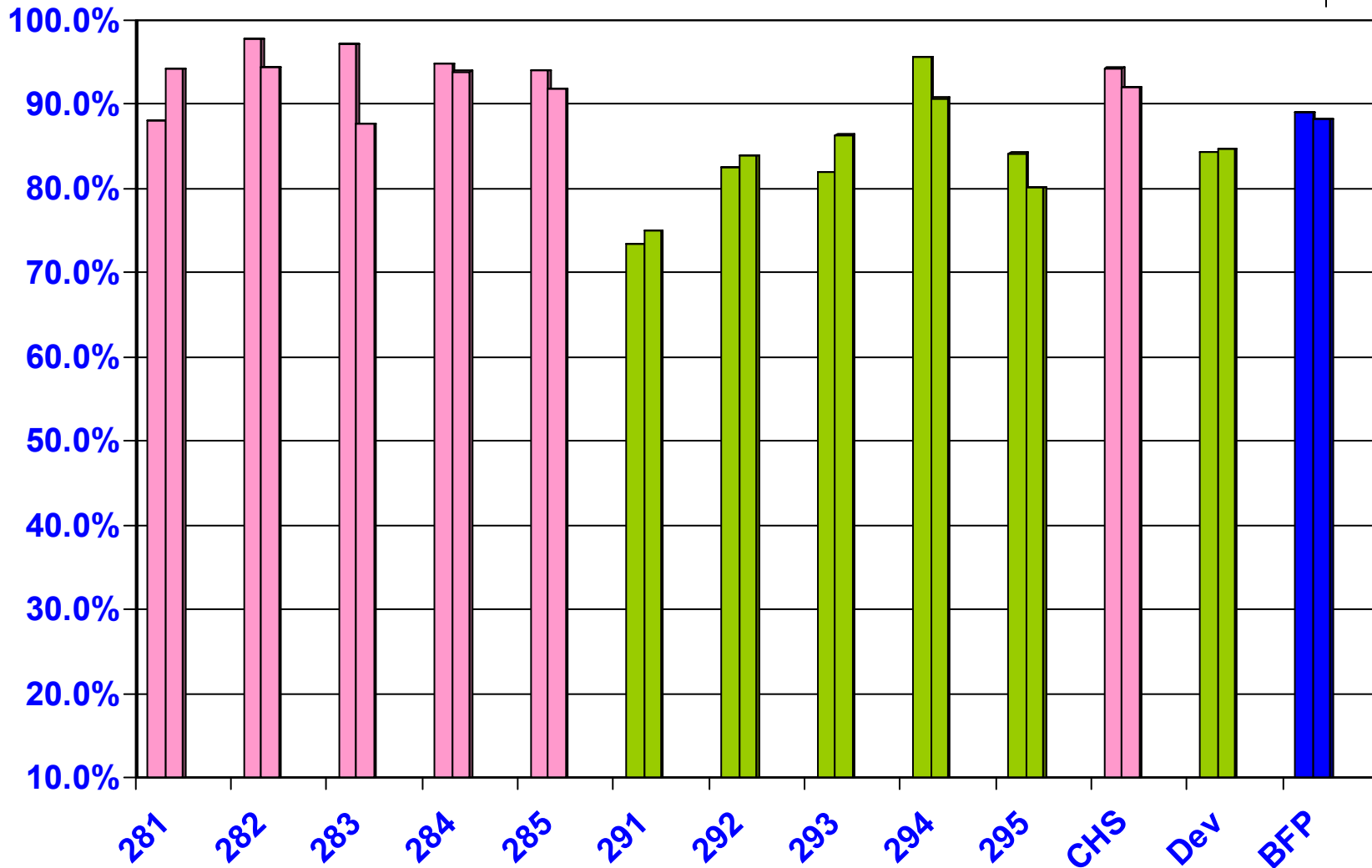
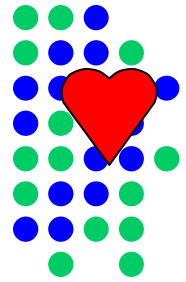
**Best Practice #9 – Supervisor Reviews  
No More Than 62 Days Old  
Target – 100%**



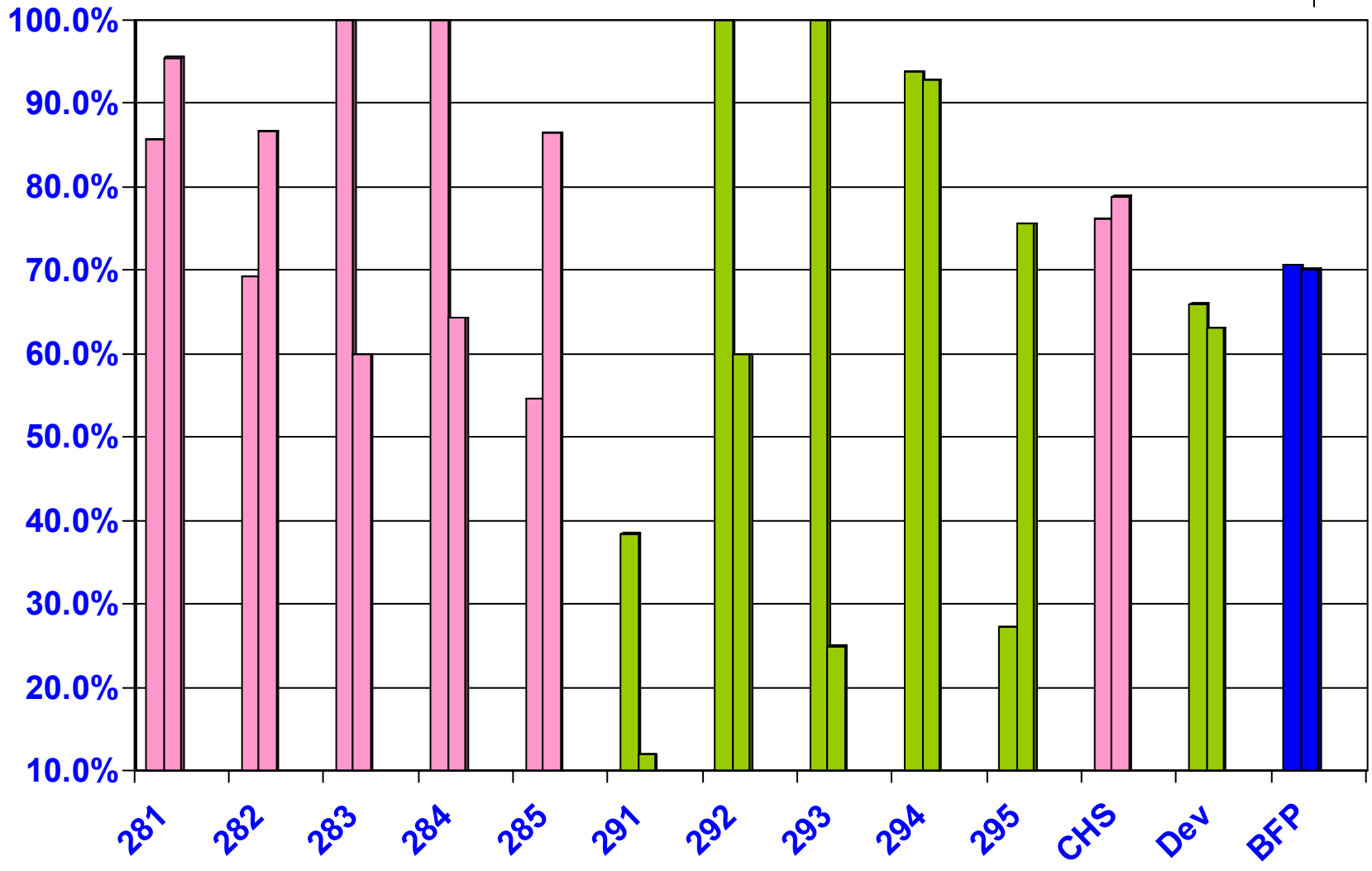
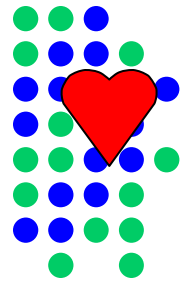
**Best Practice #9 – Supervisor Reviews  
No More Than 62 Days Old  
Target – 100%  
Quarters 1&2**



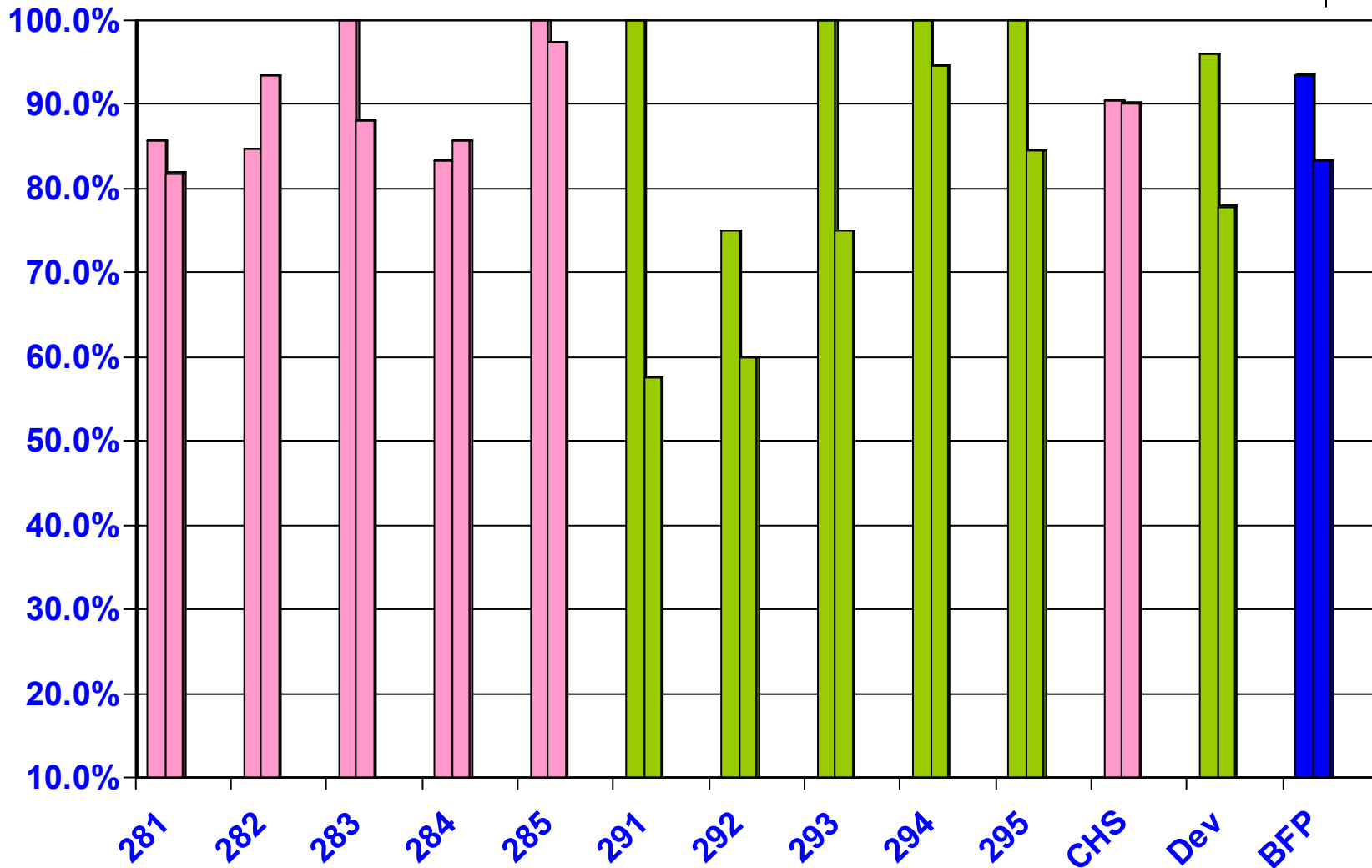
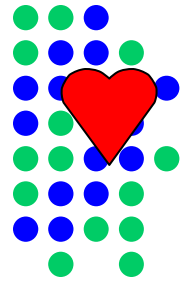
**Best Practice #10 – 95% of Child Visits By COB on  
20<sup>th</sup> Day of Each Month  
10-11 Quarters 1&2**



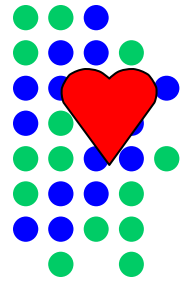
**Best Practice #12-Children aged 13-17 in Licensed Care Will have a Normalcy Plan Completed Every 90 Days-100%  
10-11 Quarters 1&2**



**Best Practice #13-Children aged 12-17 in Licensed Care Will Have an Education Plan Completed a Minimum of 1 Time Per Calendar Year-100%  
10-11 Quarters 1&2**

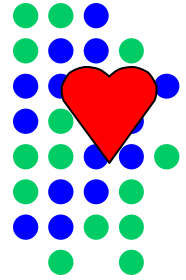


# CBC Best Practice FY 10-11 Quarter 2



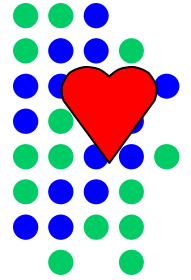
Agency	Chrono Notes	Ranking	Fingerprints	Ranking	Birth Verification	Ranking	Photos	Ranking	Visits with Mothers	Ranking	Visits with Fathers	Ranking	Children with Both Parents Visited	Ranking	Total	Total Ranking
Clay & Bakers Kid Net	92.4%	2	99.5%	5	99.0%	2	96.3%	10	62.8%	3	37.8%	1	19.5%	2	25	1
Eckerd Youth Alternatives	79.1%	11	99.8%	2	99.5%	1	99.0%	3	51.7%	9	29.6%	6	18.3%	3	35	2
CBC of Seminole	76.4%	15	99.1%	7	98.3%	6	98.9%	5	55.5%	5	33.8%	3	20.5%	1	42	3
Heartland for Children	82.5%	7	99.9%	1	97.8%	8	99.1%	2	51.2%	10	23.7%	13	9.9%	14	55	4
Hillsborough KIDS, Inc.	87.7%	5	98.5%	10	98.1%	7	92.2%	16	54.0%	6	34.8%	2	13.4%	10	56	5
Our Kids Inc.	91.2%	3	96.3%	18	88.5%	20	98.1%	8	68.5%	1	27.7%	9	14.5%	7	66	6
YMCA South	80.6%	9	99.8%	2	97.6%	9	96.9%	9	45.3%	12	22.6%	14	12.7%	12	67	7
<b>CBC of Brevard</b>	94.4%	1	98.3%	11	97.6%	9	99.4%	1	38.0%	17	20.9%	16	9.1%	16	71	8
Family Support Services	78.7%	12	99.7%	4	98.5%	3	99.0%	3	45.2%	13	20.0%	17	5.4%	20	72	9
CBC of Volusia-Flagler	82.1%	8	99.1%	7	98.4%	4	98.5%	6	37.4%	18	19.9%	18	4.4%	21	82	10
Children's Network of SW Florida	76.6%	14	92.7%	21	96.2%	13	83.3%	21	56.9%	4	31.2%	5	18.1%	4	82	10
Families First Network	75.1%	17	94.9%	20	82.9%	21	89.6%	18	64.6%	2	33.6%	4	15.4%	5	87	12
Big Bend CBC West	65.6%	20	98.9%	9	96.3%	12	95.5%	11	44.2%	14	25.3%	12	14.1%	9	87	12
St. Johns County Commission	91.0%	4	96.6%	17	95.9%	14	95.3%	13	39.0%	16	25.7%	11	11.4%	13	88	14
Kids Central, Inc.	74.7%	18	97.7%	14	90.0%	19	95.4%	12	49.5%	11	28.9%	8	14.5%	7	89	15
Child and Family Connections	75.6%	16	99.2%	6	98.3%	5	98.2%	7	33.2%	20	17.5%	20	6.4%	16	90	16
Family Services of Metro Orlando	72.8%	19	98.1%	12	93.4%	18	92.0%	17	52.7%	8	27.6%	10	15.2%	6	90	16
United for Families	77.7%	13	95.6%	19	95.5%	16	87.6%	19	53.4%	7	29.0%	7	13.0%	11	92	18
Big Bend CBC East	80.6%	9	97.3%	16	95.8%	15	93.2%	14	43.6%	15	22.4%	15	8.7%	17	101	10
Partnership for Strong Families	84.1%	6	97.4%	15	97.3%	11	93.0%	15	36.4%	19	16.9%	21	9.2%	15	102	20
ChildNet Inc.	65.2%	21	98.0%	13	95.5%	16	86.8%	20	33.2%	20	19.3%	19	7.3%	18	127	21
Statewide	79.0%		97.7%		95.7%		94.0%		50.49%		26.87%		12.89%			

# Unit Leaderboard FY 10-11 Quarter 2



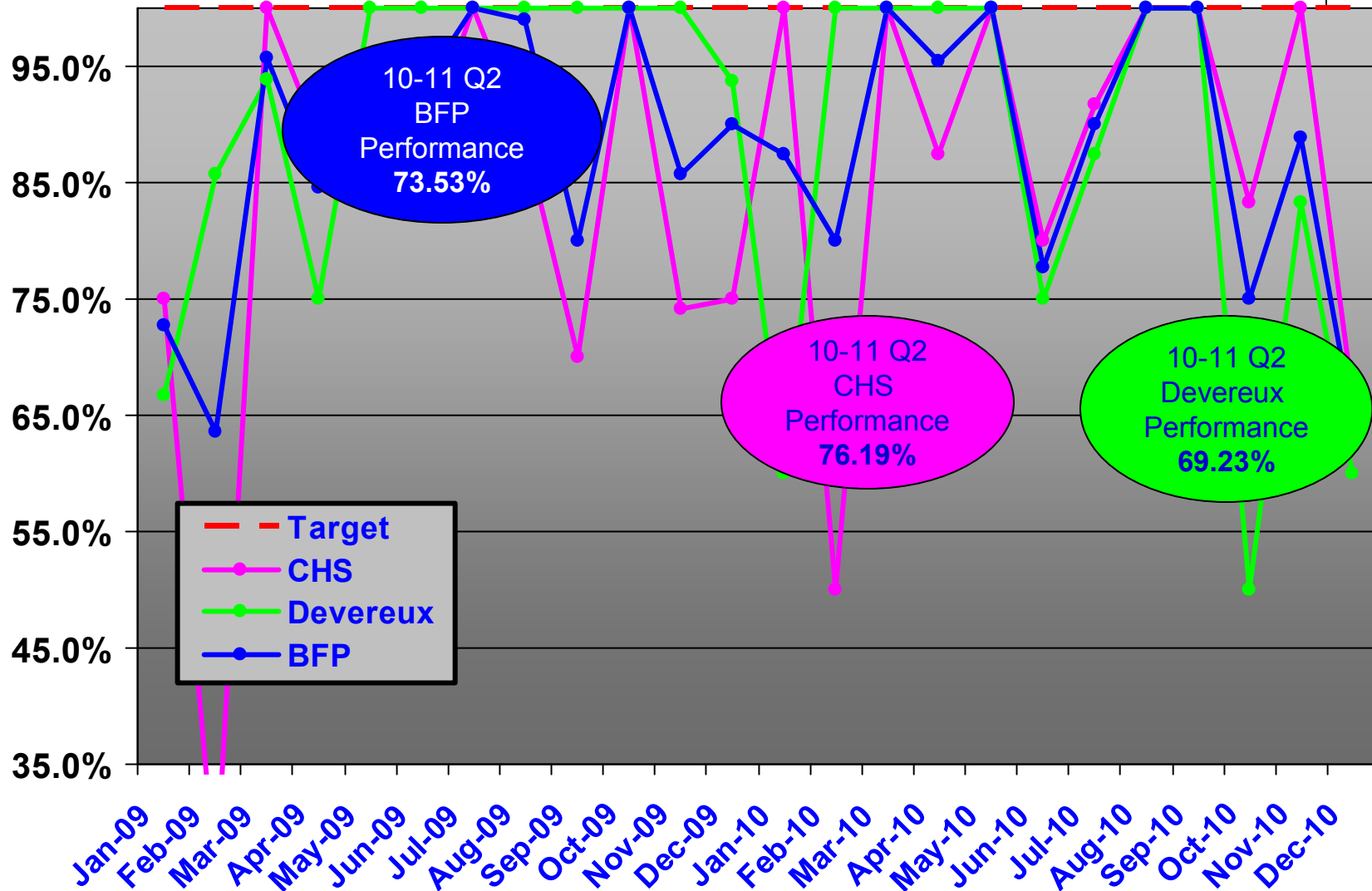
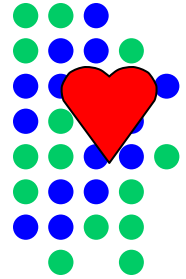
Units	Timely Chronos Notes	Ranking	Fingerprints	Ranking	Birth Verification	Ranking	Photos	Ranking	Visits With Mothers	Ranking	Visits With Fathers	Ranking	Visits With Both Parents	Ranking	JRs Filed Timely	Ranking	Supervisor Reviews (Every 60 Days)	Ranking	Children Seen By the 20th Day of Each Month	Ranking	Children 13-17 With Normalcy Plans	Ranking	Children 12-17 With Education Plans	Ranking	Total	Total Ranking
Unit 294	97.81%	1	100.00%	1	96.47%	9	100.00%	1	53.05%	3	26.28%	5	16.22%	2	100.00%	1	99.90%	5	90.73%	5	92.86%	2	94.64%	2	37	1
Unit 282	94.69%	5	100.00%	1	100.00%	1	100.00%	1	46.30%	5	24.39%	6	10.45%	4	80.00%	8	100.00%	1	94.35%	1	86.67%	3	93.33%	3	39	2
Unit 281	97.46%	2	98.58%	8	99.29%	7	100.00%	1	58.93%	1	27.45%	4	6.03%	7	95.45%	5	99.70%	8	94.21%	2	95.45%	1	81.82%	7	53	3
Unit 285	91.56%	8	99.52%	6	98.58%	8	100.00%	1	29.17%	8	10.83%	8	7.14%	6	100.00%	1	100.00%	1	91.87%	4	86.49%	4	97.30%	1	56	4
Unit 284	95.10%	4	100.00%	1	100.00%	1	100.00%	1	4.64%	10	6.76%	10	2.45%	10	92.31%	6	100.00%	1	93.91%	3	64.29%	6	85.71%	5	58	5
Unit 295	89.45%	9	100.00%	1	100.00%	1	99.03%	8	54.29%	2	28.13%	3	10.13%	5	100.00%	1	99.40%	9	80.16%	9	75.56%	5	84.44%	6	59	6
Unit 293	94.32%	7	100.00%	1	100.00%	1	99.50%	7	41.38%	7	23.97%	7	11.98%	3	100.00%	1	99.90%	5	86.39%	7	25.00%	9	75.00%	8	63	7
Unit 291	84.62%	10	97.83%	9	100.00%	1	97.87%	9	45.71%	6	41.67%	1	20.51%	1	83.33%	7	100.00%	1	75.00%	10	12.12%	10	57.58%	10	75	8
Unit 292	94.43%	6	99.43%	7	100.00%	1	100.00%	1	20.54%	9	7.27%	9	4.19%	9	76.19%	9	99.80%	7	83.91%	8	60.00%	7	60.00%	9	82	9
Unit 283	96.40%	3	89.60%	10	87.56%	10	97.24%	10	48.87%	4	34.00%	2	4.58%	8	73.68%	10	99.40%	9	87.69%	6	60.00%	7	88.00%	4	83	10

# Other Measures We Follow

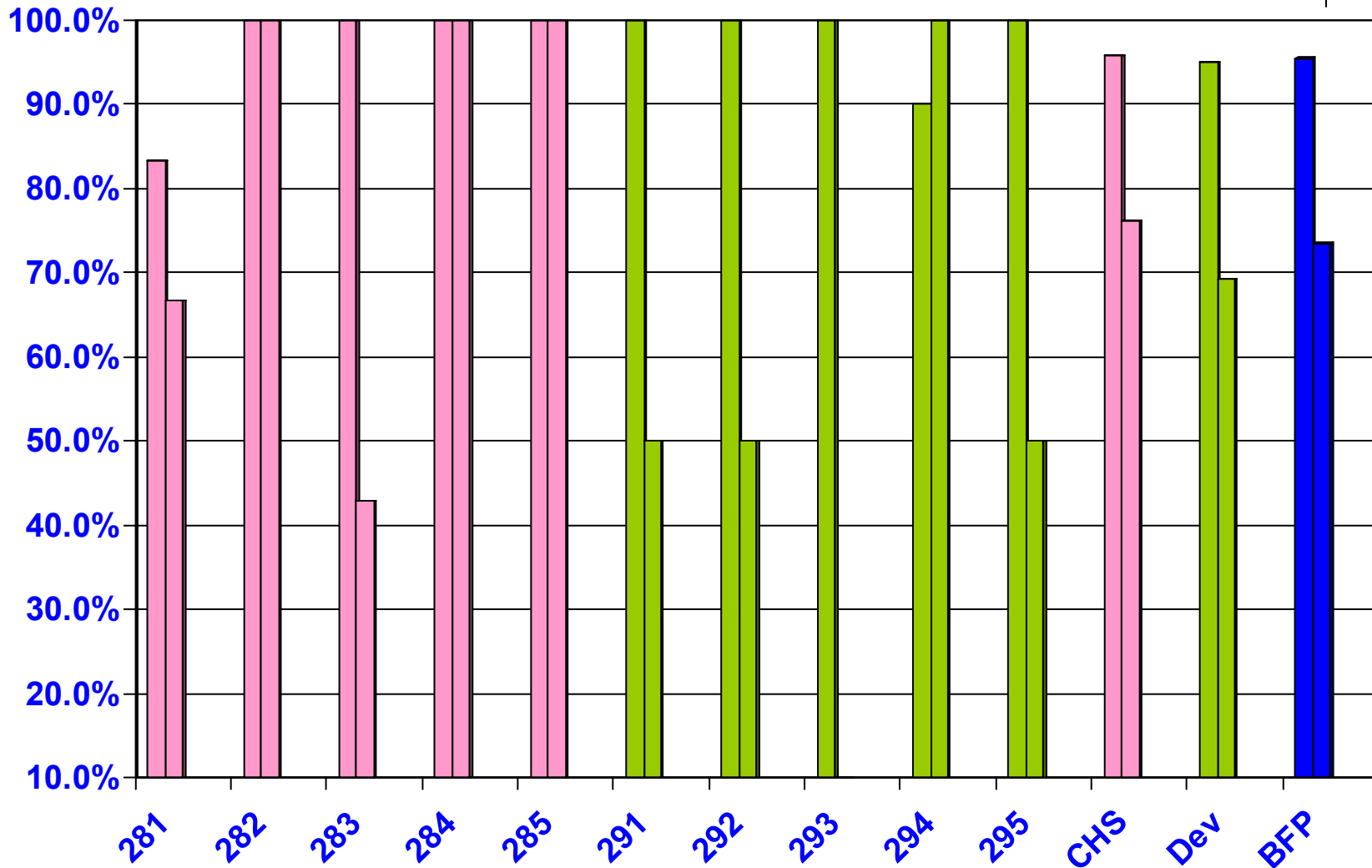
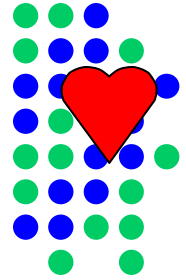


- Exit Interviews
- Repeat Maltreat During Services
- Referrals For Cares
- Cases Staffed for Services

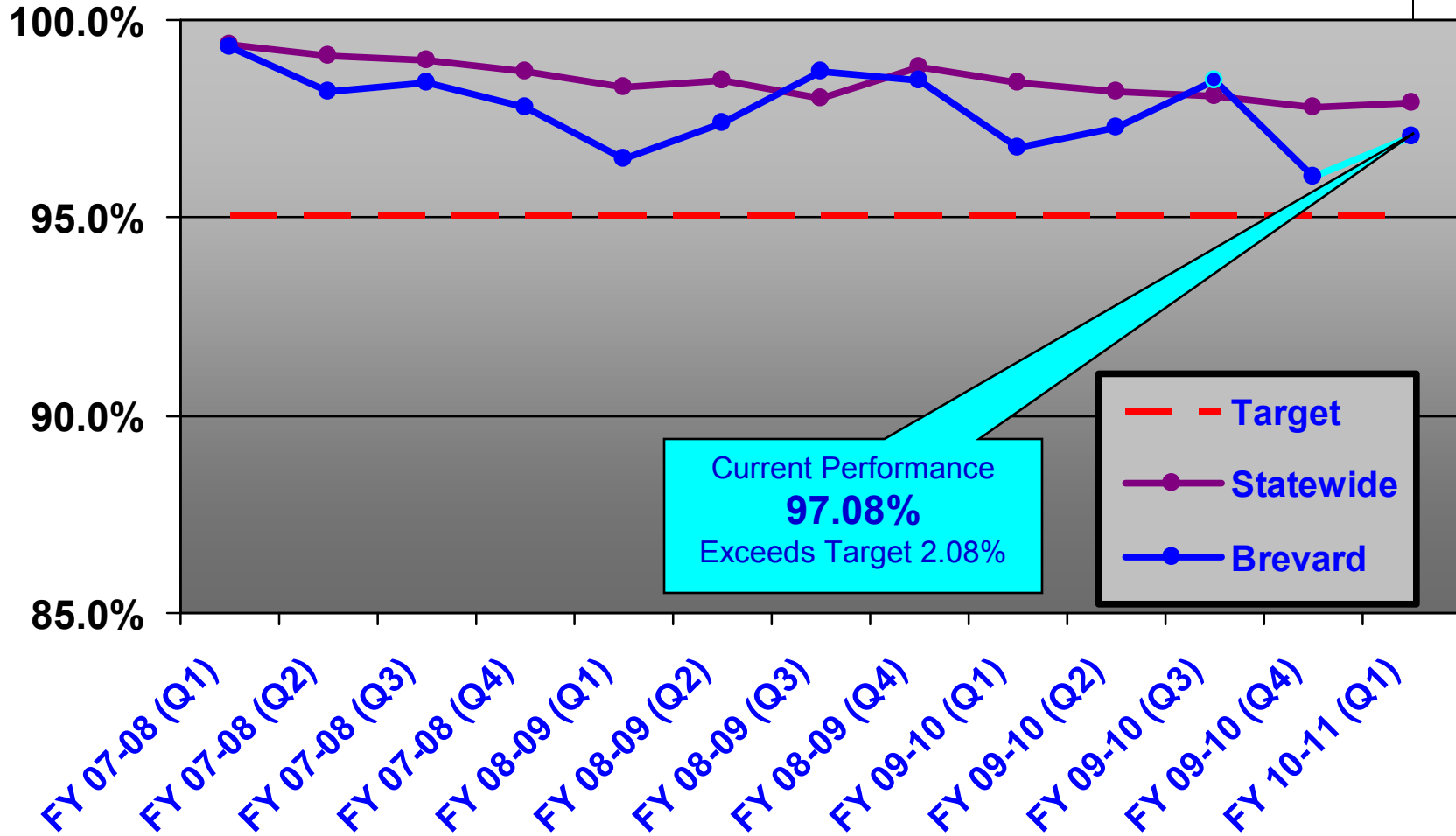
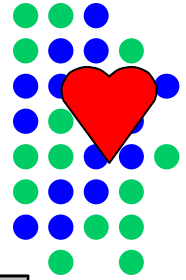
**Exit Interviews Completed Timely**  
**Target – 100%**  
**10-11 Quarter 2**



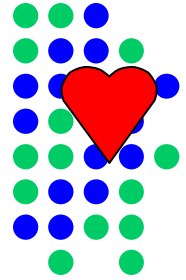
***Exit Interviews Completed Timely***  
***Target – 100%***  
***10-11 Quarters 1&2***



# Repeat Maltreatment Target - 95%

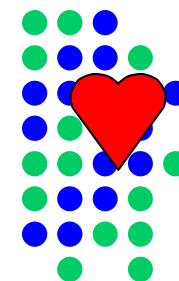


# CARES Referrals 10-11 Quarter 2



<i>Intake to CARES - FY 10-11</i>					
Month	211	Community Resource	CPI	Self	Total Intake
July	8	28	106	26	168
August	6	10	81	29	126
September	15	17	101	38	171
<b>Q1 Total</b>	29	55	288	93	465
<b>Q1 Average</b>	9.67	18.33	96.00	31.00	155.00
October	7	9	114	49	179
November	14	4	85	28	131
December	17	18	89	25	149
<b>Q2 Total</b>	38	31	288	102	459
<b>Q2 Average</b>	12.67	10.33	96.00	34.00	153.00
January					0
February					0
March					0
<b>Q3 Total</b>	0	0	0	0	0
<b>Q3 Average</b>	0.00	0.00	0.00	0.00	0.00
April					0
May					0
June					0
<b>Q4 Total</b>	0.00	0.00	0.00	0.00	0
<b>Q4 Average</b>	0.00	0.00	0.00	0.00	0.00
<b>09-10 Average</b>	5.58	7.17	48.00	16.25	77.00
<b>Totals</b>	67.00	86.00	576.00	195.00	924.00

# Staffings 10-11 Quarter 2



<i>Intake to Ongoing Case Management - FY 10-11</i>					
Month	VPS	Court - In Home	Court-OHC (licensed)	Court - OHC (unlicensed)	Total Intake
July	32	11	1	12	56
August	58	2	8	6	74
September	32	13	15	15	75
<b>Q1 Total</b>	<b>122</b>	<b>26</b>	<b>24</b>	<b>33</b>	<b>205</b>
<b>Q1 Average</b>	<b>40.67</b>	<b>8.67</b>	<b>8.00</b>	<b>11.00</b>	<b>68.33</b>
October	54	8	12	25	99
November	34	6	11	15	66
December	22	9	7	14	52
<b>Q2 Total</b>	<b>110</b>	<b>23</b>	<b>30</b>	<b>54</b>	<b>217</b>
<b>Q2 Average</b>	<b>36.7</b>	<b>7.7</b>	<b>10.0</b>	<b>18.0</b>	<b>72.3</b>
January					0
February					0
March					0
<b>Q3 Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Q3 Average</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
April					0
May					0
June					0
<b>Q4 Total</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0</b>
<b>Q4 Average</b>	<b>0.0</b>	<b>0.00</b>	<b>0.0</b>	<b>0.0</b>	<b>0.00</b>
<b>09-10 Average</b>	<b>19.3</b>	<b>4.1</b>	<b>4.5</b>	<b>7.3</b>	<b>35.2</b>
<b>09-10 Totals</b>	<b>232.0</b>	<b>49.0</b>	<b>54.0</b>	<b>87.0</b>	<b>422</b>

# Q2 Results FY 2010 ~ 2011

25 cases reviewed during Q2

13 CHS

12 Dev

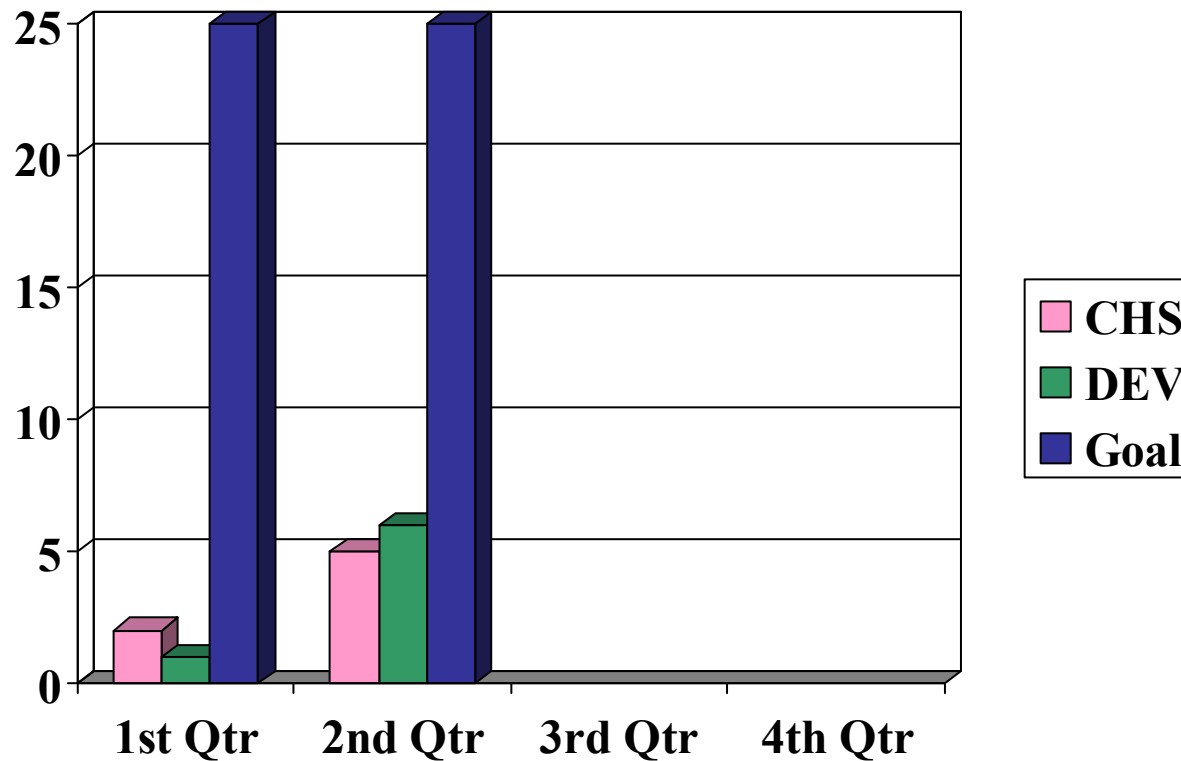
10 SCC

10 CCC

5 NCC

## Compliance with Clients Receiving BFP Handbooks

Goal is 100% of the 25 cases identified for the quarterly Quality Assurance Case Reviews will have form signed by client indicating they have received the BFP handbook. This will continue to be monitored for the 3<sup>rd</sup> quarter to improve compliance.



# CHS Overall Ratings

	<b>Children's Home Society</b>				
	Yes	%Yes	No	%No	NA
<b>Safety Outcome 1</b>	15	88%	2	12%	9
<b>Safety Outcome 2</b>	47	87%	7	13%	50
<b>Permanency Outcome 1</b>	56	86%	9	14%	104
<b>Permanency Outcome 2</b>	70	85%	12	15%	126
<b>Well-Being Outcome 1</b>	111	86%	18	14%	79
<b>Well-Being Outcome 2</b>	17	81%	4	19%	18
<b>Well-Being Outcome 3</b>	40	74%	14	26%	50
<b>Federal Child and Family Services Review</b>	44	88%	6	12%	2
<b>Total</b>	400	85%	72	15%	438

# Devereux Overall Ratings

	Devereux				
	Yes	%Yes	No	%No	NA
<b>Safety Outcome 1</b>	12	86%	2	14%	10
<b>Safety Outcome 2</b>	36	78%	10	22%	50
<b>Permanency Outcome 1</b>	41	84%	8	16%	107
<b>Permanency Outcome 2</b>	46	79%	12	21%	134
<b>Well-Being Outcome 1</b>	89	75%	29	25%	74
<b>Well-Being Outcome 2</b>	8	100%	0	0%	28
<b>Well-Being Outcome 3</b>	19	59%	13	41%	64
<b>Federal Child and Family Services Review</b>	33	85%	6	15%	9
<b>Total</b>	<b>284</b>	<b>78%</b>	<b>80</b>	<b>22%</b>	<b>476</b>

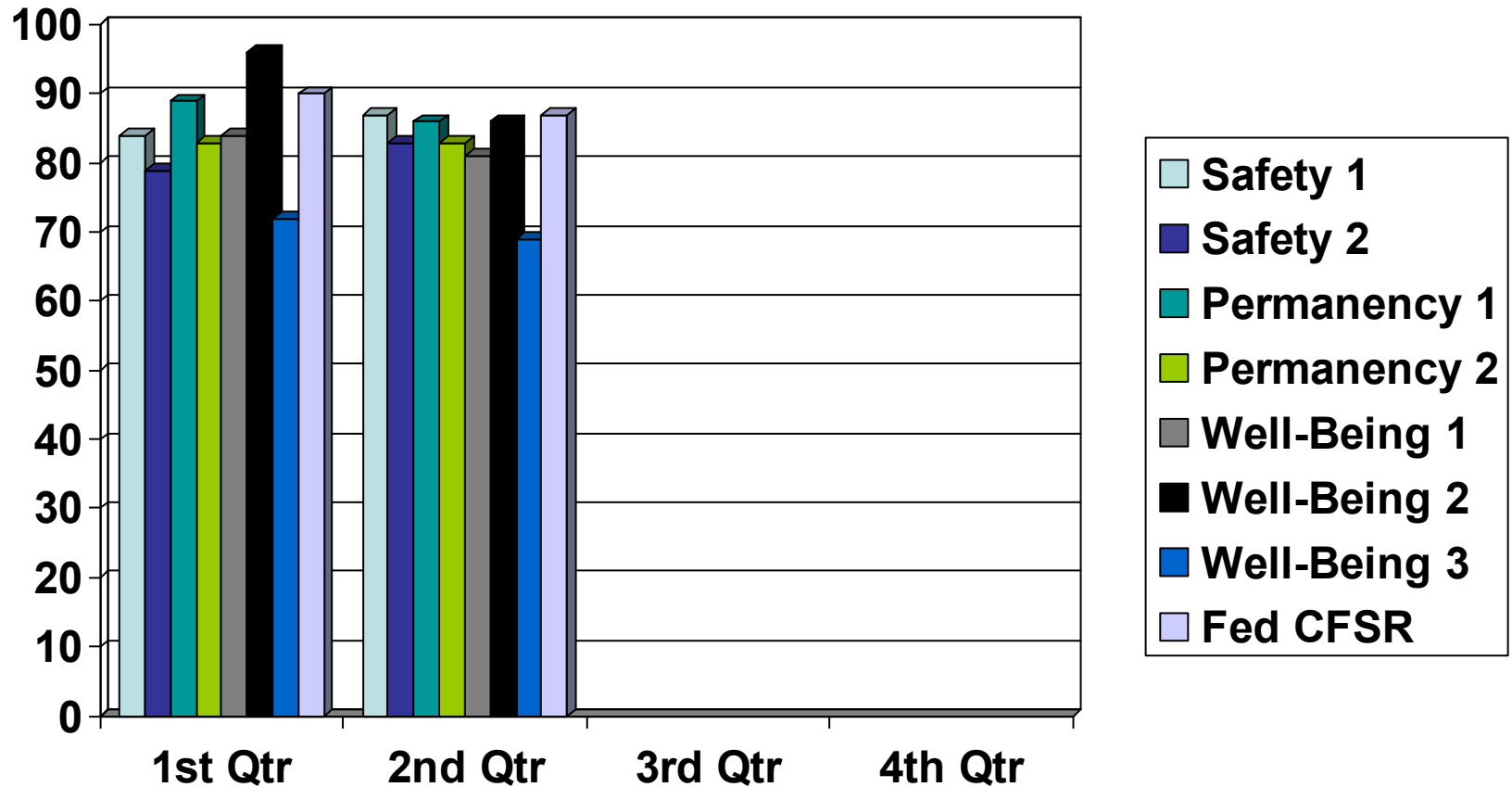
# BFP Overall Ratings

	BFP Overall				
	Yes	%Yes	No	%No	NA
<b>None</b>	27	87%	4	13%	19
<b>Safety Outcome 1</b>	83	83%	17	17%	100
<b>Safety Outcome 2</b>	97	85%	17	15%	211
<b>Permanency Outcome 1</b>	116	83%	24	17%	260
<b>Permanency Outcome 2</b>	200	81%	47	19%	153
<b>Well-Being Outcome 1</b>	25	86%	4	14%	46
<b>Well-Being Outcome 2</b>	59	69%	27	31%	114
<b>Well-Being Outcome 3</b>	77	87%	12	13%	11
<b>Federal Child and Family Services Review</b>	684	82%	152	18%	914
<b>Total</b>	27	87%	4	13%	19

# Child Welfare Outcomes

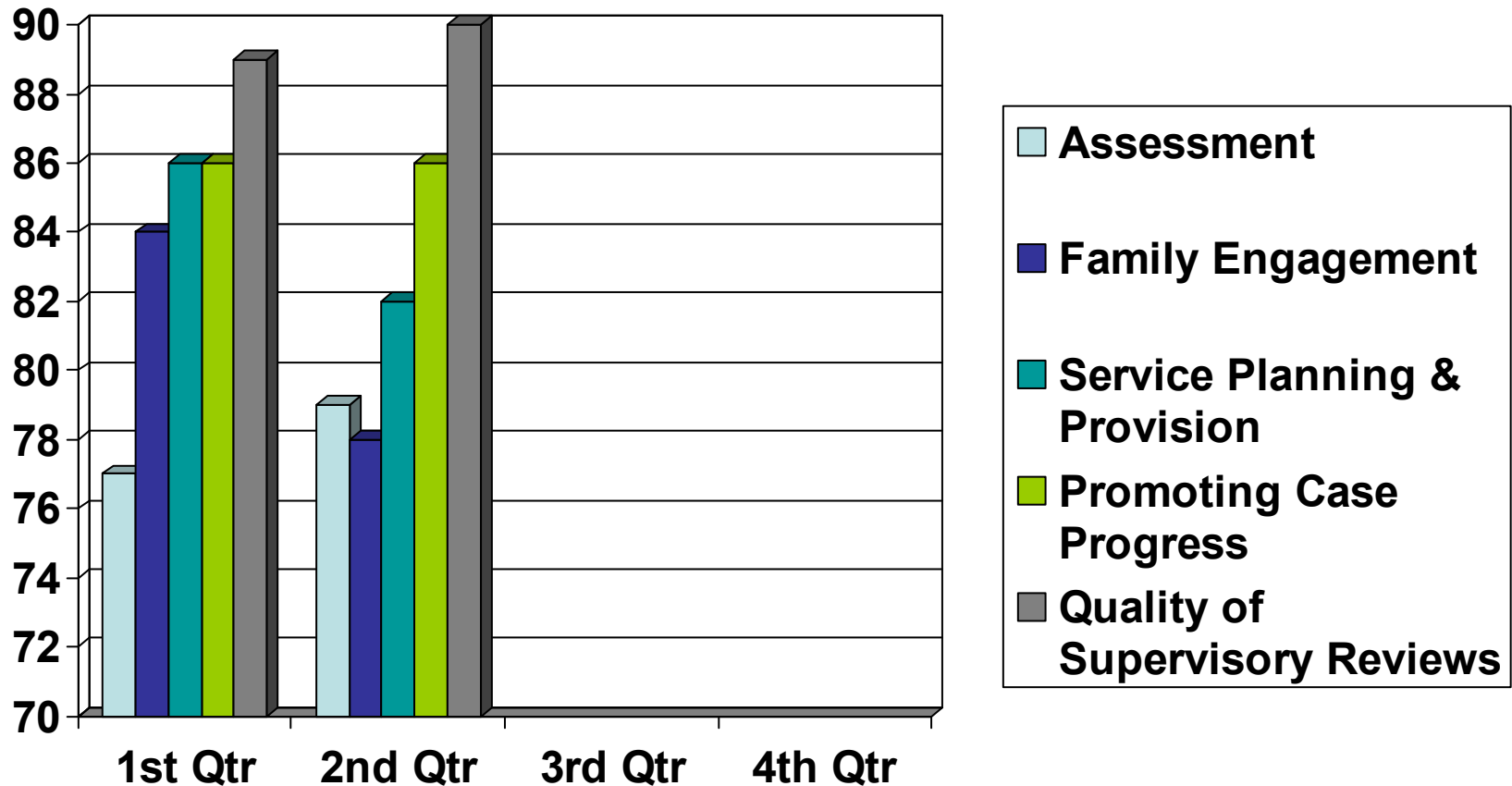
Comparison between Q1 & Q2

(by percentage)



# Practice Trends

Comparison between Q1 & Q2  
(by percentage)



# Opportunities for Improvement

- Initial & Updated Family Assessments need to be completed & approved by supervisor timely in FSFN within 15 days from Team Staffing
- Concerted efforts need to be made to identify, locate and evaluate other potential relatives and possible permanent placements for the child
- Supervisory Reviews ~ slight decrease between Q1 (92%) and Q2 (84 %). Reasons ran the spectrum. Consistently they need to be done timely, address permanency, safety & well-being, and ensure follow through on guidance and direction or document the reasons the guidance and direction were no longer necessary
- Case plans need to address visitation and include visitation plans ~ slight decrease between Q1 (73%) and Q2 (67 %).
- Only 33% of the time were concerted efforts made to ensure visitation (or other forms of contact if visitation was not possible) between the child and his or her siblings and it was of sufficient frequency to maintain or promote the continuity of the relationship. This is a decrease from 75% Concerted efforts were made to support the father's engagement in services 44% which is equal to 4 out of 9 fathers. This is a decrease from 80% in Q1.
- Frequency of visits with child was 72% overall and decreased from 80% in Q1. Visits with the child should be made every thirty days in their home.
- Quality of visitation had a decrease from 72% in Q1 to 64 % in Q2. Most notably there were decreases noted for contact with the child and caregiver.

# Opportunities for Improvement

- Obtain medical and dental records or document in chronos that you reviewed blue book at foster home and note when doctor appointments were/are
- 63% or 5 out of 8 cases had a multi-disciplinary staffing/assessment for placement planning should be conducted before each placement to ensure the placement or move was unavoidable. This can be done through permanency staffings, family team conferences or standing teams, as long as it is documented that all parties were invited. This is a decrease from 70% in Q1 (7 out of 10 cases).
- Per question #12, the Multi-Disciplinary Team is a team consisting of members, when applicable, from the Community Based Care agency placement staff, Case Management Organization staff (primary case manager and case manager supervisor), out-of-home caregiver, mental health agency staff, local school representative, and other members identified as appropriate to the child's needs.
- 72% (13 out of 18 children) an assessment of the child's mental/behavioral health needs was conducted, compared to Q1 89% (16 out of 18 children).

# Strengths

- 91% (10 out of 11 cases) Home studies for reunification were completed (Q1 had 75% compliance = 9 out of 12 cases)
- Out of 21 applicable cases, 100% of the children experienced no more than two out-of-home care placement settings during the period under review.
- Exit Interviews were completed timely
- 92% (23 out of 25 cases) had current, unexpired case plans
- Judicial Reviews were held timely
- Court is notified of child's change in placement
- For children with the goal of APPLA, the agency made concerted efforts to ensure the child is adequately prepared to transition into independent living and is living in a "permanent arrangement until he/she reaches the age of majority.
- Parents were notified of all child's placements
- Case Plan is designed to achieve permanency
- Child's Placement is in close proximity to the parents
- If siblings could not be placed together there was documentation supporting the decision that was made

# Outcomes We Can Impact Daily

- Case Plans filed timely
- Case Plans updated and filed timely when goal changes, especially when child is reunified
- Case Plans address visitation
- DCMs document in FSFN chronos contact with providers
- Supervisor Reviews that are thorough and completed quarterly
- Initial and updated Family Assessments completed timely (including approval by supervisor)
- Documenting our discussions with parents, foster parents, relatives and non-relatives about child's medical and dental appointments
- Document siblings visitations when they occur. If they are done by a family member, include that in your discussion with them and document in FSFN chronos.

# Outcomes We Can Impact Daily

- Ensure ICWA form is filled out completely (all boxes checked & signatures)
- Have conversation with CLS to ensure they are filing paperwork to show compelling reason why TPR is not being filed if child has been in out of home care for at least 12 of the most recent 22 months or met other ASFA criteria for TPR
- Update all data fields in the Florida Safe Families Network related to psychotropic medications appropriately and accurately documented the child's prescribed medications

# DCF & DJJ Joint Review

- A joint review was conducted between Department of Children and Families and the Department of Juvenile Justice during September & October 2010.
- The sample was comprised of youths served by/ involved with both agencies.
- A face to face interview was done jointly by DCF staff and DJJ staff. Each agency conducted a review of their agency's case file.
- Goal was to examine how the youth are being served jointly and whether there was the necessary, frequent communication between the two agencies to adequately plan for the youth as he/she prepared to leave incarceration

# DCF & DJJ Joint Review

- Brevard Family Partnership had three (3) youths in the identified sample.
- All three youths were placed out of county
- One youth served by Devereux DCM
- Two youths served by CHS DCM

## DCF & DJJ Joint Review

# Opportunities for Improvement

- Document attempts to get updated CBHAs done while youth is incarcerated
- DCM needs to ensure they are invited to the DJJ commitment staffing and document attendance/ obtain copy of staffing form
- During incarceration, youth received medical/dental treatment, DCM needs to obtain copies of medical records
- DCM should have frequent, meaningful contact with DJJ worker and consistently document the communication
- DCM should include input from DJJ worker on court documents, including JRs and permanency staffing forms.
- DCM and DJJ should consistently coordinate assessment of treatment and service needs for youth and document
- In one specific case, it was noted in the DJJ file that there were numerous attempts to contact the DCM and got no responses
- On this same case the reviewer found there was no evidence that the DCM was actively searching for the most appropriate placement upon youth's release from incarceration

DCF & DJJ Joint Review

## Areas of Strength

### LJ Case/ Devereux

- Youth was seen by courtesy worker routinely, as requested
- Transition Plan had been implemented & youth requested that jurisdiction be extended. DJJ and IL staff were planning to attend that hearing
- Based on review of DJJ file, youth's physical and mental health needs were being addressed

DCF & DJJ Joint Review

## Areas of Strength

### JH Case/ CHS

- DCM had consistent communication with DJJ staff
- DCM drove to facility and saw youth every 30 days
- DCM's filed contained documentation that the youth's physical & dental health needs were being met at facility
- Youth's Transition Plan was completed
- Youth was released to his father on 10/05/10 and father was aware of Transition Plan
- DCM's file contained a Juvenile Justice Inter-Agency staffing form that clearly described the youth's post-commitment recommendation and who was responsible for each activity. There was a client discharge plan in the file also.

DCF & DJJ Joint Review

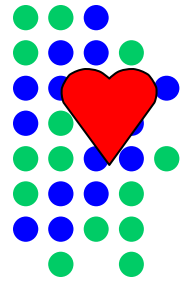
## Areas of Strength

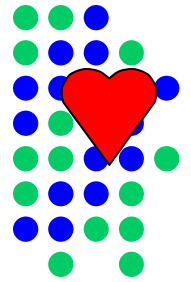
### EM Case/ CHS

- Face to Face contact occurred between CBC courtesy worker and youth and the contacts were well documented
- While in the commitment facility, the youth's physical health needs were being met
- The youth had a commitment facility Transition Plan
- Timely dependency permanency staffings and court hearings were conducted

All of our measures are tied to:

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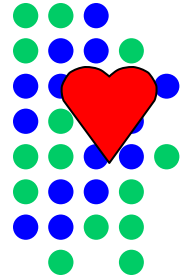




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Comments, Questions, Concerns

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# Next Performance Review

## April 26, 2011

