



FY 2015 -2016 ANNUAL PERFORMANCE AND QUALITY IMPROVEMENT REPORT



Our Mission:
To protect abused,
abandoned and
neglected children in
the communities
we serve.

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Fiscal Year 2015-2016 Quality Case Review Process and Contract Monitoring Overview

Over the course of Fiscal Year 2015-2016, ChildNet, Inc. completed two-hundred twenty-six (226) case file reviews that focus on practice areas related to child safety, permanency, and child and family well-being utilizing two (2) different quality assurance tools of the Department’s Office of Child Welfare (OCW) statewide quality assurance model. First, case file reviews were completed utilizing the Administration for Children & Families (ACF) Children’s Bureau Child and Family Services Review (CFSR) case review instrument. The CFSR is an assessment of a state’s performance related to child welfare and looks at outcomes data and other sources to assess each State’s ability to achieve safety, permanency, and well-being for children and families. The CFSR includes reading case files of children served under the Title IV-B and IV-E plans and conducting case specific interviews with case participants. Secondly, case file reviews were completed utilizing the Department of Children & Families (DCF) Rapid Safety Feedback case review instrument. The Rapid Safety Feedback reviews assess case work practice related to safety and well-being outcomes for children ages zero (0) – four (4) receiving in-home services.

All case file review samples were randomly selected using the business objects report entitled ‘Children Receiving In-Home Services Listing – OCWDRU in Florida Safe Families Network (FSFN) and the Adoption and Foster Care Analysis and Reporting (AFCAR) extract provided by DCF. The sample size was based on the number of children served in out-of-home care or receiving in-home services, and the samples were large enough to make statistical inferences about the population served by the State. Additionally, samples were stratified to include a proportion of cases that reflect quantitative case file review data, noting significant trends and findings to drive change within ChildNet, Inc. to improve outcomes for children and families.

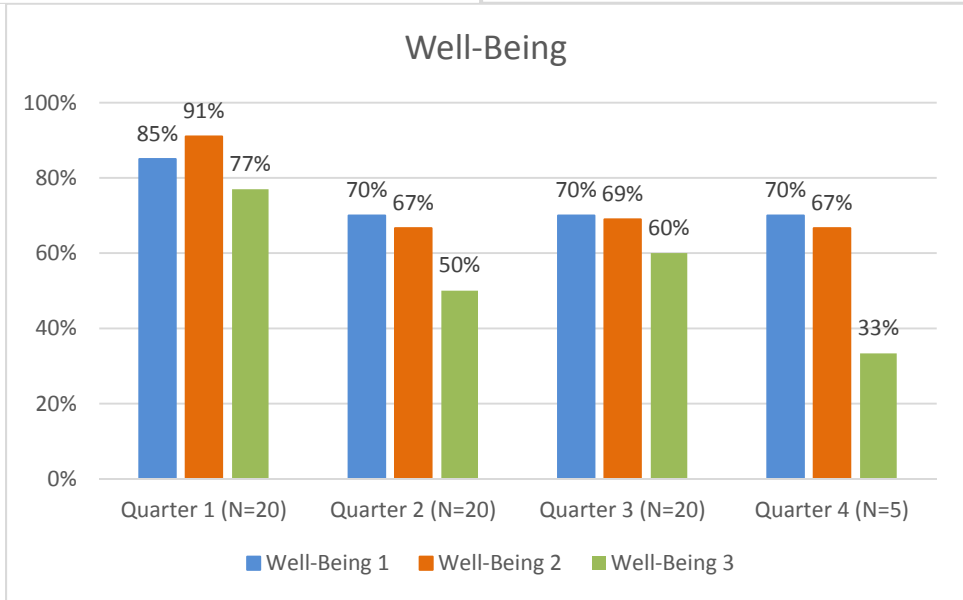
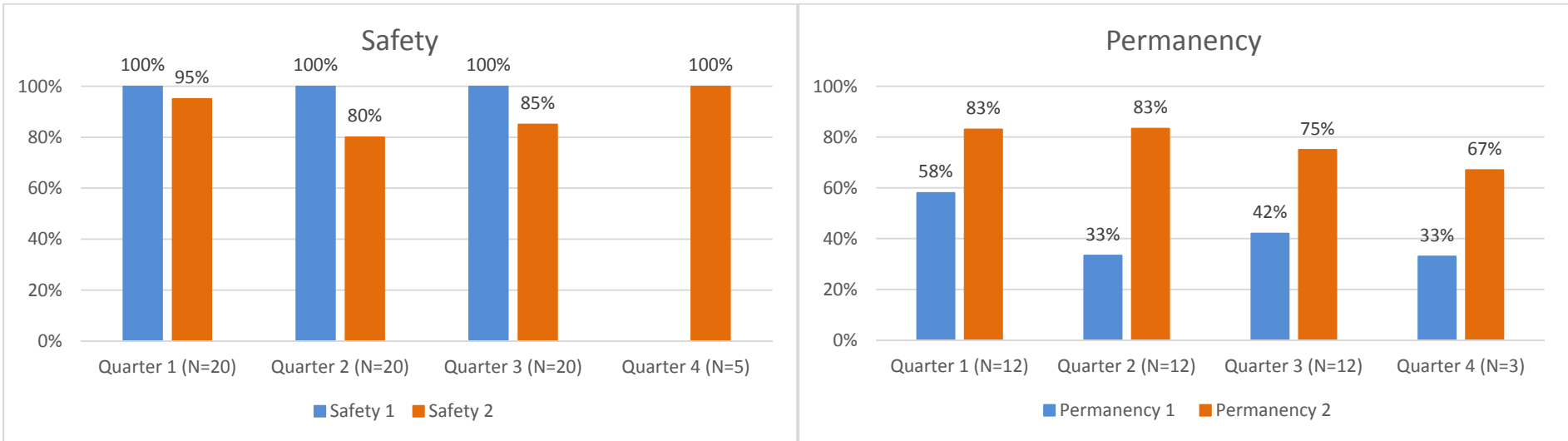
Case file review data are shared with both internal staff and leadership, including external partners, such as ChildNet Board members and the Department of Children and Families (DCF). ChildNet, Inc. follows and complies with DCF’s statewide quality assurance guidelines – “Windows into Practice” - which includes the practice framework for conducting quality assurance reviews. These guidelines are posted on the Department’s website and in the University of South Florida’s Center for the Advancement of Child Welfare Practice.

FY 2015-2016 Quality Case Reviews

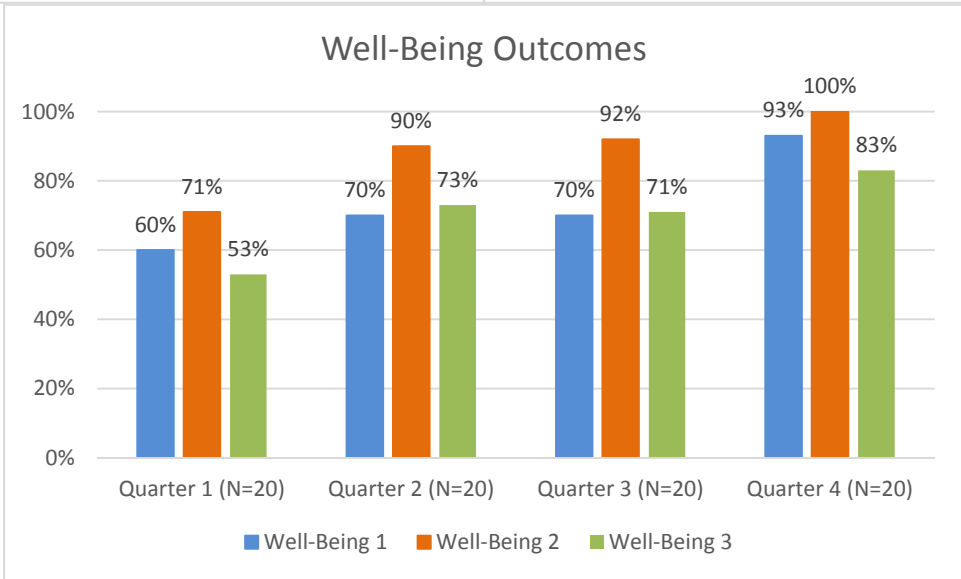
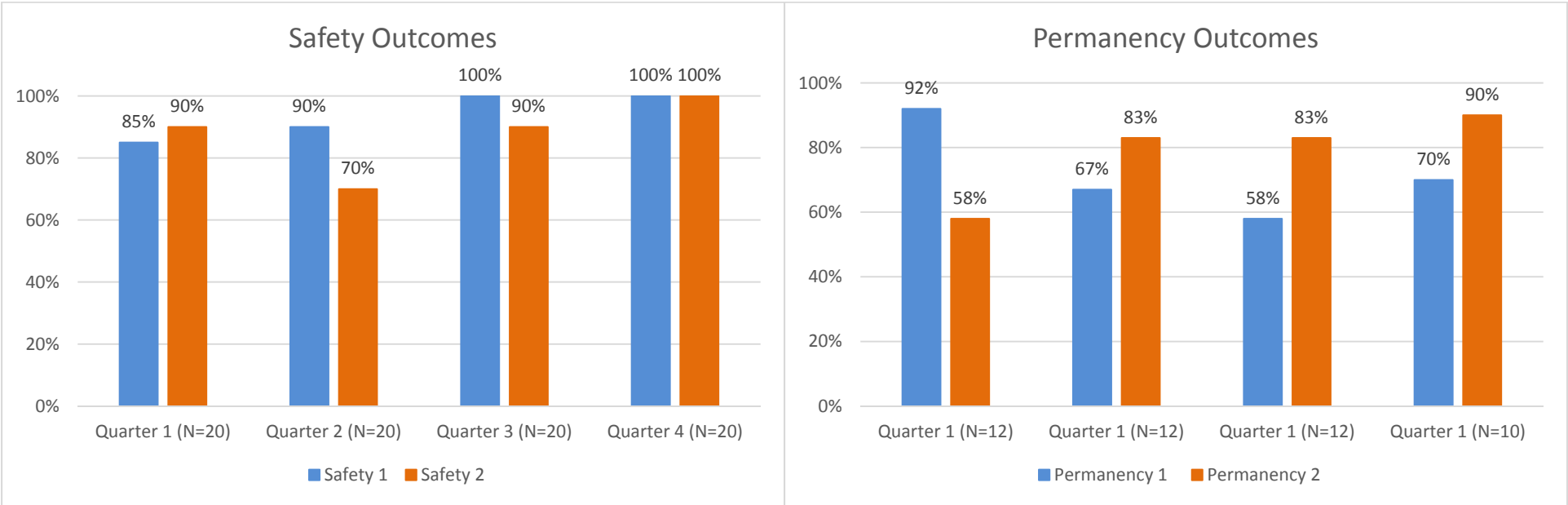
The table below is a breakdown of the quarterly case file reviews that determined the quality of child welfare practice related to child safety, permanency and child and family well-being:

ChildNet, Inc.		Rapid Safety	CFSR (interviews)	CFSR (no interviews)		Rapid Safety	CFSR (interviews)	CFSR (no interviews)
Q1 FY 15/16	Broward	10	2	18	Palm Beach	10	2	18
Q2 FY 15/16		10	2	18		10	2	18
Q3 FY 15/16		10	2	18		10	2	18
Q4 FY 15/16		10	5	5		10	2	14
Total		40	11	59		40	8	68

Broward outcomes related to Child & Family Services Reviews (CFSR)

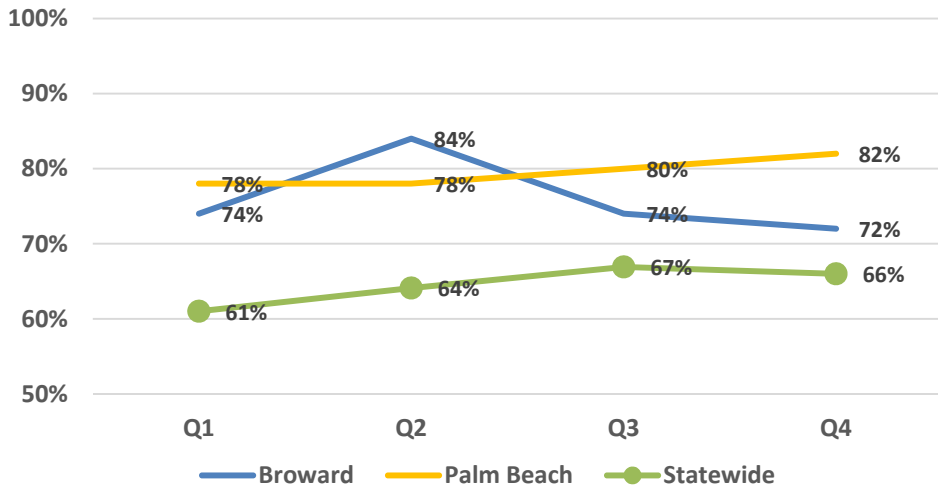


Palm Beach outcomes related to Child & Family Services Reviews (CFSR)

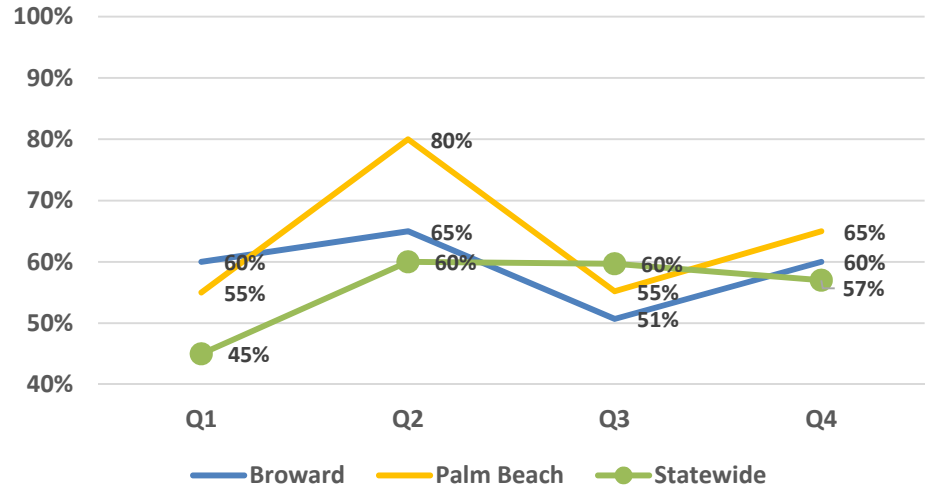


Rapid Safety Feedback Reviews – sample size Broward & Palm Beach (10 per quarter)

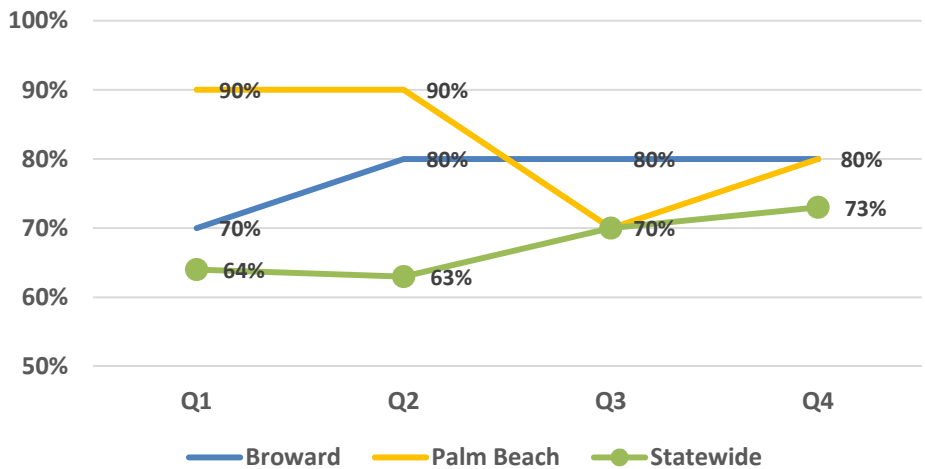
Safety Outcomes



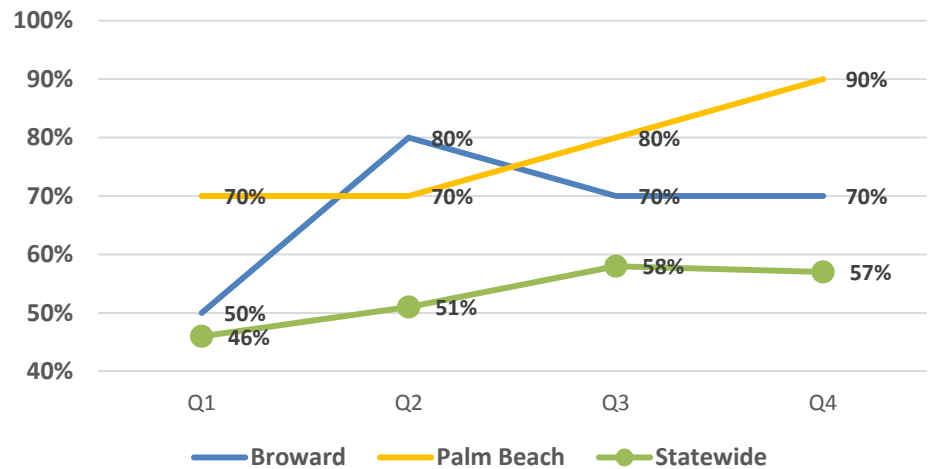
Well Being Outcomes



Safe Case Closure



Supervisory consultation





Highlighted Strengths for Safety Outcomes:

- For children receiving in-home services, appropriate services were provided to the family to prevent the child (ren)'s entry into out-of-home;
- For children in out-of-home care, case managers documented initial and/or ongoing risk and safety assessments of the child (ren) in foster care; and
- If risk and/or safety concerns were present, case managers developed, updated and/or monitored an appropriate safety plan for the family.

Opportunities for Improvement for Safety Outcomes:

- Initial and ongoing assessments to assess risk and safety concerns related to the child (ren) in the home were not sufficient and/or not completed timely; and
- Background checks were not completed on significant caregivers, and home assessments were not completed consistently for in-home children.
- Ensure safety plans are sufficient to control and manage danger threats, and that safety plans are being monitored regularly by case managers to ensure the child (ren) are protected from those identified danger threats.

Highlighted Strengths for Permanency Outcomes:

- Children are in stable placements, and if placement changes occur, the move appears to be in the best interest and consistent with achieving the permanency goal;
- Siblings are being placed together, yet if not, the case file contained documentation regarding the need for the separation, such as therapeutic, behavioral and/or physical health needs of a sibling; and
- Case managers are making concerted efforts to place the child (ren) with relatives / non-relatives, when appropriate.

Opportunities for Improvement for Permanency Outcomes:

- Ensure case managers are promoting, supporting, and documenting positive relationships between the child in out-of-home care and his/her mother and father through activities, such as attending medical and dental appointments, and attending school meetings; and
- Ensure case managers are making concerted efforts for visitation between a child (ren) in foster care and his or her mother, father and siblings is of sufficient frequency and of quality to promote permanency.
- Ensure case managers are documented concerted efforts that were made, or are being made, to achieve permanency for child (ren).

Highlighted Strengths for Well-Being Outcomes:

- Frequency of visits between the case manager and the child(ren) and the frequency of visits between the case manager and the mothers and fathers were sufficient to ensure safety; and



- Case managers demonstrated concerted efforts in assisting children in achieving and maintain their best attainable health status, including medical, dental, visual and behavioral health needs.

Opportunities for Improvement for Well-Being Outcomes:

- Ensure caseworkers are obtaining medical documentation of the completed physical health and dental examinations for the child's case file;
- Ensure case managers are obtaining necessary documentation (i.e. provider reports, medication administration logs, psychotropic medication medical reports) to address the child (ren)'s mental / behavioral health needs.
- Ensure case managers are documenting all contacts with the mothers and the fathers of the children in the efforts to promote achievements of case goals.

Highlighted Strengths for Supervisory Consultations:

- Case files reviewed found that case manager supervisors are assessing case work practice related to safety, permanency, and well-being.

Opportunities for Improvement for Supervisory Consultations:

- Ensure case management supervisors are providing and documenting regular (at least quarterly) supervisory reviews with the case manager to ensure recommended actions when concerns are identified including follow ups on previous recommendations were completed.

Highlighted Strengths for Safe Case Closure:

- Case work generally documented strategies, interventions, and supports for a safe case closure, whether through identified services for the child and family, ongoing case staffings, and/or providing supports to case participants.

Opportunities for Improvement for Safe Case Closure:

- Ensure case managers are developing appropriate aftercare plans with the case participates, including the family and service providers, as appropriate, at the intake process to prepare for a safe and timely case closure.

Other Recommendations:

- Ensure case managers are completing post-placement supervision visits more frequently based on Florida law requirements and unannounced visits at least once every ninety (90) days; and
- Ensure case managers are obtaining supporting documentation (i.e. report cards, educational assessments, educational plans) when educational needs are identified.



Local Practice Trends:

Throughout FY 2015-2016, ChildNet Broward and ChildNet Palm Beach experienced significant local challenges that resulted in noted data trends in either the Rapid Safety Feedback and/or Child & Family Services Reviews. ChildNet, Inc. experienced an increase in removals which resulted in more children in out-of-home care. With more children in out-of-home care, this caused a strain on out-of-home placements, resulting in an increase usage of residential group home placement, higher caseloads for case managers and delays in children achieving permanency.

As a result, ChildNet, Inc. participated in several projects, workgroups, and/or programs to address these local trends:

- Casey Family Programs is working with Broward on matching services with child and family needs;
- Algorhythm, Inc. is working with Broward on providing additional family support resources for Protective Investigators and the Children's Services Council;
- Leadership Palm Beach County is working with Broward and Palm Beach on recruitment campaigns of more foster homes;
- Child Welfare Policy and Practice Group is working with Broward and Palm Beach on streamlining our system of care; and
- ChildNet is working on the development of more safety management services for unsafe child (ren).

Contract Monitoring Overview

Over the course of FY 2015-2016, ChildNet, Inc. completed on-site contract programmatic monitorings of nineteen (19) providers serving children and families in Broward and Palm Beach Counties in twenty-two (22) different programs. ChildNet, Inc. pays for and manages through traditional and formal subcontracts a network of child welfare services for the children and families in its communities. These subcontracted services include, but not limited to: assessment, family support services, family reunification & strengthening services, residential & foster home management services, dependency case management & adoption services, and transitional independent living services. Contract monitoring is performed routinely to ensure that subcontracted providers of ChildNet, Inc. are fulfilling the terms and conditions of their contract (s) through a review of applicable policy and procedures, randomly selected child files and personnel files, and interviews with the clients and employees.

ChildNet, Inc. completed a review of over two-hundred (200) case files utilizing standardized tools that were developed specific to each subcontractor provider and service program. Contract monitoring incorporates a review of both qualitative and quantitative items, ensuring compliance with contractual requirements and Florida law. A final report was written for each contract monitoring and provided to the subcontractor which rates items as exceeding requirements, fully meeting requirements, conditionally acceptable or unacceptable. For those items rated conditionally acceptable, further attention by the provider is encouraged, and items rated unacceptable do require a performance improvement plan (PIP) submitted to the ChildNet contract manager within thirty (30) calendar days of the exit meeting for approval.

Noted subcontractor strengths include, but not limited to: ensuring children are free from re-abuse or re-neglect; timely development of the initial treatment / service plans; and completion of routine medical and dental examinations for children.

Noted subcontractor opportunities for improvement include, but not limited to: ongoing communication and sharing of the child's progress with case management staff; ensuring children attend follow-up appointments for healthcare related services; and timely submission of contractual deliverables (i.e. monthly client progress reports and re-licensing packets).



FY 2015-2016 Broward Scorecard Outcomes:

Broward Scorecard Measures	Target	Positive	FY 15-16 Q1	FY 15-16 Q2	FY 15-16 Q3	FY 15-16 Q4	Annual Average
Rate of abuse per 100,000 days in foster care	8.5	↓	12.99	10.51	11.3	14.07	12.22
% of children not abused/neglected during in-home services	95.0%	↑	95.7	95.5	96.0	95.2	95.6
% of children who are not abused/neglected after receiving services	95.0%	↑	98.5	98.5	96.1	97.7	97.7
% of children under supervision who are seen every 30 days	99.5%	↑	99.9	99.9	99.9	99.9	99.9
% of children exiting to a permanent home w/in 12 months of entering care	40.4%	↑	30.6	32.7	32.8	28.1	31.1
% of children exiting to a permanent home w/in 12 months for those in care 12 to 23 months	43.6%	↑	41.9	42.5	43.7	50.3	44.6
% of children who do not re-enter care w/in 12 months of moving to a permanent home	91.7%	↑	93.4	93.5	89.2	92.4	92.1
Placement moves per 1,000 days in foster care	4.12	↓	3.26	3.1	3.3	3.46	3.28
% of children in foster case who received a medical service in the last 12 months	95.0%	↑	97.2	97.9	98.1	97.4	97.7
% of children in foster care who received a dental service in the last 7 months	95.0%	↑	91.8	91.0	94.4	95.6	93.2
% of young adults exiting foster care at age 18 completed/are enrolled in sec. ed., voc. Ed., or adult ed.	80.0%	↑	93.5	91.7	91.6	91.7	92.1
% of sibling groups where all siblings are placed together	65.0%	↑	56.9	55.4	55.9	56.1	56.1



FY 2015-2016 Palm Beach Scorecard Outcomes:

Palm Beach Scorecard Measure	Target	Positive	FY 15-16 Q1	FY 15-16 Q2	FY 15-16 Q3	FY 15-16 Q4	Annual Average
Rate of abuse per 100,000 days in foster care	8.5	↓	12.21	10.75	6.59	7.94	9.37
% of children not abused/neglected during in-home services	95.0%	↑	98.5	98.8	98.8	98.8	98.7
% of children who are not abused/neglected after receiving services	95.0%	↑	96.3	97.1	96.8	94.5	96.2
% of children under supervision who are seen every 30 days	99.5%	↑	99.9	100.0	99.9	99.9	99.9
% of children exiting to a permanent home w/in 12 months of entering care	40.4%	↑	50.2	42.1	46.4	48.0	46.7
% of children exiting to a permanent home w/in 12 months for those in care 12 to 23 months	43.6%	↑	56.4	61.6	59.4	59.0	59.1
% of children who do not re-enter care w/in 12 months of moving to a permanent home	91.7%	↑	89.0	86.5	92.0	82.1	87.4
Placement moves per 1,000 days in foster care	4.12	↓	3.0	2.96	3.02	3.26	3.06
% of children in foster case who received a medical service in the last 12 months	95.0%	↑	97.9	99.9	99.4	97.2	98.6
% of children in foster care who received a dental service in the last 7 months	95.0%	↑	94.8	96.1	95.6	95.2	95.4
% of young adults exiting foster care at age 18 completed/are enrolled in sec. ed., voc. Ed., or adult ed.	80.0%	↑	96.5	98.6	95.7	92.6	95.9
% of sibling groups where all siblings are placed together	65.0%	↑	58.7	59.2	57.8	56.3	58.0