



## Performance and Quality Improvement (PQI) Plan

Fiscal Year 2015-2016

**ChildNet's Mission** ~ To protect abused, abandoned and neglected children in the communities we serve.



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## **I. Introduction**

ChildNet was founded in 2002 to be the Community Based Care lead agency for the privatization of foster care and related services in Broward County, Florida, Court Circuit 17. ChildNet has always had a strong Continuous Quality Improvement presence which was strengthened during the initial accreditation process through the Council on Accreditation (COA) which was obtained February 28, 2011. ChildNet was the first Lead Agency to receive national accreditation through COA for Network Management as well as the following services: Family Foster Care and Kinship Care and Adoptions. This is a wealth of knowledge and understanding that the agency brings to the network and the communities in the circuit.

On October 1, 2012, ChildNet became the lead agency for Palm Beach County, Circuit 15. ChildNet's Performance and Quality Improvement (PQI) Plan describes the agency's ongoing system wide efforts to continuously improve, learn and strive for excellence in the provision of services to the children and families under ChildNet's care and supervision in Broward and now Palm Beach counties. The plan is designed to be reviewed on an ongoing basis and updated when needed, but no less than annually.

### **A. Organization's Philosophy of Performance and Quality Improvement**

ChildNet developed a system-wide Continuous Quality Improvement (CQI) system that creates a culture of quality throughout the agency, network, and the community. ChildNet promotes a culture of excellence and continuous improvement through a broad-based, organization-wide Performance and Quality Improvement process inclusive of all staff members and stakeholders, as a vital and necessary management tool. The leadership of ChildNet values service quality and ongoing efforts by the agency as well as its community partners and contractors to achieve strong performance, program goals, and positive results for the children and families we serve. Performance and Quality Improvement takes into account each different area within the agency and all children and families served. ChildNet's PQI process encourages the use of data to identify areas of needed improvement and implement improvement plans in support of achieving performance targets, program goals, client satisfaction, and positive client outcomes. Furthermore ChildNet continues to be a state-wide leader in the use of data to highlight success and positive outcomes to service recipients as well as areas needing improvement.

The purpose of Performance and Quality Improvement

- Assign responsibility for implementation and coordination of Continuous Quality Improvement (CQI) activities and technical assistance.
- Set forth the purpose and scope of CQI activities.
- Establish periodic review of service delivery process in accordance with COA standards and the DCF Quality Management Plan with quarterly case file reviews.
- Continue periodic review of organizational and management processes including the effectiveness of policies and procedures.
- Outline the methods and timeframes for quarterly as well as ongoing monitoring.
- Define the methods for reporting findings of the monitoring.
- Review progress for all services provided by ChildNet as well as its contracted providers.
- Support progress toward achieving short term (Operations Plan) and long range (Strategic Plan) goals related to scorecard performance, contract performance measures, internal targets, and service recipient outcomes.
- Provides for an assessment of the CQI system, including any barriers to and supports for implementation, as needed.

## Executive Level Endorsement

The Board of Directors, along with the Chief Executive Officer (CEO), sets forth quality expectations of excellence and has developed an agency-wide three year Strategic Plan and the accompanying Operations Plan. The Strategic Plan outlines the agency's broad goals and targets while the Operations Plan focuses on how to reach those including the Department of Children and Families score card indicators, contracted performance measures, as well as the agency's own improvement efforts. The Board of Directors maintains a sub-committee, the Program Quality Committee, which reviews agency policy and procedure and progress on meeting agency performance measures. The Program Quality Committee reports to the full Board of Directors at each Board meeting.

The CEO promotes a culture within the agency that facilitates excellence and continual improvement. ChildNet allocates sufficient resources to lead and facilitate the collection and analysis of data. ChildNet created an internal dashboard that not only shows the agency's performance on scorecard and contracted performance measures, but is a tool to assist case managers (Child Advocates and Dependency Case Managers) and supervisors with their every-day duties. ChildNet switched to a new dashboard (Case Work Management Tool) this past year since the new dashboard allows any number of users to access it at any time. The Case Work Management Tool is a resource for the Broward and Palm Beach case managers that has three (3) sub-dashboards: Children Listing; Unit Measures; and Children Measures.

Below is an example of the home page of the dashboard.

**Dashboard Portfolios**

- Analysis Factory
- CA Workbench
- Ca Workbench Demo
- Data Integrity
- Financial (FY 08-09)
- Financial (FY 09-10)
- Financial (FY 10-11)
- Financial (FY 13-14, 12-13, 11-12)
- Fingerprints, Birth & Photos
- GeoCoding
- Operations
- Performance Measures
- Policies & Procedures
- Scorecard-Monthly
- Supervisor Workbench
- Supervisor Workbench Demo

**Case Management Workbench** (Dundas Dashboard) - NEW

**Employee Handbook** - View The Employee Handbook

**Case Work Management Tool** (Dundas Dashboard) - NEW

**YouTube** - Watch This Week's Scorecard Video  
Candy Chang: Before I die I want to... -- Video from 11/19/2014 Scorecard Meeting

**ChildNet**  
Leading toward children to safety and stability

The first dashboard, Children Listing, visually displays all active children, by service unit, with a current photo and demographic information, including but not limited to: last visit date, age, placement type, removal date, and school name. The Children Listing dashboard is a useful tool for the case manager and supervisor to obtain vital information regarding those children assigned to each unit.

Below is an example of the Children Listing dashboard.

### ChildNet Dashboard

Default

Children Listing | Unit Measures | Children Measures

Agency: Broward  
Unit: 108Case-Management-...

Picture:

Details: Name:

Activities:

### ChildNet Dashboard

Default

Children Listing | Unit Measures | Children Measures

Agency: Palm Beach  
Unit: 098CN-Unit 101-CHS-PB

Picture:

Details: Name:

Activities:

The next dashboard, Unit Measures, provides an overview of each service unit to include total number of active children, cases, and case manager. This at-a-glance dashboard also provides the supervisor with a breakdown of children served by placement type and children by age group. The dashboard also includes KPI (Key Performance Indicator) values which are associated with unit measures. Unit measures are subject to change according to PQI initiatives.

Below is an example of the Unit Measures dashboard.

### ChildNet Dashboard

Default

Children Listing | Unit Measures | Children Measures

Agency: Broward  
Unit: 108Case-Management-U...  
Worker: All

Export Unit Data

**108Case-Management-Unit-H2**

Children Served by Service

Service Type	Count
Foster Home	46
Living Arr.	64
Residential	15
Other	3
Relative/Non-Relative	60

Children in Care by Age Group

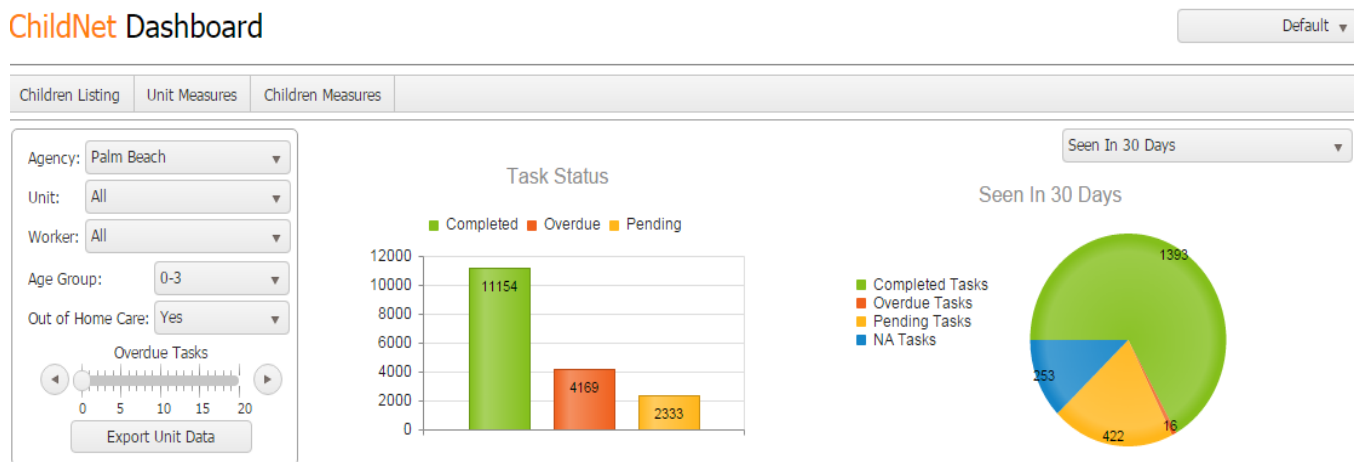
Age Group	Count
0-5	85
6-9	36
10-13	49
14-17	18

Category	Total	KPI Name	KPI Value
Total Active Children	188	% Children Seen	0
Total Active Cases	96	% Mother Seen	49
Total Active Workers	7	% Dad Visit	20
		% Medical Visits	84
		% Dental Visits	71
		% Immunization	38

KPI Name	KPI Value
Children Requiring Visit	276
Child Visit-Current	0
Child Visits OverDue	0
Child Visits Due in 10 Days	33

The Children Measures shows the number of children-related tasks that need to be performed for a unit or case manager. There are 15 possible task status outputs that can be categorized as: completed, overdue, pending, or not applicable (NA). Children measures currently include, subject to change: children seen in 30 days, mother and father contact, medical and dental examinations, photo and birth verification and supervisory reviews. As home visits with children is a vital component of case management, the dashboard tracks such visitation and clearly display, by status, those Child Advocates who have completed visits with all of their children and those with visits due through a color coded system. Through the implementation of categorizing the completion of specific tasks, the case manager and supervisors are able to better manage their assigned cases. Also, the supervisor is able to filter the task lists and focus on those children who have the most urgent tasks pending or overdue.

Below is an example of the Children Measures dashboard.



The Board of Directors and CEO enable a wide range of managers, directors and staff to be involved in Performance and Quality improvement through the creation of a Performance and Quality Improvement (PQI) workgroup for each circuit which is comprised of Continuous Quality Improvement (CQI) staff members, directors, and supervisors within the agency. Examples of those participating include Senior Management, Program Officers of Administration, Operations, Support Services, Case Management and Adoption and Youth Services. Also included are the Directors of CQI and Career Development, Case Management and supervisors and case managers, and the Assistant General Counsel. With the inclusion of Circuit 15, the leadership of the case management organization is also invited to participate. Achievements relative to desired outcomes, indicators, and targets are communicated to staff members and stakeholders by the agencies leadership including the Board of Directors and management.

ChildNet's Performance Management workgroup serves as the forum for ensuring compliance with the state scorecard measures. Additionally, the Performance Management workgroup is a venue to integrate and promote leadership and professional development. The workgroup is comprised of employees selected from all areas of ChildNet and Case Management, and Independent Living partners, both management and front-line staff, pulling the expertise of all divisions to maximize cross-functional input and overall effectiveness. When deficiencies in service delivery are identified through the performance management workgroup process, ChildNet engages system partners and stakeholders consistent with organization's emphasis on transparency and building community partnerships to ensure compliance. Examples of actions may include:

- Meeting with stakeholders to develop a detailed, specific, and extensive Action Plan, similar to outline specific steps to improve service delivery
- Meeting between ChildNet Senior Leadership and Case Management Senior Leadership daily and weekly to review progress on the action plan
- Conducting Permanency staffings jointly with Children's Legal Services and Guardian ad Litem
- Conducting Legal Barrier staffings
- Conducting Length of Stay staffings
- Analyzing permanency and re-entry data
- Implementing Permanency Round Table model
- Partnering with community providers to stabilize placements
- Identifying and collaborating with community resources for healthcare services

Performance on key indicators is shared with the community as part of the quarterly news bulletin distributed by senior management. Furthermore, ChildNet Broward hosts a quarterly performance presentation with its partners from the Department of Children and Families (DCF), Child Protective Investigations (CPI), Guardian ad Litem (GAL), Managing Entity (ME), and Children's Legal Services (CLS) in conjunction with the scorecard meetings already in place. In addition, ChildNet Palm Beach participates in the Palm Beach Community Alliance meetings that includes partners from DCF, CPI, Legal Aid, system of care network, and Guardian ad Litem. Data is presented by each partner on key performance measures related to child welfare in ChildNet's community.

Examples of the data presented include:

- CPI
  - Number of Abuse Reports Investigated
  - Percent of children victims seen in 24 hours
  - Number of children removed from their parents
  - Percent of investigations closed timely
- CLS
  - Percent of Case Plans filed timely
  - Percent of Judicial Reviews filed timely
  - Percent of Permanency Hearing held timely
  - Percent of petition of termination of parental rights filed timely
- ChildNet
  - DCF Scorecard Indicator performance
  - DCF Contract Outcome Measure Performance
  - FY Census changes
  - FY Removal data

### **Senior Management**

The Continuous Quality Improvement (CQI) Department within the agency works very closely with senior management to ensure that agency staff members are working towards meeting expectations set forth in the agency-wide Operations Plan, in a supportive manner which allays concerns about possible repercussions of identifying areas in need of improvement. Data from scorecard indicators and performance measures are analyzed down to the unit and case levels to determine the root causes for any areas requiring improvement. Senior Management is working to improve service delivery by adjusting processes that minimizes staff changes at key junctures of cases and maximizes the movement of cases through the system of care in order to achieve a safe and expeditious permanent placement for children.

Developing a cost effective client satisfaction process is crucial to the agency's Performance and Quality Improvement plan. ChildNet administers satisfaction surveys on an ongoing basis with its community partners and service recipients. These surveys were designed to capture satisfaction levels from ChildNet's providers, caregivers, parents, and children served. Each survey contains a section to identify how ChildNet can improve in order to develop client and stakeholder outcomes. The surveys are available on ChildNet's public web-site in English, Spanish, and Creole. They are also available in hard copy in ChildNet's main lobby in each circuit. The results of the surveys are analyzed at least annually as part of the Performance and Quality Improvement Workgroup.

Senior Management recognizes the great work performed by Client Services and Case Management related to the contract performance measures. Tokens of Appreciation (TOAs) are given to staff members, recognized by their peers and/or stakeholders. TOAs, a written form of communication that acknowledges a job well-done, are submitted via email by the supervisor to Talent Management (Human Resources). A drawing of all of the submitted TOAs is conducted at 'Super Scorecard' meetings with prizes for those selected on a regular basis.

## **B. PQI Structure**

The organization of ChildNet's Performance and Quality Improvement process surrounds and supports the service recipient at the center. The process includes ChildNet's local community, network providers, Board of Directors, Senior Management, workgroups, caregivers and ChildNet's improvement cycle, all surrounded by Performance and Quality Improvement, holding everything in place. Performance and Quality Improvement is the 'glue' that holds it all together, while supporting the agency and service recipients.

The ChildNet committee structure consists of Board of Directors Committees

- Program Quality
- Governance
- Finance
- Audit
- Marketing
- Fundraising
- Palm Beach Advisory
- Special Committees include:
  - Legislative
  - Medical Oversight
  - Real Estate

ChildNet committees and workgroups include:

- Performance Management (Scorecard)
- Top 50 / Length of Stay workgroup
- Policy and Procedure
- Performance and Quality Improvement
- Management and Operations Performance
- Performance Meeting (after PQI)
- Finance
- Safety Committee

The function of the committees and workgroups related to Performance and Quality Improvement are detailed below.



**The Program Quality Committee of the Board of Directors** includes selected Board members with assistance from ChildNet staff members from CQI and Legal Services. The team reviews policy and procedures and general program performance. This Board Subcommittee reports to the full Board.

**Performance Management (Scorecard) Workgroup** is made up of ChildNet staff members from each area within the agency and community service providers in order to review performance in scorecard indicators and create improvement actions when needed. This group has members of each of the other workgroups to ensure information is effectively communicated throughout the agency. Scorecard teams have been implemented in both circuits managed by ChildNet. Additionally, on a weekly basis, a smaller group meets in both circuits on different days to further discuss and analyze outcomes from the performance management workgroup and develop action plans and improvement activities.

**The Top 50 / Length of Stay workgroup** is comprised of leaders from CQI, Case Management, Revenue Maximization, and Finance to review the children incurring the highest out-of-home care costs to the agency and/or have been in care over thirteen (13) months. The purpose of the group is to provide additional perspectives on the cases to achieve the best possible placement for that child and remove any barriers to achieving permanency or placement in a less restrictive environment. The Top 50 / Length of Stay workgroup has been implemented in both circuits managed by ChildNet.

**The Policy and Procedure workgroup** was developed from staff members throughout the agency to review policies, procedures and forms, review updates to policies, procedures and forms, and make recommendations before the policies and procedures are presented to the Program Quality Subcommittee of the Board of Directors.

**The Performance and Quality Improvement workgroup** is comprised of all of the staff members from the Continuous Quality Improvement team of ChildNet with representation from all areas of the agency including Senior Management, Finance, Talent Management (Human Resources), Administration, Contracts, Professional Development, and Client Services. The CQI team members also participate in the Client Services meetings in order to ensure that all areas of the organization are included in performance improvement activities. The Performance and Quality Improvement workgroup has members from each of the other agency committees in order to ensure the information is shared at one centralized location. The work of this workgroup is designed to flow into the review of the Operations Plan, organizational and staff training, as well as reporting quality assurance findings to senior management and stakeholders.

**The Management and Operations Performance workgroup** was created to review policies and procedures throughout the agency for compliance. The group is comprised of representatives from CQI, Legal Services, and Talent Management. The reports completed each year in for the annual Board meeting in June.

**The Risk Management Committee** no longer meets separately yet has been incorporated into other meetings to review items related to risk such as incidents, accidents, grievances, exit interviews and institutional abuse reports related to ChildNet's service providers. Information from this group is shared with other workgroups, including the Performance and Quality Improvement workgroup and Senior staff.

**The Performance Meeting** (after PQI) is comprised of executive leadership and management throughout the agency including intake and placement, case management, support services, and in-house counsel. CQI staff members attend as well as do others as invited. The purpose of the committee is to review and discuss current performance related to ongoing services for child and families as well as any other actions needed for improvement.

**The Finance Committee** is comprised of staff members from Finance to discuss workflow processes, policies and procedures and to review the projects within the department.

**The Safety Committee** is comprised of staff members representing different areas within the agency and is chaired by staff in the agency's legal department and Talent Management. This group meets at least quarterly and reports to the Risk Management Committee.

This committee/workgroup structure enables all areas within the agency to participate and be integrated into Performance and Quality improvement. A review of the Continuous Quality Improvement process is part the ChildNet new hire agency overview. In addition, CQI staff members participate in several committees/workgroups and attend individual department staff meetings in order to include front line staff in the process. Each manager includes CQI in relevant short and long term goals and work plans and all include CQI as a standing item on meeting agendas. All quality assurance, data reports, and incident reporting are presented through the Performance and Quality Improvement workgroup. Through this workgroup, any projects for performance improvement are determined and surveys are coordinated.

**Program Quality Committee:**

Reviews the agency's performance on contract measures, qualitative reviews, policy and procedure compliance, and a review of incident reporting trends.

**Performance and Quality Improvement Workgroup:**

Meets weekly to develop improvement plans based the performance from the various reviews, and a vehicle to share performance data, reports from the quarterly case reviews, trends from incident reporting, and client satisfaction surveys.

The Director of Continuous Quality Improvement is charged with the task of ensuring ongoing implementation and coordination of Performance and Quality improvement activities. The CQI team has four (4) designated staff members for Circuit 17 and three (3) designated staff for Circuit 15. In Circuit 15, the CQI team works closely with the Case Management Organization (CMO) Quality Management staff for purposes of quality improvement activities. The entire CQI team works together to coordinate the quarterly case record reviews, outside reviews of the agency, analyze data and complete written reports. The CQI team also reviews the agency's performance on scorecard indicators, contracted and federal measures. The staff members responsible for CQI are qualified by experience and education to engage staff from all areas of the agency, systemically collect and analyze data, and communicate results and recommendations for each key audience including management and the case managers. Each receives specialized ongoing training related to quality improvement, best practices, and others as appropriate. The CQI team is under the Program Officer of Quality & Operations along with the Director of Compliance & Accreditation, Director of Foster Home Recruitment & Quality, Records Management, Permanency Specialists, and the Data Entry Team. The Director of CQI supervises seven quality management positions for both circuits and one Assistant CQI/Licensing Director. The Assistant CQI/Licensing Director supervises the Licensing staff for both circuits.

## Steps in the Improvement Process



ChildNet has embraced quality as a core tenet of the agency. ChildNet invested in Six Sigma training to ensure everyone has a working knowledge of the continuous quality improvement. In Broward, several supervisors, managers and directors have achieved yellow and green belt certification in Six Sigma and regularly lead improvement projects under the supervision of ChildNet's certified black belt staff member. These project workgroups present progress and results through not only the PQI workgroup, but at the Performance Management Workgroup meetings for a much larger audience. The Performance Management Workgroup meetings are held regularly to monitor progress on meeting DCF's performance expectations, motivate staff members at all levels, and provide meaningful recommendations to improve performance if and when needed.

- **Define:** Select an appropriate project, define the project in terms of service recipient demands, and create a plan to correct it.
- **Measure:** Gain information about process performance and collect data.
- **Analyze:** Analyze the causes of the problems and verify the suspected root causes.
- **Improve:** Identify ways of reducing defects and variation and pilot selected actions while evaluating measurable improvements.
- **Control:** Develop a control plan, implement the improvements, determine if the change was an improvement, control the process to ensure continued and measured improved performance, determine if improvements can be transferred elsewhere, identify lessons learned, and close the project.

## Quarterly Case File Reviews

ChildNet conducts case file reviews that assesses appropriateness, need for, and effectiveness of services. Case file reviews are completed using a case review form that defines area of review, including feedback to case managers on documentation and quality of service delivery. In order to ensure consistency, clarity, quality and continuity of the documentation, these reviews are all completed using standardized review instruments. In addition, case file reviews are completed as part of the monitoring of ChildNet's sub-contractors for a total of at least ten (10) percent of the total population.

**Reviews with DCF:** ChildNet conducts quarterly quality assurance reviews of the required number of cases using the DCF's "Windows into Practice", located on Florida's Center for Child Welfare website at <http://centerforchildwelfare.fmhi.usf.edu/#>. ChildNet uses DCF's web-based tools for the case reviews as well as any special reviews assigned for the quarter.

In order to facilitate inter-rater reliability during case file reviews, ChildNet ensures that each staff member of the CQI team responsible for conducting file reviews under DCF's "Windows into Practice" complete DCF sponsored quality assurance reviewer training and pass the competency test within six (6) months of employment as a quality assurance reviewer. In addition, ChildNet has included case management

staff in the quality assurance reviewer training in order to incorporate a peer review component into the model and ensure that case management supervisors have a working knowledge of the standards. ChildNet is very involved with DCF and has been an active participant in the state-wide workgroup updating the “Windows into Practice” including the number and types of reviews and the standards.

ChildNet completes a quarterly analysis of all case review findings and shares this analysis with senior management and stakeholders including the Department of Children and Families.

**ChildNet Services Reviews:** Trained ChildNet staff members are able to conduct reviews along with the CQI team as schedules allow. These may be in the side-by-side manner or on their own depending on the skill level and training of the supervisors and directors / managers. This process ensures that a peer review component of the quarterly case file reviews may be completed. Several Client Services staff members have been trained in order to participate in the quarterly reviews on a rotating basis. More training may be scheduled by DCF through the course of the year. No Client Services staff will review a file from their own service unit, or if a director / manager, under their supervision.

The CQI team completes the actual analysis to identify themes and trends and the written reports which are shared across stakeholders in through the committee / workgroup structure. The written reports are posted on the ChildNet public website as well as being sent to DCF. The data from the reviews are compiled and progress across time is displayed in the narrative of the quarterly report. Performance has also been compared to state-wide performance as available as a baseline. The reports are completed and reviewed by the Performance and Quality Improvement workgroup to determine if improvement activities are needed and develop any improvement plans or recommend training.

**Executive Management and Region Discretionary Reviews:** ChildNet will work in collaboration with DCF regarding requests for discretionary reviews. The Director of Continuous Quality Improvement is the point of contact for additional reviews who will delegate to the appropriate party and track for the completion of the project. The Director of Continuous Quality Improvement will report back to DCF as appropriate.

**Local Review Schedule:** Quality assurance reviews for both circuits occur weekly, focusing on safety, permanency and well-being outcomes for children and families served, for contract year 2015-2016.

As part of ChildNet’s Focus on Quality, ChildNet attends and participates in the quarterly meetings with DCF to collaborate on federal and state QA and CQI activities. ChildNet also actively participates in DCF’s workgroups around the model such as the tweaking group to update case management standards as well as the Child and Family Services Review (CFSR), and safety methodology teams.

### **C. Stakeholders**

The local community alliances are defined by Florida Statute to oversee the provision of local child welfare services. The Children and Families Leadership Association (CFLA) is the Community Alliance both Circuit 17, Broward County. CFLA and the Community Alliance of Palm Beach County both work with the local Children’s Services Council, DCF, ChildNet and other community partners to develop the service approach and philosophy for each Circuit.

Stakeholder participation in the development of performance improvement goals, client outcomes, and indicators is encouraged in a variety of ways. ChildNet hosts meetings with stakeholders to review progress and address concerns. These meetings include a meeting of all of the Chief Executive Officers (CEOs) of ChildNet’s contracted providers, Foster Parent Association meetings, and quarterly meetings with provider staff.

In addition, satisfaction surveys have been developed for at least annual administration to expand the information received from stakeholders and receive feedback on strengths and areas for improvement for ChildNet, which strengthen client outcomes. Focus groups may be scheduled to further include stakeholder groups.

Stakeholders include but are not limited to:

- The children and families served by the agency
- Employees of the agency
- The judiciary, including the Guardian ad Litem Program
- Funding entities, such as the Department of Children and Families, the United Way, and the Children's Services Council
- Community Partners, such as the Child Protective Investigations, the School Boards, and the Children's Legal Services.
- Child and Community Advocates
- Community Alliances
- Legal Aid and Foster Children's Project
- Contracted and non-contracted providers of services
- Foster parents
- Adoptive parents

ChildNet developed a mechanism to facilitate the sharing of performance reporting and data for all stakeholders. As noted above, a scorecard is disseminated by DCF on a quarterly basis that provides outcome results for each lead agency's performance. ChildNet's performance on contracted targets has been presented on the public website which is available to external stakeholders and feedback is requested regarding strengths, areas of positive practice, as well as areas needing improvement. ChildNet includes quarterly quality case review reports on the agency's public website that identifies strengths as well as improvement areas for ChildNet and progress from prior reviews. Any feedback received will be reviewed by the Director of Continuous Quality Improvement, Senior Management, and the Performance and Quality Improvement workgroup, depending on the complexity of the suggestions.

A stakeholder packet describing ChildNet's Performance and Quality Improvement philosophy and structure, definition of stakeholders and how they are involved in the process, and a brief description of what we measure has been developed and posted on the ChildNet website.

## **II. Measures and Outcomes**

ChildNet has developed both long range and short term outcomes based on contracted performance measures, internal measures, and stakeholder surveys. The first round of surveys was used to develop the agency's Strategic Plan which includes measures for each area of ChildNet. The agency reports performance on the following measures:

### **A. Long-term Strategic Goals and Objectives**

ChildNet developed a long range Strategic Plan that identified content areas within which to focus for the next three years. Those areas were identified from local and state initiatives, stakeholder input, and contracted performance measures. As a result of meeting its goals and objectives, ChildNet strives to be the model in the state in providing safety, permanence, and well-being for its service recipients. The broad goals of the strategic plan mirror the federal measures of Safety, Permanency, and Well Being of children and also consider staff needs and development.

The Strategic Plan is accompanied by the Operations Plan which contains each of the contracted performance measures, score card measures, and other federal measures not specifically listed in the contract. Please see the ChildNet Strategic Plan for the complete listing. The Strategic and Operations plans are reviewed periodically by Senior Management and the Board of Directors.

In three years, ChildNet expects to be a model for the state in providing safety, permanence, and well-being for children, families and staff. Case management practices, provider services, adoptions, and community outreach will be exemplary, as will reunification, and score card performance.

## **B. Management / Operational Performance**

ChildNet is committed to reviewing organizational and management performance. ChildNet created a team of CQI, Legal Services, and Talent Management to review policies and procedures and report to the Board of Directors annually. These include policies and procedures related to Client Services, Finance, Talent Management, and Risk. The policies and procedures may be selected for review based on need or randomly and may be reviewed by a third party. Findings from the reviews are presented to the Performance and Quality Improvement workgroup and others as determined by senior management. Improvement plans are to be developed as appropriate.

## **C. Program Results / Service Delivery Quality**

Program results and service delivery quality are measured as part of ChildNet's performance measures which are outlined in its contract with DCF. These measures are listed below and include safety, permanence, and well-being measures which reference appropriateness, effectiveness, and dimensions of quality service delivery such as efficiency, continuity, and timeliness. While some of these measures are client measures they are addressed in this section just as some of the scorecard measures are reflect program results and are addressed below. These are related to results of internal programmatic improvement efforts and the agency's Strategic Plan.

Current Contract Performance Measures (which are subject to change)

- Rate of abuse or neglect per day while in foster care shall be a rate of at least 8.04.
- Percent of children not abused or neglected while receiving in-home services shall be at least 95.0% Number of children with finalized adoptions between July 1, 2015 and June 30, 2016 shall be 231 for Broward County and 183 for Palm Beach County.
- Percent of children with no verified maltreatment within six (6) months of termination of supervision shall be at least 95.0%.
- Placement moves per 1,000 days in care shall be a rate of at least 4.12.
- Percentage of children under supervision who are required to be seen a minimum of once every thirty (30) days, who were seen a minimum of once every thirty (30) days shall be at least 99.5%.
- Percentage of children in out-of-home care who received medical service in the last 12 months shall be at least 95.0%.
- Percentage of children in out-of-home care who received dental services within the last 7 months shall be at least 95.0%.Percent of children exiting foster care to a permanent home within twelve (12) months of entering care shall be at least 40.4%.
- Percent of children exiting foster care to a permanent home in twelve (12) months for children in foster care twelve (12) to twenty-three (23) months shall be at least 43.7%.
- Percent of children exiting foster care to a permanent home in twelve (12) months for children in foster care twenty-four (24) months or longer shall be at least 30.3%.

- Percent of children who do not re-enter foster care within twelve (12) months of moving to a permanent home shall be at least 91.7%.
- Percent of sibling groups where all siblings are placed together shall be at least 65.0%.
- Percentage of young adults in foster care at age eighteen (18) who have earned a high school diploma or GED or are enrolled in a secondary education program shall be at least 80.0%.

Additional federal measures are tracked as part of the Operations plan. The data for the above measures comes from two main sources. The first is the Florida Statewide Automated Child Welfare Information System, known as the Florida Safe Families Network (FSFN), and the second is through the DCF portal system. The reports are available either monthly or quarterly depending on the data source.

#### **D. Client and Program Outcomes**

In addition to the above contracted and federal measures, ChildNet tracks the following measures to track performance for case management programs and the services recipients. As noted above, the scorecard measures include program performance but are addressed here for consistency.

#### **Scorecard Indicators**

The Director of CQI and the Program Officer of Quality & Operations have been participating in the Performance Measures Workgroup, with ChildNet's CEO being a member of the Leadership Committee, in the redesign of the CBC Lead Agency scorecard. The revised scorecard no longer ranks each lead agency, yet continues to track performance related to safety, permanency and well-being outcomes on a quarterly basis. ChildNet is committed to ensuring outcomes related to clients and programs are meeting desired targets and will continue to utilize the scorecard indicators as part of its PQI process.

Other case management and department measures are developed and reviewed as the needs arise during the year. These have been integrated into position performance appraisals and are in the process of being integrated into dashboards.

#### **Network Measures**

The Contract Management section of ChildNet created outcome measures for each contract in concert with each network providers based on ChildNet's performance measures with DCF. These are ChildNet's broad Network performance measures. The outcome measures are reported quarterly, validated by the ChildNet Contract Management Specialist during quarterly site visits and the periodic contract monitoring conducted by the CQI staff. An annual report of findings from the monitoring is conducted and reported to the Performance and Quality Improvement team, client services staff, and network development staff. Please refer to the ChildNet Contract Monitoring policy and procedure for a full description of the monitoring process.

Further monitoring is conducted at the Contract Management Specialist level such as the accuracy of invoices, timeliness of paying invoices, submission of required documents, and other day-to-day activities. Outcomes measures for Circuit 17 and Circuit 15 have been developed with a common set of indicators across the region.

### **III. PQI Operational Procedures**

ChildNet found that to improve quality, the entire network must be involved and actively support quality and performance improvement efforts and has worked tirelessly to create and maintain a culture of quality within the agency and provider network. It is paramount that quality is embraced through-out the

continuum of care from senior managers to the front-line staff members working with service recipients. ChildNet accomplished this task through the inclusion of all levels of stakeholders in its Performance and Quality Improvement workgroup. ChildNet adopted a philosophy of transparency with its performance and created avenues to share this information including its public website, dashboard portfolios, electronic mail broadcasts, and informative flyers for clients.

## **A. Data Collection and Aggregation**

ChildNet is a leader in the state in using both quantitative and qualitative methods to drive and sustain quality assurance and improvement endeavors. ChildNet created a dashboard that is available both internally as well as to any stakeholder with internet access to show its progress on performance measures specifically contracted by DCF. The internal dashboard portfolios for each measure show performance down to the unit and case manager level in order for directors and supervisors to hold staff accountable for their performance. This information is available in real time to provide timely feedback to not only managers and supervisors, but the case managers as well.

ChildNet reviews data from a wide range of sources to identify strengths, opportunities for improvement, patterns and trends. A few examples of these sources include:

- Quarterly case record reviews
- Risk management data (quarterly review of incidents, accidents, and stakeholder concerns)
- Client and stakeholder satisfaction surveys
- Internal staff surveys
- Client outcome data
- Performance measures
- Internal agency measures
- External monitoring reports
  - DCF licensing
  - DCF Contract Oversight Unit
  - Federal and State requirements
- Management and Operation Performance

The data from the above is reviewed, integrated, and analyzed as necessary by CQI staff members and presented to the Performance and Quality Improvement workgroup. As there are representatives from each department in the PQI workgroup, this information is shared with those in positions to make corrections recommended in the reports including developing any needed training for Client Service staff members.

Data reports are presented at the workgroup meetings furthermore, ChildNet developed a repository of reports with links from the internal dashboard and external website.

## **B. Data Review and Analysis**

The ChildNet CQI team is responsible for analyzing the data related to performance measures, scorecard indicators, case record reviews, and contract monitoring. The results are reviewed regularly by senior managers and the Board of Directors in order to identify areas in need of improvement, prioritize improvement activities on a small or broad scale, and manage programs and operations. CQI further analyzes the data related to selected measures to identify the reason for each case not meeting targets. This data is aggregated quarterly and presented to the PQI workgroup, Senior Management, and at 'All Staff' meetings.



ChildNet conducts regular meetings to review performance on the state-wide scorecard in both circuits. During these meetings, management and/or team building videos are shown and reviewed, and reports are presented from active Six Sigma projects. Leaders have been identified for each scorecard indicator who report on the progress of meeting internal goals each week. In the beginning, the leads were Director level positions to develop infrastructure but have been transitioned to supervisors and even case managers as appropriate. These leads are accountable for their indicator and monitor the data and participate in projects to improve performance. In Palm Beach, many of the indicators are led by the community partner responsible for the services such as Independent Living and Case Management. This allows for a system-wide approach to performance and quality improvement.

The CQI Director leads the analysis the data in both circuits to create projections and targets for each week to meet the monthly targets. This data is reviewed to the unit level to target the improvement activities to where they are most needed. Similarly the federal measures and contracted outcome measures are analyzed for root causes for failure to reach performance targets at the unit and case level to identify training needs for case management staff and/or identify areas for improvement.

### **C. Communicating Results**

Direction to the case managers is provided based on the findings of the quarterly quality case reviews. The data from the reviews are aggregated to show both strengths and areas of opportunity, with the reports presented to the Performance and Quality Improvement workgroup. Clear goals and objectives are communicated to front line staff to ensure that measures are met at the case level. All staff members are provided training on Continuous Quality Improvement as part of new hire orientation. Furthermore, case managers are provided a more in-depth training on CQI during workshops held as part of pre-service training. This ensures not only an exposure to the expectations of performance on the contracted and federal measures and the case review process, but encourages their participation in the Quality Improvement process. While case management is provided by ChildNet directly in Broward, it is contracted to a community partner in Palm Beach.

As noted above, the case management provider has leaders of the scorecard indicators and they are also part of the Performance and Quality Improvement workgroup to ensure they too are encouraged to improve performance and held accountable to achieve targets.

The CQI team completes the actual analysis to identify themes and trends and the written reports which are shared to stakeholders. The written reports are posted on the ChildNet public website as well as being sent to DCF. The data from the reviews are compiled and progress across time is displayed in the narrative of the quarterly report. Performance has also been compared to state-wide performance as available as a baseline. As noted above the improvement plans are developed through the PQI workgroup.

As noted above, results are communicated in a variety of ways. The leadership of the organization including the Board of Directors, Senior Management and CQI staff members communicates achievements relative to the scorecard, contracted and federal measures to ChildNet staff and stakeholders through a host of meetings, scheduled on a regularly basis.

The quarterly case file review reports are currently reviewed for strengths and opportunities for improvement by the PQI workgroup. Annual data from contract monitoring of ChildNet's network providers is communicated to staff through the PQI workgroup and the Program Quality Committee.

## **D. Using Data for Implementing Improvement**

The PQI process has been effective in identifying areas for improvement and testing for the effectiveness of the improvement actions taken, modifies improvement efforts as needed, and keeps staff members informed throughout the process. ChildNet has been able to utilize Six Sigma workgroups to improve its performance in both Circuit 17 and Circuit 15 on the statewide scorecard. ChildNet is data-driven and performance focused with an unwavering commitment to the children and families in the communities it serves. This commitment is demonstrated by ChildNet being a high performer on the scorecard in both Circuits. The Director of CQI and the Program Officer of Quality & Operations have been participating in the Performance Measures Workgroup, with ChildNet's CEO being a member of the Leadership Committee, in the redesign of the monthly scorecard. ChildNet continues to make significant progress improving performance related to safety, permanency, and well-being. These include:

- Children seen every 30 days;
- Permanency within 12 months of Entry;
- Placement moves for children in foster care;
- Medical, Dental, and Immunization Services for children in out-of-home care, and
- Educational outcomes for young adults at age 18.

Work is continuing on the above measures and additional workgroups formed to address no verified maltreatment during in-home and out-of-home services, children achieving permanency after 12 months or more in care, siblings placed together, and children achieving permanency through adoption.

## **E. Assessment of the Effectiveness of the PQI Process**

The effectiveness of the PQI process at ChildNet is assessed to identify barriers and support implementation through a variety of methods. The first is the Management of Operational Performance group. This group is comprised of staff from CQI, Legal Services, and Talent Management. This group is charged with reviewing policies and procedures on an annual basis selected based on need, randomly, or through a third party. Furthermore, the processes are reviewed at least annually by the PQI workgroup in the creation of the annual PQI plans.

In addition to the internal Management of Operational Performance and PQI workgroup reviews, the PQI processes are also assessed by DCF or a third party evaluator contracted by DCF. This assessment is part of the Contract Oversight Unit (COU) review by DCF which assesses ChildNet's monitoring of its contracted providers. The case file review process is assessed by a third party who will monitor the agency's Quality Management program. In addition, scorecard performance is reported at the Community Alliance meetings which occur in both Circuit 17 and Circuit 15 with stakeholders from DCF and other community representatives in attendance.

ChildNet's PQI process is firmly grounded in ensuring the overall mission, vision, and values of the agency. It is dependent upon active participation of staff at all levels of the agency, children and families served, and stakeholders through the process. The goal of child welfare is to advocate and protect the overall well-being of children and families, assuring that every child has a permanent, safe and nurturing environment. ChildNet's PQI process is vital to ensuring case managers fulfill this goal.