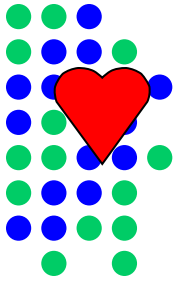




**Brevard Family  
Partnership**



# *Performance Review*

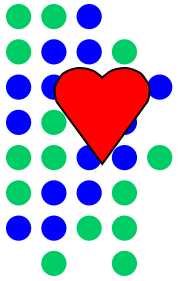
*October 25, 2011*



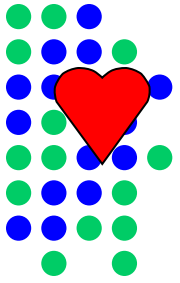
**DEVEREUX**  
FLORIDA

# Performance Review Goals

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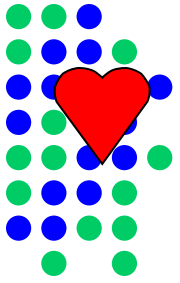
- 8 Contract Measures
- 8 Independent Living Measures Currently Being Followed
- 5 Proposed Independent Living Measures
  - 12 Best Practice Measures
  - 3 Other Measures
  - QA



# *Contract Performance Measures*

# Objective: Safety

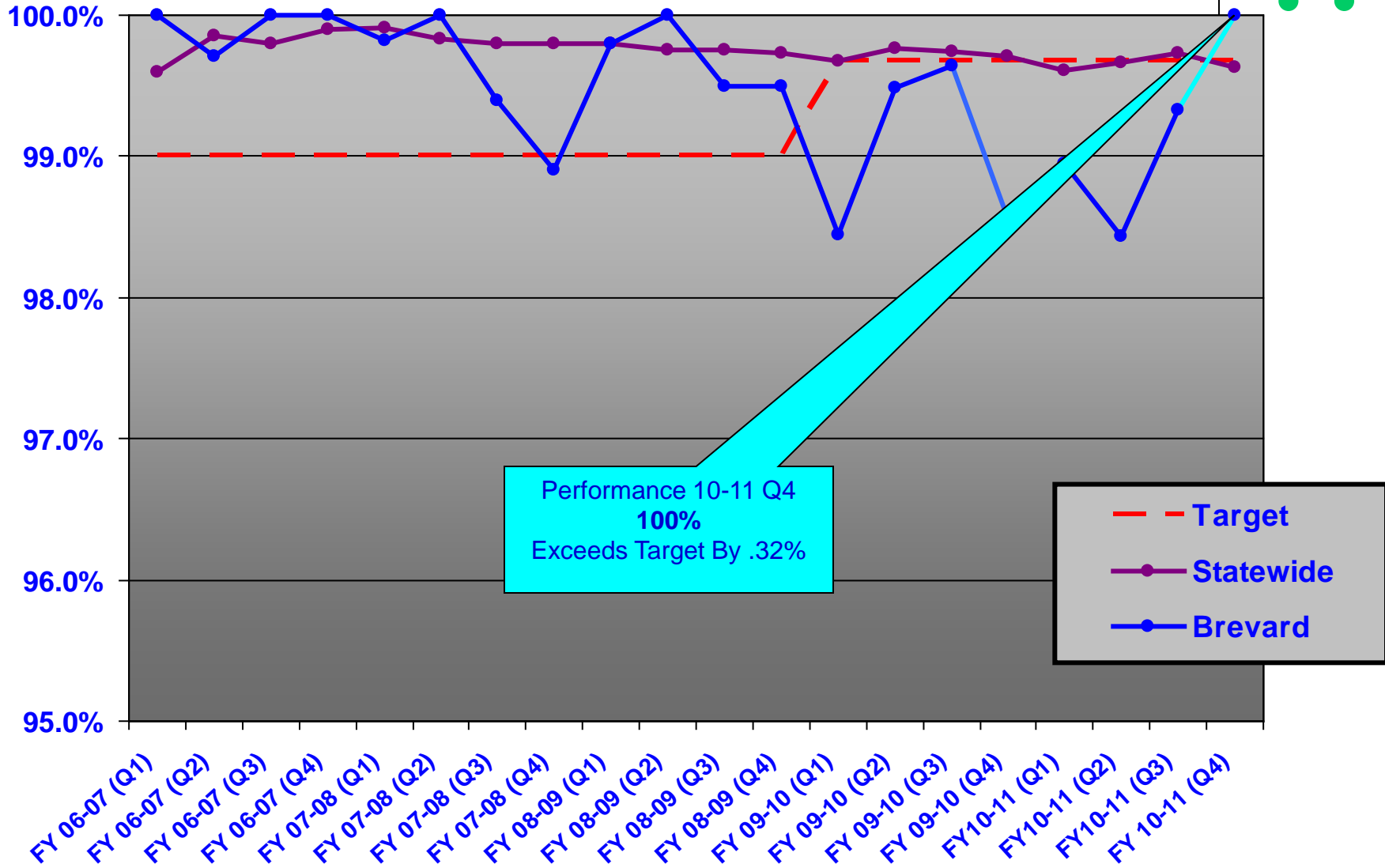
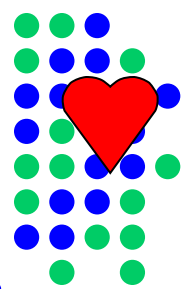
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1) The percentage of children served in out-of-home care who are not maltreated by their out-of-home caregiver shall be at least 99.68%.

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

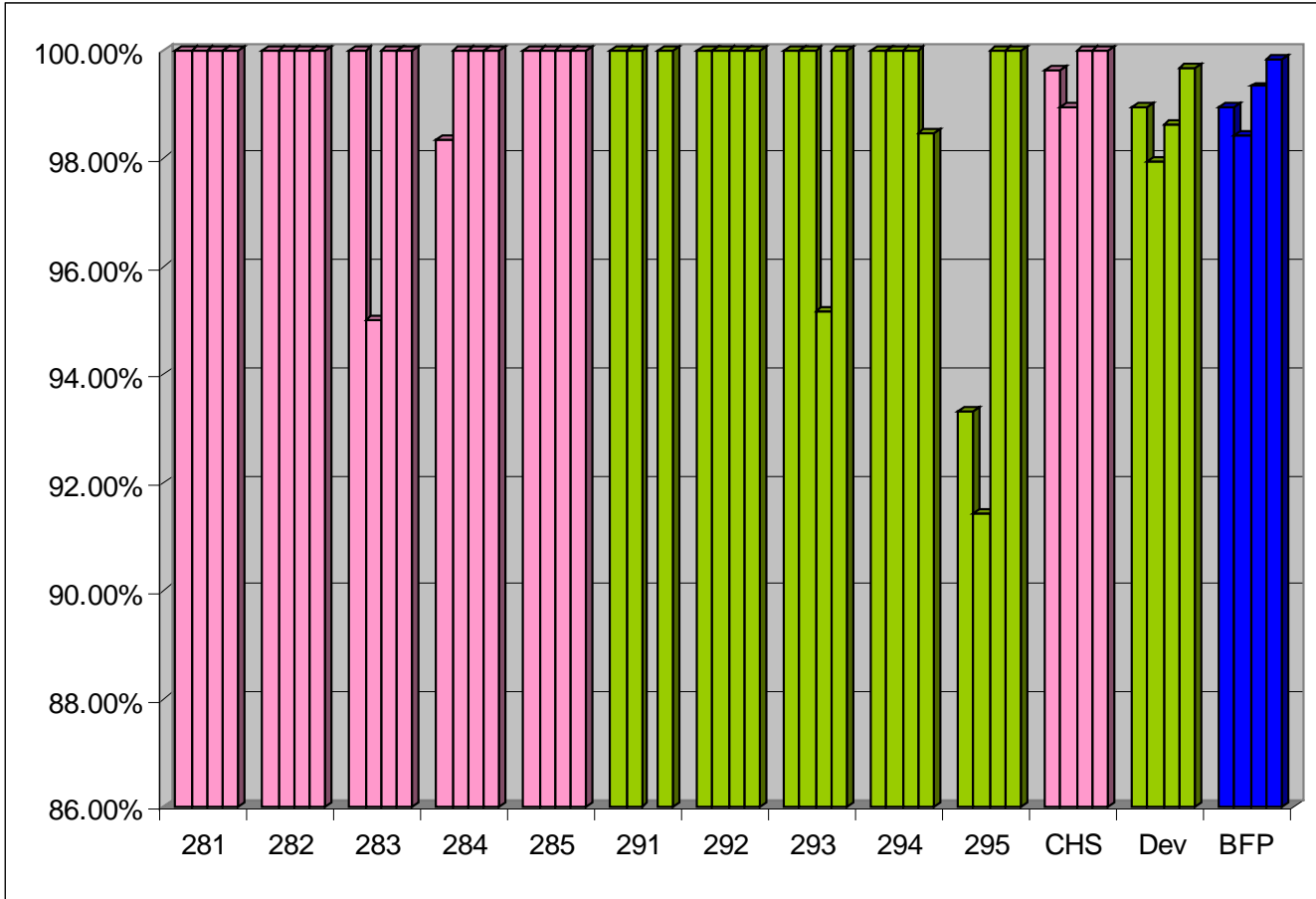
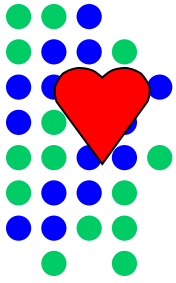
## Target – 99.68% safe



Performance 10-11 Q4  
**100%**  
 Exceeds Target By .32%

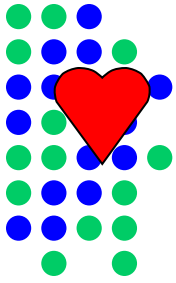
- - - Target
- Statewide
- Brevard

**Contract Measure #1 – Maltreatment in Out-of-Home Care**  
**Target –99.68% Safe**  
**FY 10-11 Quarters 1-4**



# Objective: Permanency

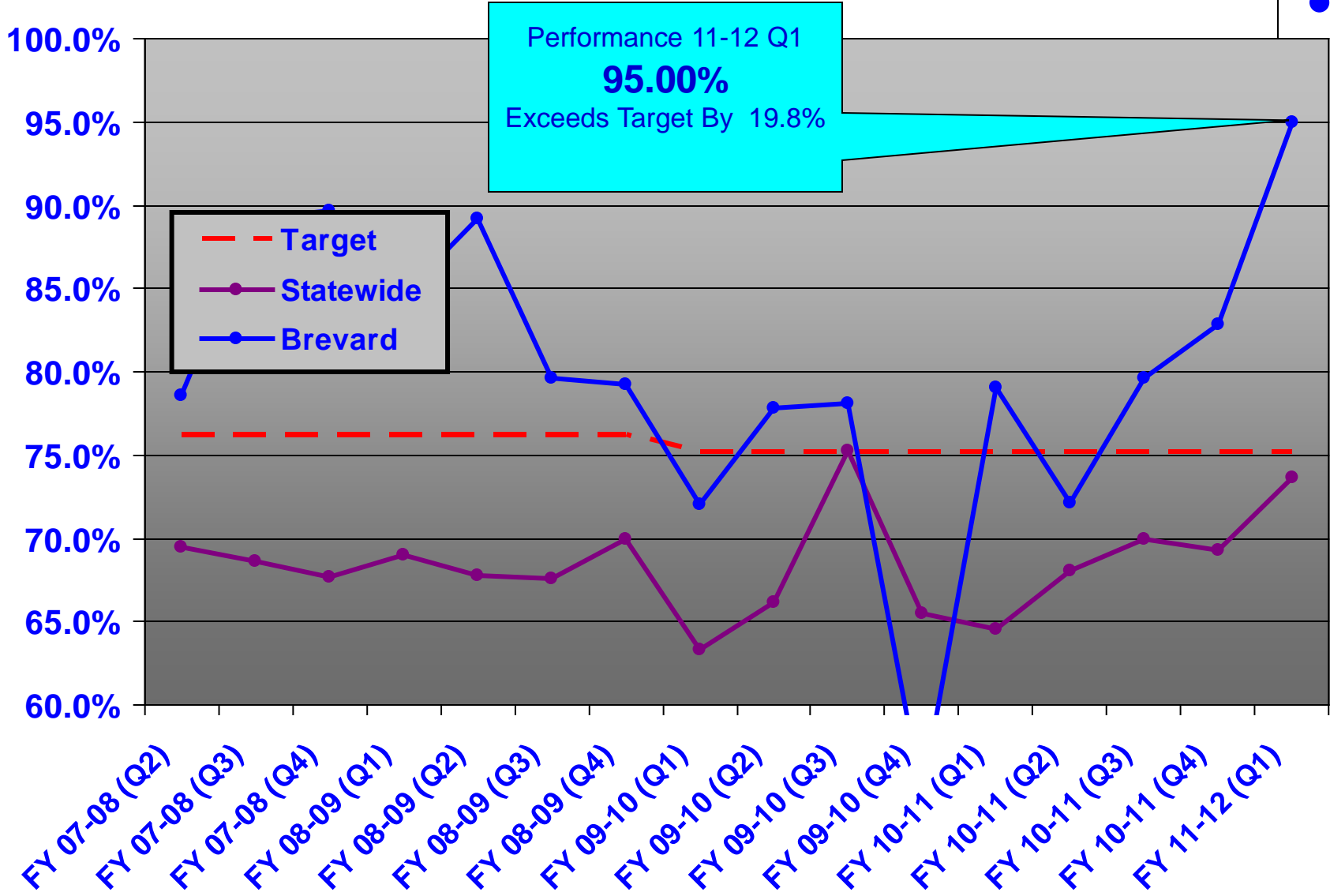
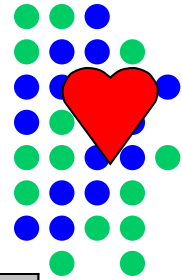
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2) The percentage of children reunified who were reunified within 12 months of the latest removal shall be at least 75.2%.

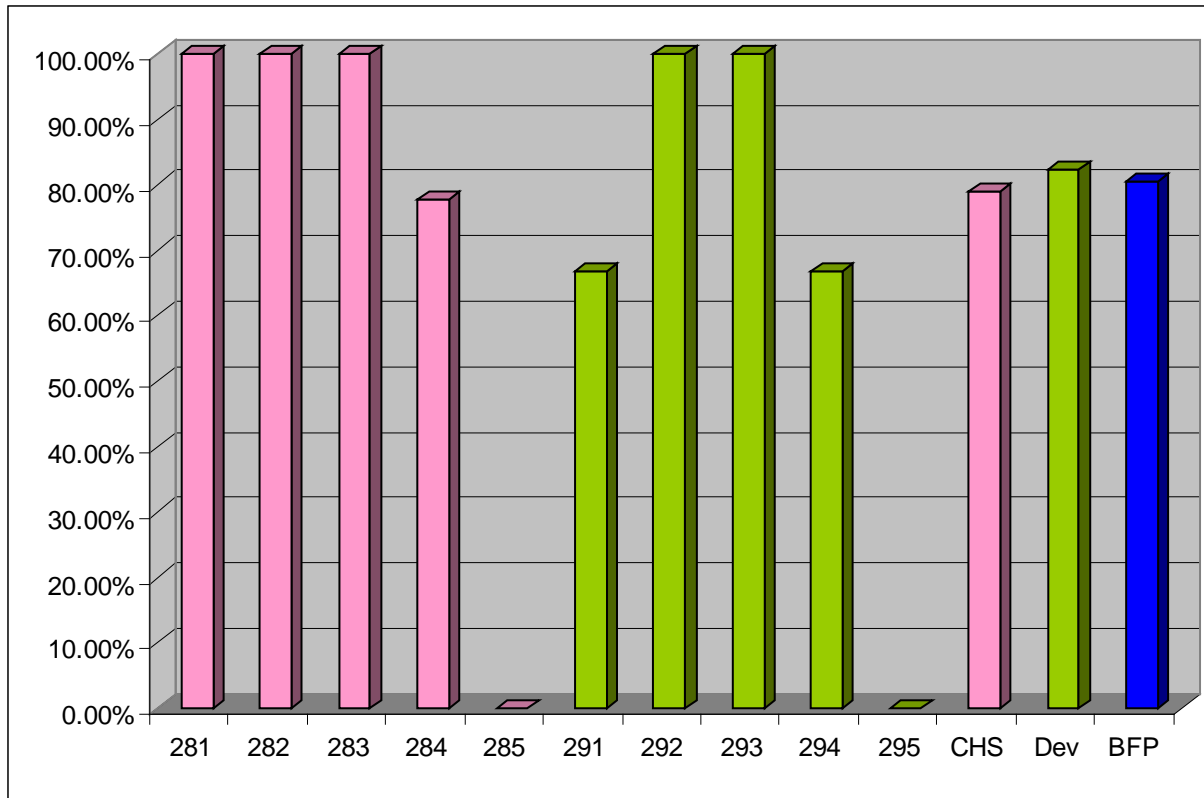
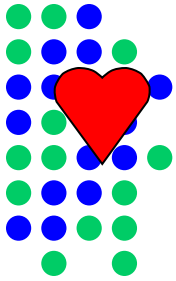
# Contract Measure #2 – Time to Reunification

## Target – 75.2%



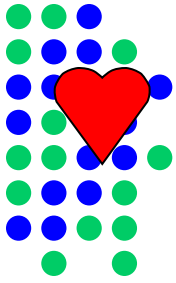


**Contract Measure #2 – Time to Reunification**  
**Target – 75.2%**  
**FY 11-12 Quarter 1**



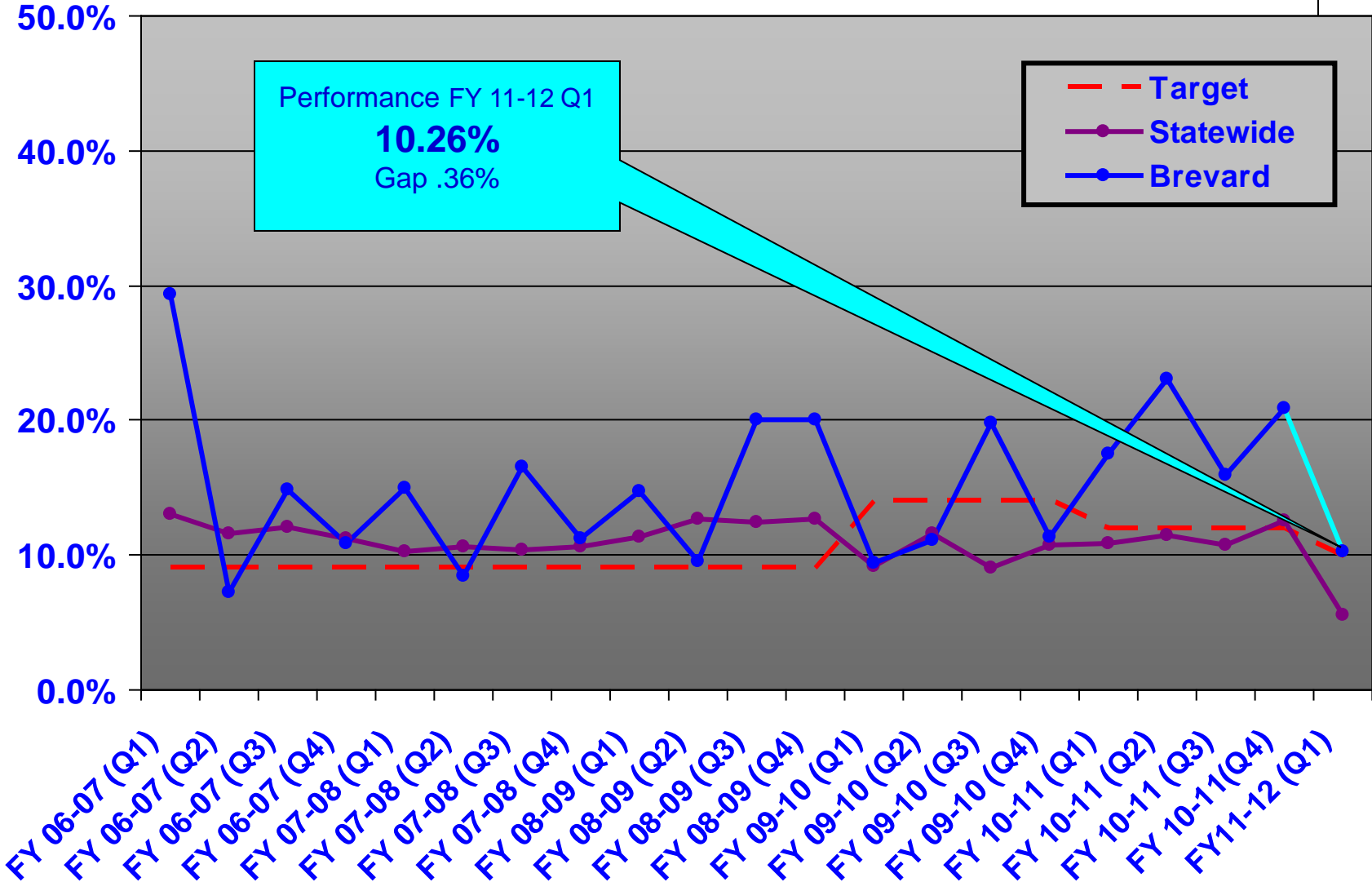
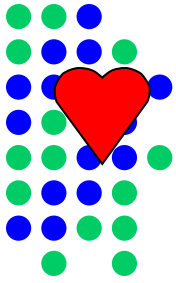
# Objective: Safety & Permanency

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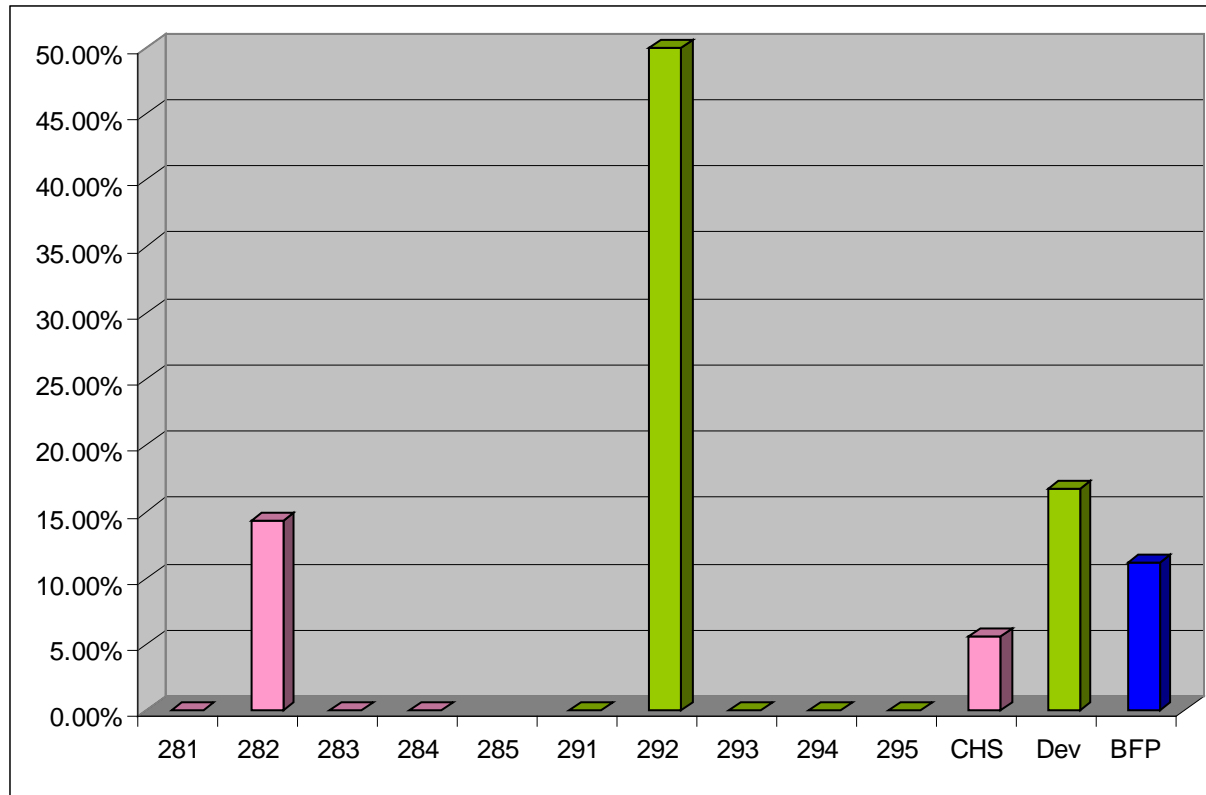
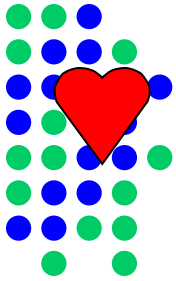
3) The percentage of children reunified who re-enter out-of-home care within 12 months shall not exceed 9.9%.

**Contract Measure #3 – Percent of children removed within 12 months of a prior reunification.**  
**Target – 9.9%**



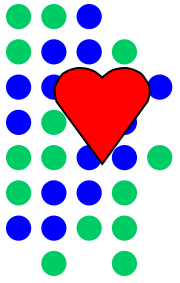
**Contract Measure #3 – Percent of children removed within 12 months of a prior reunification.**

**FY 11-12 Quarter 1**



# Objective: Permanency

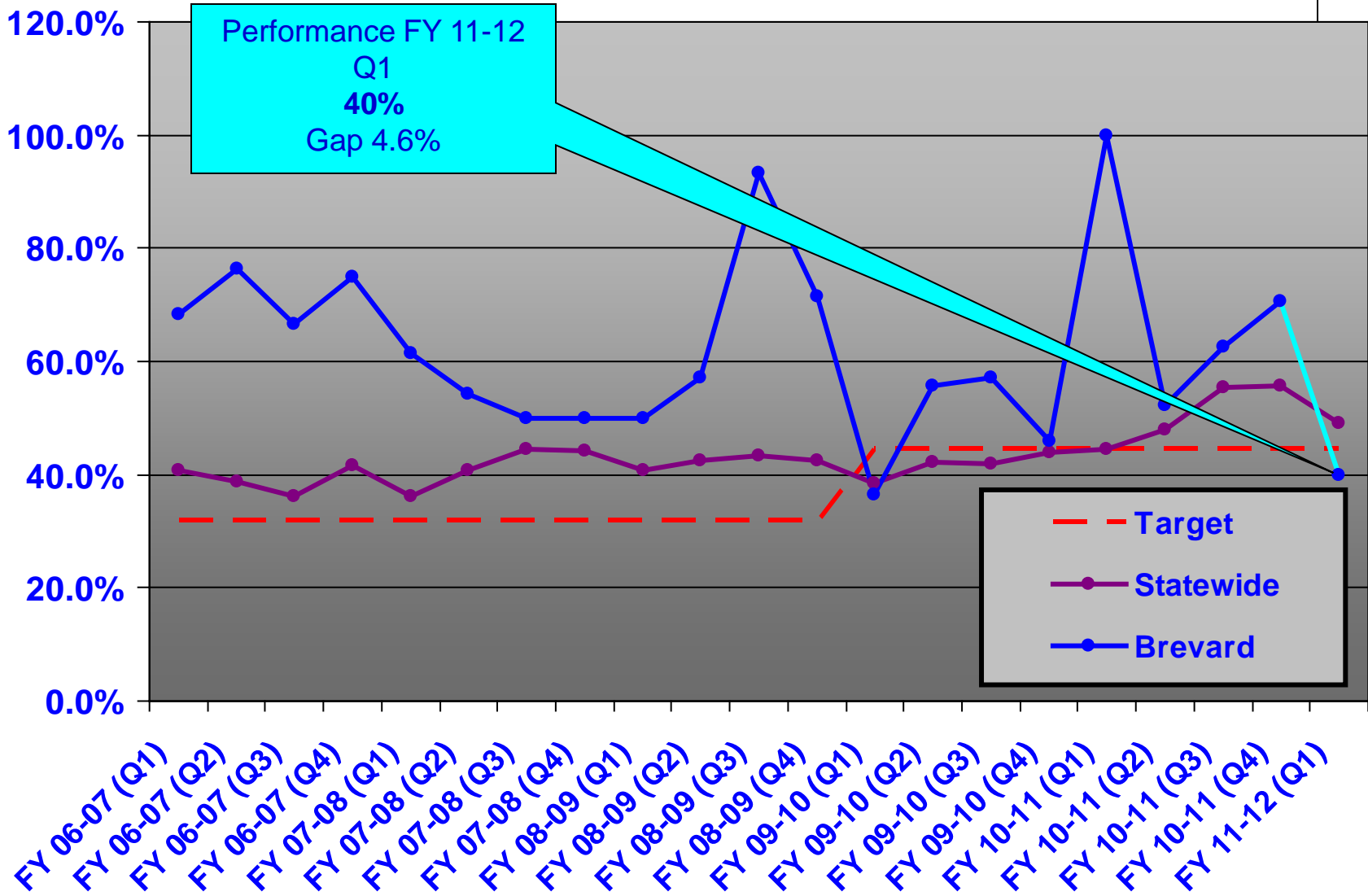
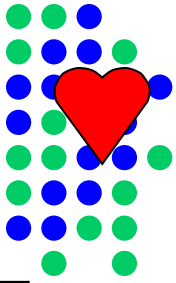
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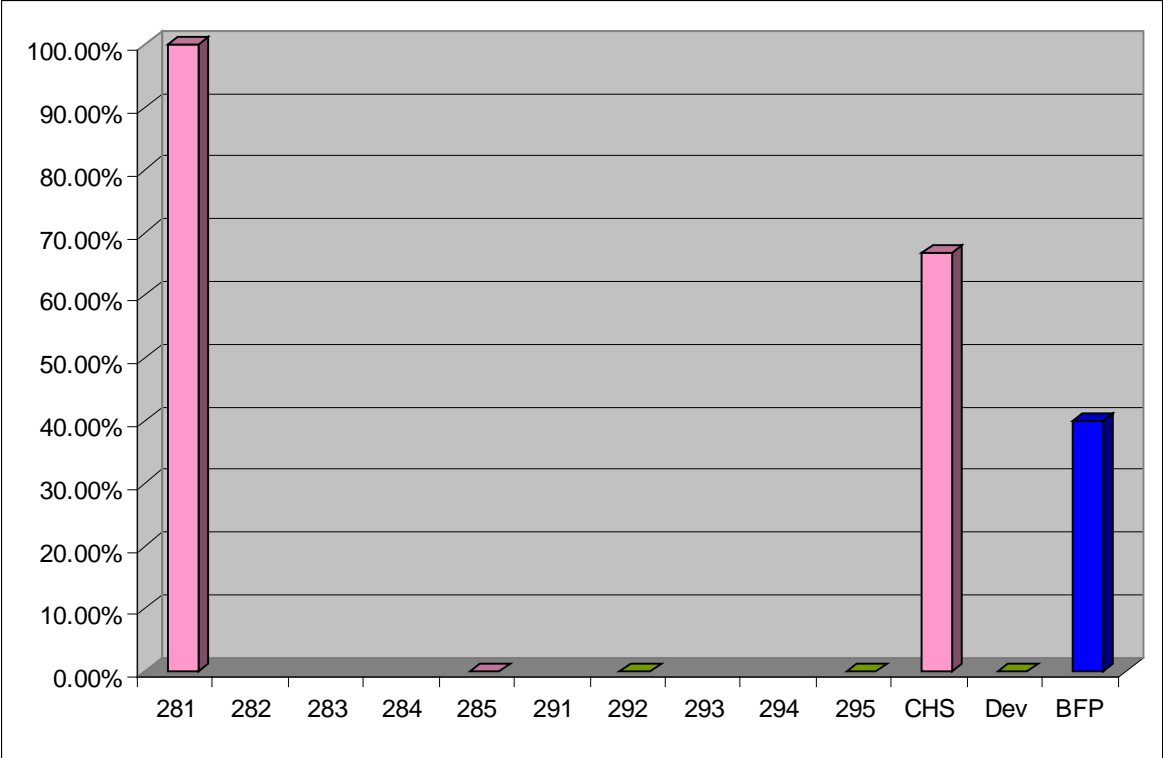
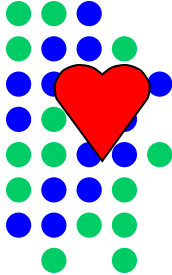
4) The percentage of children who were adopted within 24 months of the latest removal shall be at least 44.6%.

# Contract Measure #4 – Time to Adoption

## Target – 44.6%

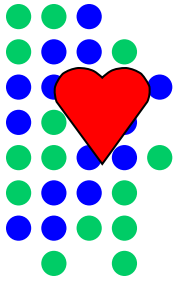


# Contract Measure #4 – Time to Adoption FY 11-12 Quarter 1



# Objective: Permanency

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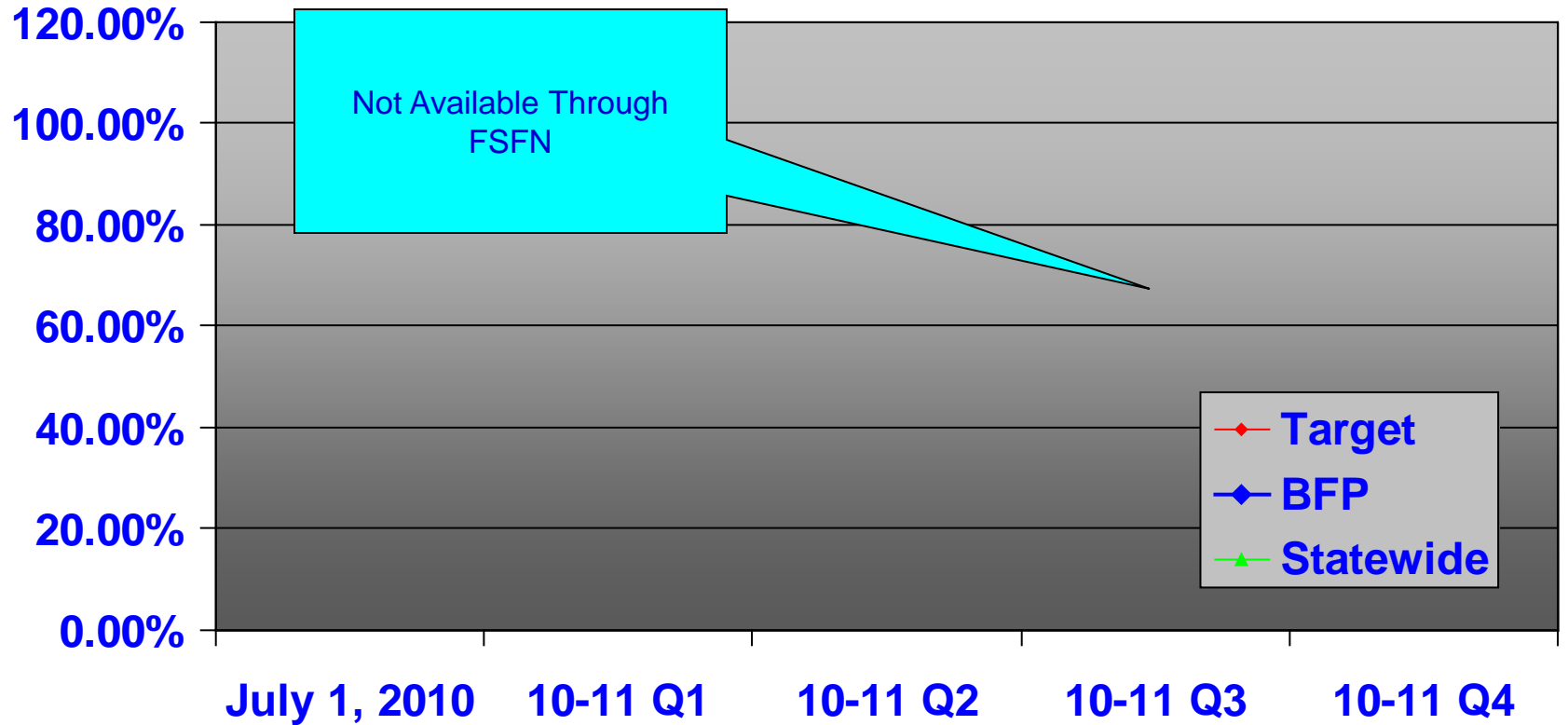
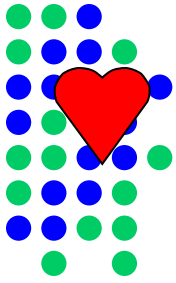


5) The percent of children in out-of-home care 24 months or longer on July 1 who achieved permanency prior to their 18<sup>th</sup> birthday and by June 30 shall be at least 29.1%.



# Contract Measure #5 – Children in OHC over 24 Months Achieving Permanency

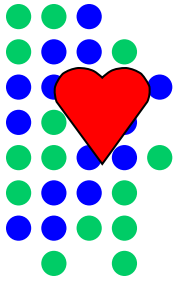
Target – 29.1% Children on June 30, 2012



**Contract Measure #5 – Children in OHC over 24 Months  
Achieving Permanency**

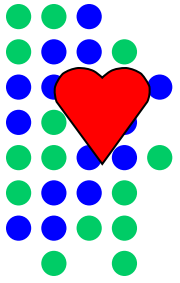
**Target – 29.1% Children on June 30, 2012**

*(Goal is cumulative, YTD)*



# Objective: Permanency

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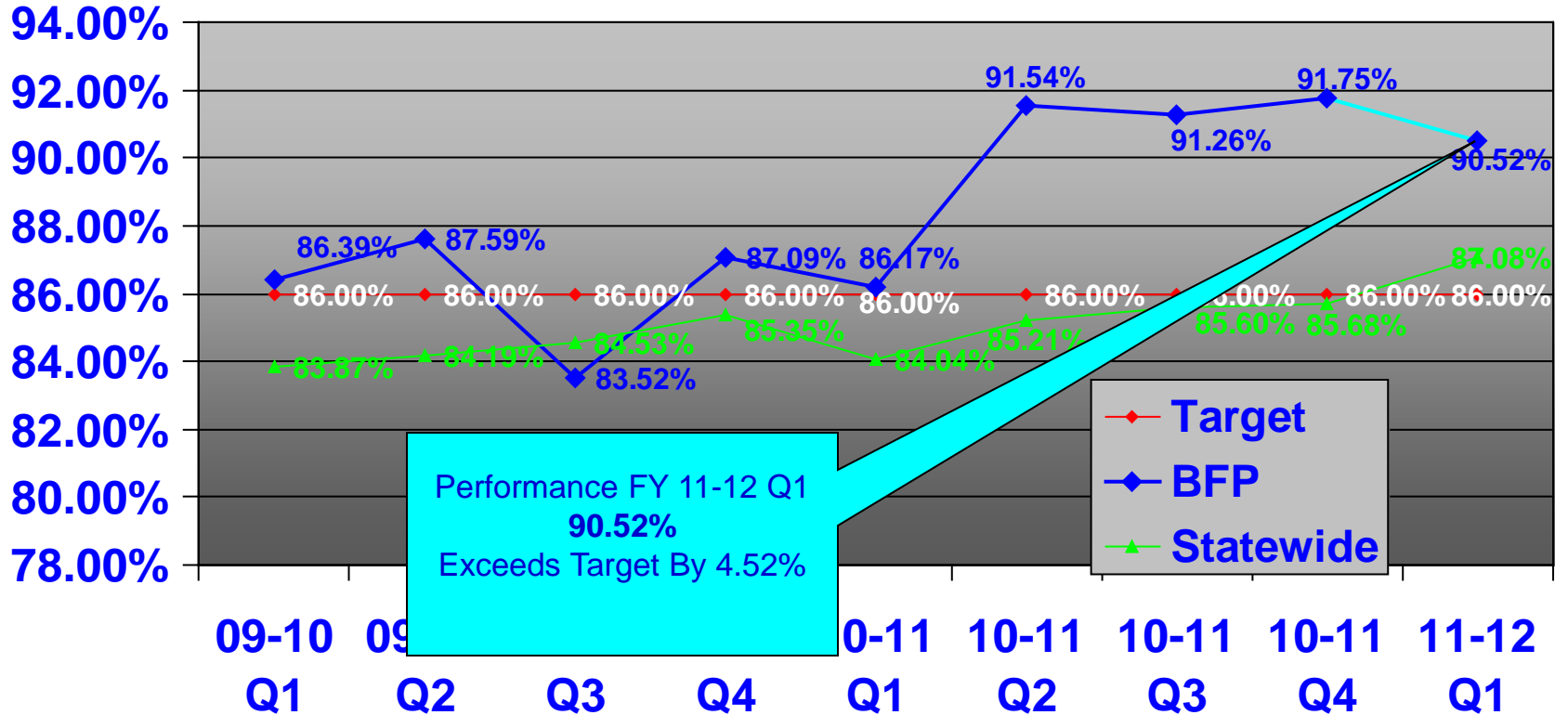
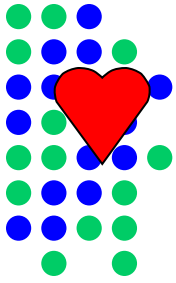
6) The percentage of children in out-of-home care for at least eight days, but less than 12 months, who had two or fewer placement settings, shall be at least 86%.

**Dashboard Measurement: FS306**

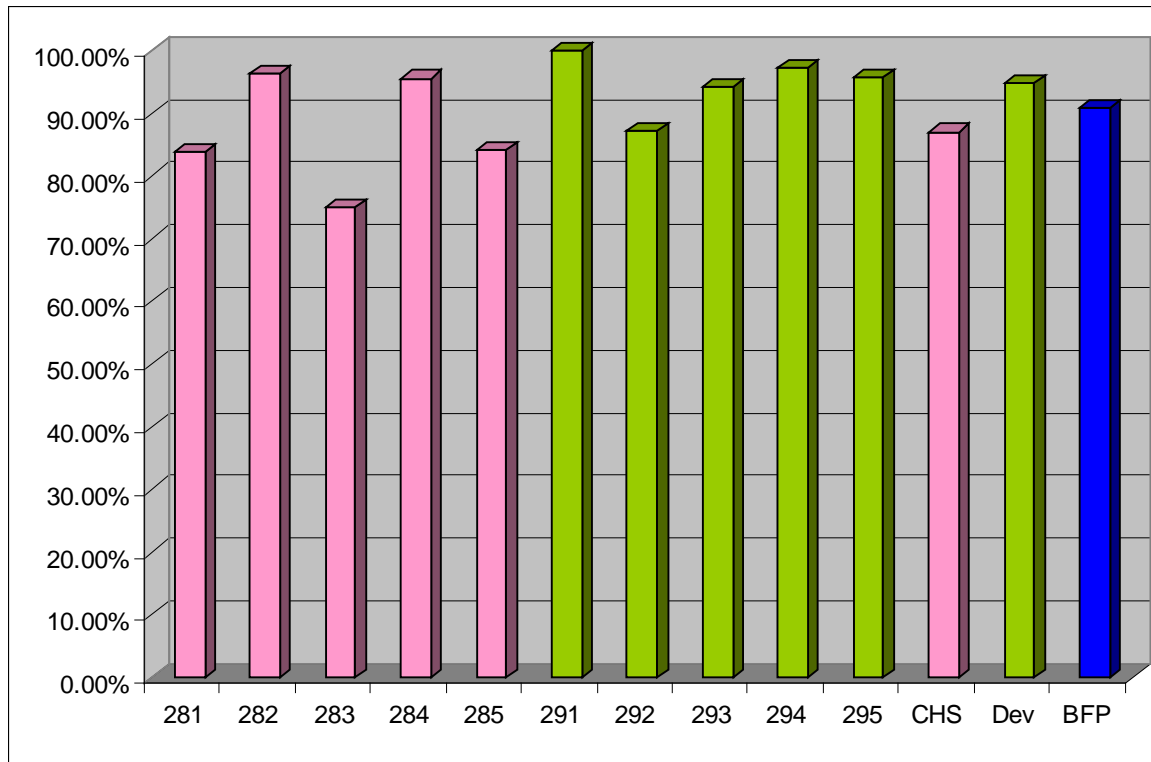
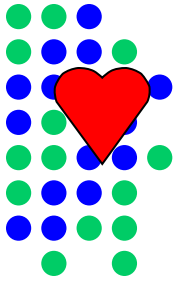
**FSFN Report: Children Served In Out-Of-Home Care, Length Of Removal  
By Number Of Placements**

# Contract Measure #6 –OOHC With 2 or Less Placements

## Target – 86%

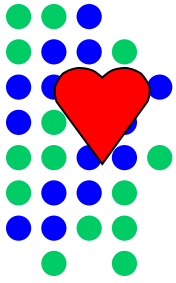


**Contract Measure #6 –OOHC With 2 or Less Placements**  
**Target – 86%**  
**FY 11-12 Quarter 1**



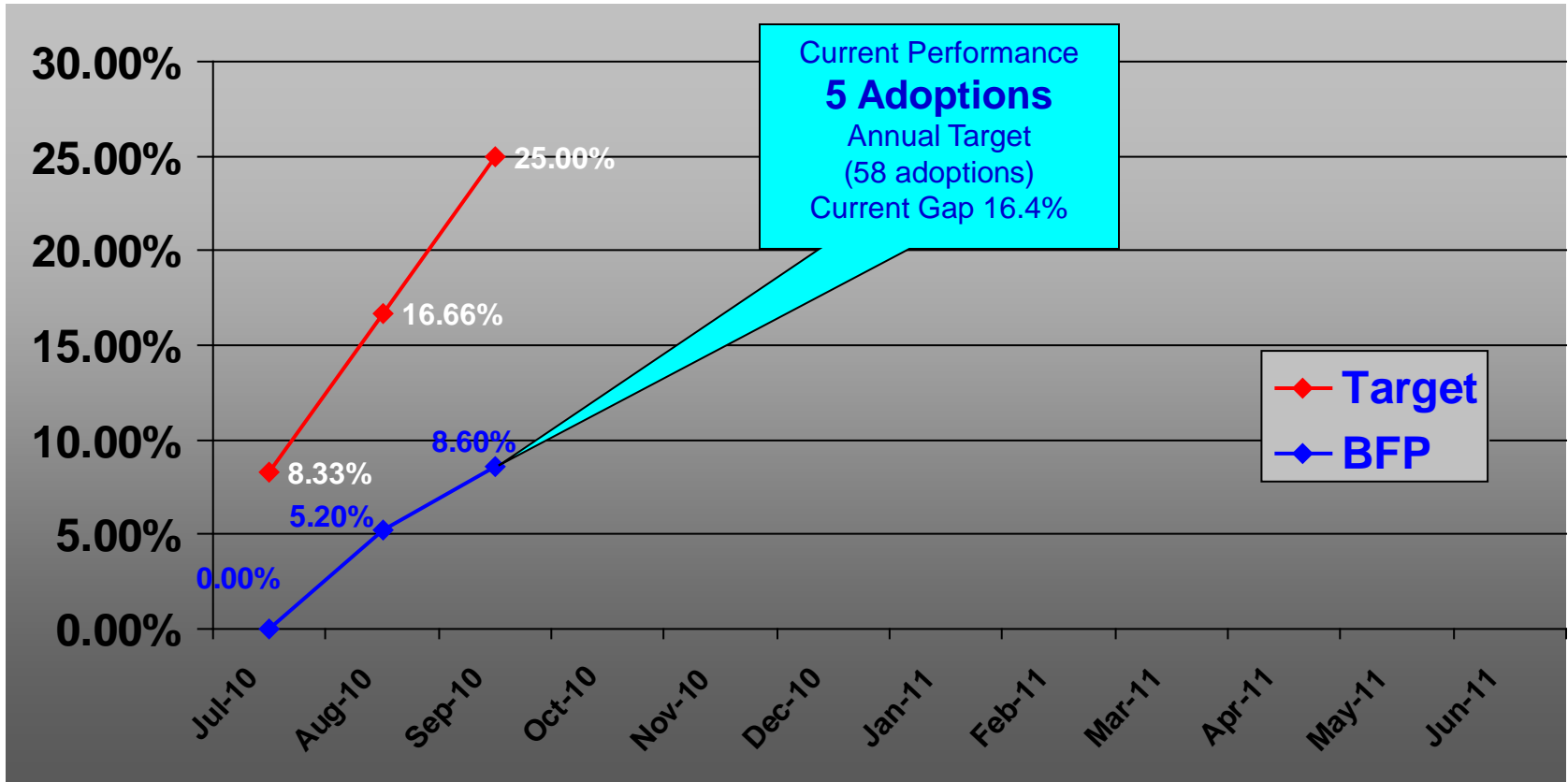
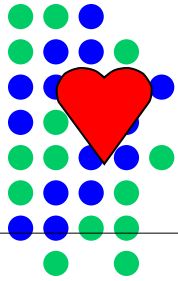
# Objective: Permanency

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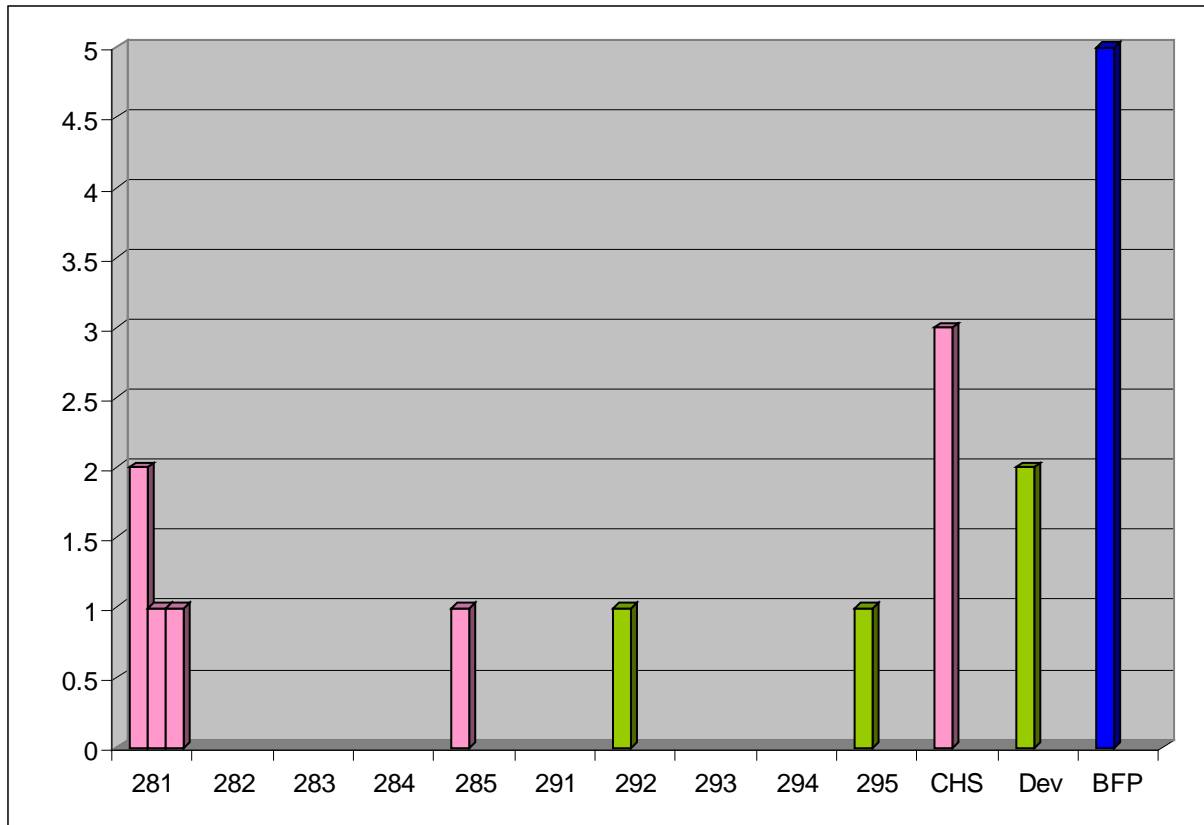
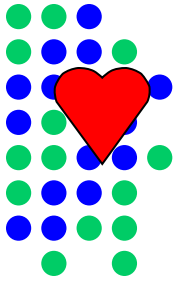


7) The number of children with finalized adoptions between July 1, 2010 and June 30, 2011 shall be at least 58.

# Contract Measure #7 – Number of Finalized Adoptions Target – 58 Finalized Adoptions



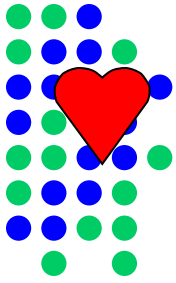
**Contract Measure #7 – Number of Finalized Adoptions**  
**Target – 48 Finalized Adoptions**  
**FY 11-12 Quarter 1**





# Objective: Safety

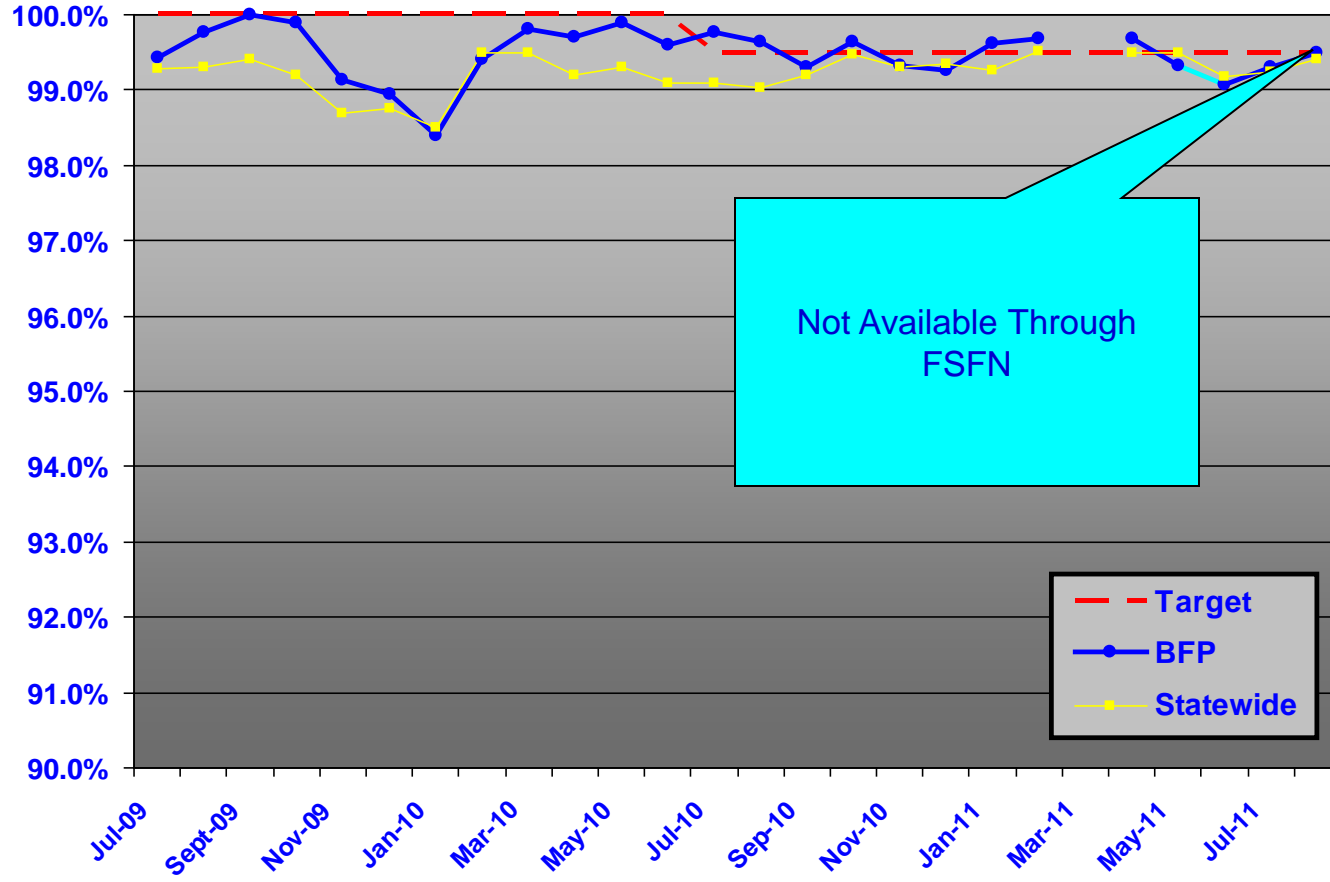
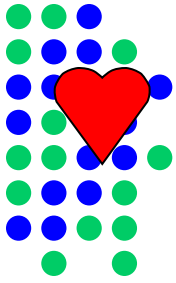
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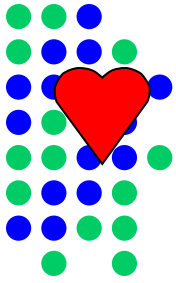
- 8) The percent of children under supervision who are required to be seen every 30 days, who are seen every 30 days shall be at least 99.5%.

# Contract Measure #8-Children seen every 30 days

## Target 99.5%

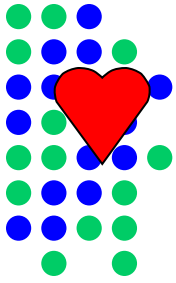


# CBC Performance FY 10-11 Quarter 4 (Including Measure 1)

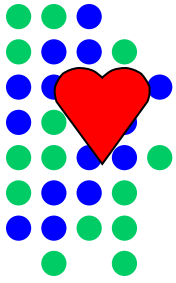


Agency	1) Maltreatment in OOHHC	Ranking	2) Reunified within 12 months of latest removal	Ranking	3) Children reunified re-entering OHC within 12 months	Ranking	4) Finalized adoptions within 24 months of latest removal	Ranking	5) OOHHC 24 months or longer 7/1 who achieved perm prior to 18 and by June 30	Ranking	6) OOHHC eight days to 12 months with two settings	Ranking	8) children seen every 30 days,	Ranking	Total	Total Ranking
Big Bend CBC East	100.00%	1	86.44%	1	5.13%	2	76.19%	5	31.37%	14	88.80%	7	99.66%	11	41	1
St. Johns County Commission	97.70%	21	73.68%	6	0.00%	1	85.71%	3	41.67%	4	89.21%	6	99.44%	17	58	2
Big Bend CBC West	99.63%	12	69.01%	13	12.99%	12	83.33%	4	30.36%	15	91.35%	3	99.92%	4	63	3
Family Support Services	99.61%	13	76.00%	5	11.61%	10	74.19%	6	23.33%	20	91.10%	4	99.89%	5	63	3
YMCA South	99.91%	4	71.26%	9	15.89%	19	45.65%	18	53.15%	2	88.38%	10	99.98%	2	64	5
Clay & Bakers Kid Net (Kids First, Inc)	99.58%	14	73.33%	7	11.43%	9	62.50%	12	28.57%	17	90.32%	5	99.99%	1	65	6
Partnership for Strong Families	99.77%	9	67.90%	14	7.04%	3	70.73%	7	34.85%	10	85.90%	12	99.61%	13	68	7
<b>CBC of Brevard</b>	100.00%	1	82.86%	3	20.90%	21	70.59%	8	19.23%	21	91.75%	2	99.50%	16	72	8
CBC of Volusia-Flagler (PCBC, Inc)	99.92%	3	55.56%	21	13.41%	15	44.19%	19	41.30%	5	92.62%	1	99.79%	8	72	8
Eckerd Youth Alternatives	99.47%	16	72.96%	8	13.11%	13	51.72%	14	36.61%	8	85.97%	11	99.93%	3	73	10
Family Services of Metro Orlando	99.78%	7	70.14%	10	8.74%	5	63.64%	10	31.63%	13	76.34%	20	99.72%	9	74	11
Kids Central, Inc.	99.54%	15	65.12%	16	8.92%	6	50.00%	15	50.25%	3	85.69%	13	99.87%	6	74	11
Child and Family Connections	99.91%	4	53.85%	22	9.78%	7	66.67%	9	29.73%	16	84.37%	16	99.83%	7	81	13
Families First Network (Lakeview)	99.45%	18	85.40%	2	20.13%	20	63.33%	11	34.55%	11	88.73%	8	99.65%	12	82	14
Children's Network of SW Florida	99.91%	4	79.61%	4	13.99%	16	26.93%	22	36.45%	9	81.55%	18	99.58%	14	87	15
CBC of Seminole	99.46%	17	66.67%	15	14.00%	17	100.00%	1	32.00%	12	88.68%	9	99.27%	19	90	16
Our Kids Inc.	99.78%	7	59.06%	19	7.89%	4	48.00%	17	25.22%	19	84.98%	15	99.52%	15	96	17
ChildNet Inc.	99.73%	10	70.13%	11	10.98%	8	52.50%	13	28.41%	18	76.24%	21	99.24%	20	101	18
Hillsborough KIDS, Inc.	99.71%	11	57.14%	20	12.82%	11	38.10%	21	36.74%	7	75.91%	22	99.68%	10	102	19
United for Families	99.23%	20	63.41%	17	13.25%	14	48.48%	16	61.24%	1	80.00%	19	99.28%	18	105	20
Heartland for Children	99.35%	19	69.34%	12	15.18%	18	40.54%	20	39.58%	6	84.18%	17	99.04%	21	113	21
Statewide	99.63%		69.28%		12.58%		55.72%		33.77%		85.68%		99.50%			

**CBC Performance  
FY 11-12  
Quarter 1  
(Excluding Measure 1)**



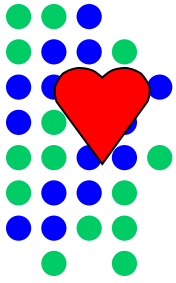
# Unit Performance FY 10-11 Quarter 4 Including Measure #1



Measure 8 is not available by unit

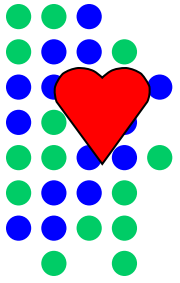
Unit	1) Maltreatment in OOHC	Ranking	2) Reunified within 12 months of latest removal	Ranking	3) Children reunified re-entering OHC within 12 months	Ranking	4) Finalized adoptions within 24 months of latest removal	Ranking	5) OOHC 24 months or longer 7/1 who achieved perm prior to 18 and by June 30	Ranking	6) OOHC eight days to 12 months with placement settings	Ranking	7) adoptions finalized July 1, 2009 to June 30, 2010	Ranking	Total	Total Ranking
282	100.00%	1	100.00%	1	4.00%	1	100.00%	1	11.11%	6	100.00%	1	3	7	18	1
284	100.00%	1	85.71%	4	21.21%	6	100.00%	1	20.00%	4	94.55%	3	2	9	28	2
293	100.00%	1	75.00%	8	10.53%	2	76.92%	5	28.57%	2	88.57%	8	9	2	28	2
283	100.00%	1	100.00%	1	13.33%	4	66.67%	6	0.00%	9	93.02%	4	3	7	32	4
291	100.00%	1	83.33%	5	16.00%	5	100.00%	1	11.11%	6	50.00%	10	5	6	34	5
292	100.00%	1	93.33%	3	25.00%	7	88.89%	4	14.29%	5	92.73%	5	2	9	34	5
285	100.00%	1	73.08%	9	11.43%	3	66.67%	6	14.29%	5	87.50%	9	6	5	38	7
295	100.00%	1	68.42%	10	25.53%	8	20.00%	10	44.44%	1	91.43%	6	9	2	38	7
294	98.46%	10	78.00%	7	30.00%	10	33.33%	8	27.27%	3	97.96%	2	13	1	41	9
281	100.00%	1	81.25%	6	28.13%	9	33.33%	8	0.00%	9	90.16%	7	7	4	44	10

**Unit Performance  
FY 11-12  
Quarter 1  
Excluding Measure #1**



Measure 8 is not  
available by unit

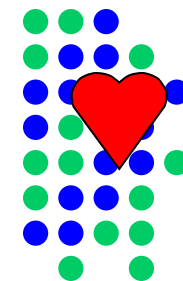
# Independent Living Performance Measures



Last year these measures were new and it was a “base line” year. Currently these are under negotiations.

1. The percentage of youth who have aged out of care completing high school or GED by 20 years of age shall be (base line).
2. The percentage of youth who have completed high school or GED and are involved in post secondary education shall be (base line).
3. The percentage of youth ages 18 and over receiving Independent Living services who have a job (including joining the military) shall be (base line).
4. The percentage of young adults in safe housing shall be (base line).
5. The percentage of 17 year old youth in licensed out of home care who had a transition plan signed by the youth and filed with the court shall be (base line).

**Crosswinds Youth Services, Inc.  
Independent Living Program**



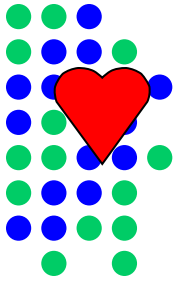
**Quarterly Outcome Measures Report  
July August September 2011**

Outcome Measured	Measurement Tool	Rate Compliance Required	Quarter Rate of Compliance	Year to Date Rate of Compliance
<p><b><u>Measure 1.</u></b> 80% of youth aged 13 – 17 who attend monthly skills training will rate the information provided as useful based upon survey distributed by the Provider at the end of the skills training forums.</p>	<p><b><u>Current Quarter:</u></b> 55 youth who stated info was useful/ 62 youth completing the life skills service satisfaction questionnaire</p>	80%	89%	89%
	<p><b><u>Year to Date:</u></b> 55 youth who stated info was useful/ 62 youth completing the life skills service satisfaction questionnaire</p>			
<p><b><u>Measure 2.</u></b> 90% of Daniel Memorial and/or Ansell Casey assessments will be completed on time for available youth.</p>	<p><b><u>Current Quarter:</u></b> 12 Assessments completed on time/ 12 Assessments completed</p>	90%	100%	100%
	<p><b><u>Year to Date:</u></b> 12 Assessments completed on time/ 12 Assessments completed</p>			



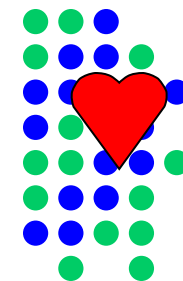
**Crosswinds Youth Services, Inc.  
Independent Living Program**

**Quarterly Outcome Measures Report  
July August September 2011**



Outcome Measured	Measurement Tool	Rate Compliance Required	Quarter Rate of Compliance	Year to Date Rate of Compliance
<p><b>Measure 3.</b> 90% of Staffings will be completed on time for available youth.</p>	<p><b>Current Quarter:</b> 26 Staffings completed on time/ 26 Staffings completed</p>	90%	100%	100%
	<p><b>Year to Date:</b> 26 Staffings completed on time/ 26 Staffings completed</p>			
<p><b>Measure 4.</b> 90% of Subsidized IL Assessments will be completed on time.</p>	<p><b>Current Quarter:</b> 1 SIL Assessments Completed on Time/ 1 SIL Assessments Completed</p>	90%	100%	100%
	<p><b>Year to Date:</b> 1 SIL Assessments Completed on Time/ 1 SIL Assessments Completed</p>			

**Crosswinds Youth Services, Inc.  
Independent Living Program**

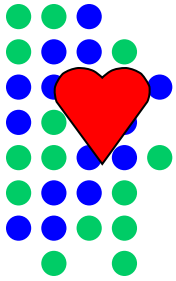


**Quarterly Outcome Measures Report  
July August September 2011**

Outcome Measured	Measurement Tool	Rate Compliance Required	Quarter Rate of Compliance	Year to Date Rate of Compliance
<p><b><u>Measure 5.</u></b> 95% of the target population will have documentation in their case files that specific life skills training were delivered on a monthly basis that specifically addresses their areas of need, as determined by their life skills assessment.</p>	<p><b><u>Current Quarter:</u></b> 100% of the target population of youth ages 13 – 17 residing in Brevard County are offered monthly life skills training at locations in Titusville, Cocoa, Rockledge, Palm Bay and Melbourne</p>	95%	100%	100%
	<p><b><u>Year to Date:</u></b> 100% of the target population of youth ages 13 – 17 residing in Brevard County are offered monthly life skills training at locations in Titusville, Cocoa, Rockledge, Palm Bay and Melbourne</p>			
<p><b><u>Measure 6.</u></b> 98% of the target population will have a plan for primary and secondary stable housing upon turning 18 years of age.</p>	<p><b><u>Current Quarter:</u></b> 6 youth with a plan for stable housing/ 6 youth turning 18 during this quarter</p>	98%	100%	100%
	<p><b><u>Year to Date:</u></b> 6 youth with a plan for stable housing/ 6 youth turning 18 during this year</p>			

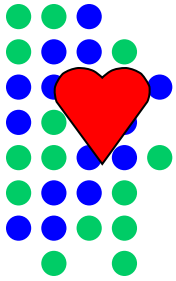
**Crosswinds Youth Services, Inc.  
Independent Living Program**

**Quarterly Outcome Measures Report  
July August September 2011**



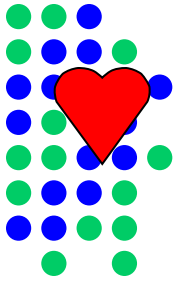
Outcome Measured	Measurement Tool	Rate Compliance Required	Quarter Rate of Compliance	Year to Date Rate of Compliance
<p><b><u>Measure 7.</u></b> 100% of the financial assessments and re-assessments necessary for RTI will be completed timely and maintained in the file</p>	<p><b><u>Current Quarter:</u></b> 9 RTI Financial Assessments completed on time/ 9 RTI Financial Assessments completed</p>	100%	100%	100%
	<p><b><u>Year to Date:</u></b> 9 RTI Financial Assessments completed on time/ 9 RTI Financial Assessments completed</p>			
<p><b><u>Measure 8.</u></b> 90% of 18 – 23 year olds served in Transitional or RTI programs will not experience homelessness.</p>	<p><b><u>Current Quarter:</u></b> 88 young adults served in TSS or RTI programs not experiencing homelessness/ 88 young adults served in TSS and RTI this quarter</p>	90%	100%	100%
	<p><b><u>Year to Date:</u></b> 88 young adults served in TSS or RTI programs not experiencing homelessness/ 88 young adults served in TSS and RTI year to date.</p>			

**Crosswinds Youth Services, Inc.  
Independent Living Program**



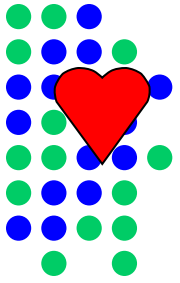
**Quarterly Outcome Measures Report  
July August September 2011**

<b>Outcome Measured</b>	<b>Measurement Tool</b>	<b>Clients Served</b>
<b><u>Measure 9.</u></b> Number of 13-17 year olds served each month	July 2011	94
	August 2011	86
	September 2011	91
	<b><u>Current Quarter:</u></b>	100
	<b><u>Year to Date:</u></b>	100
<b><u>Measure 10.</u></b> Number of 18-22 year olds served each month	July 2011	81
	August 2011	82
	September 2011	88
	<b><u>Current Quarter:</u></b>	88
	<b><u>Year to Date:</u></b>	88



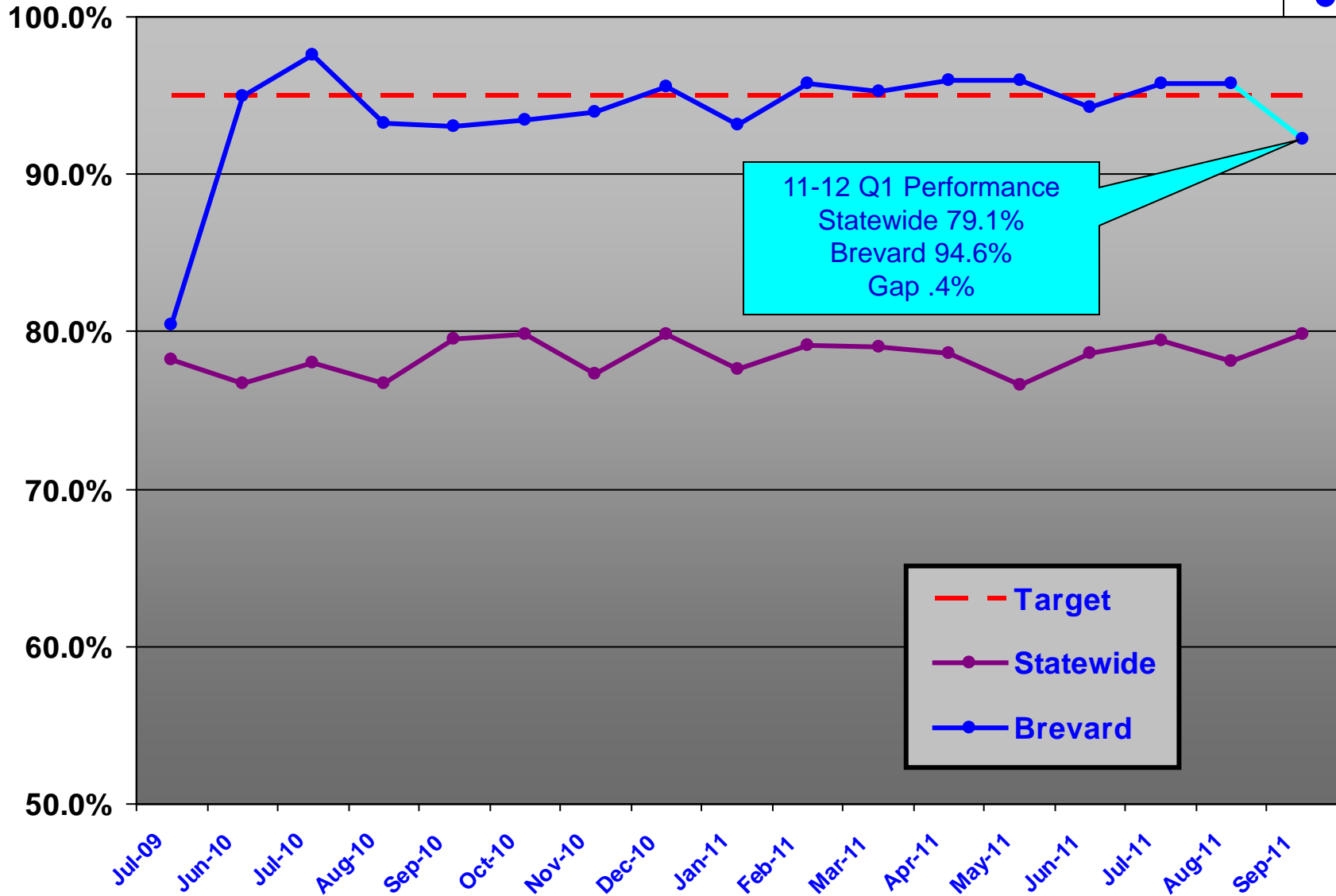
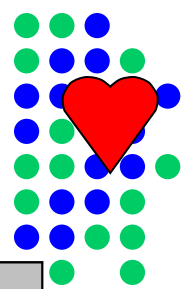
*Next up:*  
*Best Practice*

# Best Practice Performance Measures

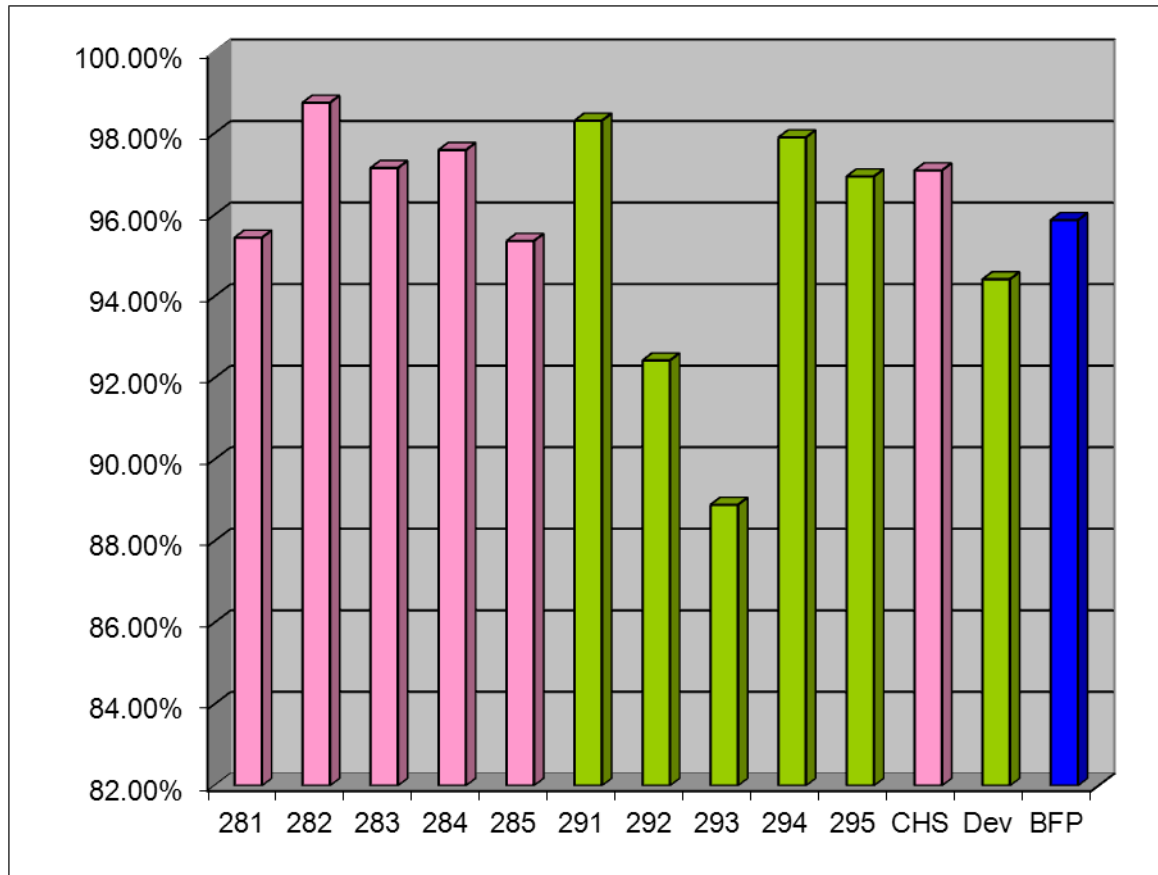
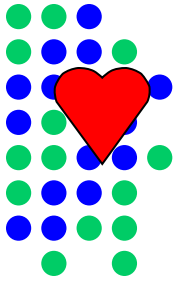


1. Chrono Notes Entered Within 48 Hours-95%
2. Fingerprints-99%
3. Birth Verifications-99%
4. Photos-99%
5. Visits With Mothers-90%-
6. Visits With Fathers-40%
7. Children With Both Parents Visited-30%
8. JR's Submitted on Time-100%
9. Supervisor Reviews No More Than 62 days old-100%
10. Children in Licensed OHC Shall Be Referred For IL Services Within 30 Days of Turning 13 or Entering Care-100%
11. Children aged 13-17 in Licensed Care Will have a Normalcy Plan Completed Every 90 Days-100%
12. 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%



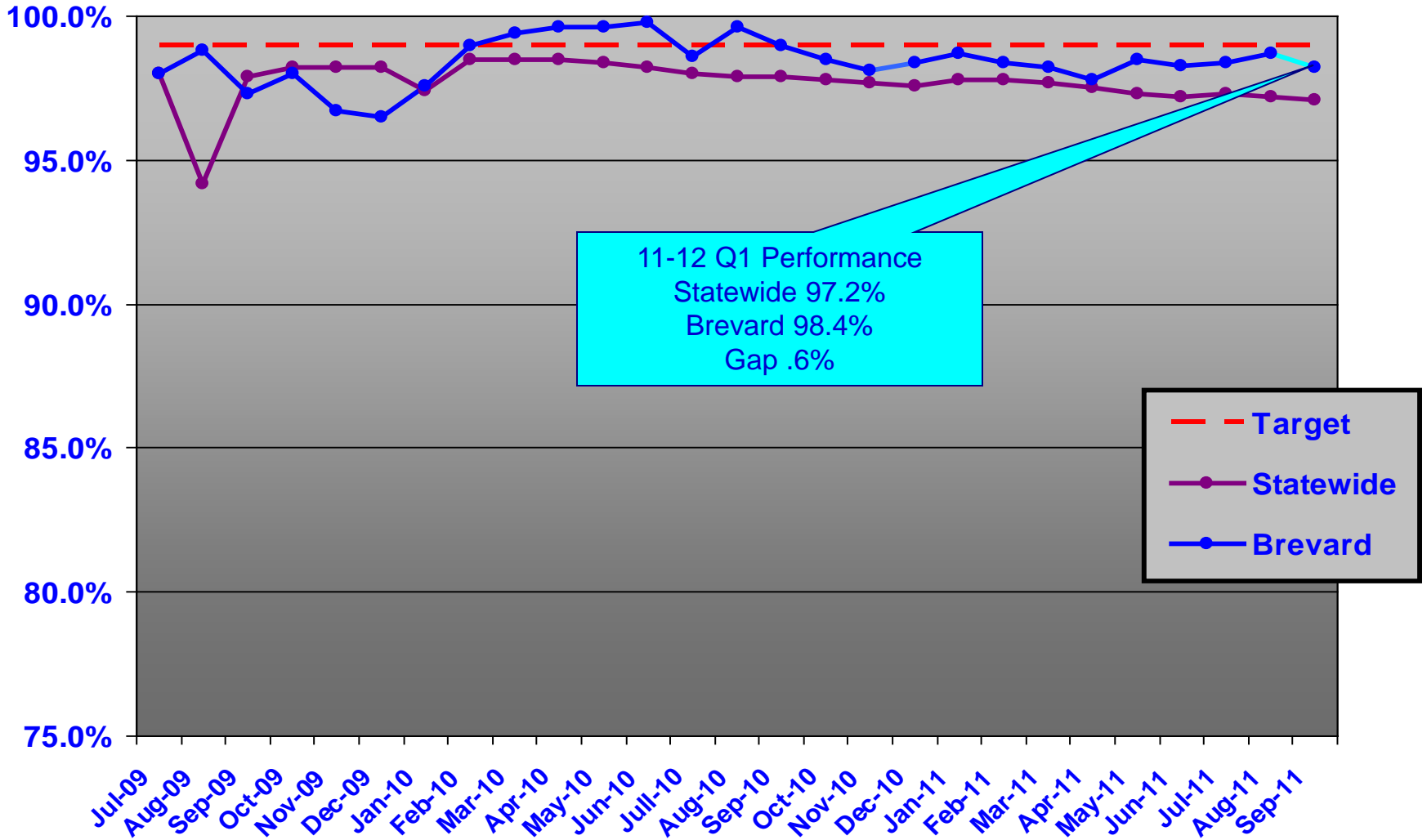
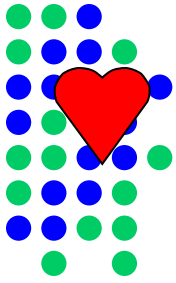
**Best Practice #1 – Timely Home Visit Chrono Entry  
(w/in 48 hrs)  
Target – 95%  
FY 11-12 Quarter 1**



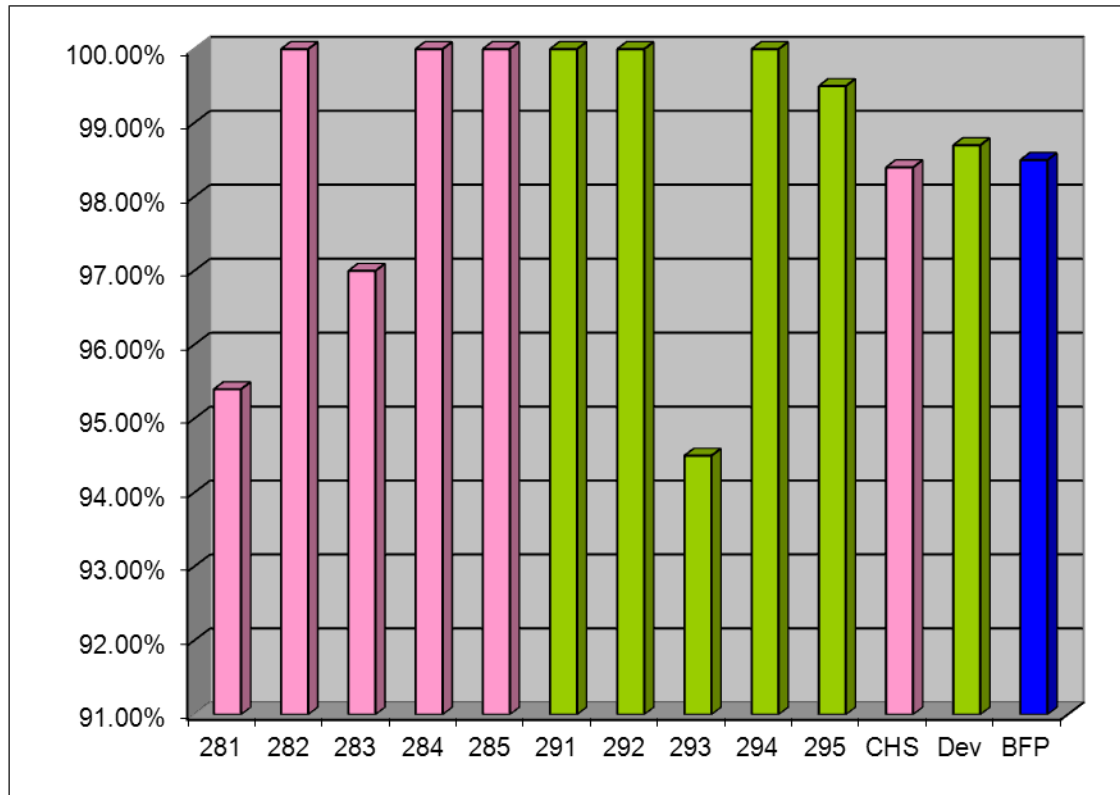
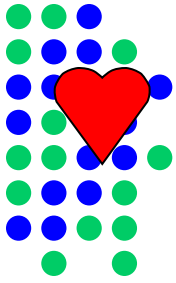


# Best Practice #2 – Fingerprints Obtained

## Target – 99%

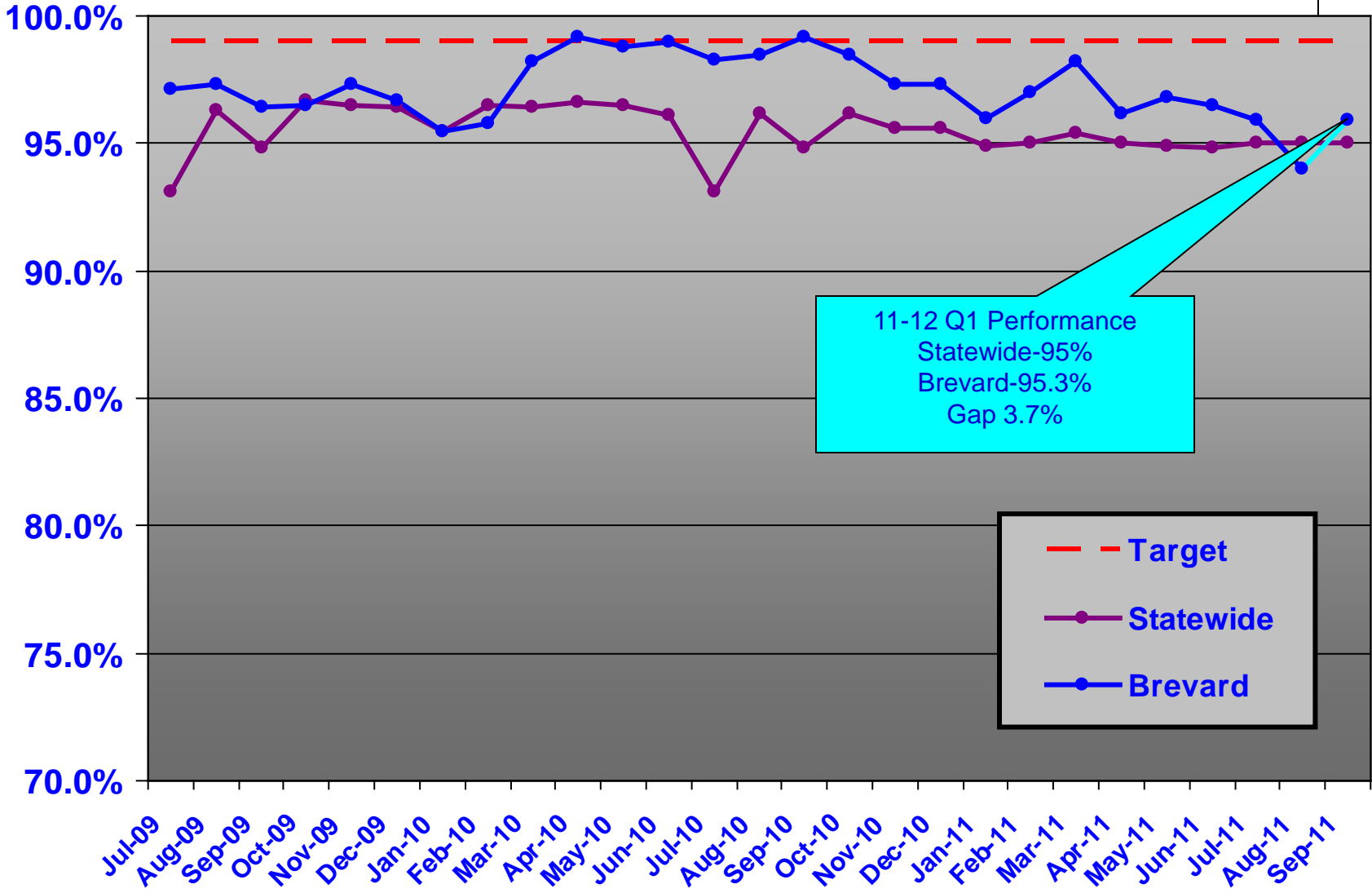
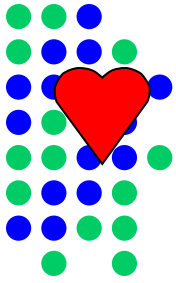


**Best Practice #2 – Fingerprints Obtained**  
**Target – 99%**  
**FY 11-12 Quarter 1**



# Best Practice #3 – Birth Verifications Obtained

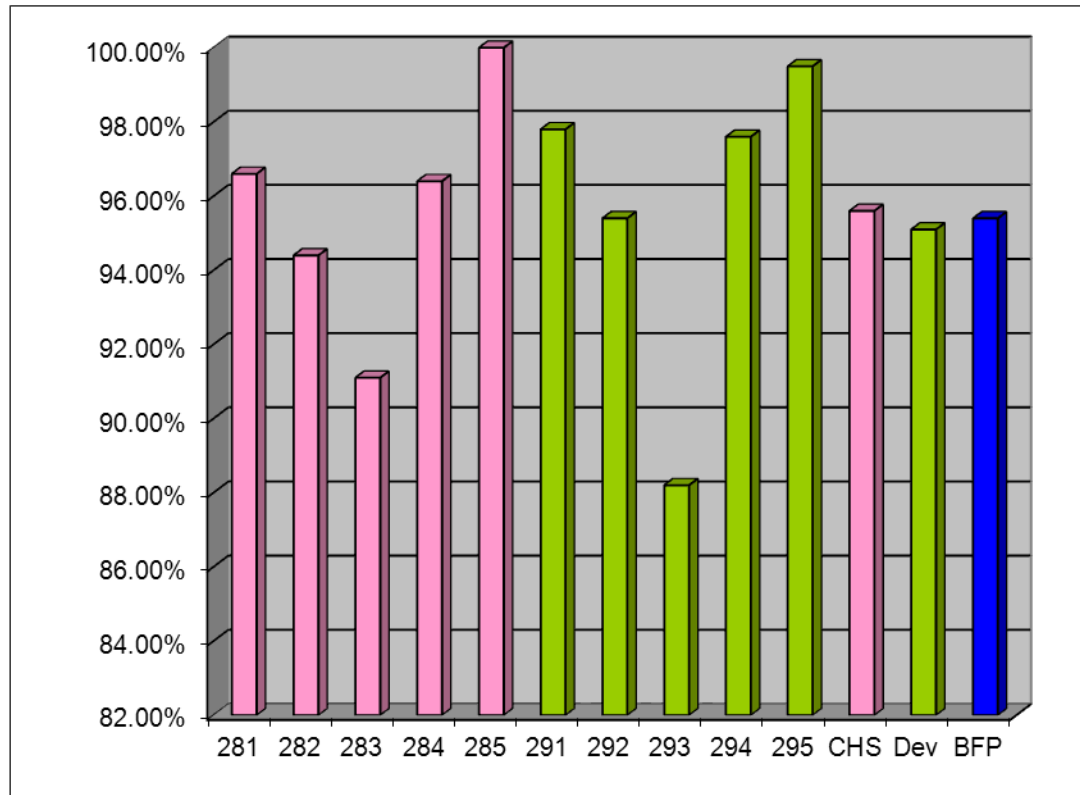
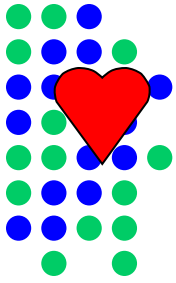
## Target – 99%



# **Best Practice #3 – Birth Verifications Obtained**

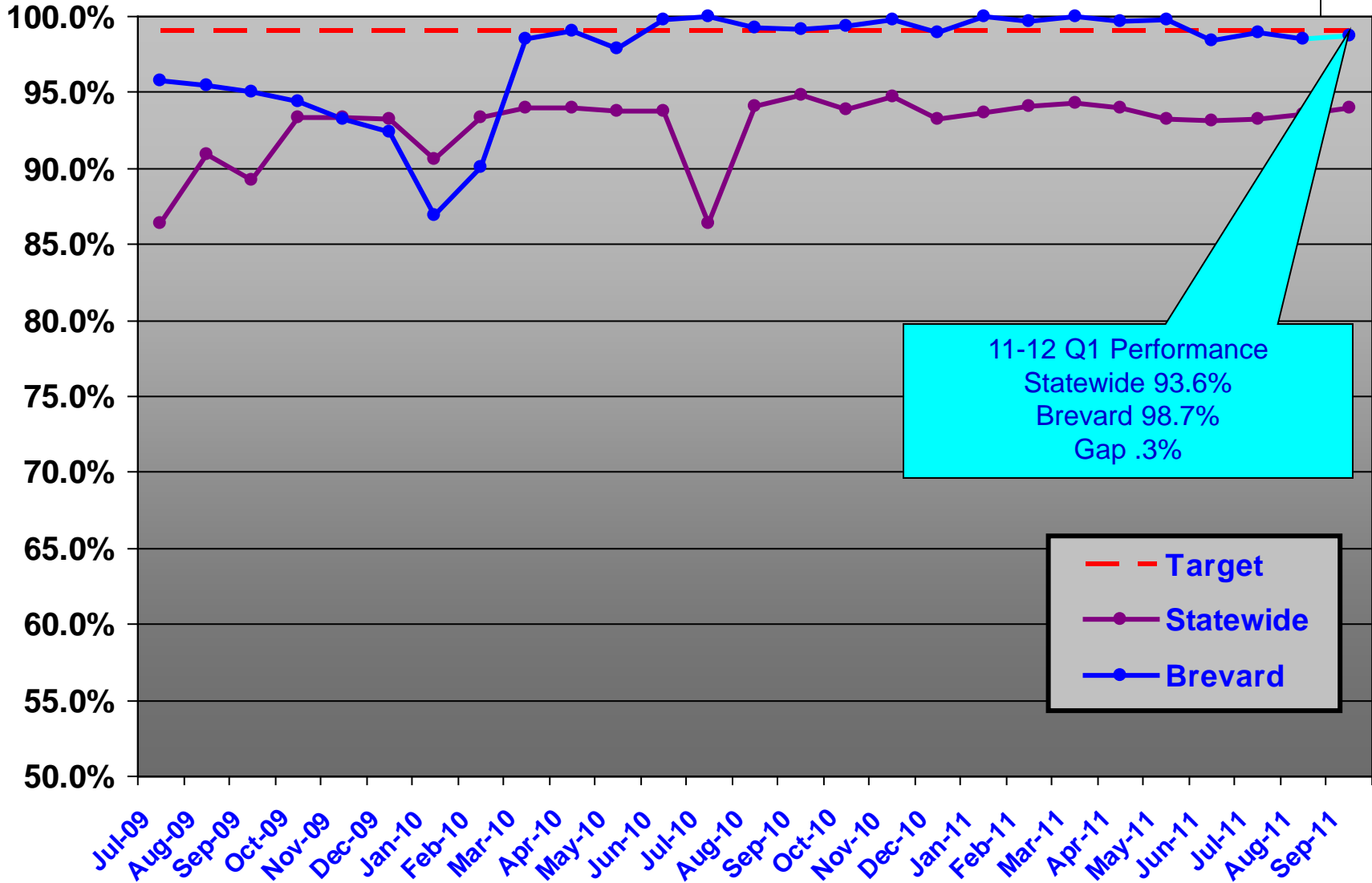
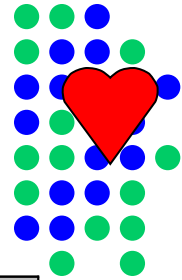
## **Target – 99%**

### **FY 11-12 Quarter 1**



# Best Practice #4 – Photographs Obtained

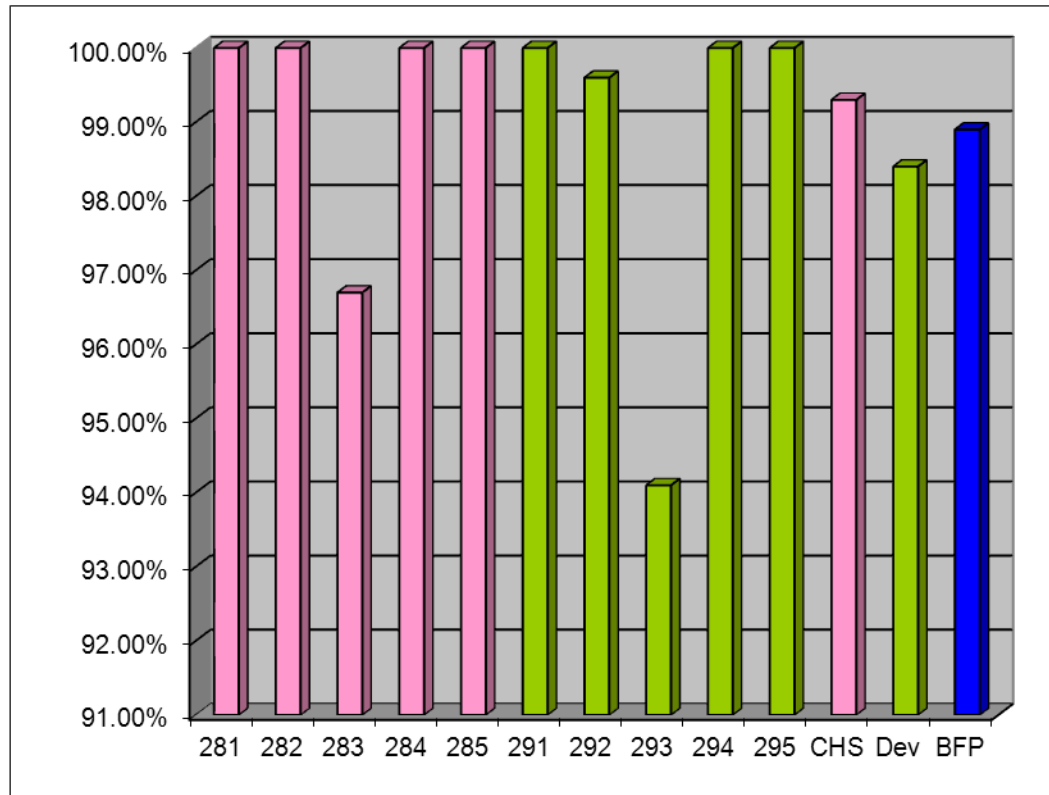
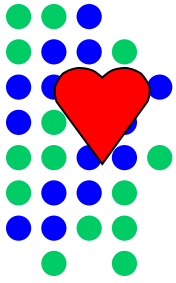
## Target – 99%



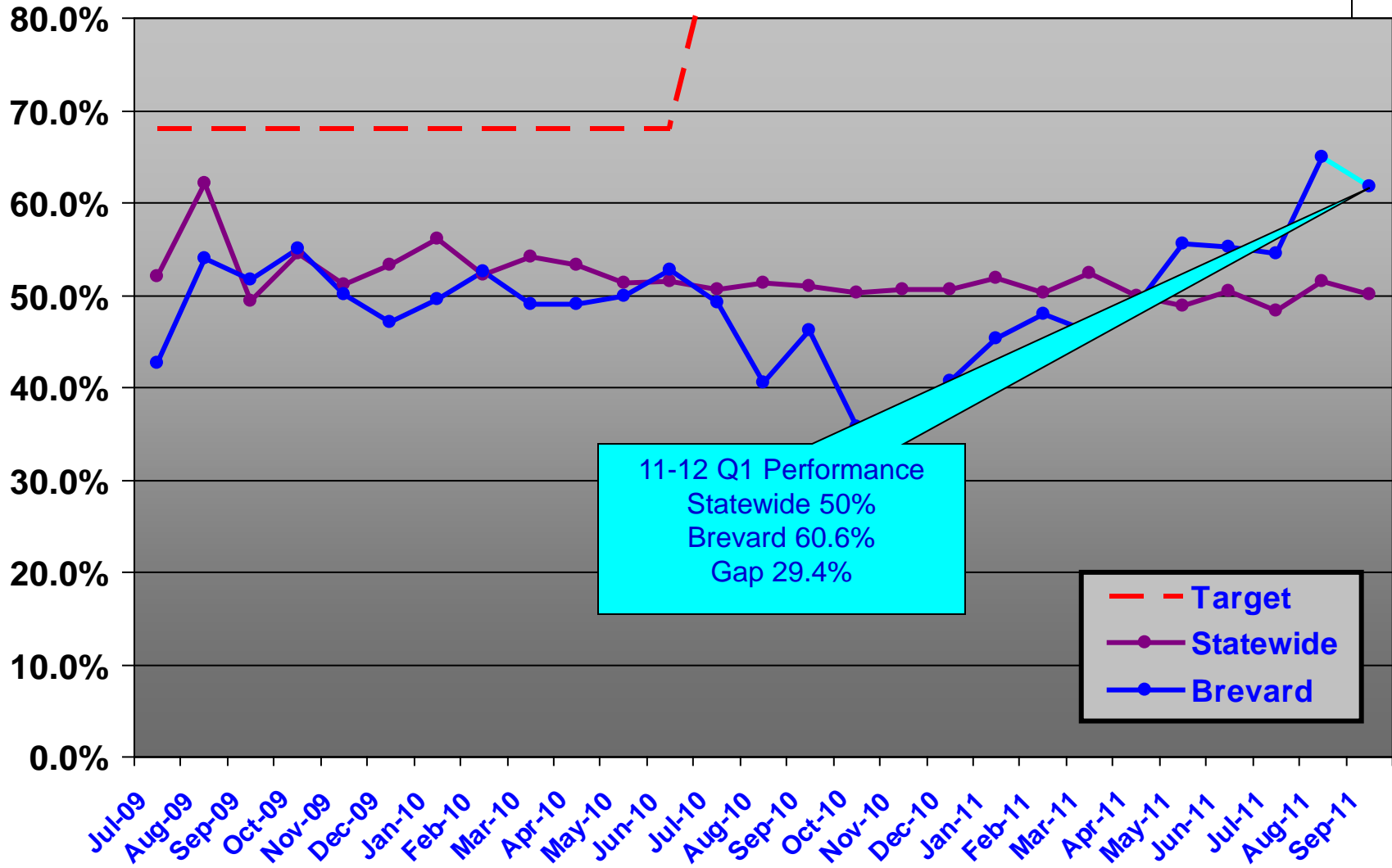
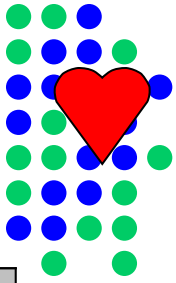
# Best Practice #4 – Photographs Obtained

## Target – 99%

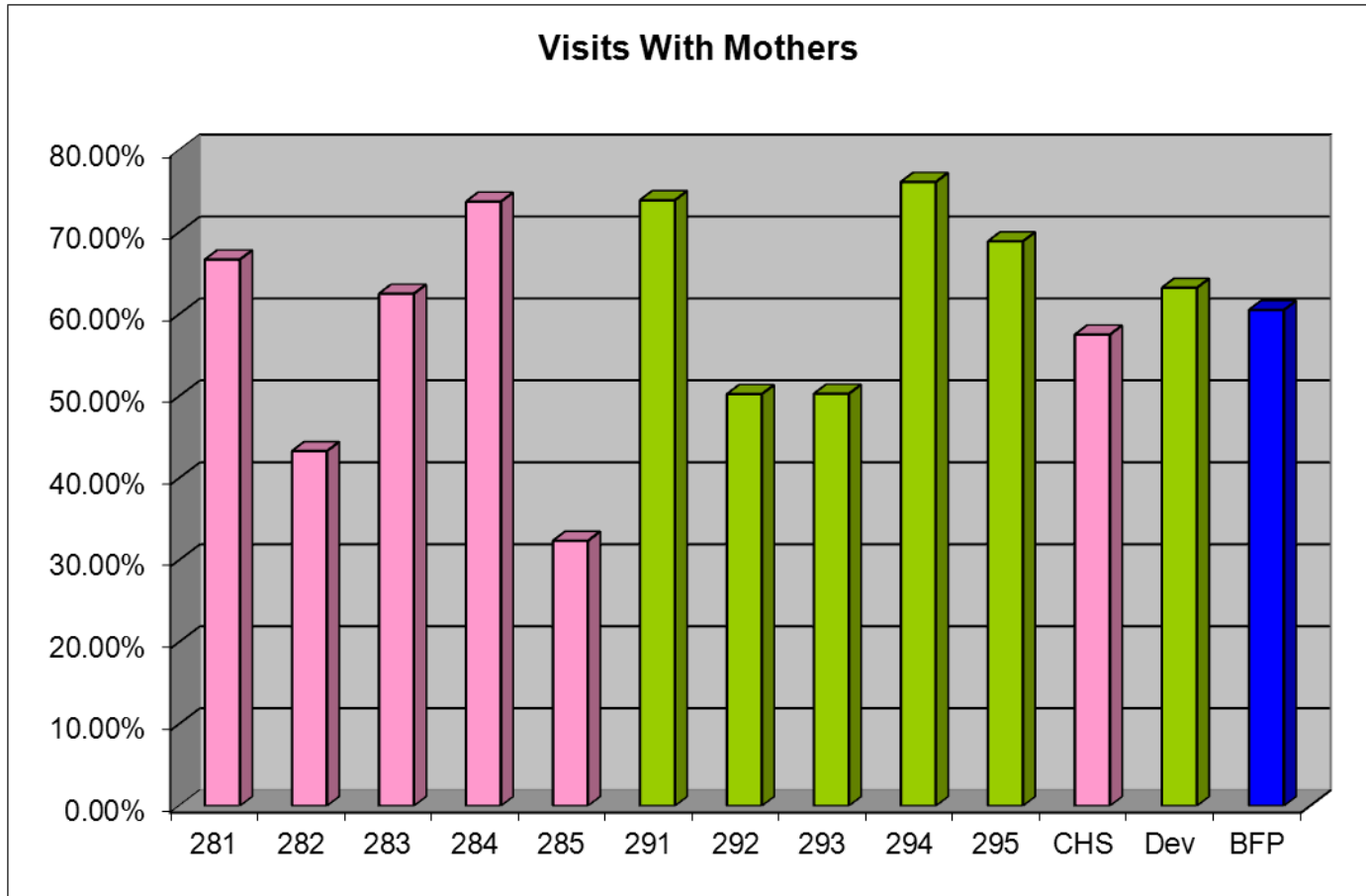
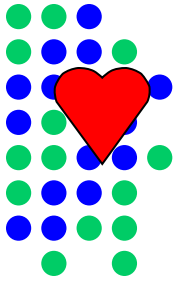
### FY 11-12 Quarter 1



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

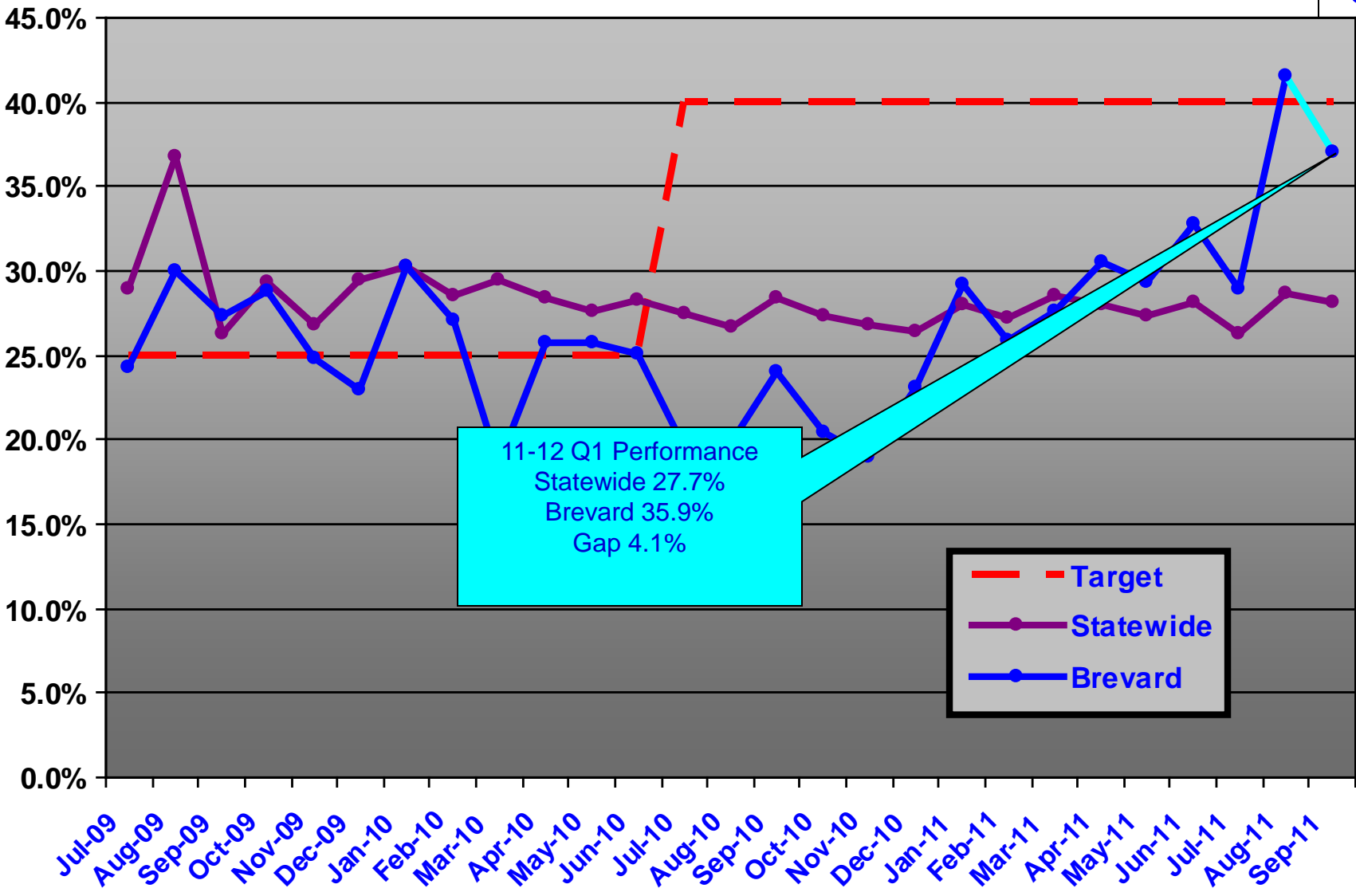
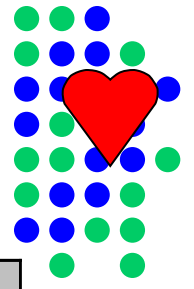


**Best Practice #5**  
**Visits with Mothers**  
**Target – 90%**  
**FY 11-12 Quarter 1**

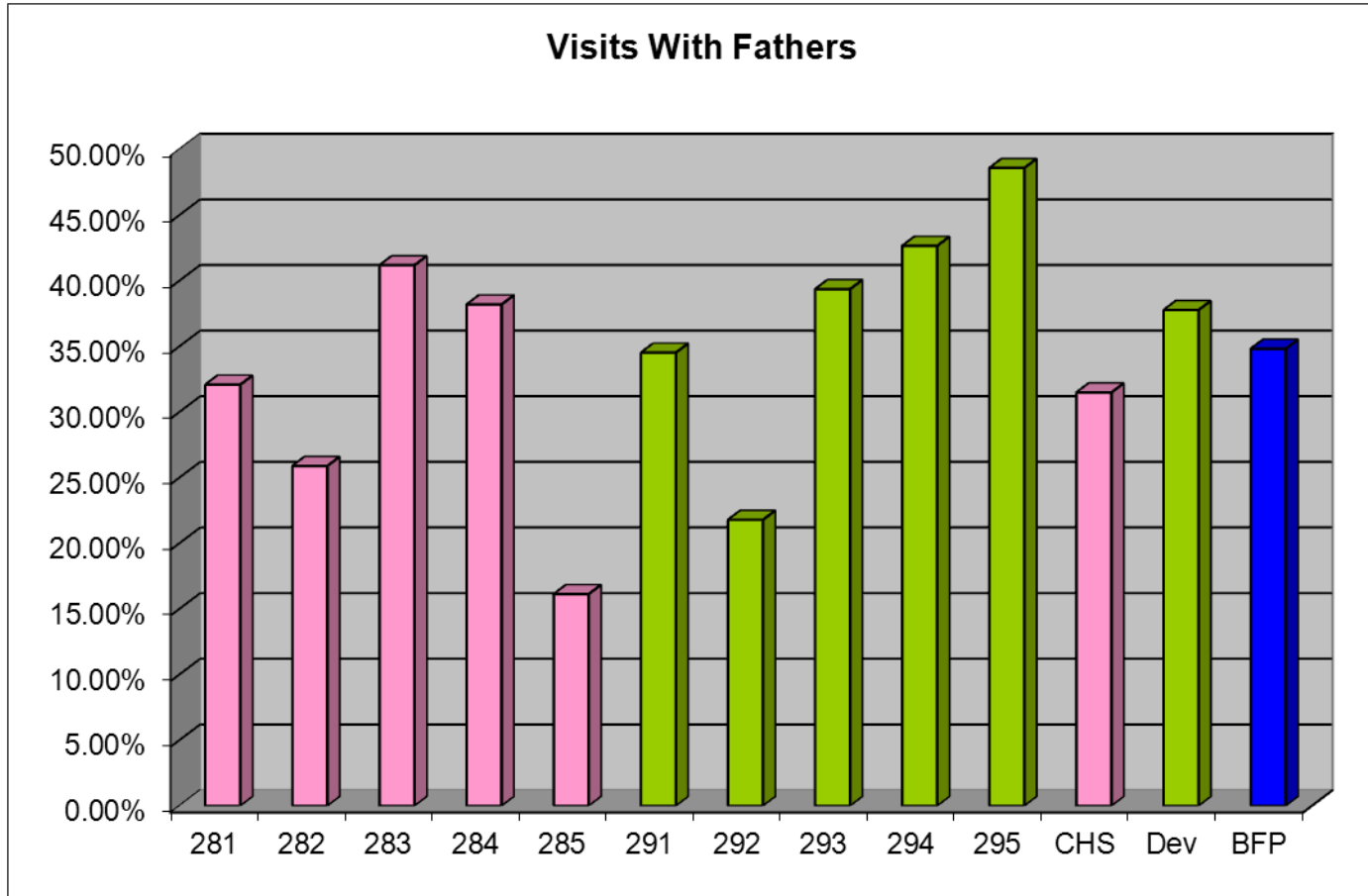
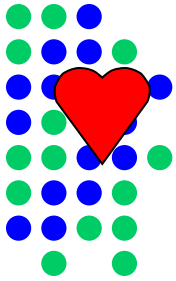




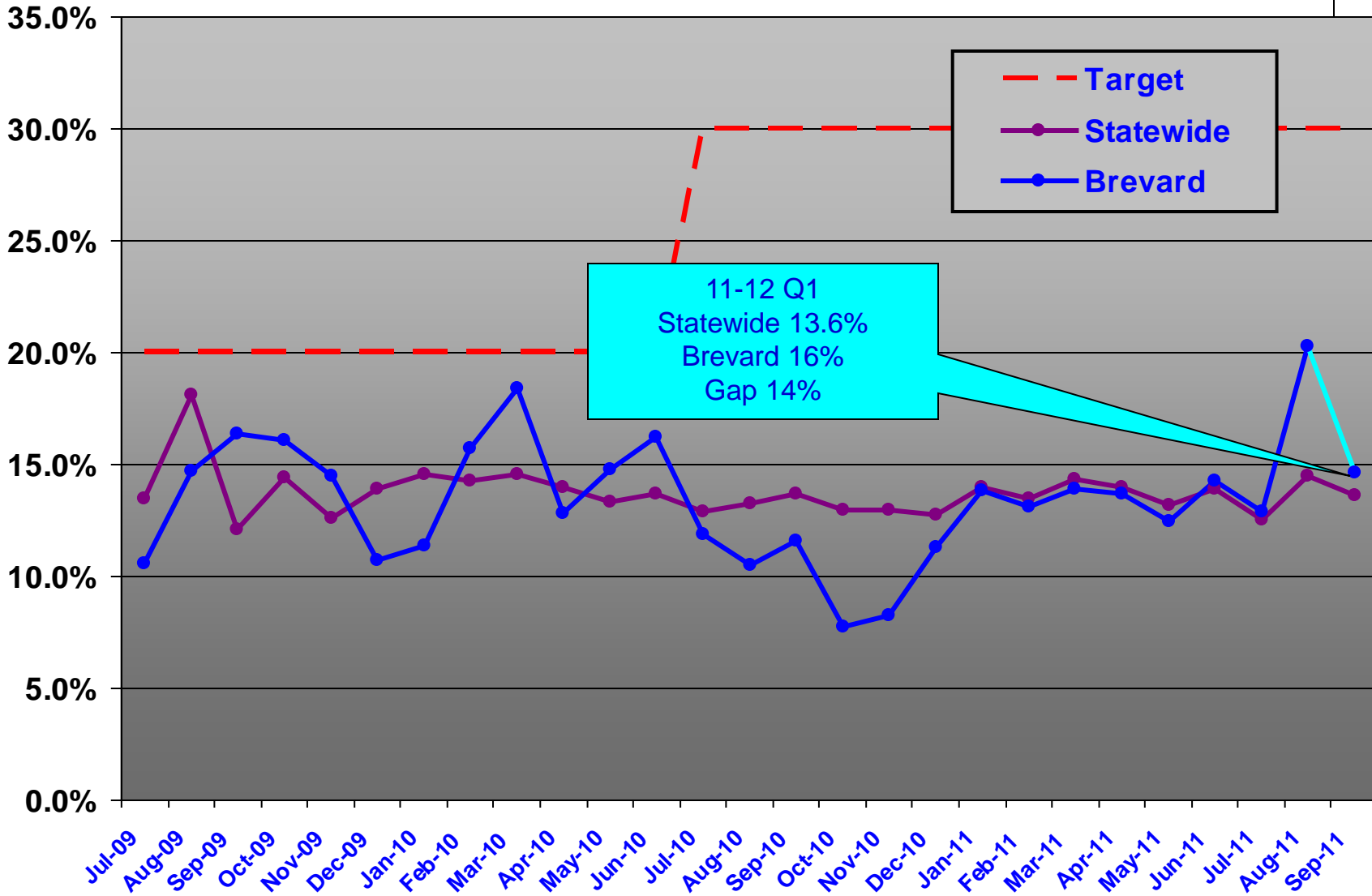
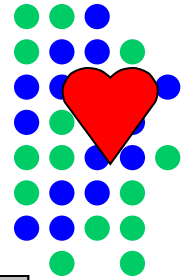
**Best Practice #6**  
**Visits with Fathers**  
**Target – 40%**



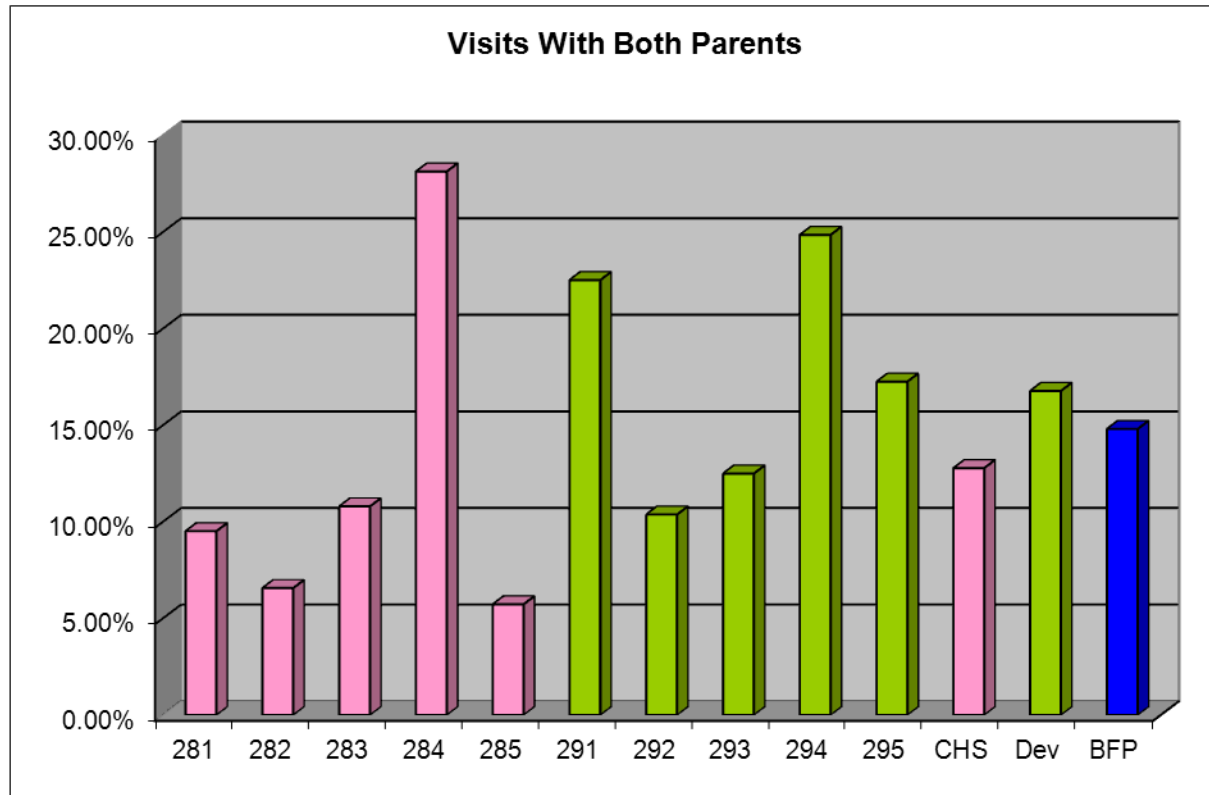
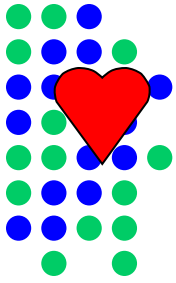
**Best Practice #6**  
**Visits with Fathers**  
**Target – 40%**  
**FY 11-12 Quarter 1**



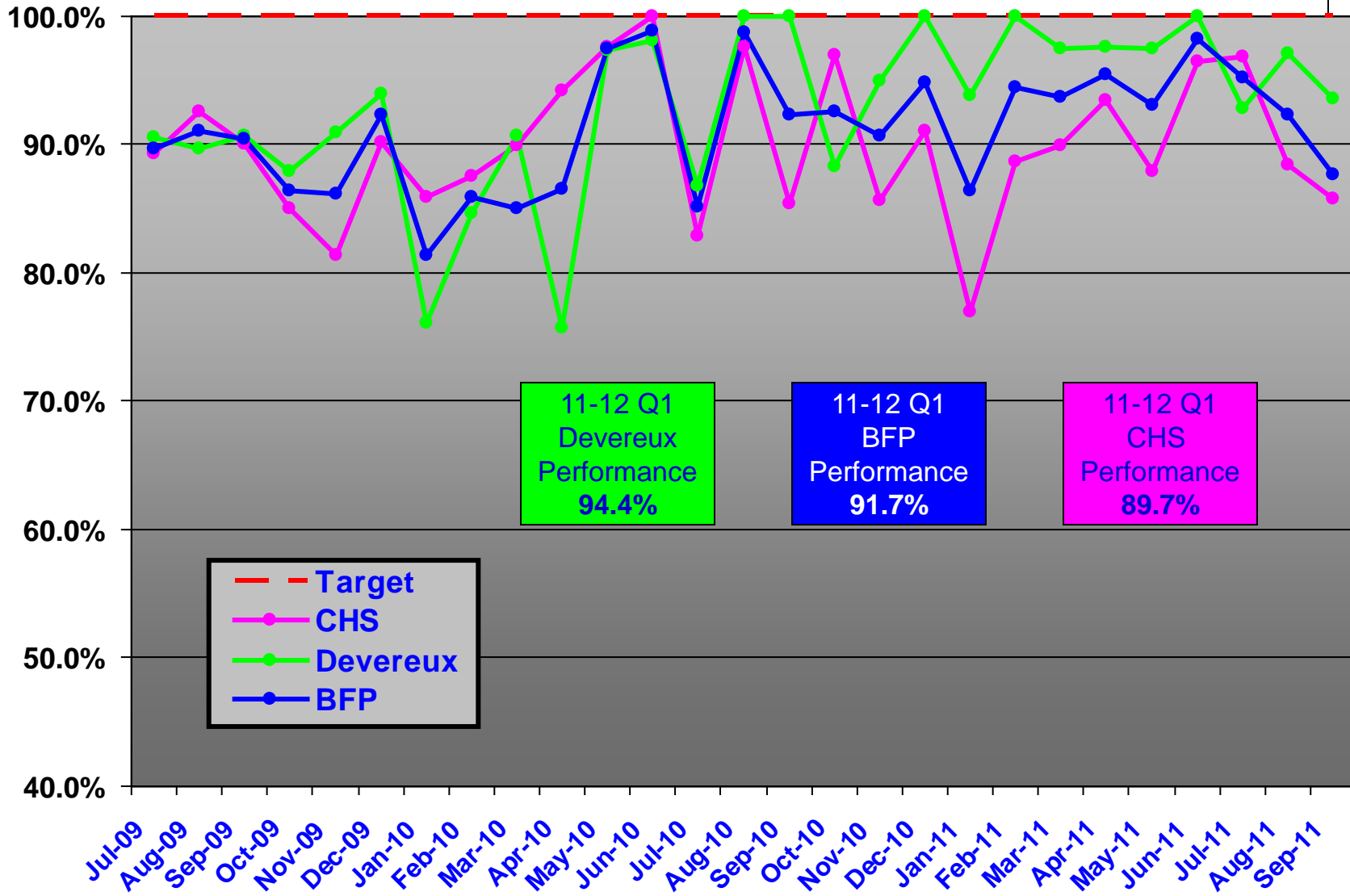
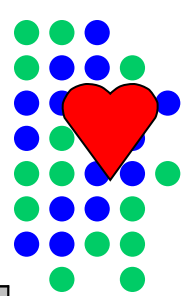
**Best Practice #7**  
**Children with Both Parents Visited**  
**Target – 30%**



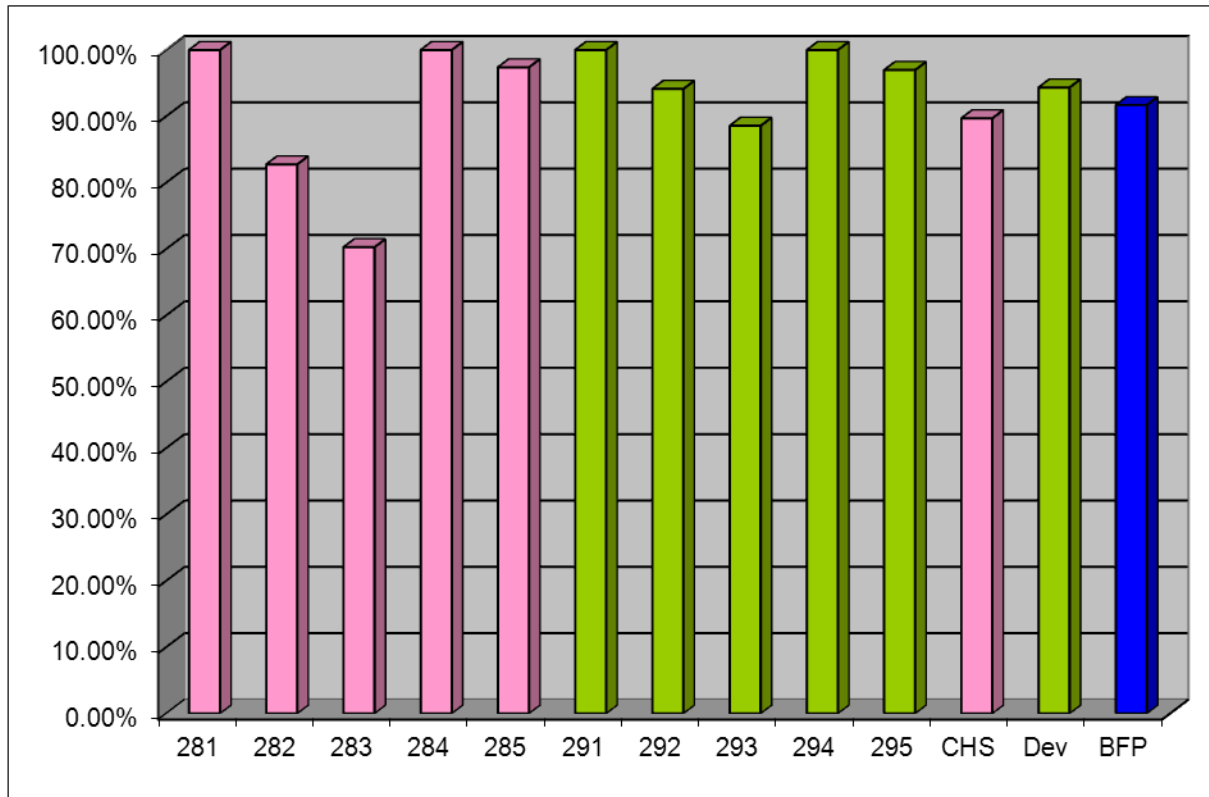
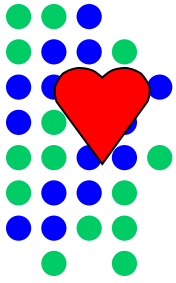
**Best Practice #7**  
**Children with Both Parents Visited**  
**Target – 30%**  
**FY 11-12 Quarter 1**



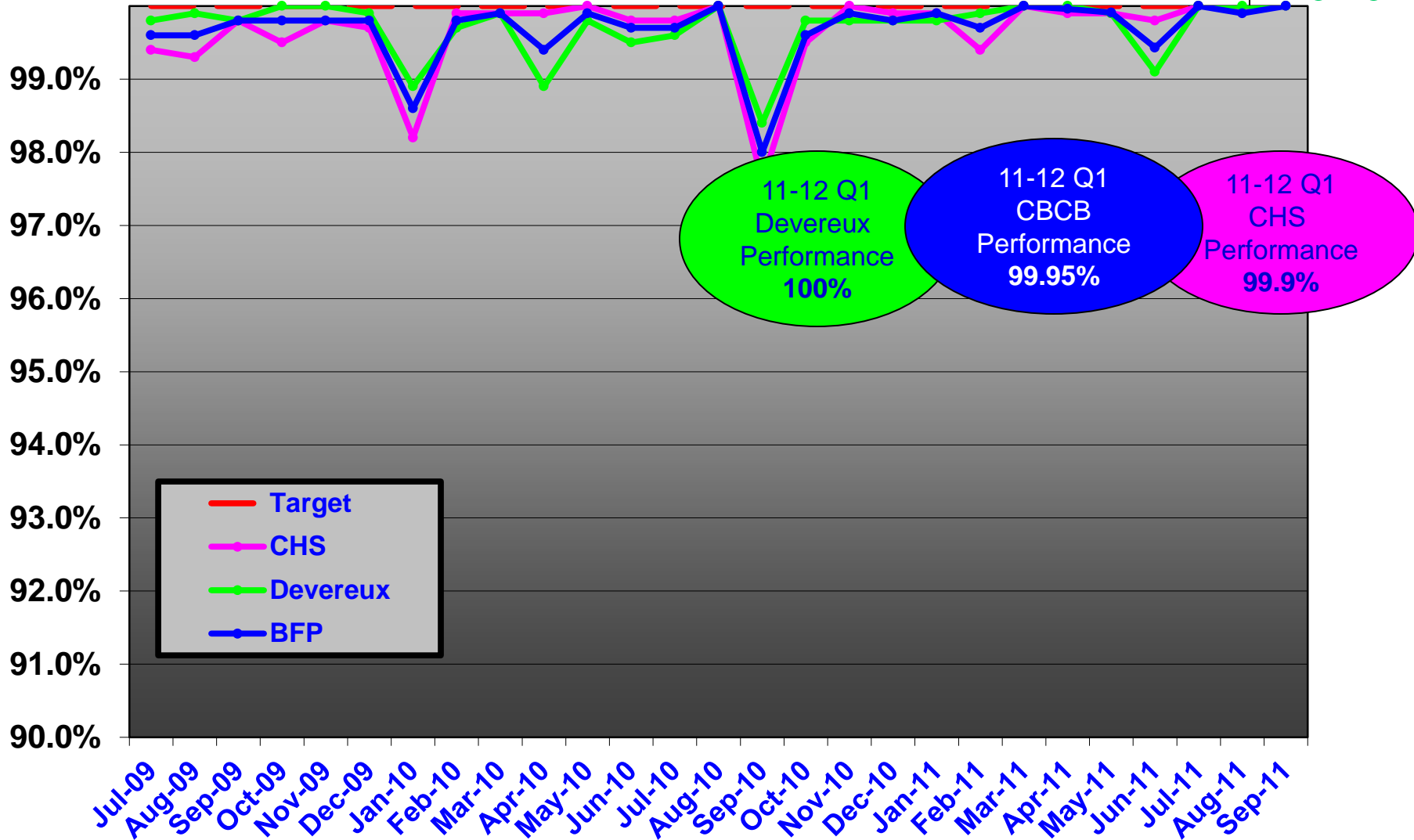
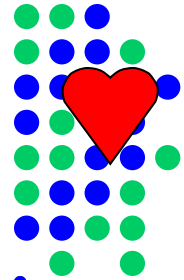
**Best Practice #8 – Judicial Reviews Filed Timely**  
**(Filed by CLS w/ the Clerk)**  
**Target – 100%**



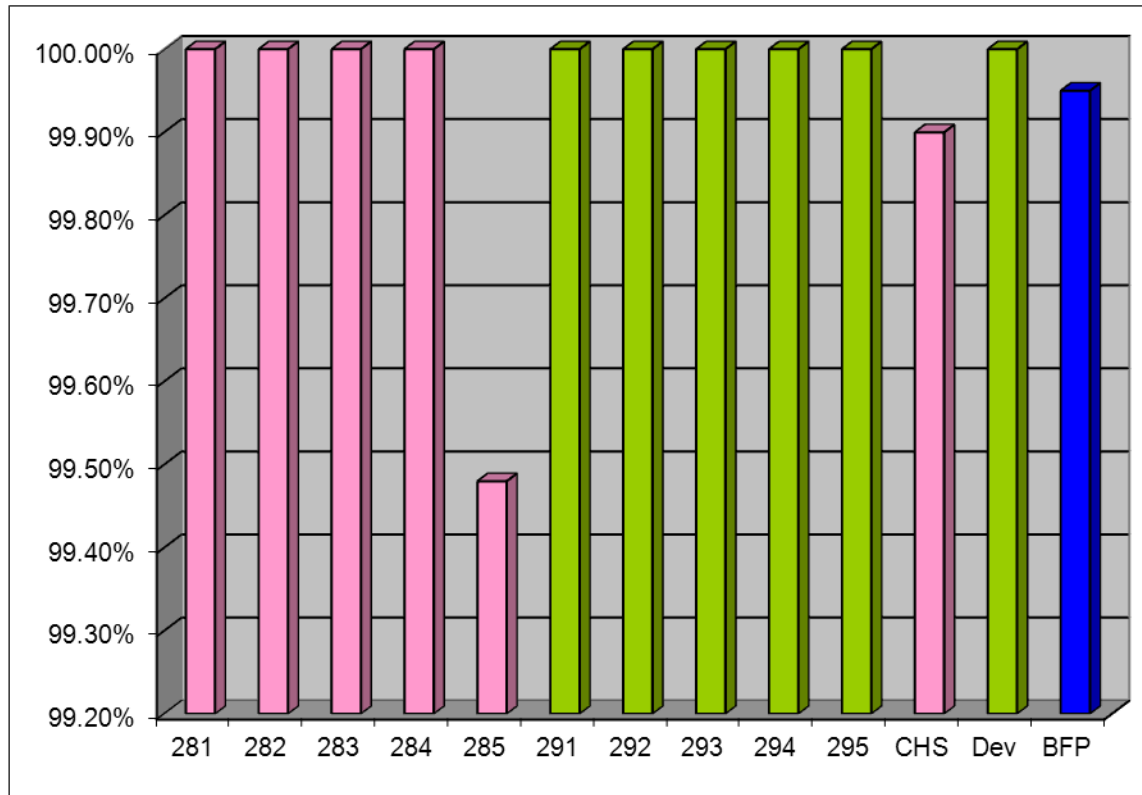
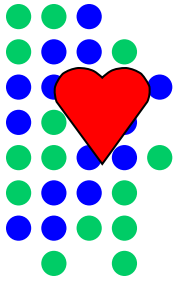
**Best Practice #8 – Judicial Reviews Filed Timely  
(Filed by CLS w/ the Clerk)  
Target – 100%  
FY 11-12 Quarter 1**



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



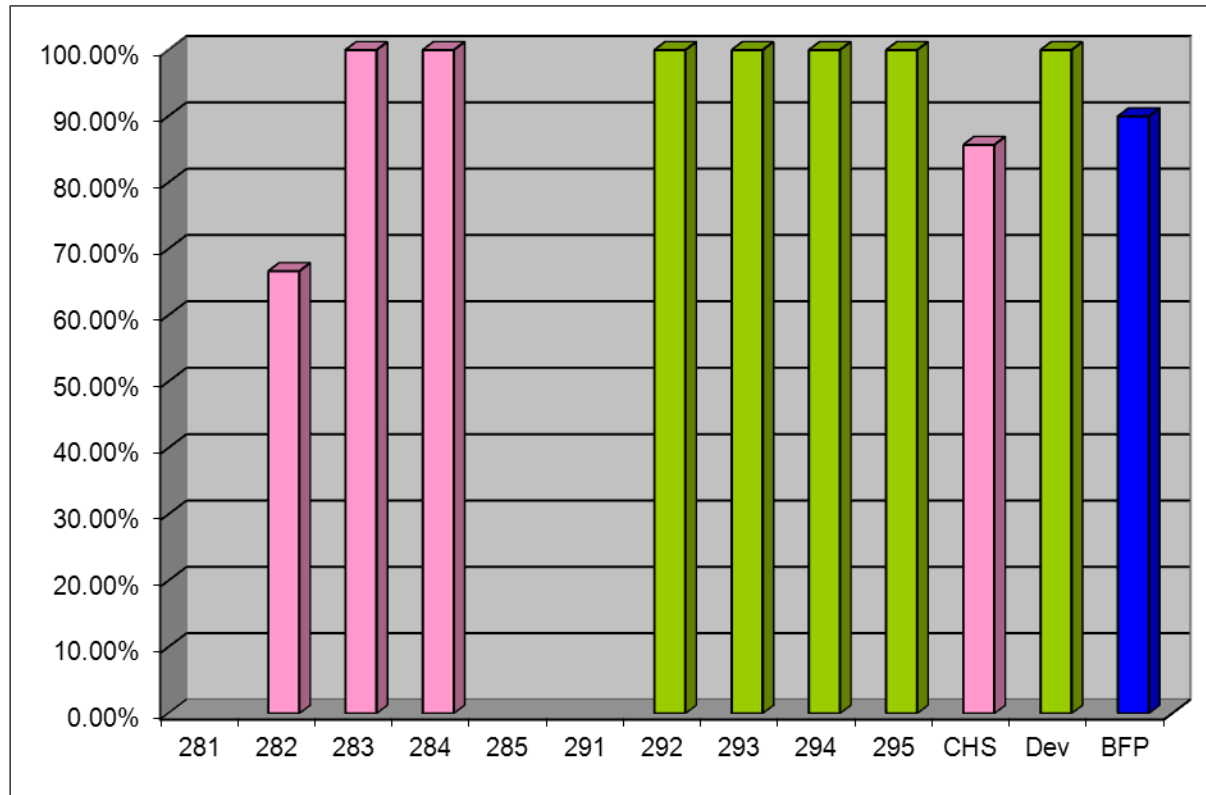
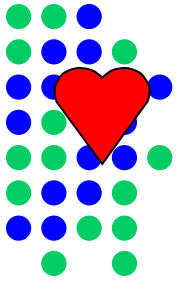
**Best Practice #9 –Supervisor Reviews  
No More Than 62 Days Old  
Target – 100%  
FY 11-12 Quarter 1**



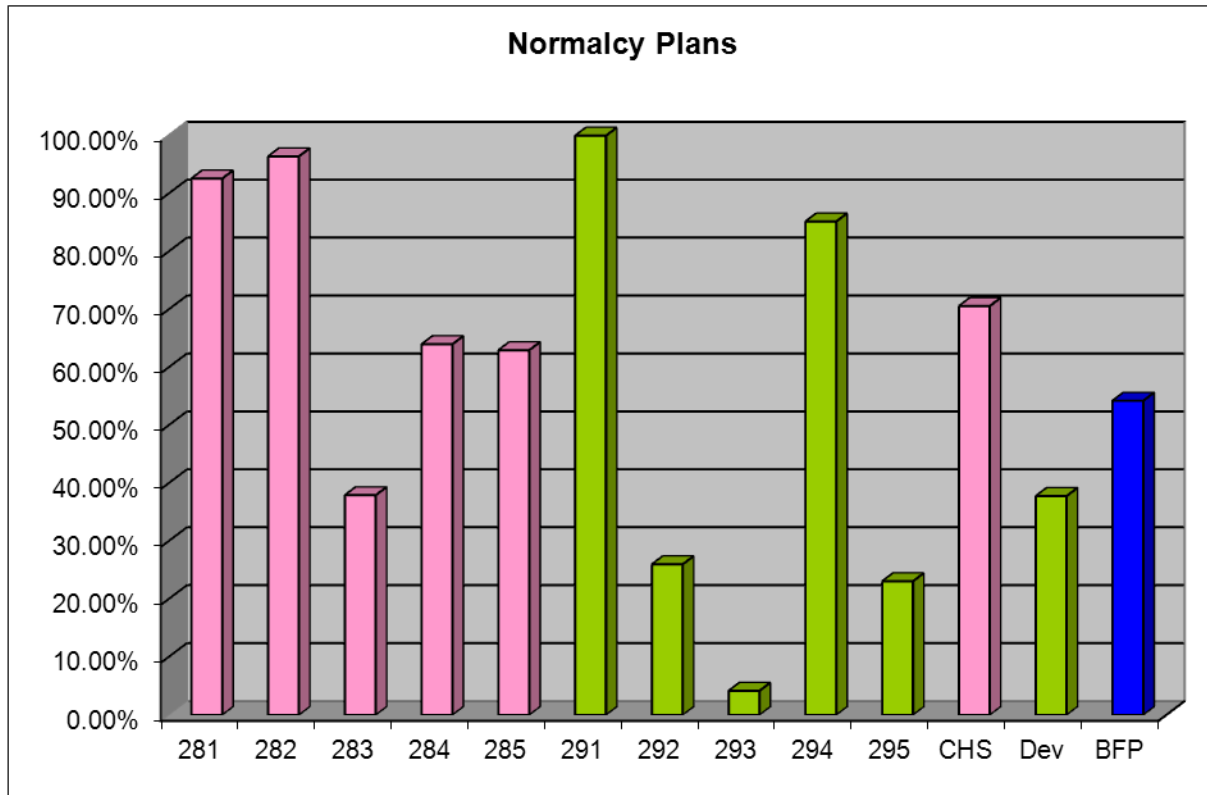
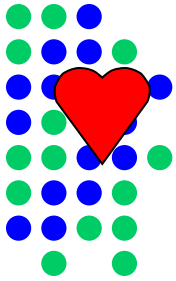


# Best Practice #10-Children In Licensed Out-Of-Home Care Shall Be Referred For IL Services Within 30 Days of Turning 13 or Entering Care

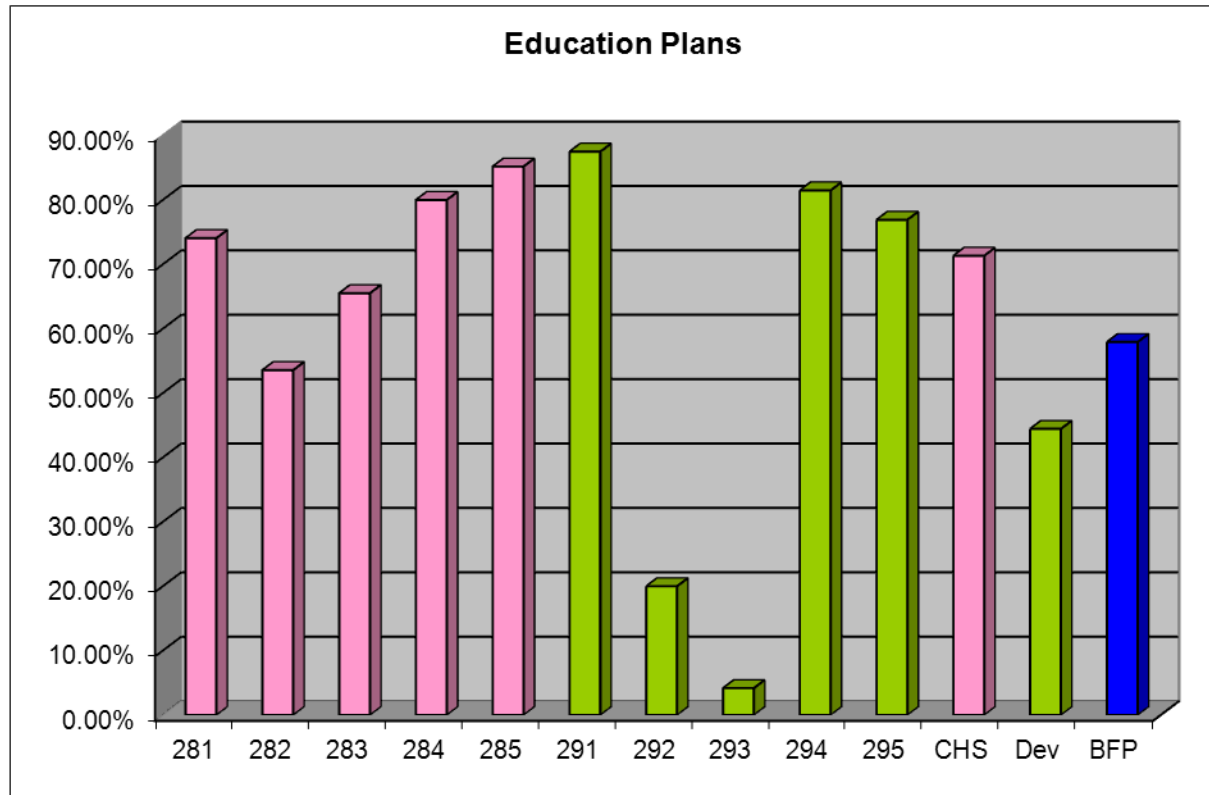
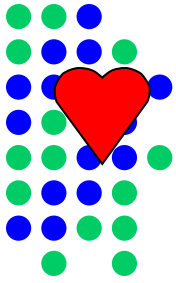
Target-100%  
11-12 Quarter 1



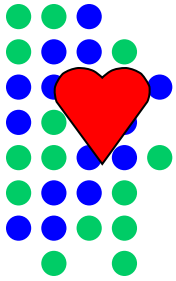
**Best Practice #11-Children aged 13-17 in Licensed Care Will  
have a Normalcy Plan Completed Every 90 Days-100%  
11-12 Quarter 1**



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

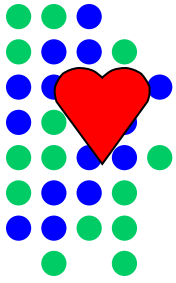


# CBC Best Practice FY 11-12 Quarter 1

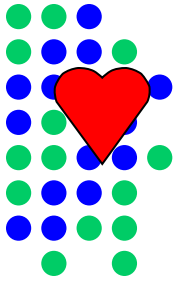


Agency	Chrono Notes	Ranking	Fingerprints	Ranking	Birth Verification	Ranking	Photos	Ranking	Visits with Mothers	Ranking	Visits with Fathers	Ranking	Children with Both Parents Visited	Ranking	Total	Total Ranking
Clay & Bakers Kid Net (Kids First of Fla)	86.12%	4	99.87%	1	97.47%	7	99.24%	1	57.34%	4	31.10%	7	19.53%	1	25	1
CBC of Brevard	94.59%	1	98.43%	10	95.27%	14	98.70%	3	60.56%	2	35.95%	2	16.04%	7	39	2
Kids Central, Inc.	73.85%	19	98.78%	5	98.03%	6	99.07%	2	53.33%	8	31.95%	6	17.36%	6	52	3
YMCA South	79.58%	10	98.67%	6	98.44%	3	97.76%	6	46.68%	12	26.20%	12	17.48%	5	54	4
Eckerd Youth Alternatives	75.86%	16	99.77%	2	98.69%	2	97.30%	9	46.77%	11	27.52%	11	15.57%	8	59	5
Heartland for Children	83.34%	5	99.73%	3	98.18%	4	98.66%	4	43.52%	15	25.52%	13	10.80%	15	59	5
Hillsborough KIDS, Inc.	94.13%	2	98.43%	10	96.38%	11	94.22%	15	54.10%	7	35.73%	3	11.91%	14	62	7
Children's Network of SW Florida	76.40%	15	92.65%	17	94.09%	16	92.11%	17	55.98%	5	36.47%	1	19.26%	2	73	8
Our Kids Inc.	81.71%	8	96.65%	16	89.16%	21	90.61%	19	70.91%	1	32.17%	5	18.00%	4	74	9
United for Families	83.07%	6	91.19%	20	92.98%	19	87.92%	20	60.31%	3	32.25%	4	18.56%	3	75	10
Big Bend CBC West	78.28%	12	98.42%	12	96.18%	12	96.74%	13	48.99%	9	29.23%	9	13.98%	9	76	11
St. Johns County Commission	89.29%	3	98.49%	9	97.19%	8	98.18%	5	29.68%	20	23.92%	14	7.63%	18	77	12
Family Support Services	76.73%	14	99.57%	4	98.11%	5	97.45%	8	47.96%	10	18.60%	19	6.79%	20	80	13
Partnership for Strong Families	77.68%	13	97.44%	15	98.93%	1	96.82%	12	45.95%	14	20.82%	17	13.16%	12	84	14
Families First Network	79.34%	11	91.88%	19	89.42%	20	75.80%	21	55.20%	6	30.87%	8	13.74%	10	95	15
ChildNet Inc.	74.08%	18	98.64%	7	97.13%	9	97.63%	7	28.13%	21	17.15%	21	7.29%	19	102	16
CBC of Seminole	72.38%	20	89.02%	21	93.26%	17	96.95%	11	46.29%	13	27.62%	10	13.67%	11	103	17
CBC of Volusia-Flagler (Comm Partnership Fo	80.72%	9	98.25%	13	95.52%	13	96.68%	14	33.66%	19	19.32%	18	8.91%	17	103	17
Child and Family Connections	75.37%	17	98.59%	8	96.90%	10	97.01%	10	34.78%	17	17.74%	20	6.71%	21	103	17
Big Bend CBC East	82.28%	7	92.24%	18	93.21%	18	93.04%	16	34.66%	18	23.54%	15	9.13%	16	108	20
CBC of Central Florida	69.66%	21	98.04%	14	95.25%	15	91.59%	18	39.22%	16	23.11%	16	12.18%	13	113	21
Statewide	79.11%		97.21%		95.0%		93.6%		50.0%		27.7%		13.6%			

# Unit Leaderboard FY 11-12 Quarter 1



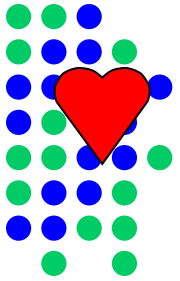
Units	Timely Chronos Notes	Ranking	Fingerprints	Ranking	Birth Verification	Ranking	Photos	Ranking	Visits With Mothers	Ranking	Visits With Fathers	Ranking	Visits With Both Parents	Ranking	JRs Filed Timely	Ranking	Supervisor Reviews (Every 60 Days)	Ranking	Children Referred For IL	Ranking	Children 13-17 With Normalcy Plans	Ranking	Children 12-17 With Education Plans	Ranking	Total	Total P
Unit 294	97.90%	3	100.00%	1	97.63%	4	100.00%	1	76.14%	1	42.66%	2	24.86%	2	100.00%	1	100.00%	1	100.00%	1	85.19%	4	81.48%	3	24	1
Unit 291	98.31%	2	100.00%	1	97.85%	3	100.00%	1	73.91%	2	34.52%	6	22.52%	3	100.00%	1	100.00%	1	0.00%	8	100.00%	1	87.50%	1	30	2
Unit 284	97.59%	4	100.00%	1	96.41%	6	100.00%	1	73.73%	3	38.19%	5	28.14%	1	100.00%	1	100.00%	1	100.00%	1	64.00%	5	80.00%	4	33	3
Unit 295	96.94%	6	99.50%	7	99.50%	2	100.00%	1	68.89%	4	48.59%	1	17.26%	4	96.97%	6	100.00%	1	100.00%	1	23.08%	9	76.92%	5	47	4
Unit 281	95.44%	7	95.43%	9	96.55%	5	100.00%	1	66.67%	5	32.08%	7	9.52%	8	100.00%	1	100.00%	1	0.00%	8	92.59%	3	74.07%	6	61	5
Unit 282	98.75%	1	100.00%	1	94.44%	8	100.00%	1	43.29%	9	25.89%	8	6.57%	9	82.76%	9	100.00%	1	66.67%	7	96.43%	2	53.57%	8	64	6
Unit 285	95.36%	8	100.00%	1	100.00%	1	100.00%	1	32.35%	10	16.13%	10	5.73%	10	97.37%	5	94.88%	10	0.00%	8	62.96%	6	85.19%	2	72	7
Unit 283	97.15%	5	97.00%	8	91.08%	9	96.71%	9	62.50%	6	41.18%	3	10.80%	6	70.27%	10	100.00%	1	100.00%	1	37.93%	7	65.52%	7	72	7
Unit 292	92.43%	9	100.00%	1	95.37%	7	99.61%	8	50.25%	8	21.79%	9	10.38%	7	94.12%	7	100.00%	1	100.00%	1	26.00%	8	20.00%	9	75	9
Unit 293	88.89%	10	94.53%	10	88.24%	10	94.12%	10	50.29%	7	39.36%	4	12.50%	5	88.57%	8	100.00%	1	100.00%	1	4.17%	10	4.17%	10	86	10



Up next:  
Other measures we follow, QA

Let's go!

# Other Measures We Follow

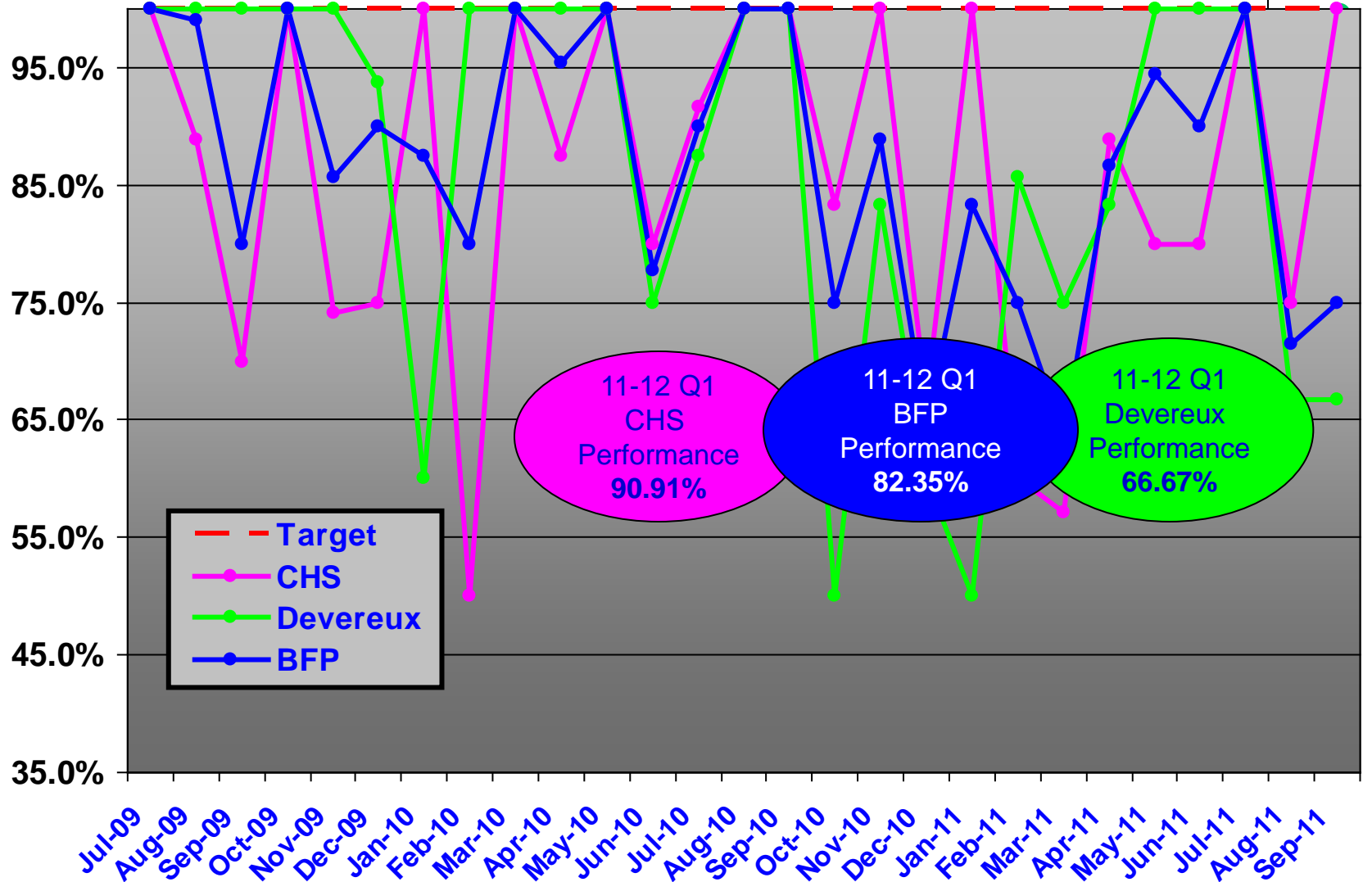
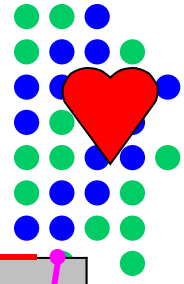


- Exit Interviews
- Referrals For Cares
- Cases Staffed for Services
- Quality Assurance

# Exit Interviews Completed Timely

## Target – 100%

### 10-11 Quarter 4

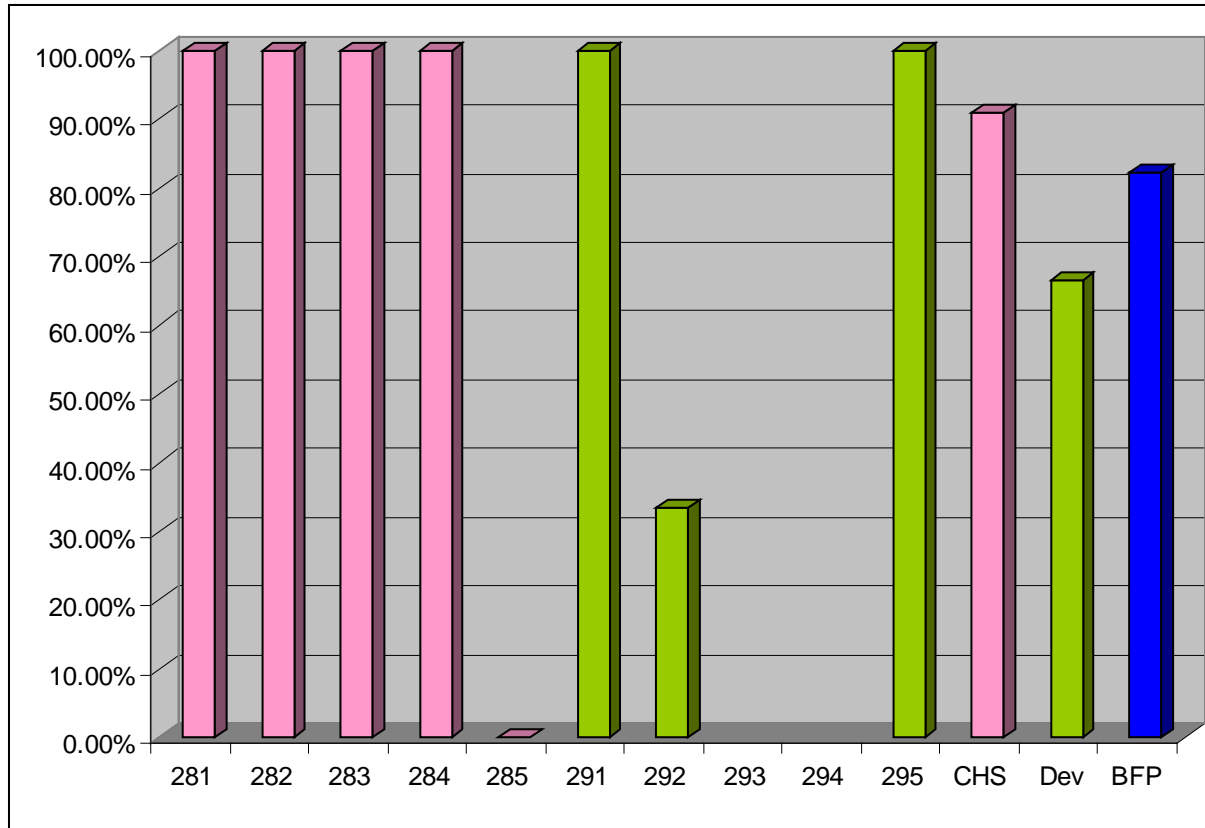
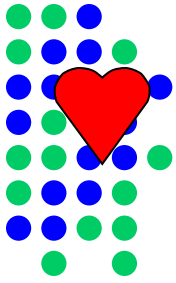




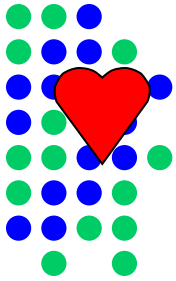
# *Exit Interviews Completed Timely*

## *Target – 100%*

### *11-12 Quarter 1*



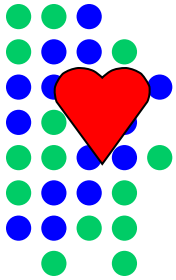
# CARES Referrals 11-12 Quarter 1



Month	211	CBC Referral	Community Resource	CPI	Self	Total
July	13	0	23	111	23	170
August	17	0	21	75	16	129
September	20	2	34	115	38	209
October	0	0	0	0	0	0
November	0	0	0	0	0	0
December	0	0	0	0	0	0
January	0	0	0	0	0	0
February	0	0	0	0	0	0
March	0	0	0	0	0	0
April	0	0	0	0	0	0
May	0	0	0	0	0	0
June	0	0	0	0	0	0
<b>Total YTD</b>	55	2	87	339	98	

# Staffings 11-12

## Quarter 1



<i>Intake to Ongoing Case Management - FY 11-12</i>					
Month	VPS	Court - In Home	Court-OHC (licensed)	Court - OHC (unlicensed)	Total Intake
July	61	8	4	26	99
August	64	5	23	21	113
September	90	15	10	22	137
<b>Q1 Total</b>	<b>215</b>	<b>28</b>	<b>37</b>	<b>69</b>	<b>349</b>
<b>Q1 Average</b>	<b>71.67</b>	<b>9.33</b>	<b>12.33</b>	<b>23.00</b>	<b>116.33</b>
October					0
November					0
December					0
<b>Q2 Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Q2 Average</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</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>11-12 Average</b>	<b>17.9</b>	<b>2.3</b>	<b>3.1</b>	<b>5.8</b>	<b>29.1</b>
<b>11-12 Totals</b>	<b>215.0</b>	<b>28.0</b>	<b>37.0</b>	<b>69.0</b>	<b>349</b>



# Case Management QA Results – 1<sup>st</sup> Quarter 2011-2012

Presented by BFP QA Team

# 1<sup>st</sup> Quarter FY 2012 Case

## Management QA Process involved:

- 16 File Reviews using revised QA tool based on the Quality of Practice Standards (used during previous FY)
  - Special Population review of youth in out of home care over 2 years
  - 4 APPLA cases
- 4 QSR reviews (utilizing in-depth interview process)



- Analyzed data to identify primary areas of Strengths & Areas for Improvement.

- Identified Strengths:

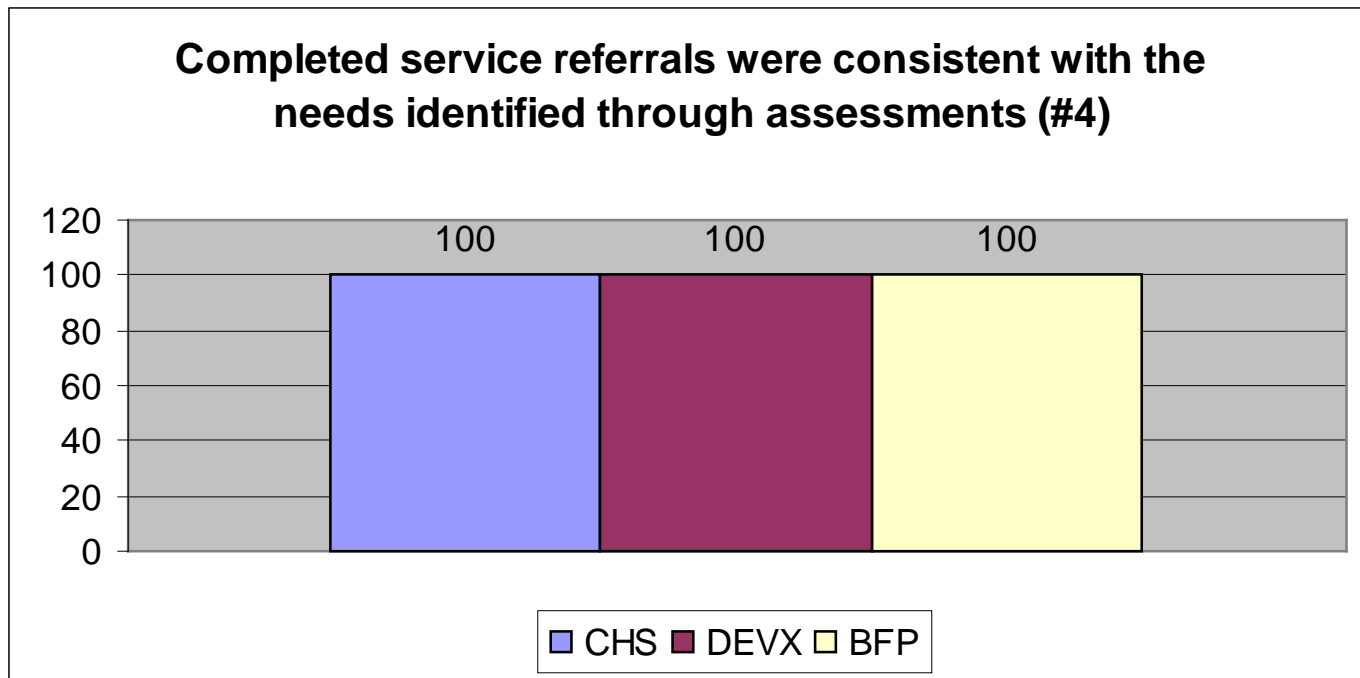
- Completed service referrals consistent with identified needs
    - Efforts to ensure visitation between siblings
    - Timely IL staffings
    - Efforts to assess youth educational needs
    - Assessment and service provision to address youth mental/behavioral health needs
    - Express and informed consent or court authorization for youth psychotropic meds
    - Based on information reviewed, strong likelihood that youth will live in a safe and nurturing environment with his/her needs met on a permanent basis during the next 12 months



## □ Identified Areas for Improvement:

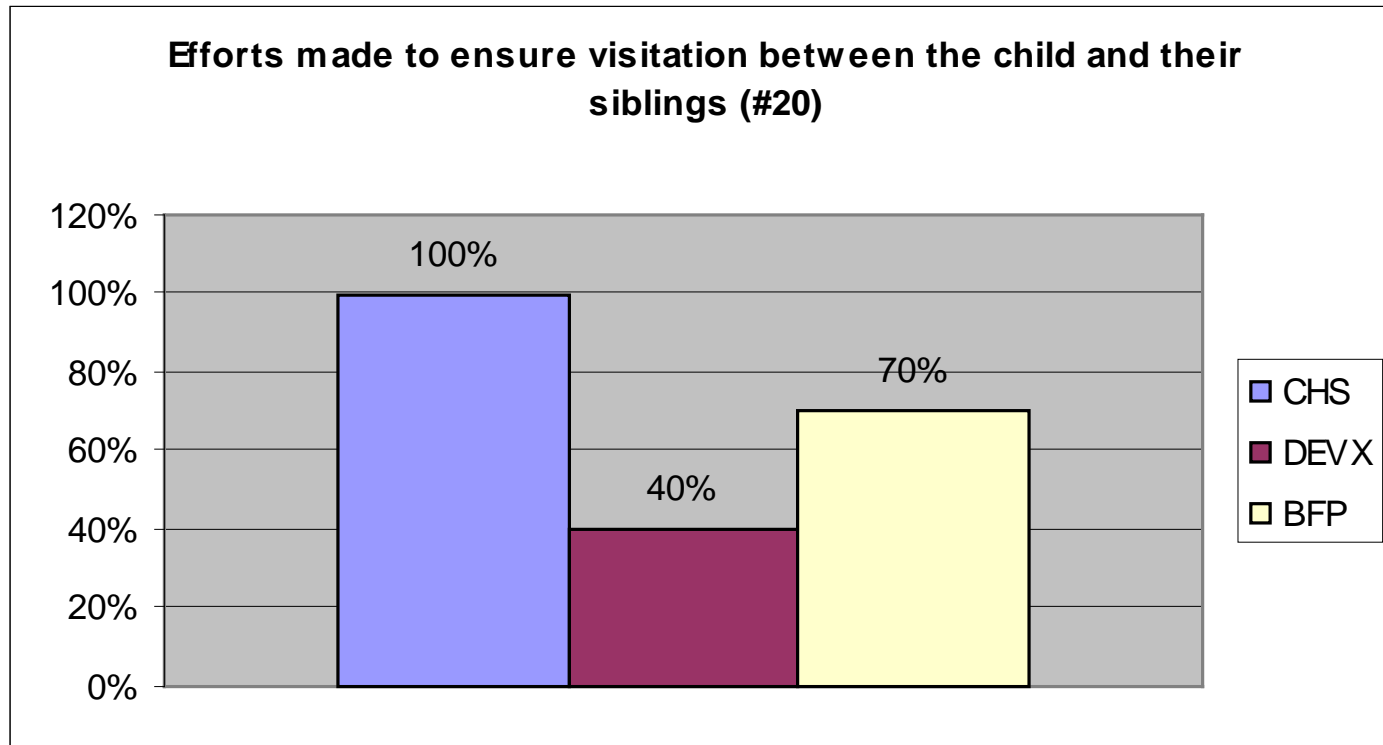
- Family Assessment completed every 6 months and/or at critical junctures
- Multi-disciplinary staffing/assessments for placement planning prior to moves
- Efforts to identify, locate and evaluate other potential relatives or options for the youth
- Qualitative supervisory reviews & follow through
- Current (not expired) case plan
- Communication with Service Providers
- Review of CRR (Blue Book) while in current placement
- ICWA form
- Assessments that include updates for all family members (not just the youth and/or caregiver)
- Copy of signed BFP Handbook receipt

# Strengths



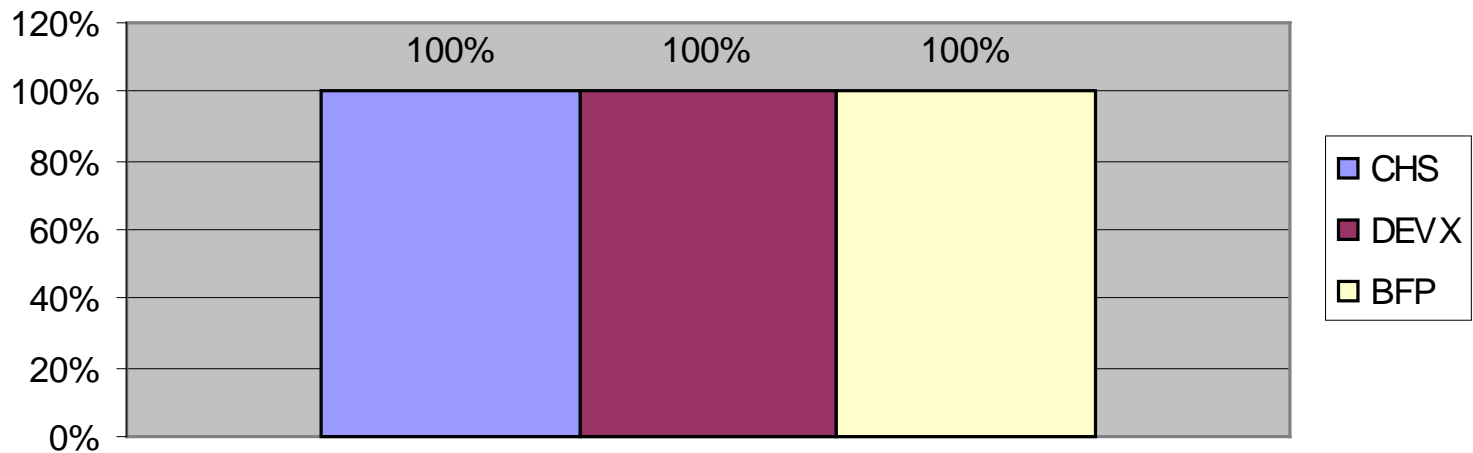


# Strengths

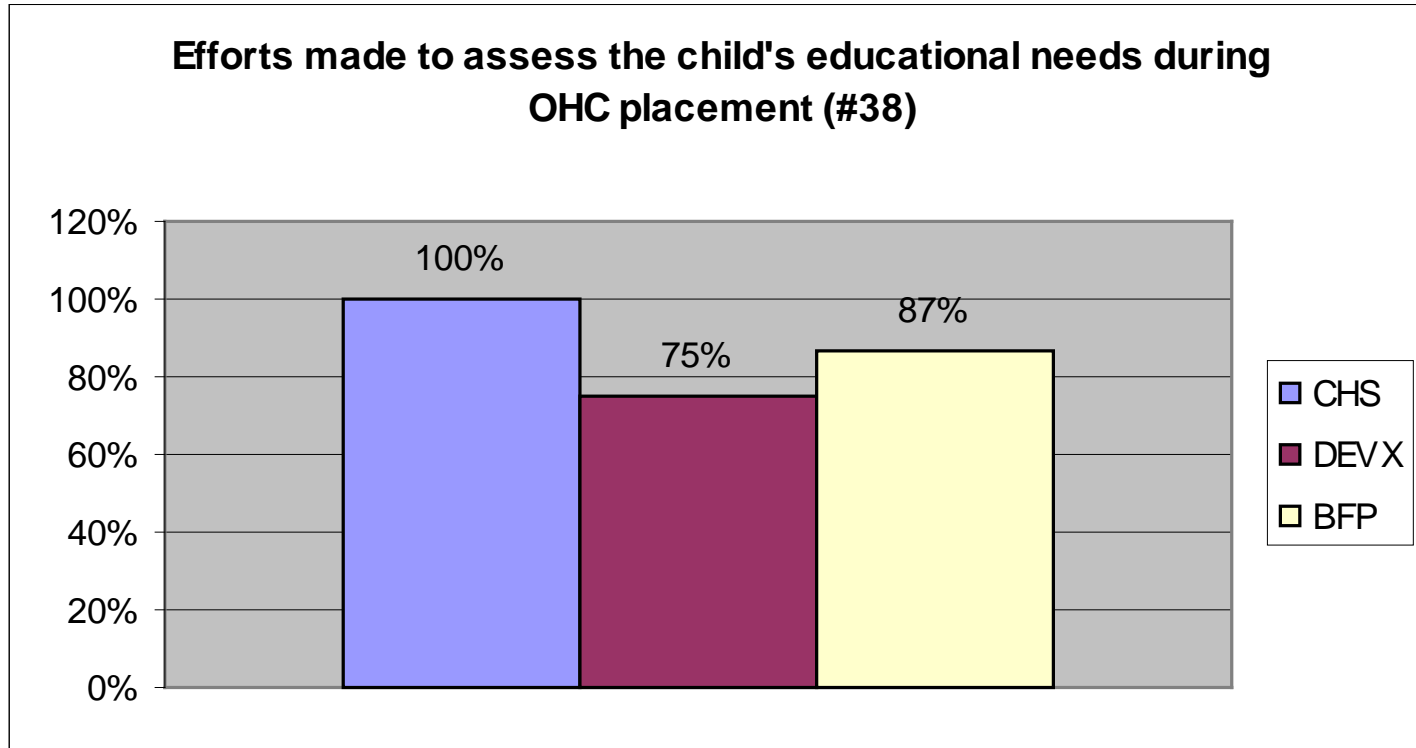


# Strengths

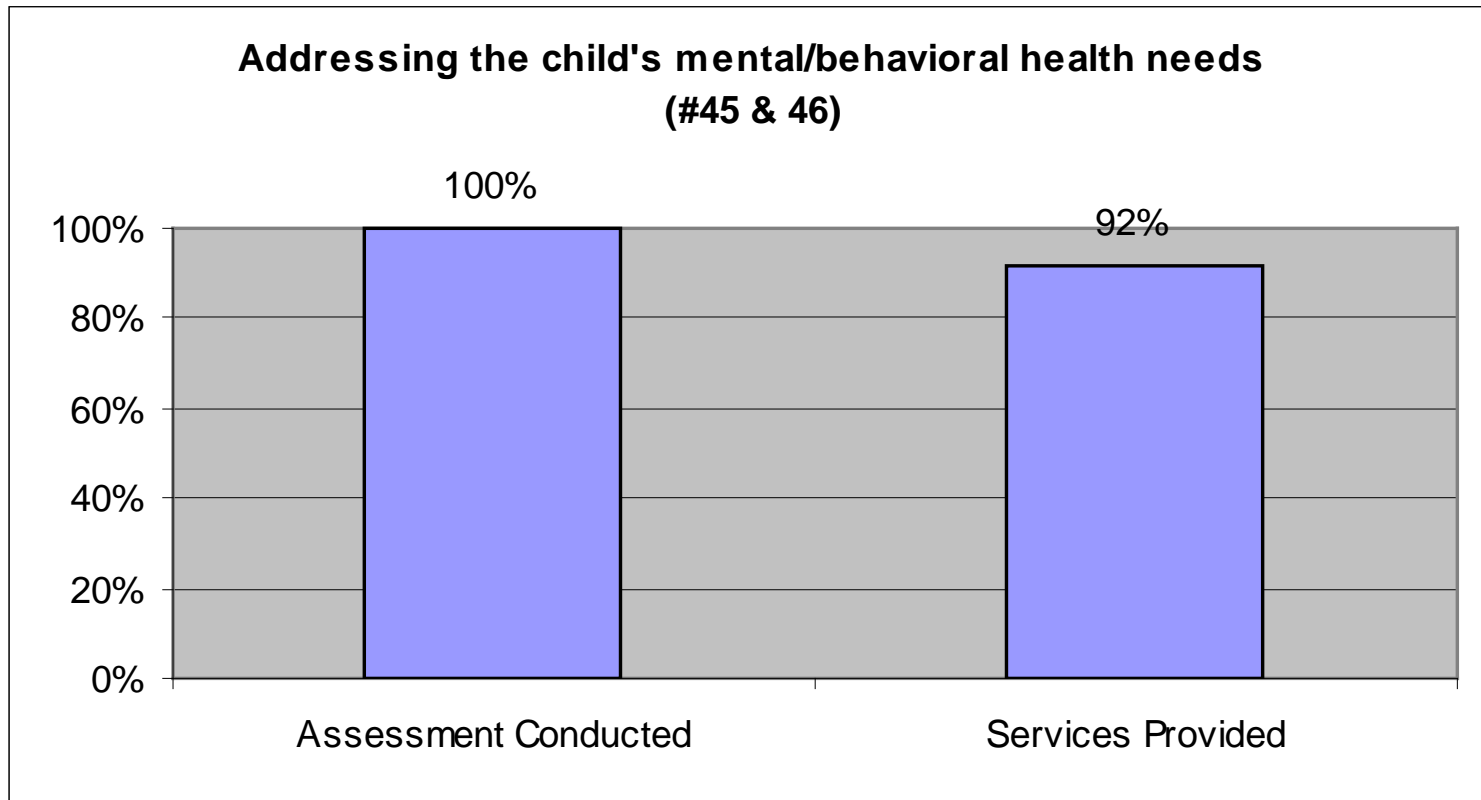
**For youth 15-18, the agency appropriately monitored the youth's progress towards successful transition to independence through regular staffings (#30)**



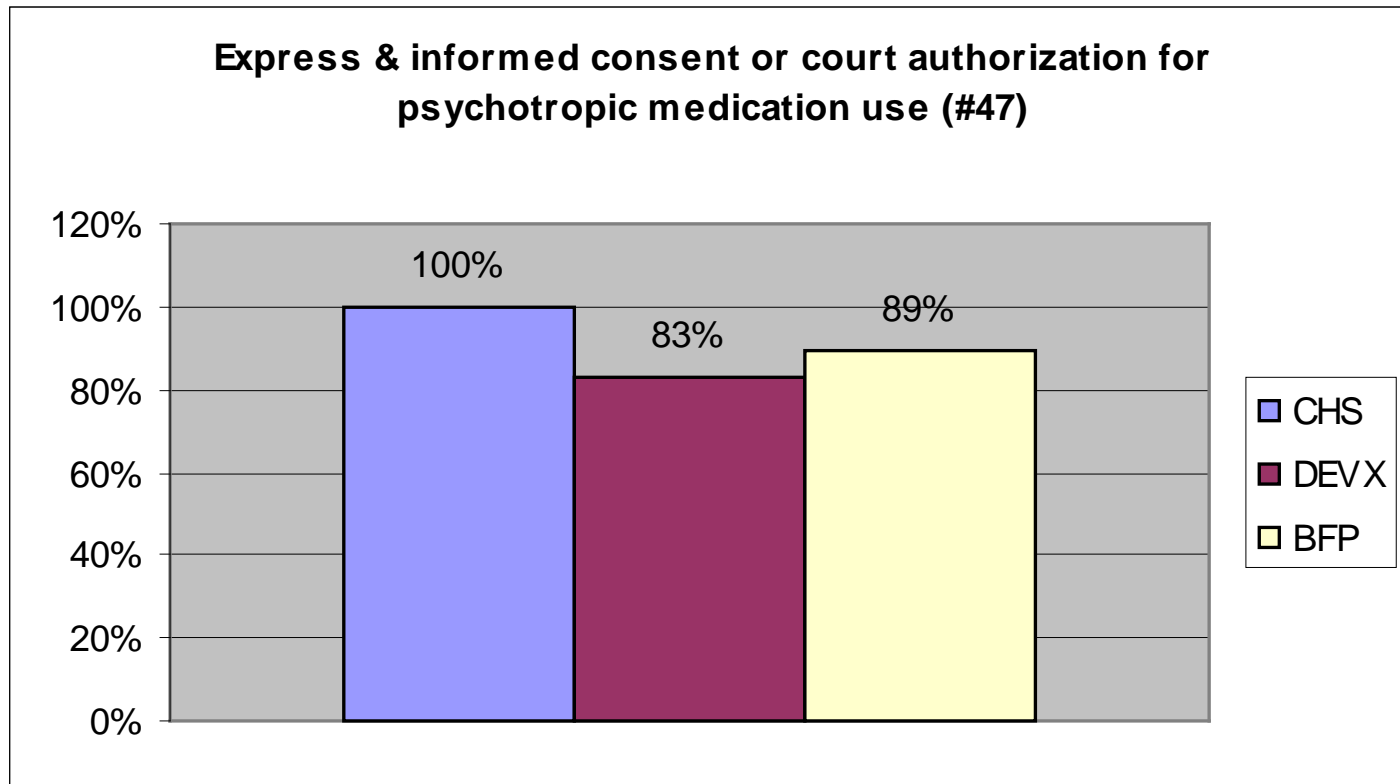
# Strengths



# Strengths

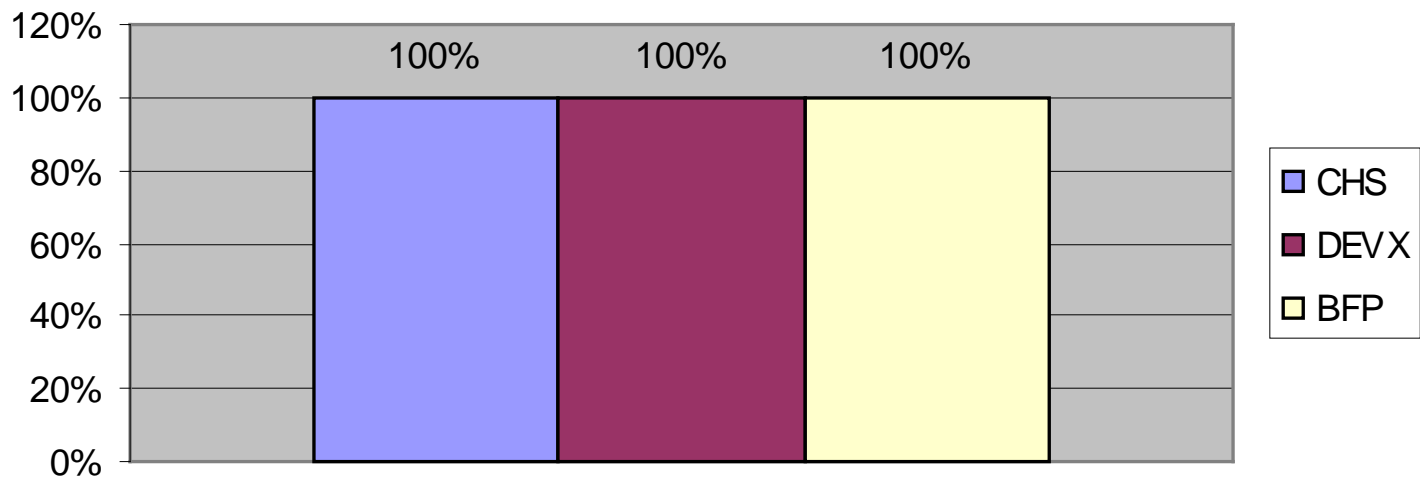


# Strengths



# Strengths

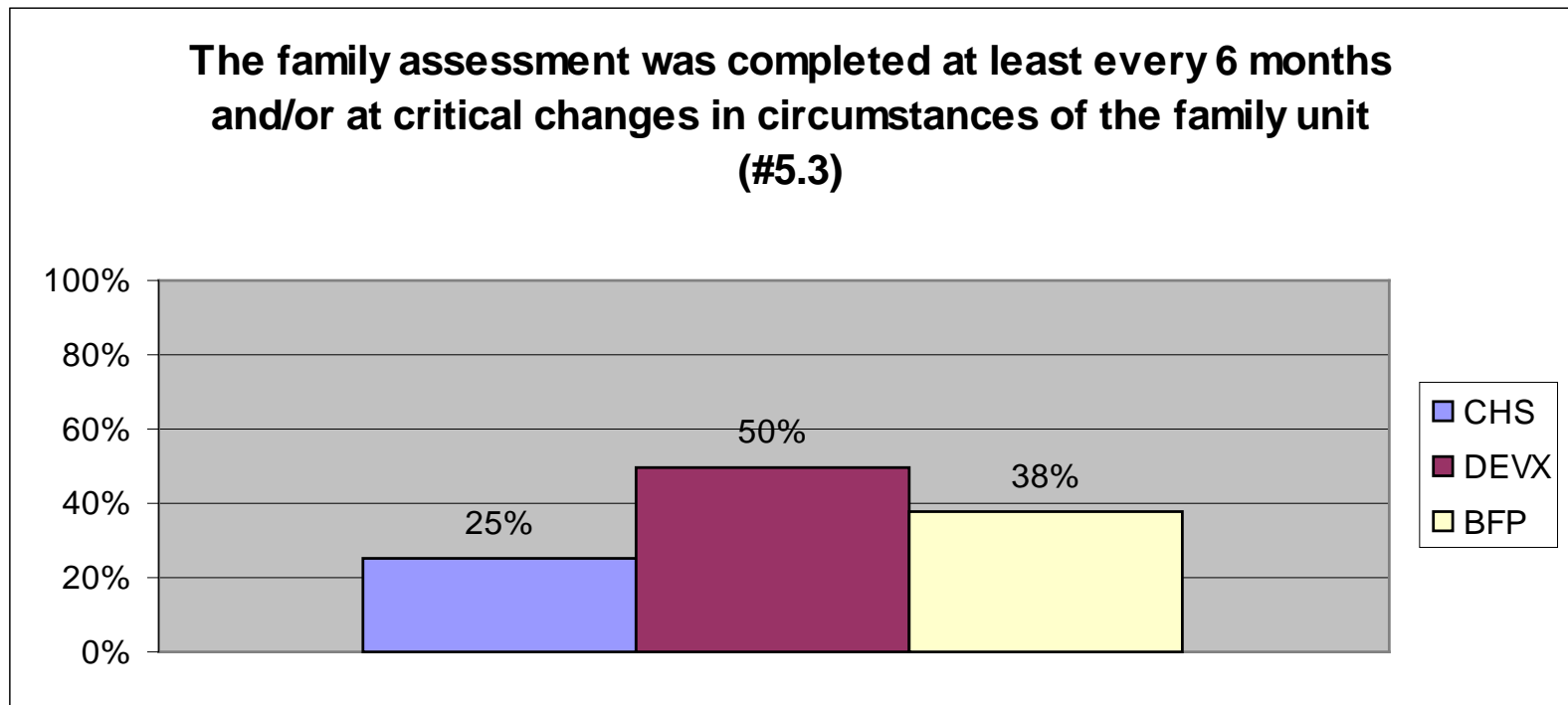
**Based on all the information reviewed, it is likely the child will live in a safe and nurturing environment with their needs met on a permanent basis during the next 12 months (#50)**





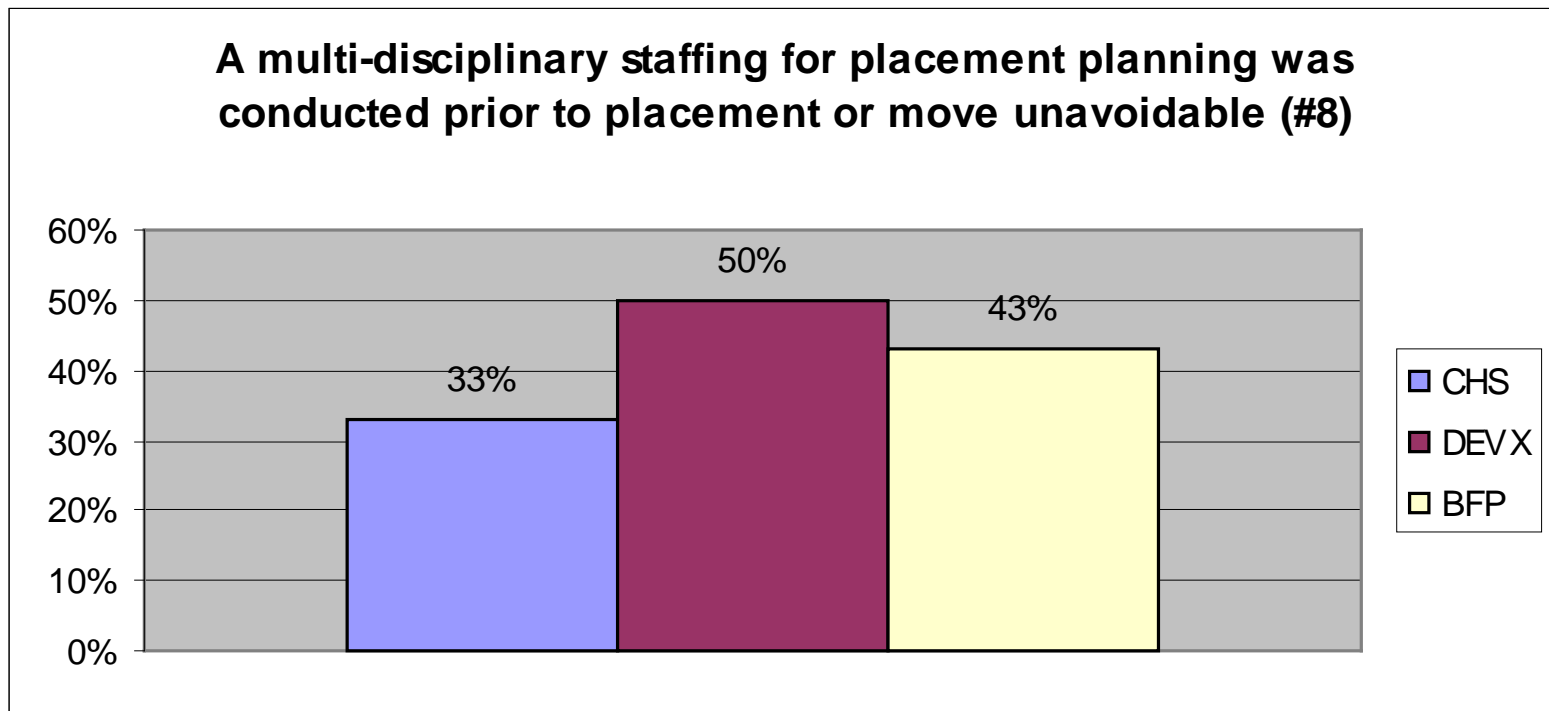
# Areas for Improvement

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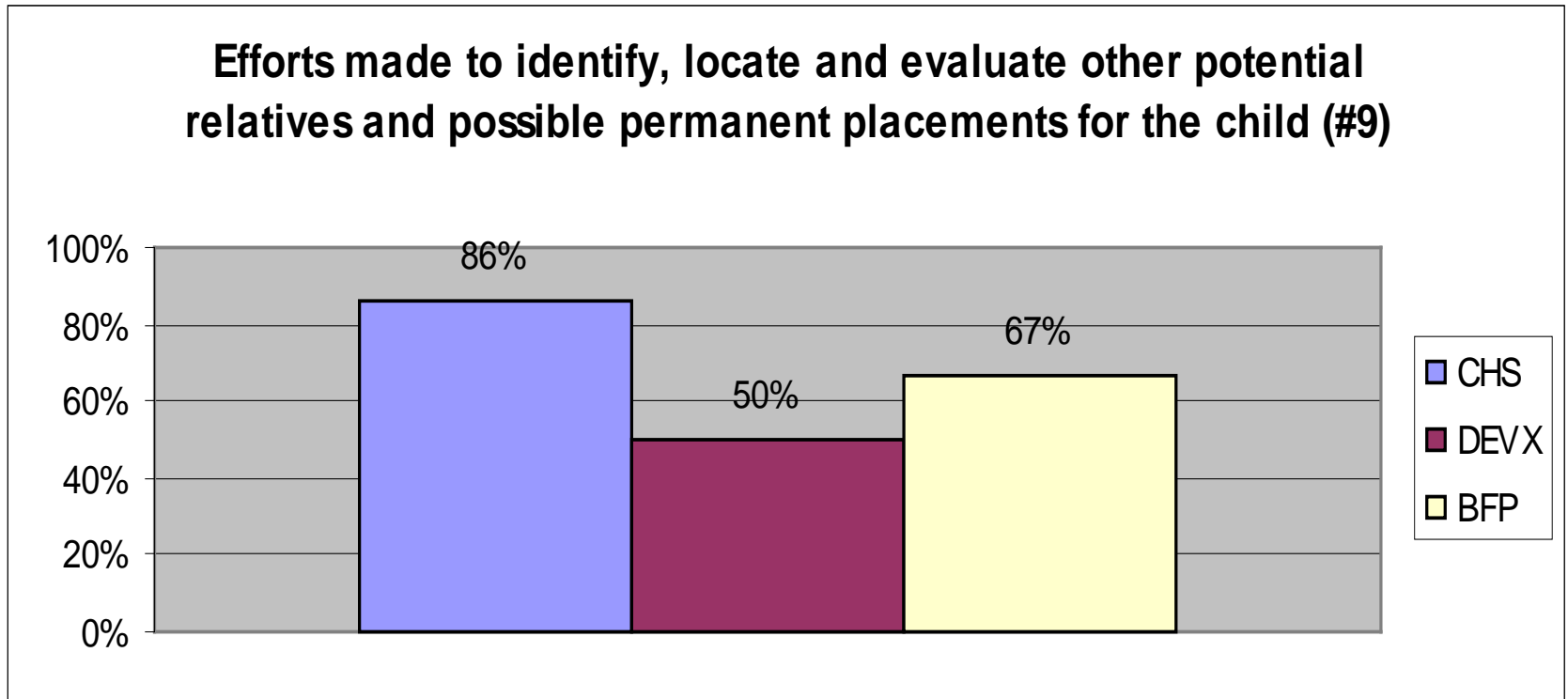




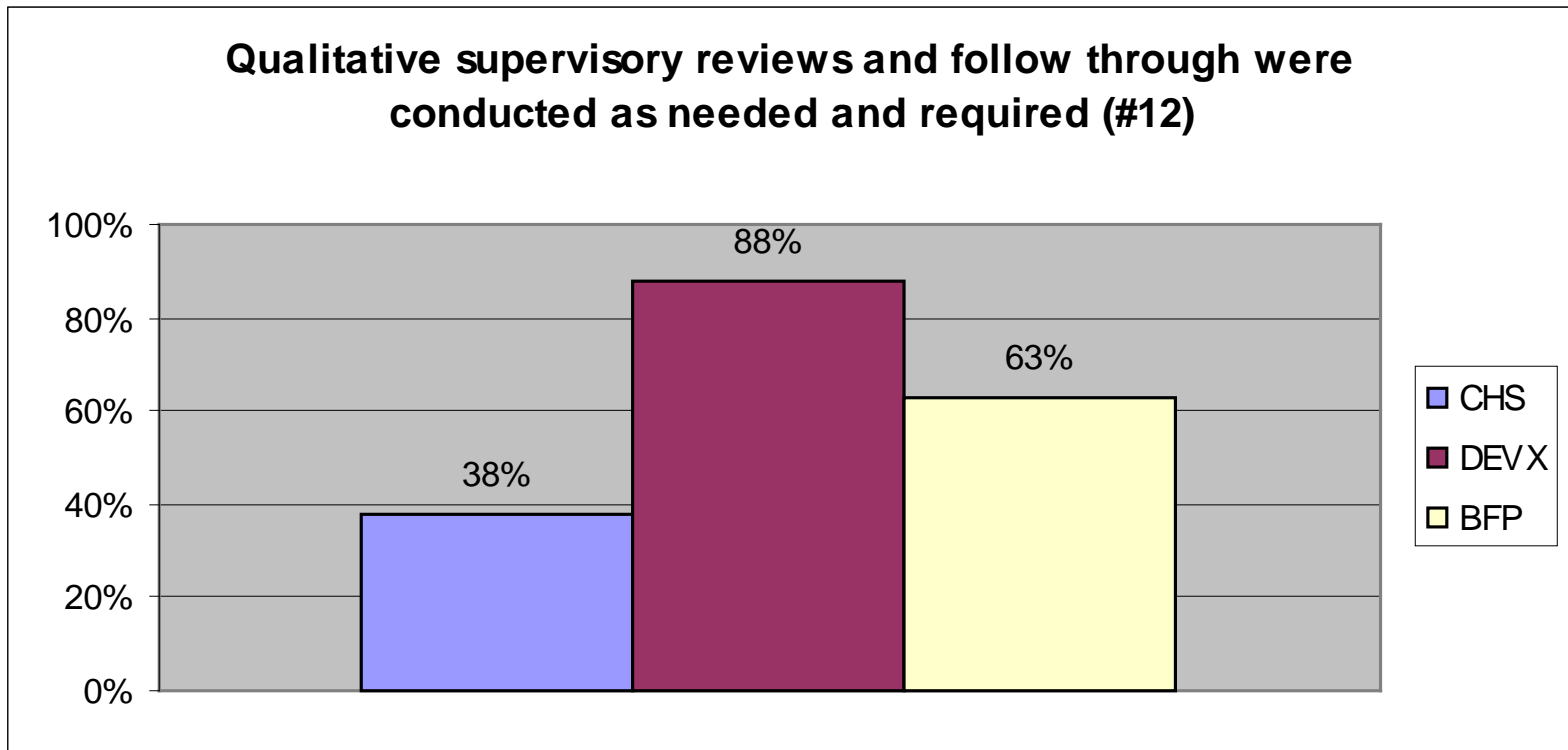
# Areas for Improvement



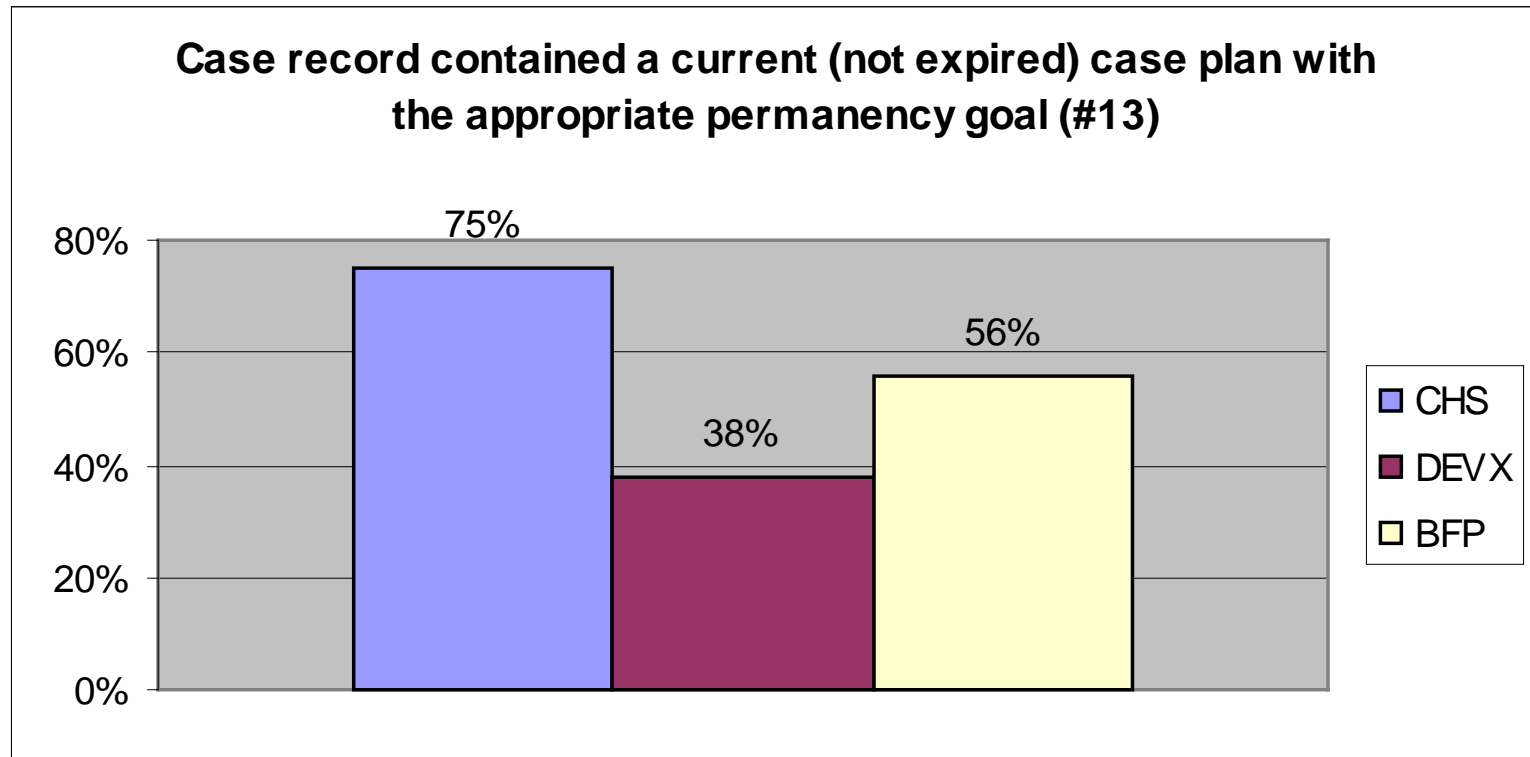
# Areas for Improvement



# Areas for Improvement

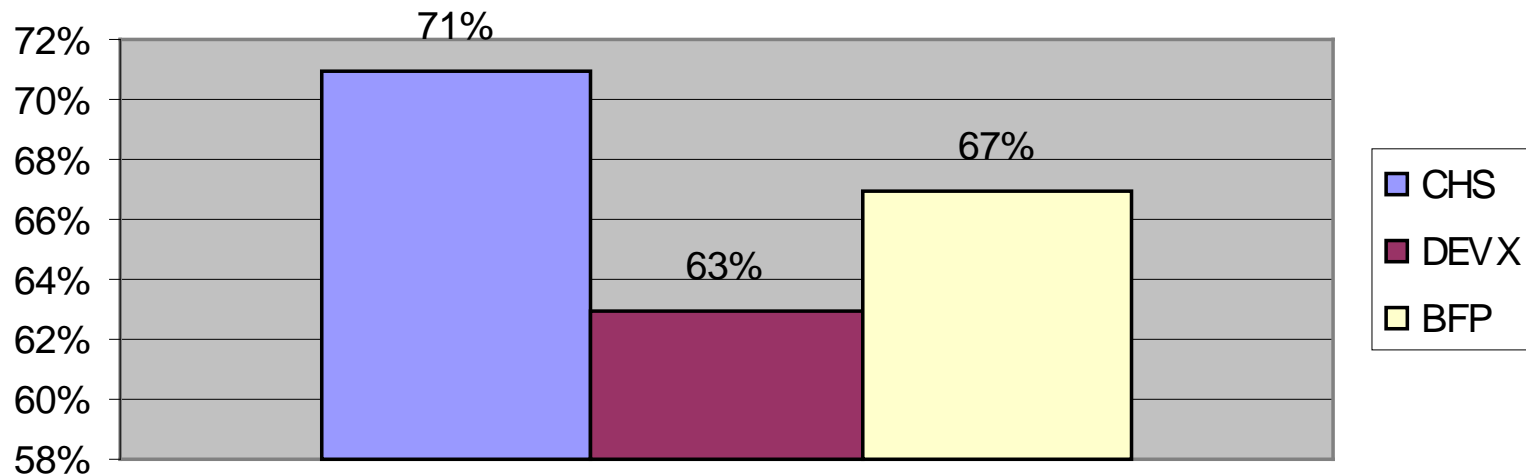


# Areas for Improvement

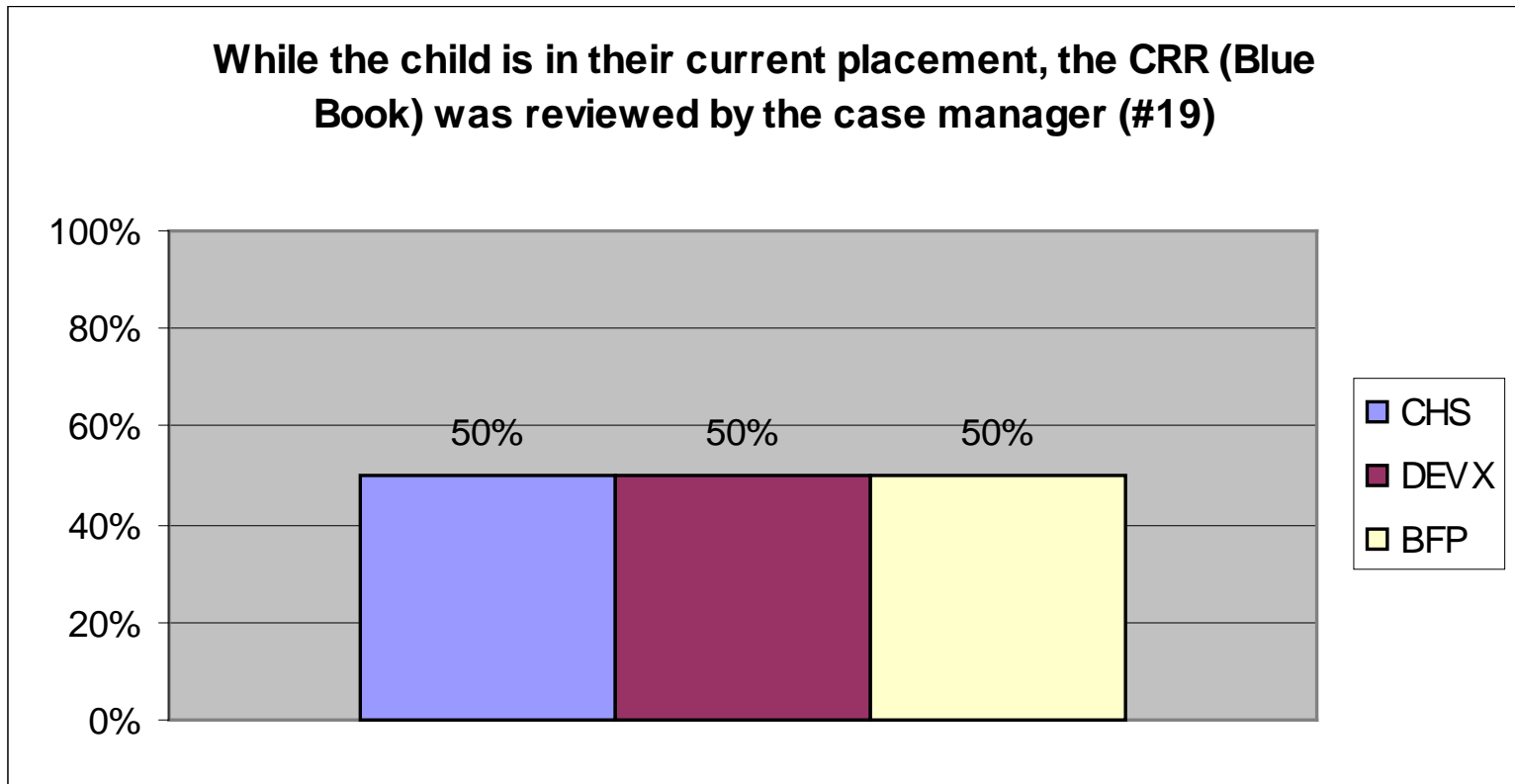


# Areas for Improvement

**Services worker communicated with service providers about the effectiveness of services for involved case participants (#16)**

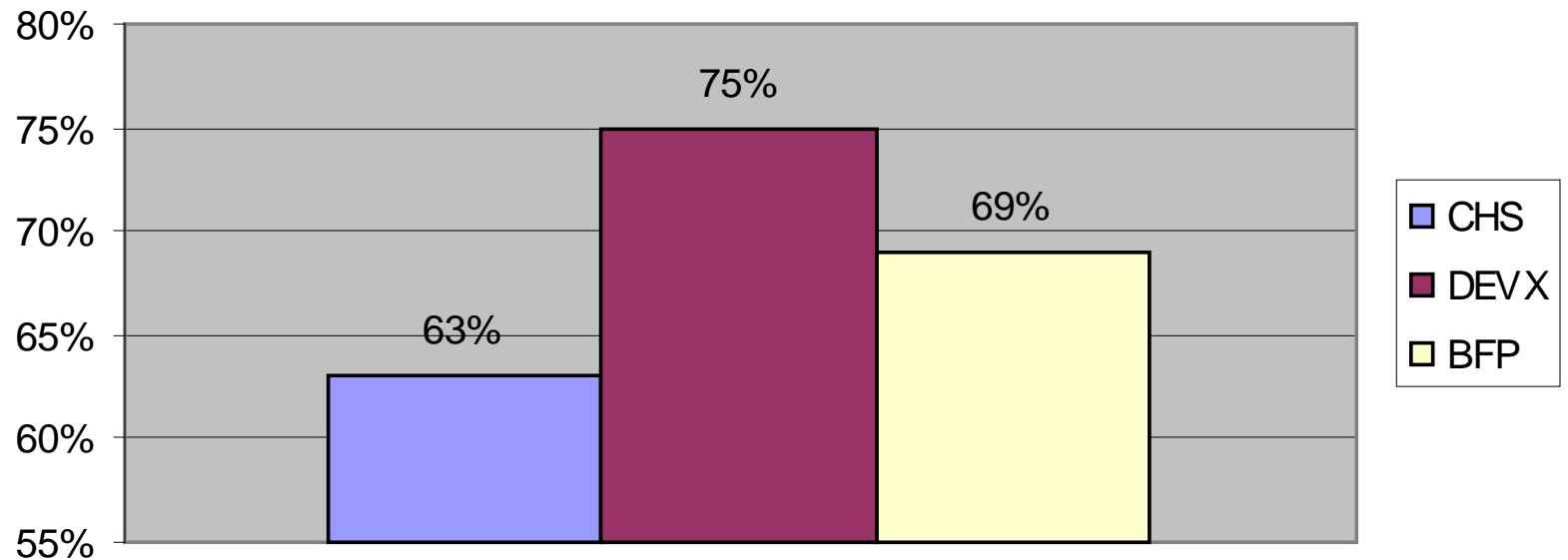


# Areas for Improvement

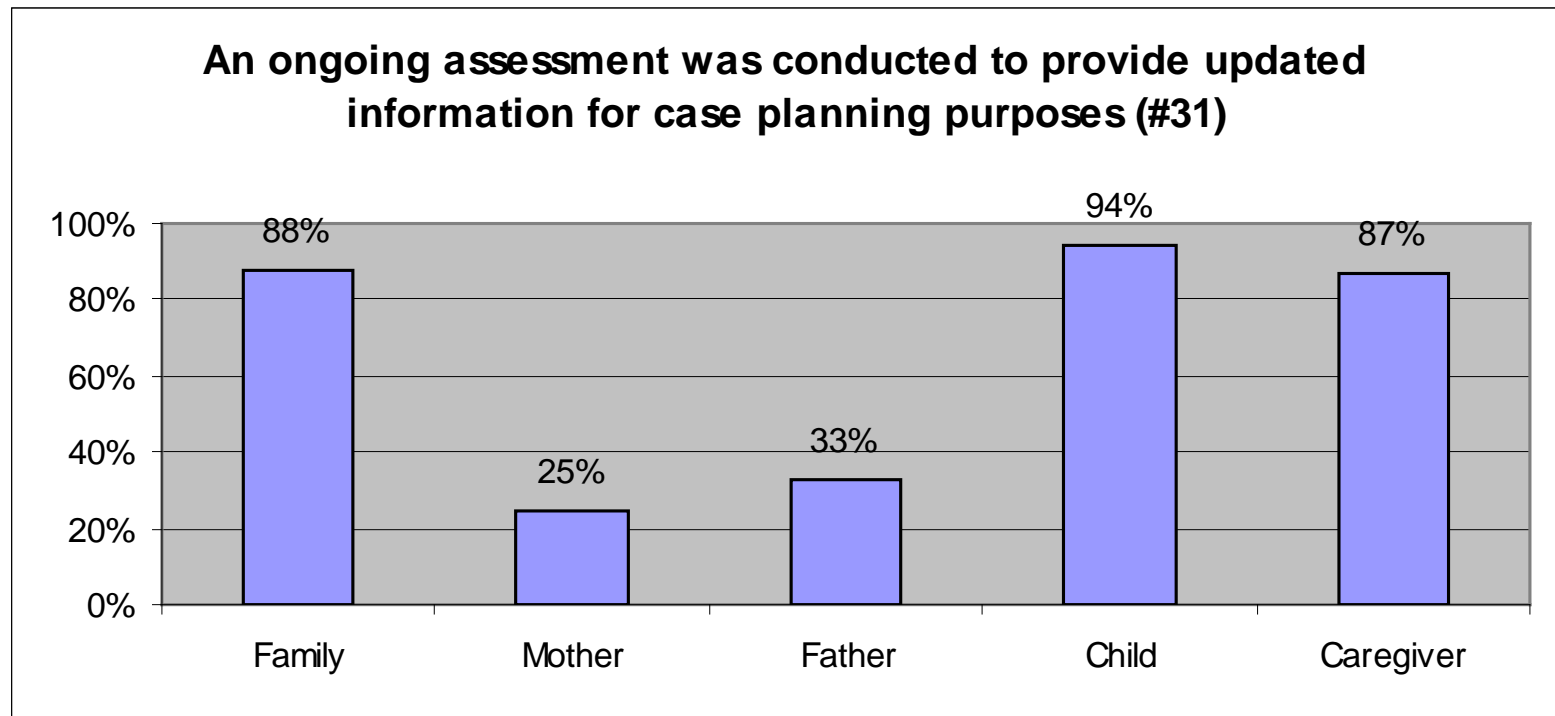


# Areas for Improvement

An inquiry was made to determine if the child was of Native American or Alaskan Native heritage (#22)

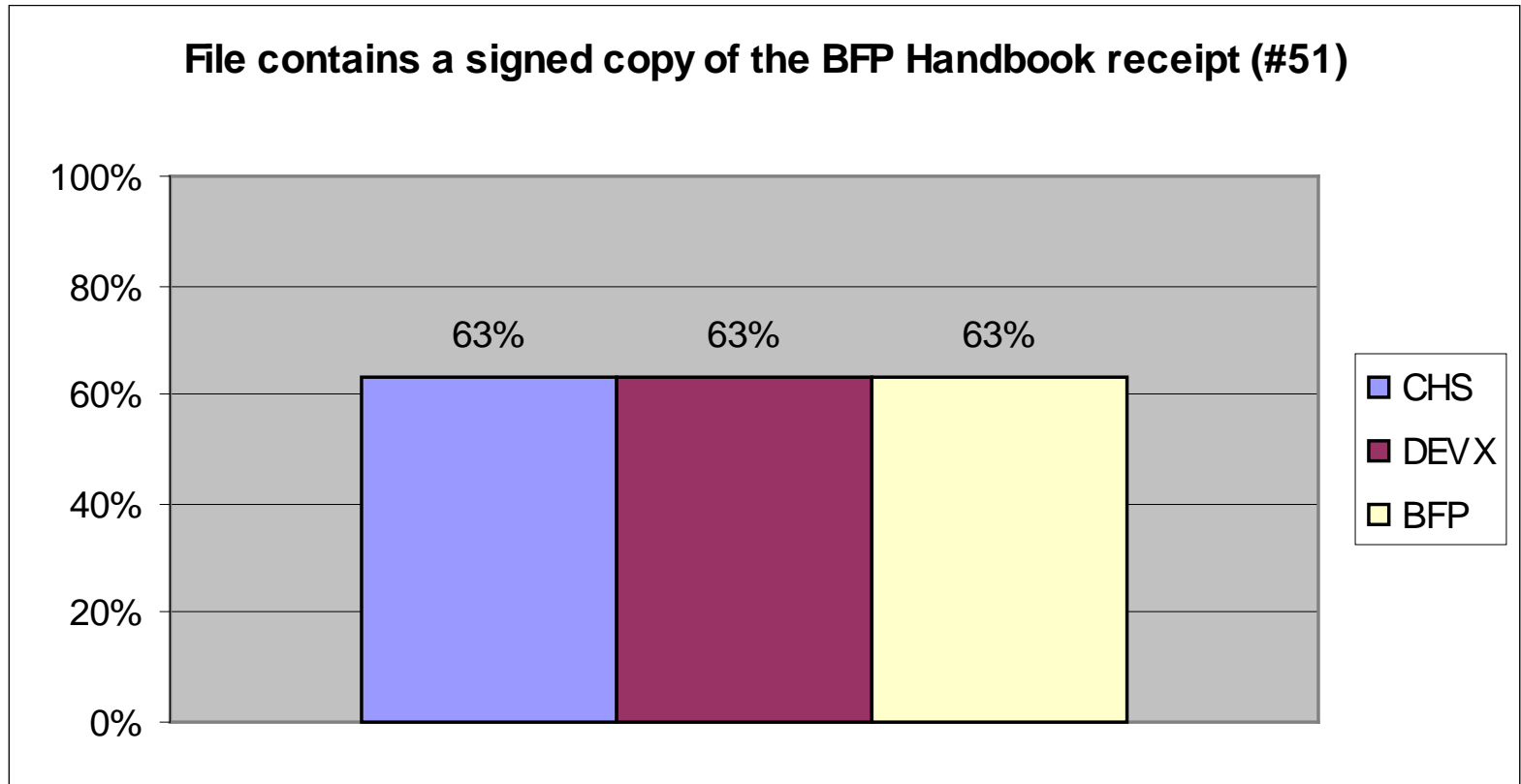


# Areas for Improvement





# Areas for Improvement





# Quality Services Review (QSR) Data

	Child	Jason	Matthew	Justin	Harlee	Improve		Refine		Maintain	
	CMA	CHS	CHS	DEV	DEV	1	2	3	4	5	6
Q#	Domains	Rating	Rating	Rating	Rating						
<b>Child &amp; Family Status Indicators</b>											
1	SAFETY FROM EXPOSURE TO THREATS OF HARM	6 Optimal	6 Optimal	6 Optimal	6 Optimal						xxxx
2	CHILD VULNERABILITY	5 Good	5 Good	4 Fair	6 Optimal				x	xx	x
3	STABILITY	6 Optimal	6 Optimal	5 Good	5 Good					xx	xx
4	LIVING ARRANGEMENT	6 Optimal	6 Optimal	6 Optimal	5 Good					x	xxx
5	PERMANENCY	5 Good	4 Fair	3 Marginal	5 Good			x	x	xx	
6	OVERALL PHYSICAL HEALTH	6 Optimal	6 Optimal	6 Optimal	6 Optimal						xxxx
7	EMOTIONAL WELL-BEING	5 Good	4 Fair	5 Good	5 Good				x	xxx	
8	EARLY LEARNING STATUS (0-6)	5 Good	N/A	N/A	6 Optimal					x	x
9	ACADEMIC STATUS	N/A	5 Good	5 Good	N/A					xx	
10	PATHWAY TO INDEPENDENCE	N/A	3 Marginal	3 Marginal	N/A			xx			
11	PARENT & CAREGIVER FUNCTIONING	5 Good	6 Optimal	6 Optimal	5 Good					xx	xx
<b>Practice Performance Indicators</b>											
20	ENGAGEMENT	6 Optimal	5 Good	5 Good	5 Good					xxx	x
21	VOICE & CHOICE	4 Fair	5 Good	6 Optimal	6 Optimal				x	x	xx
22	TEAMING	5 Good	4 Fair	4 Fair	6 Optimal				xx	x	x
23	ASSESSMENT & UNDERSTANDING	5 Good	5 Good	6 Optimal	6 Optimal					xx	xx
24	PLANNING PROCESS	4 Fair	5 Good	6 Optimal	6 Optimal				x	x	xx
25	TRANSITION PLANNING	6 Optimal	3 Marginal	N/A	5 Good			x		x	x
26	IMPLEMENTATION	5 Good	4 Fair	5 Good	5 Good				x	xxx	
27	MAINTAINING QUALITY CONNECTIONS	5 Good	3 Marginal	4 Fair	5 Good			x	x	xx	
28	MONITORING & ADJUSTMENT	4 Fair	4 Fair	4 Fair	6 Optimal				xxx		x
29	PSYCHOTROPIC MEDICATION MANAGEMENT	N/A	6 Optimal	N/A	N/A						x

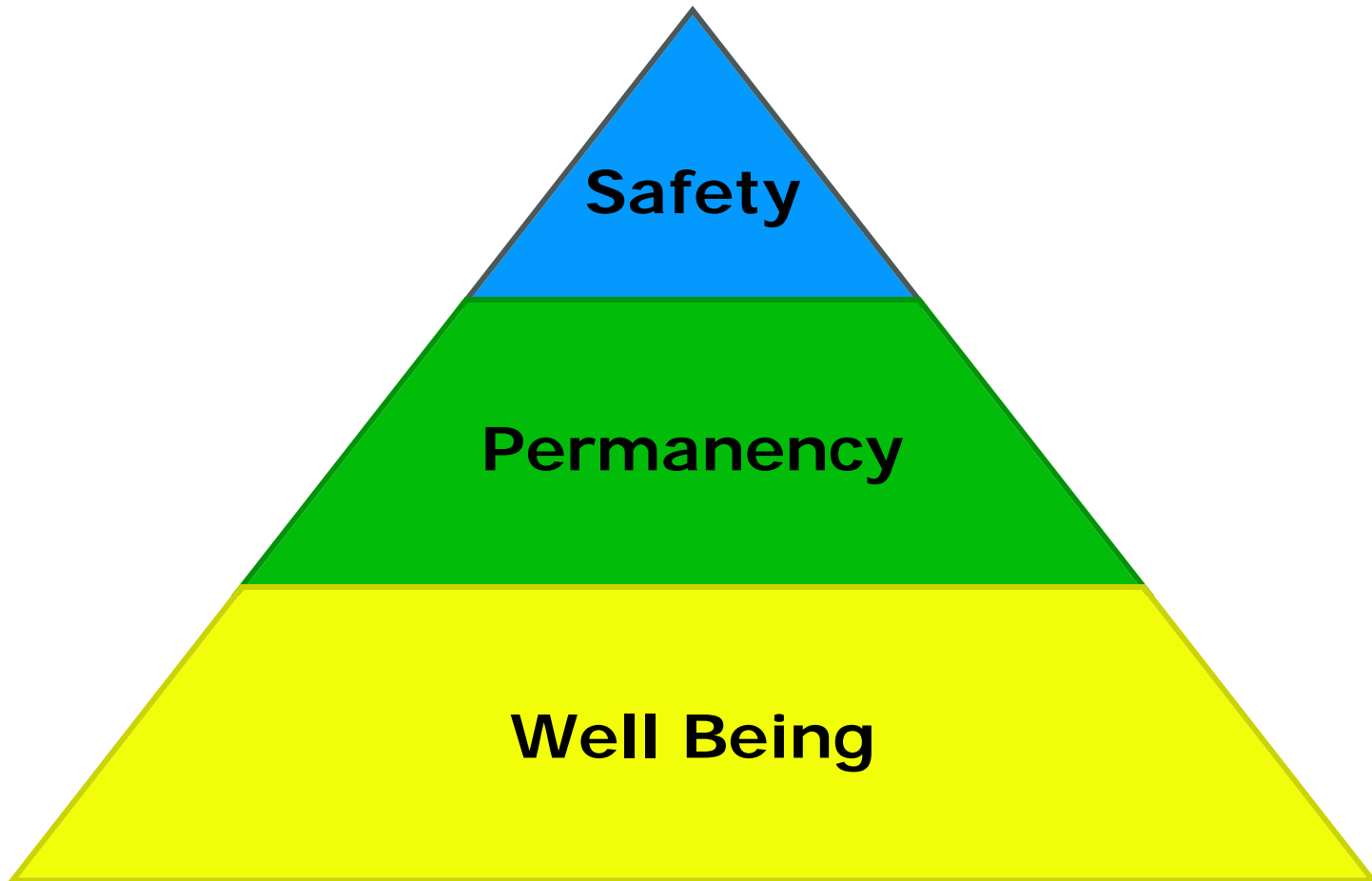
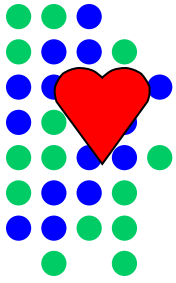


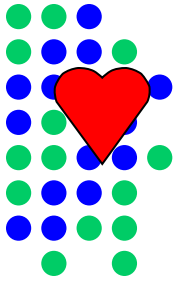
# Follow-Up

- 2 Training Sessions Provided to Target the following Areas for Improvement:
  - Meaningful Provider Contacts – November 8 (9-11a.m.) & November 10 (1-3:00p.m.)
  - Family Assessments – December 8 (10-noon) & 1-3:00p.m.)

All of our measures are tied to:

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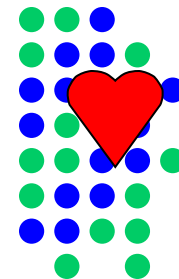




Comments, Questions, Concerns

???

*Happy  
New Year!*



# Next Performance Review January 24, 2012

2012			
<b>January</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	<b>February</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29	<b>March</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	<b>April</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
<b>May</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	<b>June</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	<b>July</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	<b>August</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
<b>September</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	<b>October</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	<b>November</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	<b>December</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31