

Brevard Family Partnership Quality Assurance Annual Review Report

Fiscal Year 2015-2016

Summary of Case Management Practice Trends

The State of Florida's Department of Children and Families, in collaboration with CBCs around the state, developed a quality assurance review system to be implemented July 1, 2015. In this model, quality assurance and quality improvement are treated as inseparable. Two key tools were identified as components of Quality Assurance: the Children and Families Services Review (CFSR) tool, which focuses on case-specific interviews, and Rapid Safety Feedback Tool, which focuses on children under the age of four with whom either a parent or caretaker in the living arrangement has been an alleged perpetrator for allegations of Family Violence Threatens Child AND/OR Substance Misuse. Please note that the CFSR tool was selected as a review tool in preparation for the Federal CFSR Review that started in spring 2016. This provided an invaluable opportunity for staff across the state to practice execution of the tool, prior to the state being rated.

In FY 15-16, Brevard Family Partnership, Inc.'s internally-driven and externally reviewed continuous quality assurance and improvement process resulted in systemic changes on all levels. Action steps and counter-measures utilized a strengths-based approach and encouraged staff and providers to work as a cohesive team to identify and implement systemic change. To determine performance quality and effectiveness, and identify areas for improvement and sustained system change, Brevard Family Partnership, Inc. uses both quantitative and qualitative data from FSFN, the Department of Children and Families performance measure dashboard, case file reviews, quality service reviews, satisfaction surveys, local data bases, and other methods and tools as required by the Council on Accreditation (COA).

Weekly operations reviews track critical performance indicators and outcomes, case management caseloads and results, missing children data, and status of progress on critical monthly targets for children and families served, supervisor reviews, timely documentation into FSFN, and mental/dental/immunization records. This weekly focus on quantitative data to recognize trends allows rapid response to any unfavorable changes in performance and guides the implementation of real-time counter measures. Metrics for safety, permanency, well-being and other key indicators are aggregated monthly, quarterly, and yearly for the review of a system-wide Risk Management Committee organized according to the standards and practices required by COA.

For the fiscal year, Brevard Family Partnership was responsible for completing a total of twenty five (25) cases per quarter; 10 utilized the QPS tool and focused on Rapid Safety Feedback. The other fifteen (15) cases utilized the CFSR tool; thirteen (13) were completed s file reviews and two (2) utilized the interview process as intended.

CFSR

Overall Ratings

Item or Outcome #	Performance Item or Outcome Title	Substantially Achieved	Partially Achieved	Not Achieved
Outcome Safety 1	Children are, first and foremost, protected from abuse and neglect.	100%		
Outcome Safety 2	Children are safely maintained in their homes whenever possible and appropriate.	72%	22%	7%
Outcome Permanency 1	Children have permanency and stability in their living situations.	83%	17%	
Outcome Permanency 2	The continuity of family relationships and connections is preserved for children.	50%	50%	
Outcome Well-Being 1	Families have enhanced capacity to provide for their children's needs.	85%	15%	
Outcome Well-Being 2	Children receive appropriate services to meet their educational needs.	78%	11%	11%
Outcome Well-Being 3	Children receive adequate services to meet their physical and mental health needs.	78%		22%

Brevard Family Partnership looked at this data as originally presented in the CFSR training, by areas that are substantially achieved, partially achieved or not achieved.

Outcome Safety 1 ~ *Children are, first and foremost, protected from abuse and neglect.* Specifically, it focuses on the timely commencement of the investigation by the Department of Children and Families. In cases involving an investigation, all investigations were commenced timely.

Outcome Safety 2 ~ *Children are safely maintained in their homes whenever possible and appropriate.* This measure focuses on preventing the removal or re-entry of children into care. The CFSR Item that led to these lower ratings involved Risk and Safety Assessment and Management, specifically timely completion of assessments and safety plans. Completion of both continues to be monitored at the weekly Operations Meeting held with our Case Management Agency (CMA).

Outcome Permanency 1 *Children have permanency and stability in their living situations.* Specifically this measure looks at whether or not the goal was established timely and is changed when necessary. Timely filing of case plans continues to be an area of strength in Brevard. Permanency staffings are held monthly with Child Legal Services (CLS) and the CMA staff, to ensure cases are moving forward. Placement stability has been a focus for Brevard during this fiscal year, which helps with achieving a strength rating for this outcome.

Outcome Permanency 2 *The continuity of family relationships and connections is preserved for children.* This is one of the areas that had both a Substantially Achieved and Partially Achieved Scores. We have been working on building capacity within our foster homes to house siblings together. We have also worked on improving our weekly sibling visits this past year. There is room for improvement in the area of preserving connections and being diligent about exploring all relative placements options. Brevard Family Partnership (BFP) partnered with the Casey Foundation to train case management and the implementation of Permanency Round Tables. Although this has only been in practice for two months, it will help improve this measure over the next fiscal year. Parent engagement remains a measure that is discussed with the Operations Meeting held with our CMA. Concerted efforts, more than just visitation, need to be made to promote, support, and/or maintain positive relationships between the child in out-of-home care and his or her mother and father or other primary caregiver(s) from whom the child had been removed

Outcome Well-Being 1 ~ *Families have enhanced capacity to provide for their children's needs.* This measure was a focus for this fiscal year and the CMA did well assessing the child's, parents' and foster parents' needs. There has been success engaging the family in case planning through utilizing family team conferences. Contact with parents remains a measure that is discussed with the weekly Operations Meeting held with our CMA.

Outcome Well-Being 2 ~ *Children receive appropriate services to meet their educational needs.* BFP continues to work with a school advocate who is paid partially by BFP and by the school board. Her role is to help ensure children in foster care/out of home placements are enrolled in school timely and receive all the services they need to be successful.

Outcome Well-Being 3 ~ *Children receive adequate services to meet their physical and mental health needs.* There was evidence of medical, dental, and mental health needs being assessed and addressed. Brevard continues to remain partnered with a local agency, Brevard Health Alliance (BHA), which has helped improve overall health and dental services to children under supervision. Brevard Health Alliance has also provided a dental bus that can be moved to different areas of the county. This allows for the CMA to schedule multiple appointments on a Saturday. Quarterly, the BHA provides a dental bus at a specific location designated for our children to attend.

Rapid Safety Feedback Reviews

Overall Ratings

Questions	# Yes	# No	% Yes
Concerted efforts to keep child in home?	40	0	100.0%
Initial & Ongoing Assessments done?	24	16	60.0%
Develop appropriate safety plan?	40	0	100.0%
Monitor Safety plan?	40	0	100.0%
Background Checks	40	0	100.0%
Frequency & quality of visits with child	35	5	87.5%
Frequency & quality of visits with parents	38	2	95.0%
Case plan lead to safe closure?	40	0	100.0%
Supervisory reviews?	38	2	95.0%
Supervisory Consultations?	3	37	7.5%
Request For Action (RFA) done?	0	40	N/A
Methodology Case?	38	2	95.0%

Rapid Safety Feedback reviews focus on children under the age of four with whom either a parent or caretaker in the living arrangement has been an alleged perpetrator for allegations of Family Violence Threatens Child AND/OR Substance Misuse.

- Concerted efforts made to provide services to the family to prevent children's entry into out-of-home care or re-entry after a reunification:** BFP does a good job providing services to families to prevent removal or re-entry into care. BFP has subcontracted with a new Provider this coming Fiscal Year to add Family Reunification Specialist services to our service array that specifically focuses on children at high risk of being re-removed.
- Initial & Ongoing Assessments done:** The CFSR allows for reviews to be informal and formal, however this specific question addresses the formal assessments done within our computer system FSFN. There is room for improvement for timely completion of assessments and this remains a focus at the weekly Operations meeting with our CMA.

- ***Developing Safety Plans and monitoring them:*** This continues to remain a focus for this next fiscal year. Safety Planning Training was provided during this fiscal year. Booster trainings for Safety Methodology will be provided during this next year.
- ***Background checks and home study assessments:***
 - Background check results are shared at the time of the Early Services Intervention (ESI) staffing and should be updated routinely by case management staff.
 - Home Studies need to be completed and filed with the court timely.
 - CMA staff did well on this measure during this fiscal year. They need to remain diligent in responding timely to completion of home study assessments and ensure they are filed with the court.
- ***Frequency & quality of visits with child:*** The frequency of visits had five cases that did not adhere to the increased number of visits required once reunification occurs. The quality of visits showed evidence of individual interviews with children. During this year the CMA was on a Corrective Action Plan (CAP) regarding post-reunification visits and monthly reporting was conducted on this performance, leading to increased performance in this area.
- ***Frequency and quality of visits with parents:*** The CMA did well with this measure. Visits need to consistently focus on case plan progress and training was provided to address this during the year. Visits involving both parents continue to be an area for improvement.
- ***Case plan lead to safe closure:*** The case plans were purposeful and appropriately addressed the needs of the families. Family team conferencing helps our system of care achieve success in this measure.
- ***Supervisory Reviews:*** Performance involving supervisor reviews is a focus of our weekly Operations meeting with the CMA. The supervisors typically complete reviews every 60 days. Reviews are thorough. The supervisor assigns any necessary tasks and reviews the completion of past tasks assigned.
- ***Supervisory Consultations:*** Within Safety Methodology, supervisory consultations are completed when an emergency situation arises on a case and the case manager may need direct guidance on what actions to take. This is different from a supervisor review, which focuses on the entire case and the progress of the case toward permanency. This was measured based on how many cases were starting to initiate supervisory consultations. Later it was learned at one of the QA Managers' meetings that other agencies were using this measure to indicate when they contacted the supervisor and case manager to debrief them on the actual QA review completed.

Overall, permanency will need to remain a focus for this fiscal year. Due to the increased number of out-of-home placements during this past fiscal year, specifically in licensed out-of-home care, case management efforts will need to remain focused on possible placement with relatives and non-relatives. Permanency Round Tables will help BFP focus their efforts on children who have been in care for 24 months or longer.

No RFAs had to be completed this fiscal year. The majority of the cases reviewed have been converted to Safety Methodology cases, with the exception of two (2). Weekly Operations meetings held with the case management agency staff include frequency of visits, barriers to permanency, supervisory reviews and on-going assessments. Reviewing these elements weekly has allowed staff to share successes and brain storm when there are performance challenges.

Addressing Findings

Trainings

- There are 50 Case Manager Positions.
- There are 9 Units and 9 Supervisor Positions.
- Our goal, unless a specific group is targeted, such as supervisors, is to have a minimum of two people from each unit attend.
- Domestic Violence Boosters were offered each quarter to staff that was interested.
- BFP has also offered training to increase capacity of case workers trained to take cases involving Human Trafficked clients.

Qtr.	Training	Attendance
1	Domestic Violence Booster	12
1	Safety Analysis Training	19
1	Corrective Action Plan (CAP) Training	23
1	Missing Children	11
2	Domestic Violence Booster	13
2	Wrap Around/ Family Team Conferencing	22
2	Extended Foster Care	18
3	Domestic Violence Booster	15
3	Quality Documentation of Home Visits	48
3	Supervisor Consultation Training	11
4	Domestic Violence Booster	15
4	Specialized Human Trafficking	19
4	Permanency Round Tables	30
4	Suitability Assessments/ Magellan	12
4	Supervised Visitation Training	23

Recommendations

BFP will continue to identify trainings that address the areas for opportunity as identified in quality assurance reviews. Two trainings were provided during the year on the importance of documentation, including efforts to engage family members and all visitations that take place or are attempted.

Quality documentation will continue to remain a focus during this fiscal year.

Permanency Round Tables will help BFP focus on achieving permanency for children who have been in care over 24 months.

BFP will continue to provide trainings to support Safety Methodology.

BFP will continue to offer the initial 6 hour Human Trafficking training to increase capacity of case workers trained to take cases involving Human Trafficked clients.

Signed by:

BFP Senior QA Coordinator

Date

BFP Director of Contracts and Compliance

Date