**ACCESS**

**ECONOMIC SELF-SUFFICIENCY**

**Successes:**

* **Administrative Rule** - Completed the plan to identify any potential rules that will need to be opened and updated within the next state fiscal year; initiated routing process for Rule development on Rule 65A-1.7141 to the post eligibility and additional Personal Needs Allowance (PNA); crafting Administrative Rule needed for upcoming changes regarding the treatment of Veteran’s Administration income verification, recent State Plan Amendment for Medicaid, and to clarify the treatment of guardianship fees.
* **Coordinated with CSE** - discussed enhancements to the interface process by which referrals are sent to CSE. The recommended process will allow DCF staff more flexibility in determining appropriate referrals and would reduce amount of referrals to CSE when pursuit is not required or when an individual has not requested support services.
* **Participated in PROMISE Grant Case Management Group** webinar to learn more about the case management model that will be used for PROMISE grant program participants.
* **Conference call with FNS** - regarding the requested amendment to the current outreach plan whereby the calculation of percentage of time spent by outreach partners dedicated to SNAP only program requests is refined.
* **Medicaid Eligibility System (MES) Requirements Validation Sessions** – were completed this week. These sessions included participation from Subject Matter Experts from all of our Regions and Customer Call Centers. Experts also participated from Central Program Office, Information Technology, the Agency for Health Care Administration, Department of Revenue and Florida Healthy Kids Corporation. Thanks to ALL participants for their valuable feedback and time throughout this process!
* **MES Policy and Training Preparedness** - met with Deloitte to review the training needs assessment model, training approach and content analysis. Next meeting with include discussion on identifying training design and delivery logistics.
* **Organizational Change Management & Communications Team –** The OCM&C Team held its second meeting and the draft ACA “Quick-start” communications were reviewed. These documents will serve as the initial communication from the ACCESS Program about changes due to ACA.The materials will continue a team review process for one more week and then will be passed to DCF Communications.
* **Inter-Agency Partners –** OCM&C spin-off group consisting of DCF, AHCA, DOH, and FHK communications staff held its first meeting to discuss ACA and Marketplace Call Center impact. The group met again to debrief after the regular OCM&C Team meeting.
* **Mail/Scan** – Tallahassee Program Office and Operations contact visited the current ACCESS Mail/Scan facility at Wildwood on 6/6 in preparation for tasks associated with transitioning services to the contracted vendor, Pitney Bowes. Roles were clarified for the department Central office and Regional points of contact to address feedback from the field. The project team is reviewing vendor deliverables for customer service and reporting guides.
* **Department of Treasury Disclosure Agreement** - The agreement between the Department of Treasury Internal Revenue Service (IRS) and the Department of Children and Families for the Disclosure of Information to Federal, State and Local Agencies was signed by Secretary Wilkins 6/5, and sent to the IRS for execution.
* **National Accuracy Clearinghouse** **(NAC)** – ACCESS headquarters participated in the interstate pilot meeting for developing system requirements. The State of Florida was chosen as one of five states (AL, FL, GA, LA and MS) to participate in the National Accuracy Clearinghouse (NAC) pilot, hosted by FNS, to build an online portal and reporting system consisting of SNAP and DSNAP enrollees for the purpose of identifying dual participation across the pilot states.
* **Georgia SNAP** – ACCESS data unit staff assisted the state of Georgia in identifying the causes for multiple SNAP issuances to assistance groups that had already received benefits in the same month. FNS had been unable to identify the cause for the issue.
* **Customer Authentication QA Review Tools -** The Customer Authentication approval and negative review tools were developed and loaded into the Quality Management System. These tools will be used to measure statewide performance of the CA implementation in the regions.
* **QM Case Review Technical Assistance –** Quality Assurance staff completed technical assistance on the Quality Management System for new Designated Reviewers in Circuit 10.
* **SER HQ Quality Assurance -** Participated in Monthly QA Designated Reviewer (DR) round table in Southeast Region (SER). Shared information regarding QA activities including AVS technical assistance in order to meet accuracy compliance of AVS implementation success.
* **Asset Verification System Case Review -** AVS Active Review Tool presentation and technical assistance given to all of QM team members and operational staff statewide in order to support accurate feedback to front line staff and promote statewide success.
* **Lexis Nexis** – Headquarters staff met in person with contracted Customer Authentication vendor, Lexis Nexis, to discuss pilot to production confirmation and verbal authentication pilot.
* **EBT SNAP -** Dry Run #2 on schedule for July 12th. DCF IT continues to do testing of the interface programs using DCF System Region and FIS Acceptance Region. Retailer POS terminal conversion and projects are both on schedule;
* **WIC EBT** – Last week WIC EBT performed testing and received FNS approval to move forward with FIS/eFunds providing WIC EBT. A contract amendment was completed to clarify WIC EBT call center services.
* **Call Center** – The Customer Call Center is maintaining an average of 22000 plus calls answered per day, which is an increase of 1000 daily! Congratulations CCC! As a result, quality monitoring has been increased by supervisors. ISF/Faneuil consultants continue assessment of operations with anticipated completion date of June 30, 2013.

**Continuing Issues:**

**New Issues:**

* Nothing to report

**Whereabouts:**

* Jeri Flora will be in Tallahassee on Monday; Gainesville on Tuesday and Wednesday for the Statewide Quality Management Manager’s meeting; and, Gainesville on Thursday and Friday for the Statewide ESS Directors meeting.

**Public Benefits Integrity (OPBI)**

**Successes:**

* **2014 Legislative Proposals:** PBI partnered with the Program Office to complete several draft business cases for possible legislative consideration in the 2014 session. These are currently under review by Dep. Secretary Vitale. Those that are approved will be submitted to Legislative Affairs by the July 1st deadline. The Benefit Recovery team is also working on a couple of proposals stemming from the recent assessment completed of the BR program.

**Continuing Issues:**

* *LexisNexis (Customer Authentication):*Amendment 0001 executed by LN and is awaiting approval by DS Vitale. Amendment 0002 was also approved by LN and has been routed for DCF approval.
* *LexisNexis Contract (Data Brokering):*Terms have been agreed upon and arequisition will be prepared this week.
* *PCG Contract:*Current contractamendment approved yesterday. Sent to PCG for signature then will be routed in Tracker for approvals/signatures.

**PBI Redesign Project**:

*Backlog Reduction Project*

* Backlog Reduction team has processed **704 claims for a total of $643,091** (average $913 per claim)
* ITS & TSG met 6/10 to develop final list of data FLORIDA requirements
* Quarterly Wage data and Accuity matches have been provided to TSG
* FMMIS DSS download expected by COB 6/14

*Outsourced Collections Contract*

* PCG contract amendment review complete and ready for signatures
* Draft Outsourced Collections ITN should be received by 6/14

*IBRS*

* UAT scheduled to begin 6/17 (delayed 1 week due to need for additional system testing)

*PBI Reorganization*

* HR packet is being reviewed by DCF HR in preparation for submission to DMS
* All BR staff have been included in process calls held by Process Supervisors and Sheri Lynn
* Review of draft Operations Guide started this week
* Adobe Acrobat licenses have been identified in survey and totals forwarded to ITS for validation

*Federal Waivers*

* Draft Federal Waiver for $400 threshold for referrals and claims under review by ACCESS Policy and PBI

**Customer Authentication:**

*Metrics*

* The Metrics, post design changes, continue to show good improvement and remain steady.

*Communications*

* Communications have been developed for external and internal stakeholders. Discussion held with the ESS Directors via VTC held on June 11, 2013. Additional information on lessons learned, best practices, etc. will be discussed next week at the quarterly ESS Directors meeting held in Gainesville.
* Suggested workflow for statewide reporting of issues, issue resolutions and customer complaints provided to Communications Lead. Discussions are being held as to who within each region will be the lead for reporting issues and complaints to the program office.
* The one pager flyer (describing CA) to be used within the service centers, with community partners, etc. has been designed and the Communications lead will begin distributing to the Regions.

*Verbal Authentication*

* The design change moved to UAT on June 10, 2013 for testing. The design change is still on schedule to be completed by end of June 2013.
* Discussions held between DCF and LexisNexis on June 11, 2013. Currently working with Jorge to schedule train the trainer with his staff for the week of June 17, 2013. LexisNexis will be providing the training.
* DCF is currently working on the language to include in the contract amendment needed to move forward with verbal authentication.

*Question Bank*

* Questions to be added to the question bank were moved into production on June 12, 2013.

*Pilot to Production Process*

* Discussions held with LexisNexis on June 11, 2013. Contract amendment approved by LN and is being routed for DCF signature.
* Implementation of CA within the remaining circuits in Central Region begins June 17, 2013 with the next Regions (Southern and Northwest) going live on July 1, 2013.

**New Issues:**

* Working with Revenue Management on possible coordination with DFS on a statewide collections assessment. Conference call held on 6/13/13 to learn more about the DFS project.

**Whereabouts:**

* Amanda Huston will be in Tallahassee Monday - Thursday and in Gainesville on Friday.

**Refugee Services (RS)**

**Successes:**

* RS saw an increase in intakes in employment programs in May of nearly **60%**, reflecting efforts to ensure that all Refugee Cash Assistance clients are able to meet the work registration requirement. A backlog in registration had developed as a result of the significant increase in RCA clients arriving in Florida. RS worked with providers to temporarily shift resources to process registration, resulting in a significant increase in intakes, from an average of 783 clients per month to 1,255 in May.
* DuPont Middle School in Jacksonville, where many Burmese refugees attend school, was awarded a $250 Slow Food First Coast (SFFC) garden grant to expand its garden in addition to a teachers' gardening curriculum guide.
* Southern Region RS Community Liaisons attended the Mayor's first faith-based community symposium at Miami Dade College to learn about the different county services and how churches and ministries are partnering with the County to serve.
* Southern Region RS Community Liaison provided an overview of Refugee Services to newly hired Protective Investigators.
* Southern Region RS Community Liaisons have led coordinated efforts to hold the 2013 World Refugee Day celebration June 14th in Miami-Dade County with the collaboration of the Miami-Dade Refugee Task Force members, Office of Chairwoman Rebeca Sosa, Office of Community Advocacy and the Board of County Commissioners. This event will take place at the Miami-Dade Government Center and will include a variety of outreach activities from both refugee and mainstream providers, various DCF programs ( CPI, API, ACCESS), and a variety of presentations by refugee clients.
* RS Director Hiram Ruiz and Janet Blair, Community Liaison for the Suncoast Region, welcomed and provided briefings for three Cultural Orientation Trainers who were visiting the US to learn more about conditions for refugees after resettlement and orientation programs provided upon arrival. The three came from Malaysia, Ecuador and Cuba, all countries from which Florida receives refugees, and they spent two days in the Tampa Bay area acquainting themselves with refugee resettlement practices here in order to better inform the training they conduct with refugees prior to their arrival in the United States.

**Continuing Issues:**

* Nothing to report

**New Issues:**

* The refugee resettlement providers in Jacksonville coordinated a meeting to explore starting an Alcoholics Anonymous group for Burmese refugees. There has been concern that the Burmese have a high level of alcoholism affecting their families and employment. The 19 meeting attendees included the Community Liaison, staff from the refugee resettlement agencies Burmese refugees, local churches, the Alcoholics Anonymous Area 14 Coordinator, the LSF, Managing Entity Ombudsman, and mental health providers. The group will be meeting again to make further plans to proceed.

**Whereabouts:**

* Hiram Ruiz will be traveling all week attending World refugee Day activities in various cities.

**Family & Community Services**

**Adult Protective Services (APS)**

**Successes:**

* Staff presented and attended the Florida Department of Elder Affairs Fraud Prevention Seminar in partnership with the Big Bend Fraud Task Force on Wednesday, June 12 from 9:00 a.m. to 2:00 p.m. at the Department of Agriculture, Doyle Conner Building, George Eyster Auditorium in Tallahassee.
* The Big Bend Fraud Task Force is a group of professionals and organizations formed as a result of the rising number of economic crimes perpetuated against the business and banking communities of the Big Bend area.  The presentations will address the prevention of elder abuse, neglect, and exploitation, such as identity theft, frauds and scams; business identity theft, adult protective services, tax income fraud and online safety.

**Continuing Issues:**

* Nothing to report

**New Issues:**

* Organized and facilitated a conference call with representatives from the State Attorney's Office, Law Enforcement, Elder Law, and Representative Kathleen Passidomo designed to discuss ways to improve our collective efforts and enhance Florida’s capacity to prosecute those who commit crimes against vulnerable adults. The goal of this collaborative work is to provide input on the need to strengthen our existing laws to accomplish this task.
* Participated in the first Florida Chapter of the Association of Conflict and Conciliation Courts, Task Force on Eldercaring Coordination statewide conference call. The mission of the Task Force is to develop Eldercaring Coordination as a dispute resolution option specifically for high conflict cases involving issues related to the care and needs of elders and vulnerable adults in order to complement and enhance, not replace, other services such as provision of legal information or legal representation, individual/family therapy, medical, psychological or psychiatric evaluation or mediation.
* The availability of a dispute resolution alternative, similar to parenting coordination, for high conflict families with issues regarding elders and vulnerable adults in Florida. Eldercaring Coordination will focus on reducing the level of conflict in these families so that family members are able to focus more productively on the issues at hand and work with others in their support system to provide health care, legal advice, advance directives, guidance and planning.

**Whereabouts:**

* Robert Anderson will be out of the office all of next week. Roy Carr will be acting on my behalf.

**Child Care and Background Screening**

**Successes:**

* Approximately 975 summer camps have registered with the Department for issuance of OCA numbers to process their background screening requests.
* 6 new staff hired to manage the background screening backlog.

**Continuing Issues:**

**New Issues:**

* Nothing to report

**Whereabouts:**

* Deborah Russo will be in the office Monday, annual Tuesday through Wednesday, and in Orlando Thursday through Sunday providing child care services at the Foster Parent Conference.

**Domestic Violence (DV) and Independent Living (IL)**

**Domestic Violence**

**Successes:**

* Nothing to report

**Continuing Issues:**

* The new contract with the Florida Coalition Against Domestic Violence (FCADV) is in the final review phase with Contracted Client Services and has been routed internally to seek final EOG review of the contract prior to execution. The amount of the contract is $33,552,242 for the first year of services for a multi-year contract through June 30, 2016.
* The initial Single Source posting was completed for the procurement of a new contract with the Florida Council Against Sexual Violence (FCASV) to continue the Federal Grants to Encourage Arrest Policies and Enforcement of Orders (GTEA) program for one year. The amount of the contract is $236,422 for services through June 30, 2014. A DCF Tracker assignment was initiated to seek internal approval to proceed with requesting approval by DMS and for the final posting on the VBS.
* The DV program participated on a conference call with the Association of VAWA Administrators (AVA) to discuss the semi-annual meeting that will take place in Chicago in Sept. at which time the reauthorization of VAWA 2013 will be discussed. Strategies for TA implementation will be developed that will be passed onto STOP Administrators.
* Staff finalized the Interagency Agreement for the FCASV STOP funding that will be transferred from DCF to DOH July 1, 2013. Currently Executive staff and Legal are finalizing the draft document. that will be sent to DOH this week for review and approval.
* Staff continues to provide program information to the Auditor General's Office for the on-going DV program review.

**New Issues:**

* The Department's Office of Civil Rights conducted a monitoring on-site visit at FCADV to provide technical assistance and to determine if the agency is ensuring program access to persons with disabilities and Limited English Proficiency.

**Independent Living**

**Successes:**

* IL program staff assisted the Director of Community and Family Services, Office of Child Welfare and Communications staff with planning for the first statewide implementation planning meeting to discuss the Extension of Foster Care/Independent Living Redesign (EFC/ILR) and the Secretary's live webcast.

**Continuing Issues:**

* IL, OCW and Communications staff will conduct a focus group with youth in foster care and young adults transitioning to adulthood at TCC on June 14. The purpose of the focus group is to seek input from the youth for branding and marketing the EFC/ILR to youth statewide.
* Activities continue for the transition of the Independent Living Program to the Office of Child Welfare and the new Independent Living team.
* Staff continue to finalize details for the statewide conference call for IL coordinators and staff on June 18.

**New Issues:**

* IL, OCW and Communications staff has started disseminating invitations for the EFC/ILR bill signing and identifying youth to share their testimonies during the event.

**Whereabouts:**

* Cyndee Odom will be in the office all week.

**Child Welfare/Prevention**

**Child Welfare**

**Successes:**

* Nothing to report

**Continuing Issues:**

Chapters 2, 4, and 7 remain in progress - full-time protected work for the leads.

The week of 6/3/13: chapters (1, 8, 12, 18, and 19) under review by CLS for final review and comments. Chapters 2 and 7 are under review for policy gaps and outstanding policy clarifications. Chapter 4: chapter lead is providing feedback to the comments matrix and incorporating necessary updates to the chapter.

Comments have been received from the Regions and Policy/Practice Sub-team for chapters:

* Chapter 3 - Administration of Criminal Justice for Intakes, Investigations, & Placement
* Chapter 5 - Special Conditions Referrals

The week of 6/3/13: chapter leads incorporating clarifications for the outstanding policy decisions.

The week of 6/10/13: chapter leads continue to discuss outstanding policy decisions.

The week of 6/17/13: chapters 3 and 5 will be sent to CLS for final review and comments.

Comments have been received from the Regions and Policy/Practice Sub-team for chapter:

* Chapter 17 - Professional Development and Certification

The week of 5/27/13: chapter lead incorporated necessary updates to the chapter.

The week of 6/10/13: chapter will be sent to CLS for final review and comments.

Comments have been received from the Regions and Policy/Practice Sub-team for chapters:

* Chapter 9 - Family Support Services
* Chapter 11 - Adoptions

The week of 6/10/13: chapter leads will incorporate necessary updates to the chapters and incorporate necessary clarifications for outstanding policy decisions.

The week of 6/17/13: chapters will be resent to CLS for final review and comments;

The week of 6/30/13: chapter leads will review CLS' final comments, incorporate and get these chapters ready for publication.

Drafts submitted for:

* Chapter 10 - Licensing & Placements
* Chapter 20 - Eligibility for Federal and State Funds

The week of 6/17/13: draft chapters will go out for review and comment by the Regions and policy/practice sub-group

The week of 6/24/13: comments on these chapters will be compiled and sent to chapter leads to review and provide feedback to the comments matrix

The week of 6/30/13: chapter leads will incorporate necessary updates to the chapters;

The week of 7/8/13: chapters will be resent to CLS for final review and comments;

The week of 7/22/13: chapter leads will review CLS' final comments, incorporate and get these chapters ready for publication.

**New Issues:**

* Nothing to report

**Whereabouts:**

* Andrea Tulloch will be on annual leave June 17-20. She will be attending the Florida State Foster/Adoptive Parent Association Education Conference June 21-23.

**Prevention:**

**Successes:**

* **Procurement for SAMH/Child Welfare Integration Pilots:** The Grant Solicitation for the CW-MHSA Contract has been posted at http://myflorida.com/apps/vbs/vbs\_www.ad.view\_ad?advertisement\_key\_num=107671

The solicitation is for pilot programs within CBCs to integrate substance abuse and mental health treatment services into the case management of families in the child welfare system.

**Continuing Issues:**

* **Drowning Prevention Campaign:** Prevention and Executive Communications staff are implementing the 2013 statewide drowning prevention campaign in advance of swimming season in partnership with the Department of Health in coordinating distribution of co-branded Water Proof Florida materials throughout the state. Materials for local distribution will be sent to the CDAs.

**New Issues:**

* **Summer Safety:** The Prevention Unit developed a "Summer Safety Tips" tri-fold brochure for parents and caregivers, covering the summer topics of: safety in and near pools and open water; boat safety; hydration and sunscreen; and the hidden dangers of driveway accidents and the danger of leaving children in hot cars. Working in partnership with the Communications and Executive Communications staff to finalize production, the brochures will be distributed to the CDAs, CBCs and Communication Directors statewide in order to help get the message out to parents and caregivers in a friendly and easy-to-remember way. Also in production are two-sided laminated postcards for an ***"All About IN and OUT"*** campaign--to help remind parents to check behind and all around the car (for kids playing) before getting ***IN*** the car and starting up the engine, and to check the backseat before getting ***OUT*** of the car, to make sure they are not forgetting their child(ren).

**Whereabouts:**

* Jane is on AL until June 19

**Homelessness**

* Nothing to report

**Whereabouts:**

* Tom Pierce will be in the office the week of June 17.

**Substance Abuse and Mental Health (SAMH)**

**Successes:**

* **SOC Expansion Grant:** The SAMH Program Office has hired two new staff with the Systems of Care Expansion Project. Yvonne Nelson-Langley has been hired as the State Project Director and Dr. Qasimah Boston has been hired as the Cultural and Linguistic Competence Coordinator.
* Plans have moved forward to finalize the contract for implementation of the SOC Expansion Project evaluation component. The evaluation will assess achievement of all project objectives and activities including focus on fidelity to implementation of the program components and child and family outcomes. The evaluation will convene on July 1, 2013.
* During the month of June we will have two (2) upcoming trainings for SOC Expansion Project staff:
* The NIATx Foundation will provide a workshop to help staff become more adept at meeting performance goals by using process improvement and organization change management principles; and
* Brevard C.A.R.E.S will conduct a Wraparound Training which is a team-based process to develop and implement individualized service and support plans for children with serious emotional and behavioral problems and their families.
* **National Disaster Training:** Jimmers Micallef, DCF Disaster Coordinator for SAMH, traveled to the National Emergency Training Center in Emmitsburg, MD on June 3-6 as a consultant for the Substance Abuse and Mental Health Services Administration (SAMHSA). Mr. Micallef conducted on-site training for "train the trainers" courses for other states.

**Continuing Issues:**

* **Project LAUNCH:** The Strategic Plan will be submitted to SAMHSA by June 17.

**New Issues:**

* Nothing to report

**Whereabouts:**

* Sterling Whisenhunt, Sally Cunningham, and Hayden Mathieson will be in the office the week of June 17.
* Rob Siedlecki will be in Bethesda, MD June 15 – 19 for the National Association of Mental Health Program Directors (NASMHPD) Annual 2013 Commissioners Meeting and the National Association of State Alcohol/Drug Abuse Directors (NASADAD) Annual Meeting.