



State of Florida
Department of Children and Families

Charlie Crist
Governor

George H. Sheldon
Secretary

DATE: December 10, 2008

TO: Regional Directors

FROM: David Fairbanks, Assistant Secretary for Programs
John Cooper, Acting Assistant Secretary for Operations

SUBJECT: Criteria for Reviewing Region Quality Improvement Plans

PURPOSE: This memo provides further guidance for the Regional Directors with respect to the Quality Improvement Plans being developed in response to the final Child and Family Services Review (CFSR) report from the Administration on Children and Families.

BACKGROUND: As discussed in a series of conference calls over the past few weeks, Florida is required to develop a statewide plan that addresses areas needing improvement as identified through the CFSR. The regions have been directed to produce local plans incorporating actions and other information for the Circuits, Sheriff's Office, and Community Based Care agencies in their respective areas. These Region plans are due to the Family Safety Program Office by December 31, 2008. Regional Directors are responsible for assuring that the Region plans fully address the needs and build on the strengths in their communities. The Region plans must provide a complete and cohesive response for building the statewide plan.

In order to help you assess the adequacy of your Region plan, the following criteria should be applied during your review:

1. Is accountability for the action steps in the plan, whether for the pre-defined action steps from the template or for additional steps developed by the Region/Circuit/CBC/Sheriff, specific and appropriate to the level of responsibility needed for the action?
2. Are the action steps developed for the Region plan (sub-steps addressing the pre-defined steps, or any added steps) clearly stated, aligned with the state level actions, evidence-based or best practice, and consistent with the values and practice framework?
3. Does the Region plan address gaps identified through data analysis of Region, Circuit, Sheriff's Office, and/or CBC performance, and are the planned actions appropriate for the level of performance gap identified?
4. If a pre-defined action step is a "strength" in your Region, rather than a gap, is justification provided that clearly demonstrates why the Region does not need to

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address the action step? Does the analysis of performance and QA data support the justification?

5. Does the plan build on strengths and current initiatives wherever possible?
6. Does the evidence of completion for each step clearly document or report on evidence of progress and eventual completion? For example, does it describe a product, event, or other concrete information that can demonstrate progress and/or completion?
7. Has stakeholder involvement been sufficient, and is the collaboration activity well documented on the Regional QI Planning Partners form?
8. Have technical assistance needs been identified, and if so are they clearly documented on the Technical Assistance Needs form?
9. Finally, has the Regional Director's approval been obtained and is this clearly stated in the transmittal of the plan?

ACTION REQUIRED: Please ensure that both the Region and its partners have considered the above criteria in the development of the draft Region Quality Improvement Plan. The Assistant Secretary for Programs and Acting Assistant Secretary for Operations will be reviewing your plan for consistency with this guidance and other information provided via conference call, email, etc. Plans that do not conform will be returned for speedy revision.

CONTACT INFORMATION: Questions about the Quality Improvement Plan development, documentation, review, and submittal should be sent to Sallie Bond, 850-922-0149, or Sallie_Bond@dcf.state.fl.us.

cc: Don Winstead
Pat Badland
Eleese Davis
Sallie Bond