



Central Region Quality Assurance Review July 2017 - June 2018

Circuits 5, 9, 10, & 18
Child Protective Investigations
Fiscal Year 2017-2018

**Quality Assurance Child Protective Investigation Findings
Summary of Central Region Rapid Safety Feedback Trends**

The Central Region consists of four circuits. The Department maintains investigative responsibility throughout the Central Region with the exception of the Seminole County Sheriff's Office in Circuit 18.

Between July 2017 and June 2018, the Central Region conducted quality assurance activities utilizing Rapid Safety Feedback (RSF) reviews of child abuse investigations; the target population were determined through a 3 tier process; tier 1, tier 2, and tier 3. Within each tier, the child victim has to be under the age of four, allegations of Substance Misuse, and a contributory maltreatment. Contrary to the other tiers, tier 1 doesn't have to have a prior abuse report involving the family.

Based on the identified tier, the Critical Child Safety Practice Expert (CCSPE) engages the Child Protective Investigator (CPI), Child Protective Supervisor (CPIS), and Program Administrator (PA), during the consultation process. The CCSPE facilitate a discussion, with the intention of developing critical thinking skills, and ultimately, the right safety outcomes for the children and families served.

These consultations were conducted on open investigations, but methodical as the initial consultation occurred between, 7-10 days, and the final, 30-37 days. Within the first 10 days of the child abuse report intake, the CCSPE would engaged the CPI and CPIS to ensure the accurate assessment of present danger after commencement of the investigation - The initial portion of the CCSPE tool and ratings were completed (1.0 – 3.1). On the 30th day of the investigation, the CCSPE would engage the CPI and CPIS again, to ascertain their decision making around the impending danger decision - The final portion of the CCSPE tool and ratings were completed (5.0-12.0).

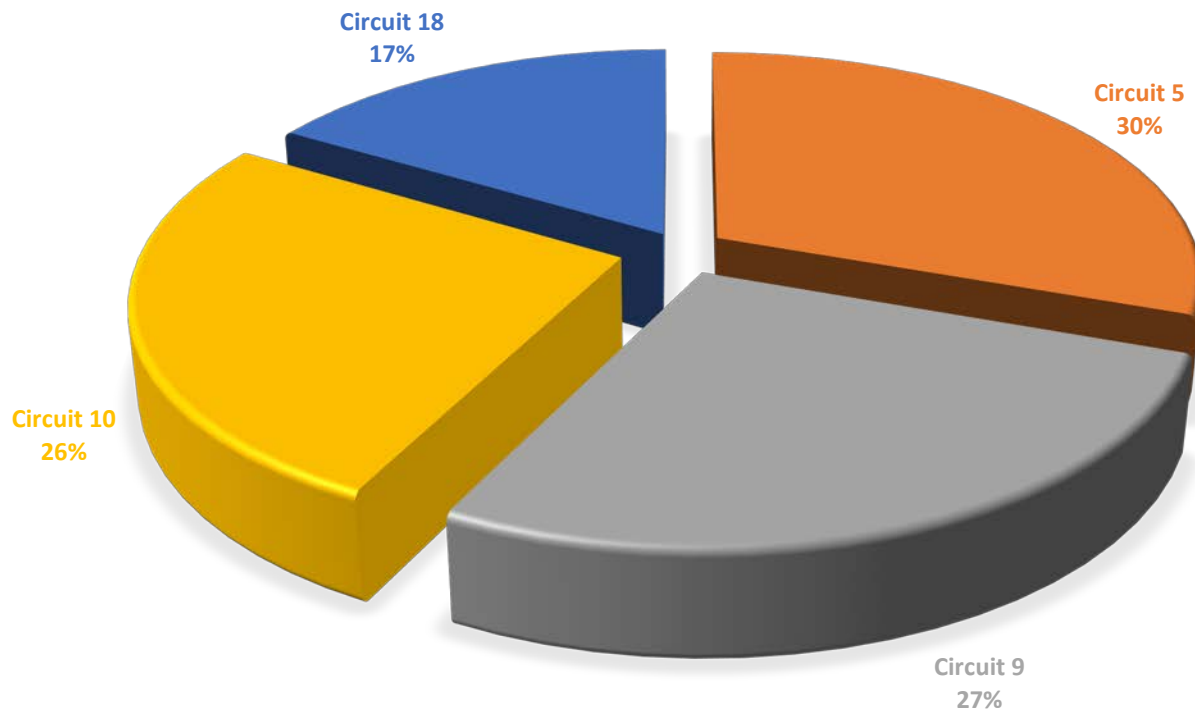
After the consultations occur, the CCSPE will rate the information based on FSFN documentation only, and enter a note/consultation to depict the review was completed.

See chart below for ratings guide:

Item Number	Description	Rating Scale		
1	Assessment of Prior Child Abuse and Neglect Reports, Prior Services, and Criminal History	Yes	No	
2	Present Danger Assessment	Yes	No	
3	Initiation of a Present Danger Safety Plan	Yes	No	N/A
5	5.1 Extent of Maltreatment	Yes	No	
	5.2 Nature of Maltreatment	Yes	No	
	5.3 Child Functioning	Yes	No	Not Rated (NR): There is no conclusion or information regarding a safety determination in the Family Functioning Assessment or consultation.
	5.4 Adult Functioning	Yes	No	NR
	5.5 Parenting General	Yes	No	NR
	5.6 Parenting Discipline	Yes	No	NR
6	Identification of Danger Threats Related to Impending Danger	Yes	No	NR
7	Assessing Caregiver Protective Capacities	Yes	No	NR
8	Family Functioning Assessment and Safety Decision	Yes	No	NR
9	Initiation of a Safety Plan	Yes	No	NR
10	Supervisory Consultation and Guidance	Yes	No	
11	The Investigation is on Track	Yes	No	ONLY RATED WHEN ITEMS 5.1-5.6, 6, 7, 8, and 9 ARE "NOT RATED"
12	Was the child sheltered during the course of the investigation?	Yes	No	

The chart below quantifies the total number of RSF reviews conducted in FY 2017/2018 from July 2017 through June 2018.

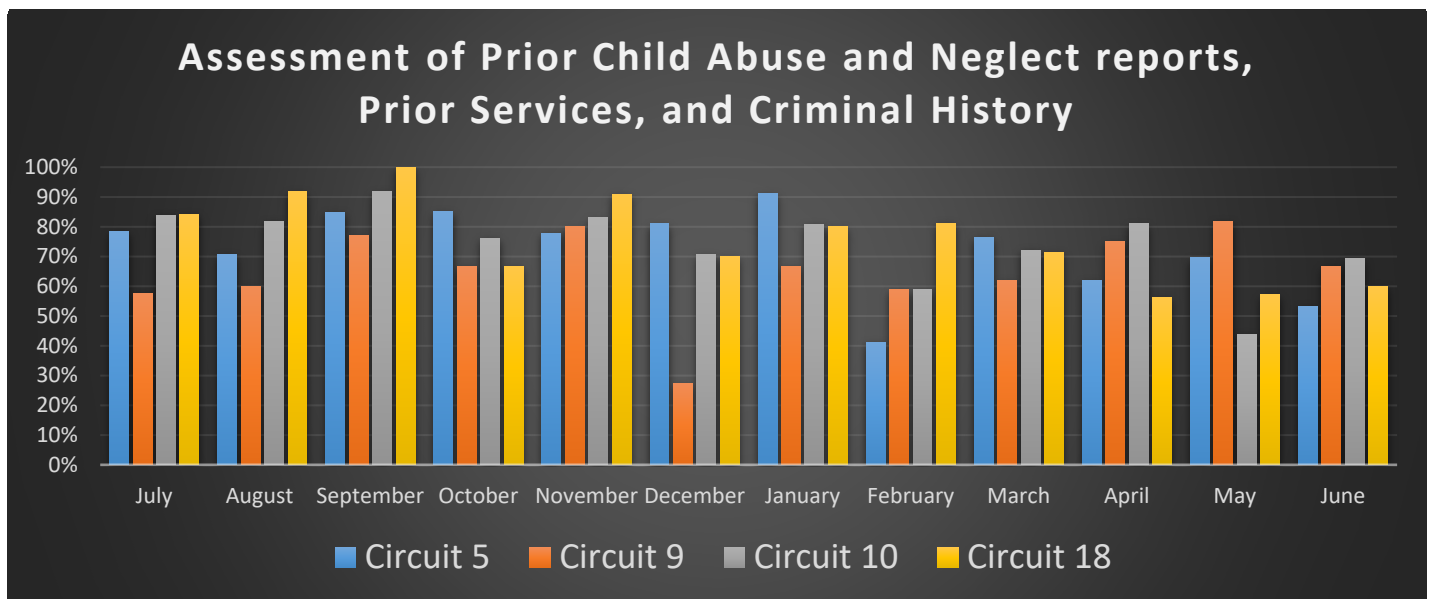
**CENTRAL REGION
RSF CASES RECEIVED
(JULY 2017 - JUNE 2018)**



Region Fiscal Year 2017-2018 Performance

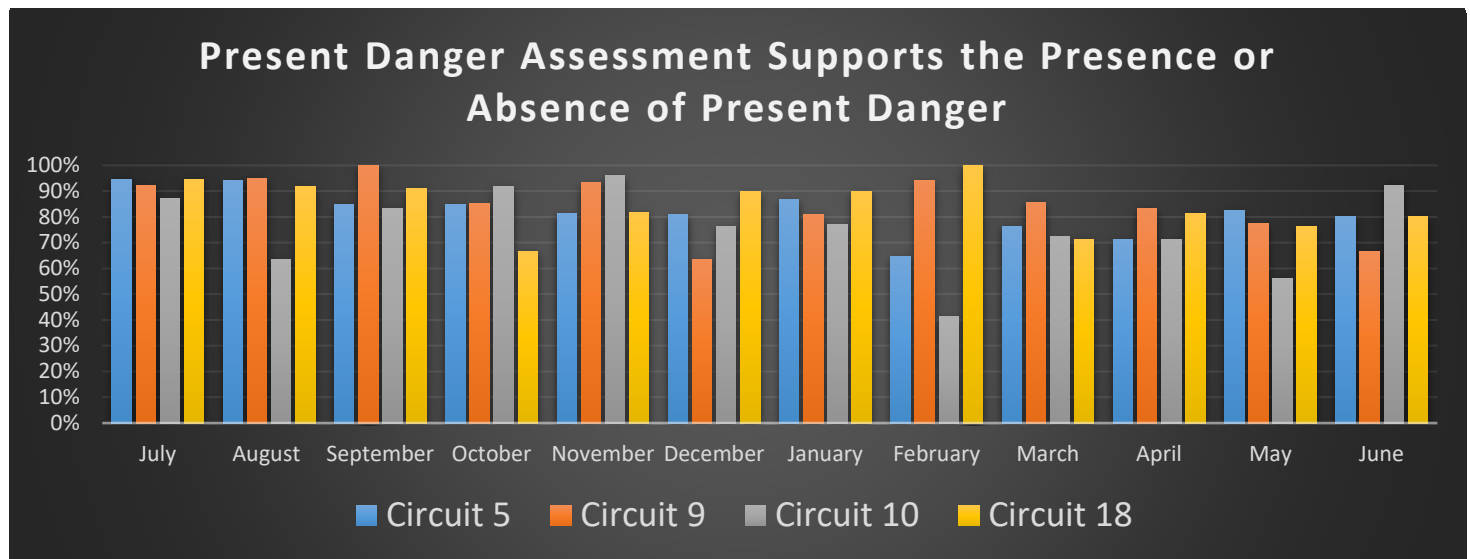
During the 2017/2018 fiscal year, the CCSPEs focused on twelve specific areas; background checks, present danger assessment, initiation of present danger safety plans, sufficiency of information collected, identification of impending danger threats, assessment of protective capacities, the overall safety decision, initiation of impending danger safety plans, supervisory consultation and guidance, whether the case was on track for closure if “not rated,” and if the child(ren) were sheltered. Furthermore, during the first half of the fiscal year, the Region accepted verbal information to assist with the overall ratings. However, during the 3rd quarter, the Region ratings were solely based on FSFN documentation. This change is reflected in the charts below.

1.0 Assessment of Prior Child Abuse and Neglect reports, Prior Services, and Criminal History



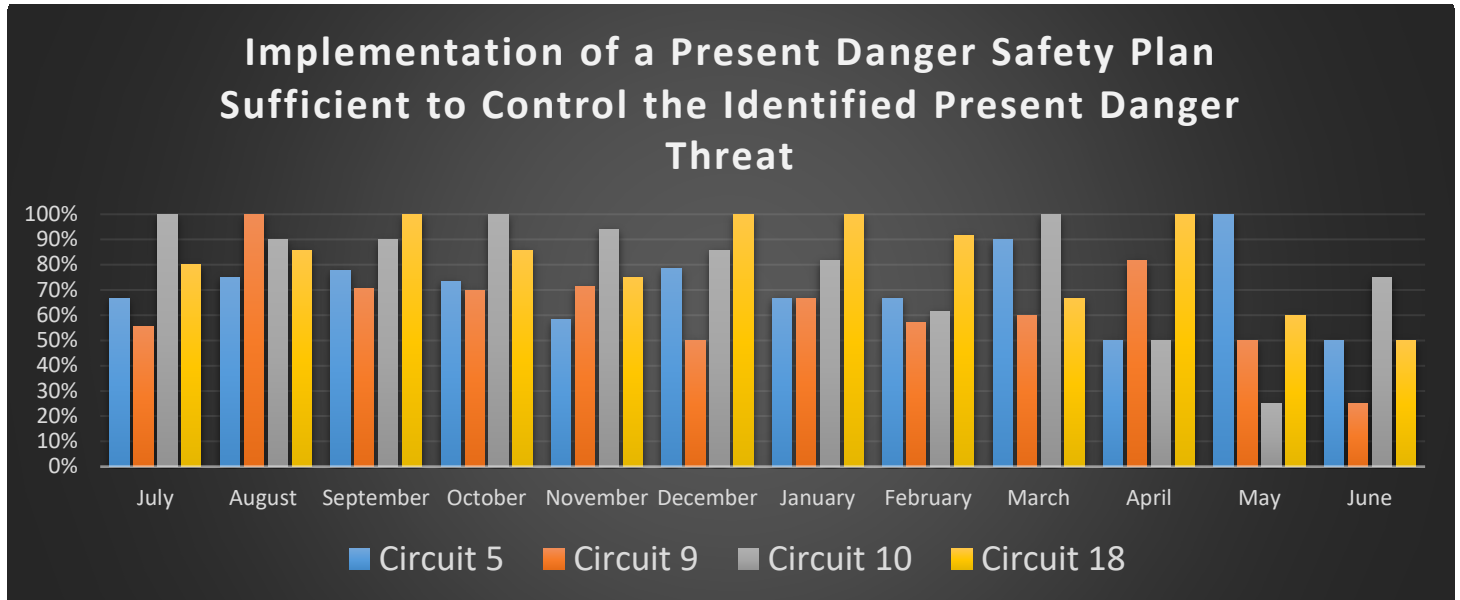
- Based on the chart aforementioned, there are inconsistencies across the circuits - A lack of analysis around the background history for additional household members and informal supports were areas needing improvement.
- During the beginning of the fiscal year, Circuit 18 average 80% or higher, but fluctuated thereafter.
- Operations must continue to reinforce documenting, and assessing the background history for any additional household members and informal supports.

2.0 Present Danger Assessment Supports the Presence or Absence of Present Danger



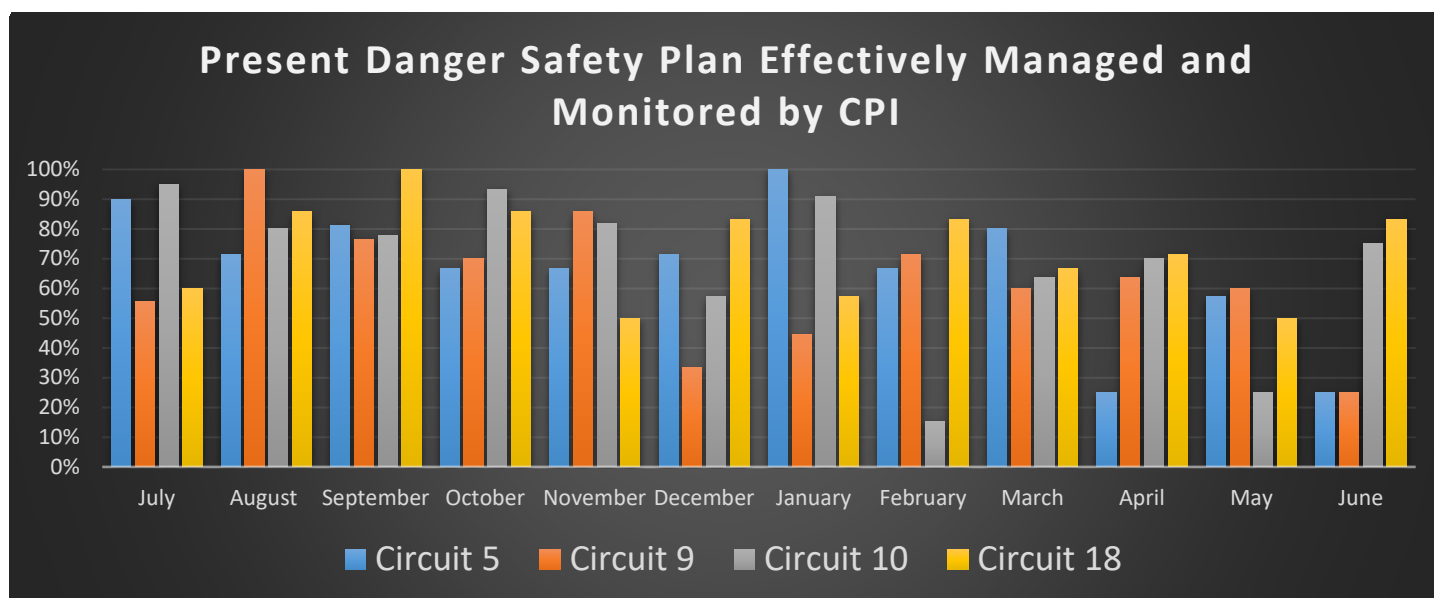
- During the half of the of the fiscal year, the Region was performing consistently with an 80% or higher rating. This contributed from information that was provided verbally by Operations. The Region amended the review process in February, and ratings were based on documentation only.
- Since February, Circuit 18 and 10 has only exceeded 90% overall in this area.

3.0 Implementation of a Present Danger Safety Plan Sufficient to Control the Identified Present Danger Threat.



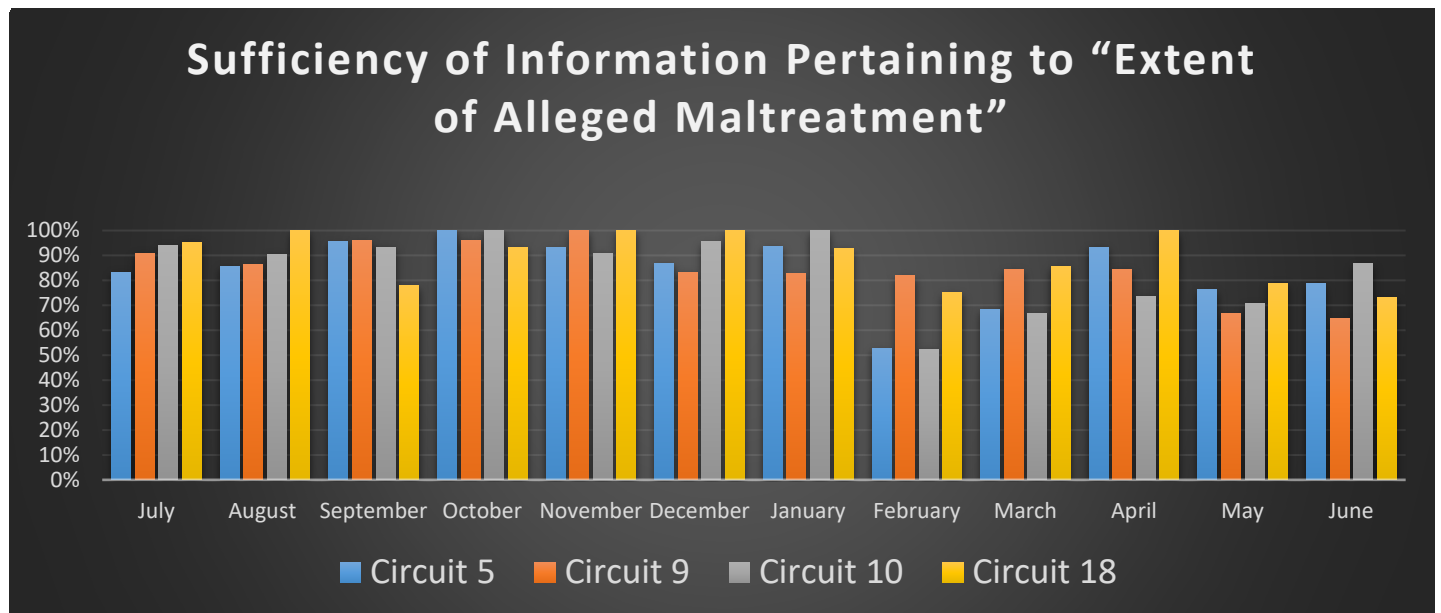
- During the first half of the fiscal year, Circuit 10 has been maintaining 90% or better with implementing sufficient safety plans.
- During the middle fiscal year, Circuit 18 has improved with similar results.
- As a result of documentation only review in February, results steadily declined. In May and June, only 1 Circuit rated higher than 70%; Circuit 10.
- Additional training and RSF feedback regarding the monitoring of safety plans will continue through the current fiscal year.
- The CCSPEs have provided additional training material and guides on constructing and monitoring safety plans.

3.1 Present Danger Safety Plan Effectively Managed and Monitored by CPI



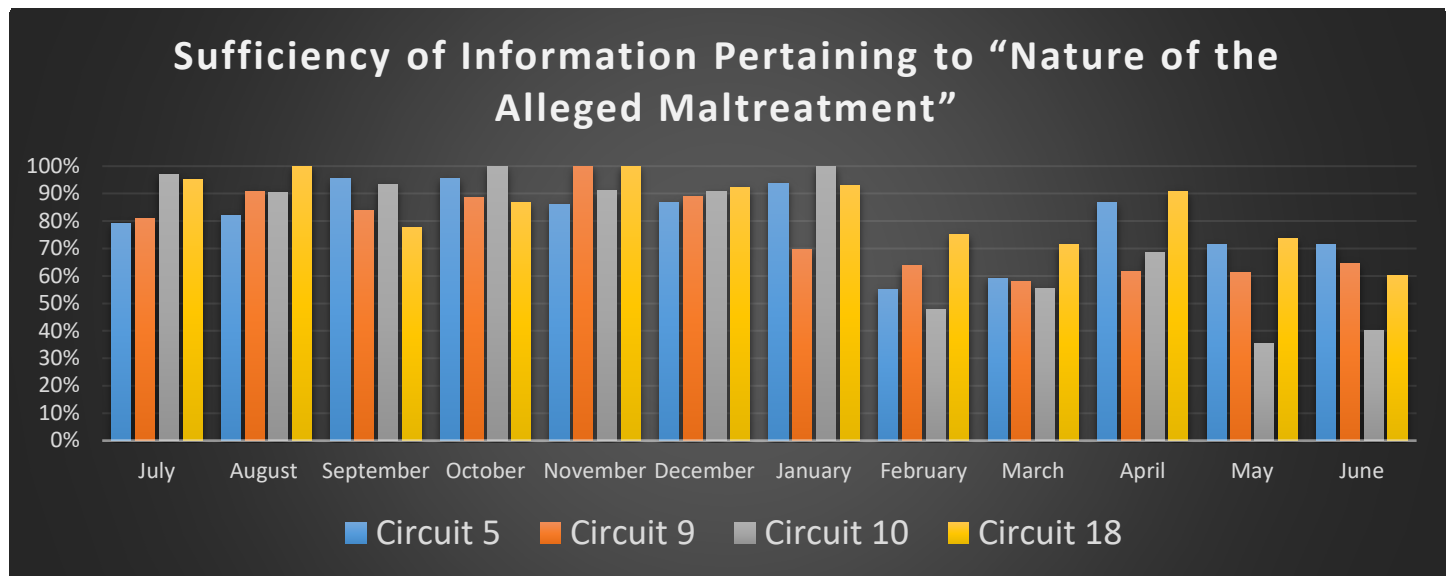
- Beginning of the fiscal year, results were trending above 70%
- During the latter part of the year, results were trending lower – this derived from documentation only reviews.
- Assessment of this domain reveals inconsistent monitoring of the safety plans based on lapses of time in contacting either the children subject to the safety actions or contact with the identified safety services provider (formal and informal).
- Additional training and RSF feedback regarding the monitoring of safety plans will continue through the current fiscal year.

5.1 Sufficiency of Information Pertaining to “Extent of Alleged Maltreatment”



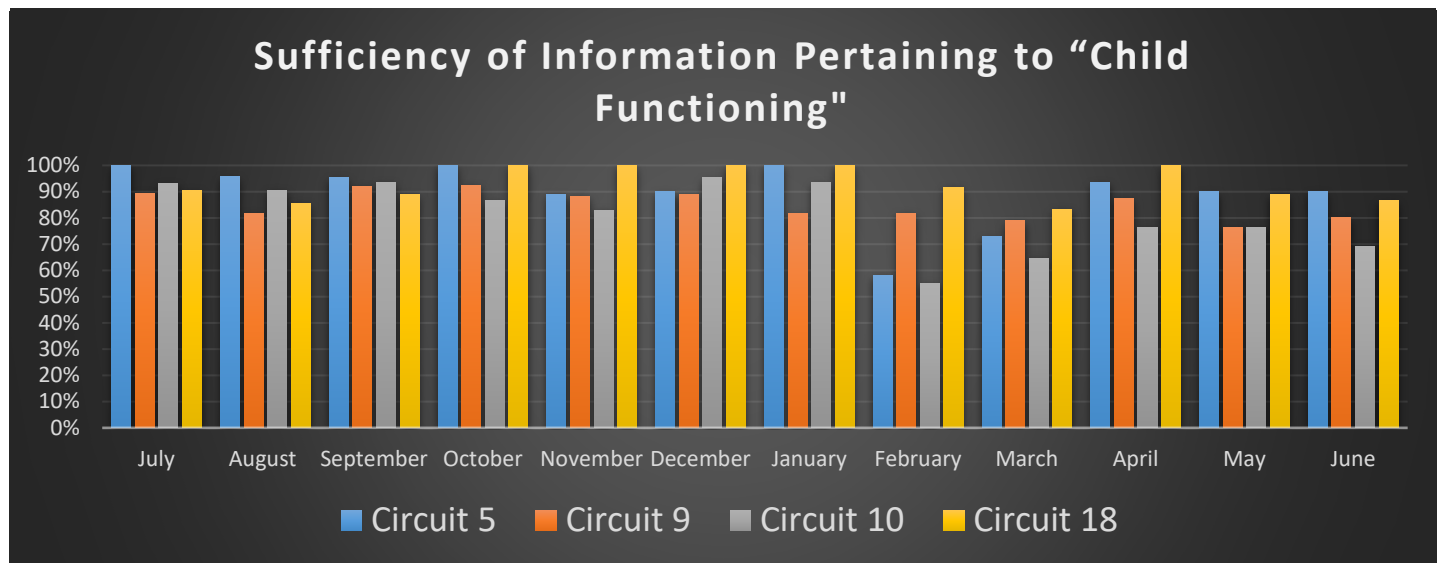
- The aforementioned chart showed a consistent trend of gradual increases followed by decreases towards the end of the fiscal year. Performance declined due to documentation only reviews in February.
- Since January, only Circuit 18 has achieved a 100% in April.

5.2 Sufficiency of Information Pertaining to “Nature of the Alleged Maltreatment”.



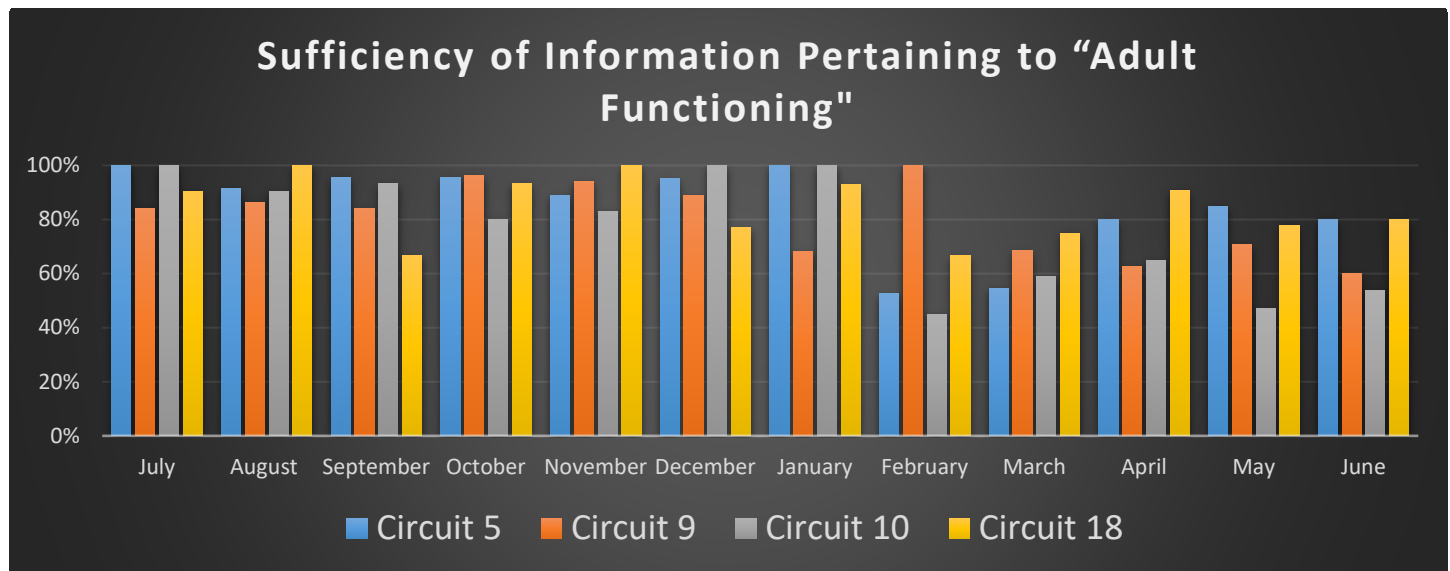
- As previously mentioned, the chart reveals each Circuit was trending 80% or higher. After February, there was a huge dip in performance and staggered since.
- Circuit 5 and 18 achieved 80% or higher in April – each declined since.
- Based on the analysis of information for this domain, Operations appears to have an understanding of the requirements, however, the information isn't captured in their documentation.

5.3 Sufficiency of Information Pertaining to “Child Functioning”.



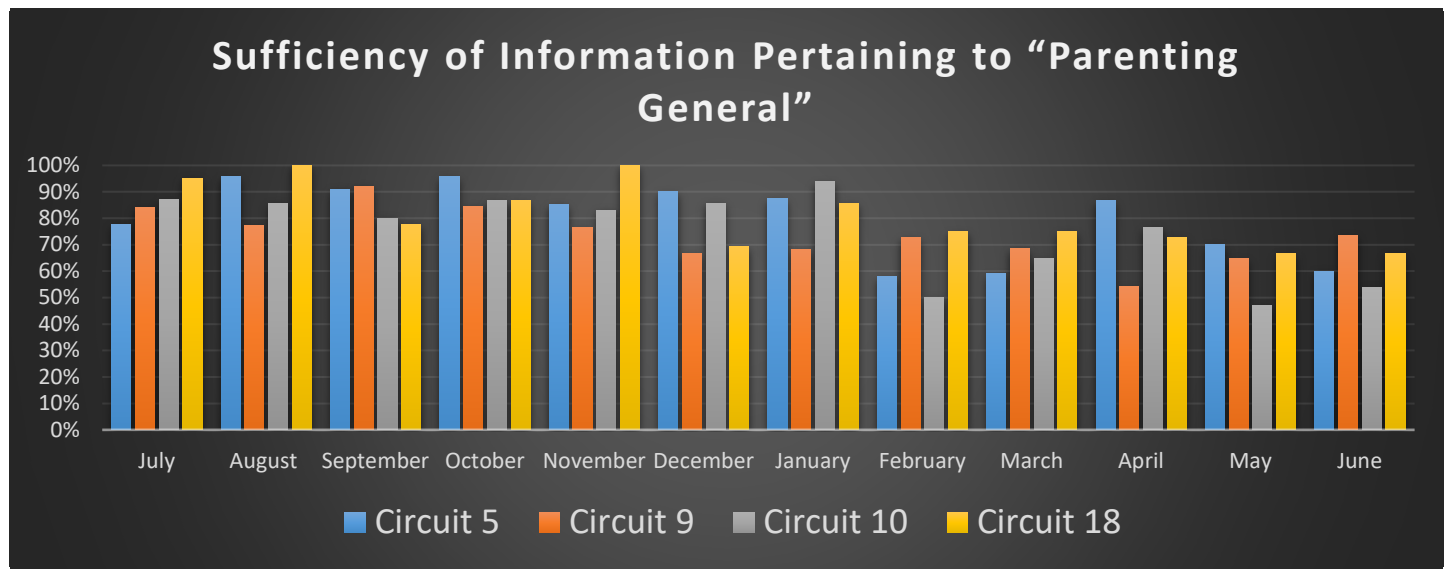
- The data trend showed a high level of performance for the region regarding this review domain. The region met or exceeded performance expectation (85%) for the first half of the fiscal year, but declined during the latter part.
- The region peaked in performance in October, November, December, and January with an average of 85% or higher.

5.4 Sufficiency of Information Pertaining to “Adult Functioning”.



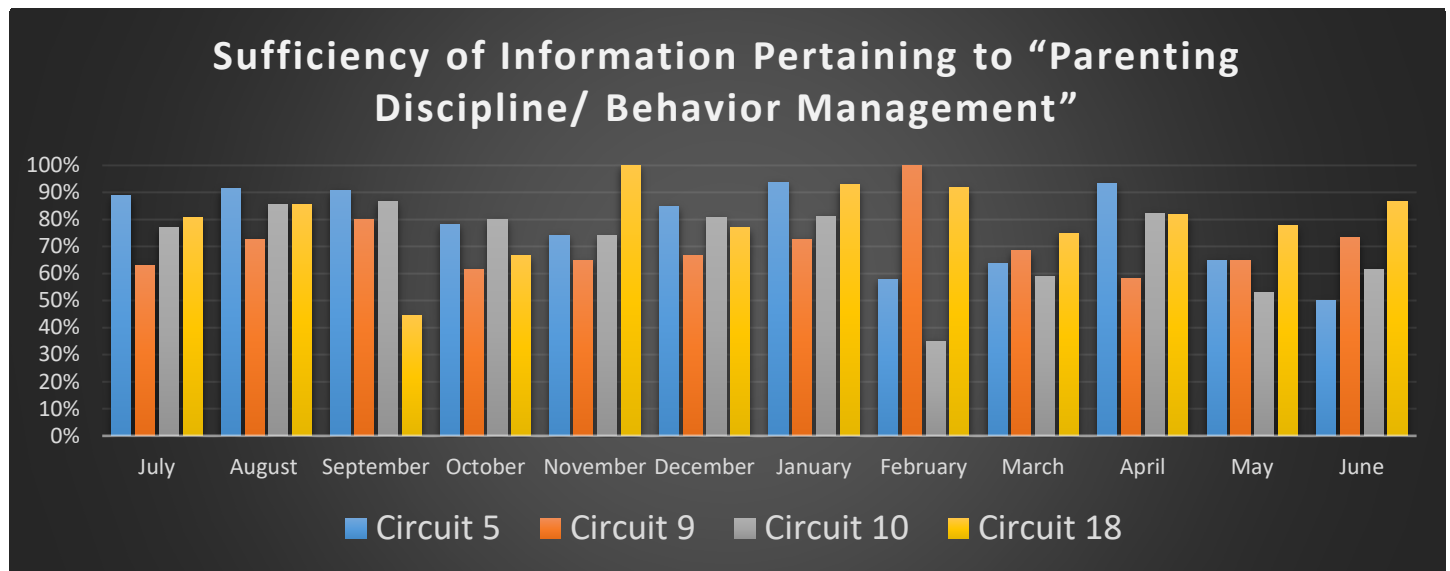
- The data showed a consistent pattern in the performance for the region during the first half of the fiscal year. There was a huge dip in ratings during February, but increased slightly since
- Circuit 18 remained the highest since February – 90% in April.
- Circuit 10 rated the lowest, 4 of the 5 months, since January.
- Sufficiency for this domain doesn't appear to be more difficult to achieve as Operations has excelled in the fidelity to the model. The decline was a result of documentation only reviews – Operations had made adjustments since the change and trending higher.

5.5 Sufficiency of Information Pertaining to “Parenting General”.



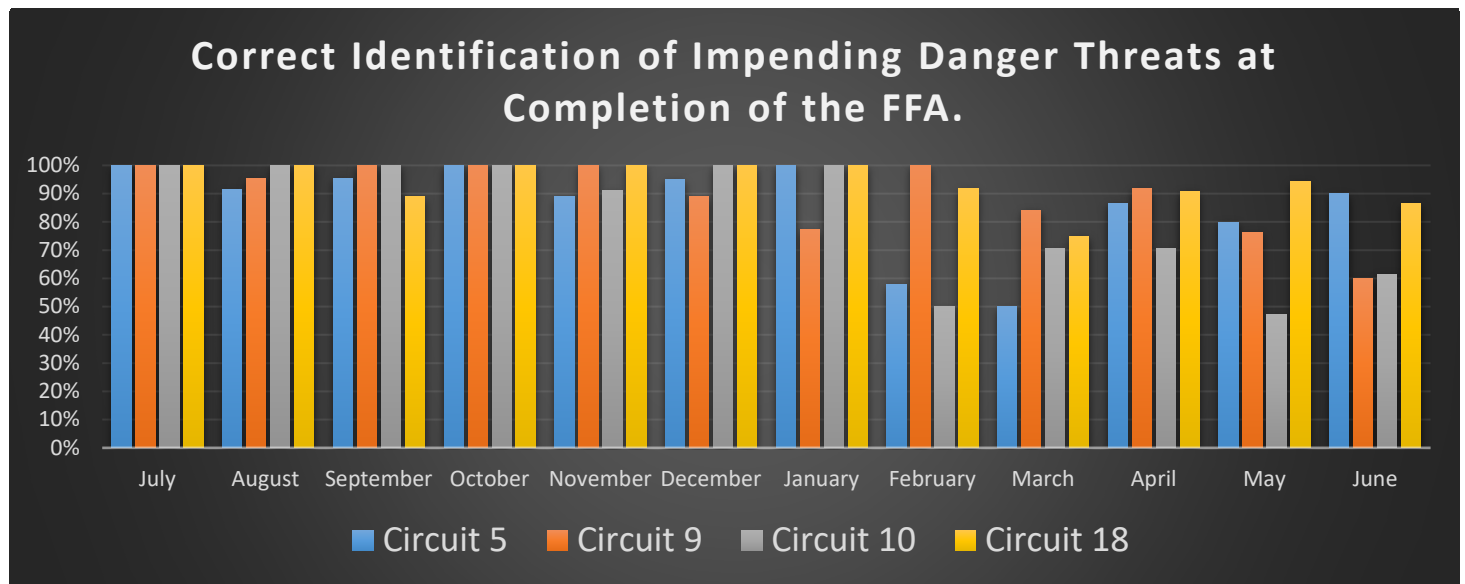
- The data shows a consistent increase in performance for the 3 quarters; the ratings wavered off from January.
- In the last quarter, the Region has been trending around or under 70% in this area.

5.6 Sufficiency of Information Pertaining to “Parenting Discipline/ Behavior Management”.



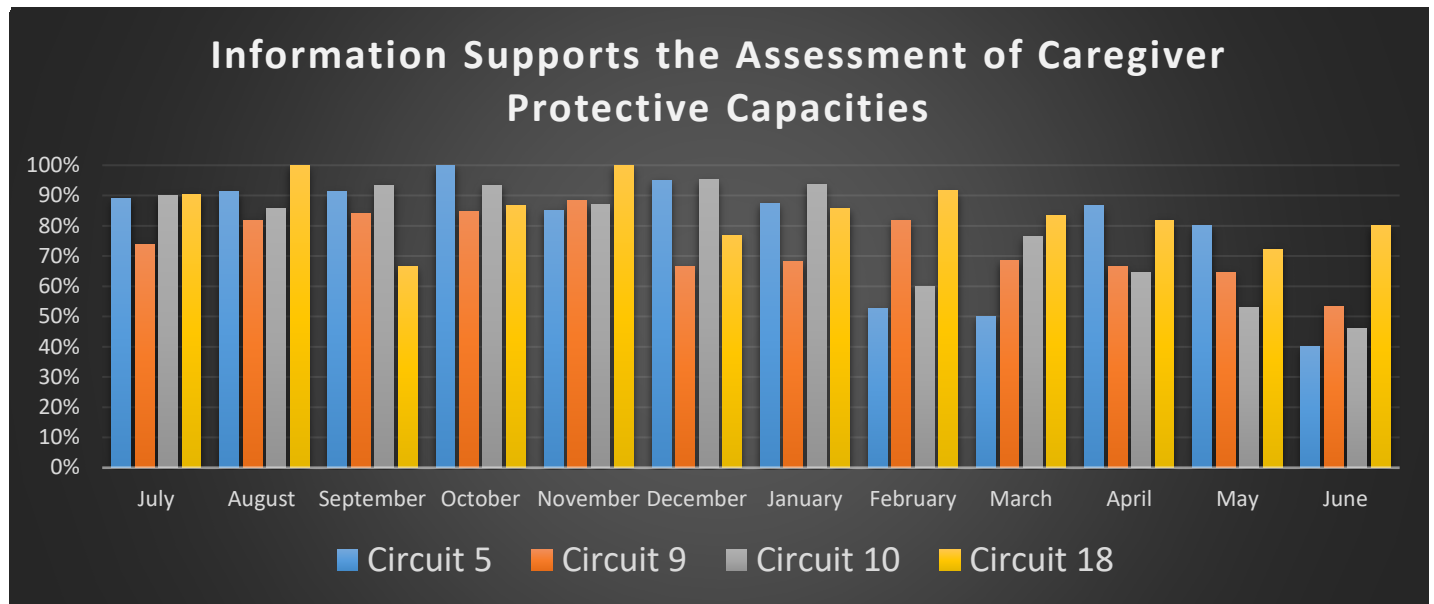
- The data showed an inconsistent pattern in the performance for the region throughout the fiscal year.
- In the first quarter, Circuit 5 reached 90% or higher.
- In the second and third quarter, C18 rated the highest with consistent 90%.
- During the entire fiscal year, Circuit 10 had the lowest rating; under 40%
- Based on reviews, this domain appears to decline as the documentation becomes limited.

6.0 Correct Identification of Impending Danger Threats at Completion of the FFA.



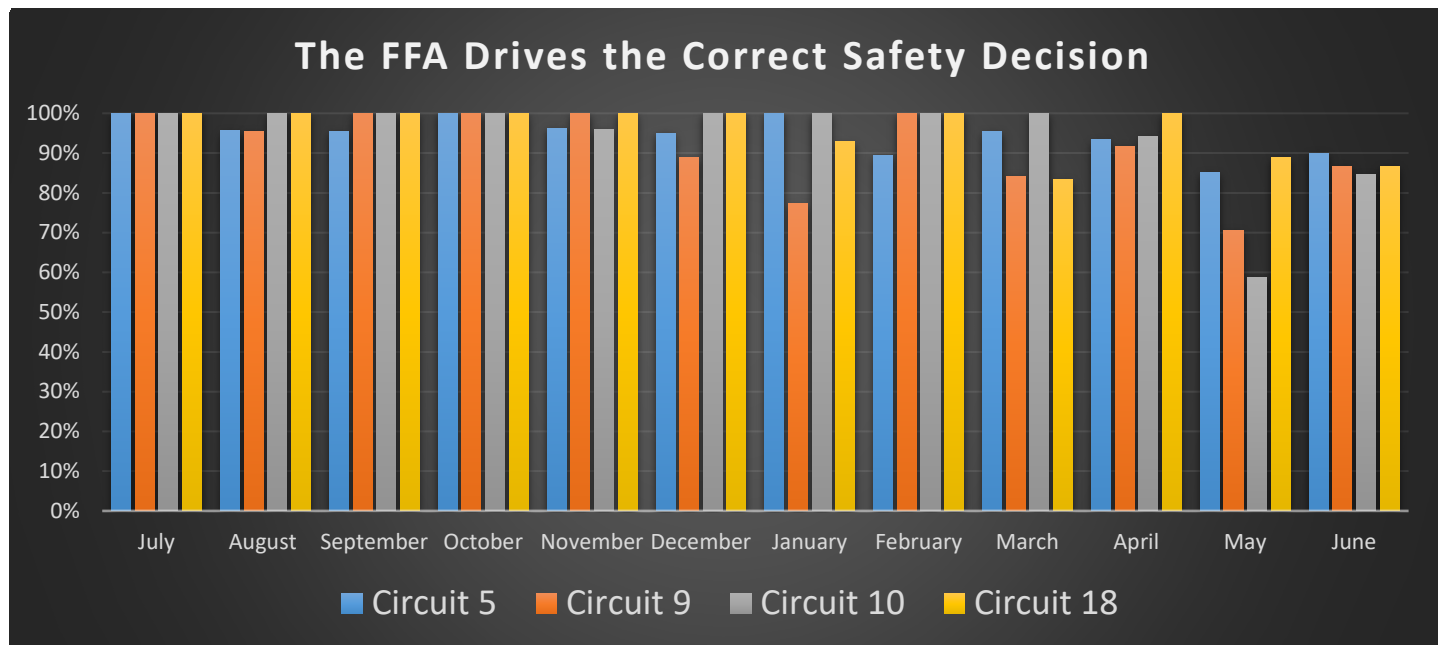
- The data showed a consistent pattern in the performance within the circuits throughout the first two quarters of the fiscal year. There's a steady decline in performance for the Region after February.
- This review area focuses on identifying the correct impending danger threat, which the CPI supports through the documentation within the FFA.

7.0 Information Supports the Assessment of Caregiver Protective Capacities.



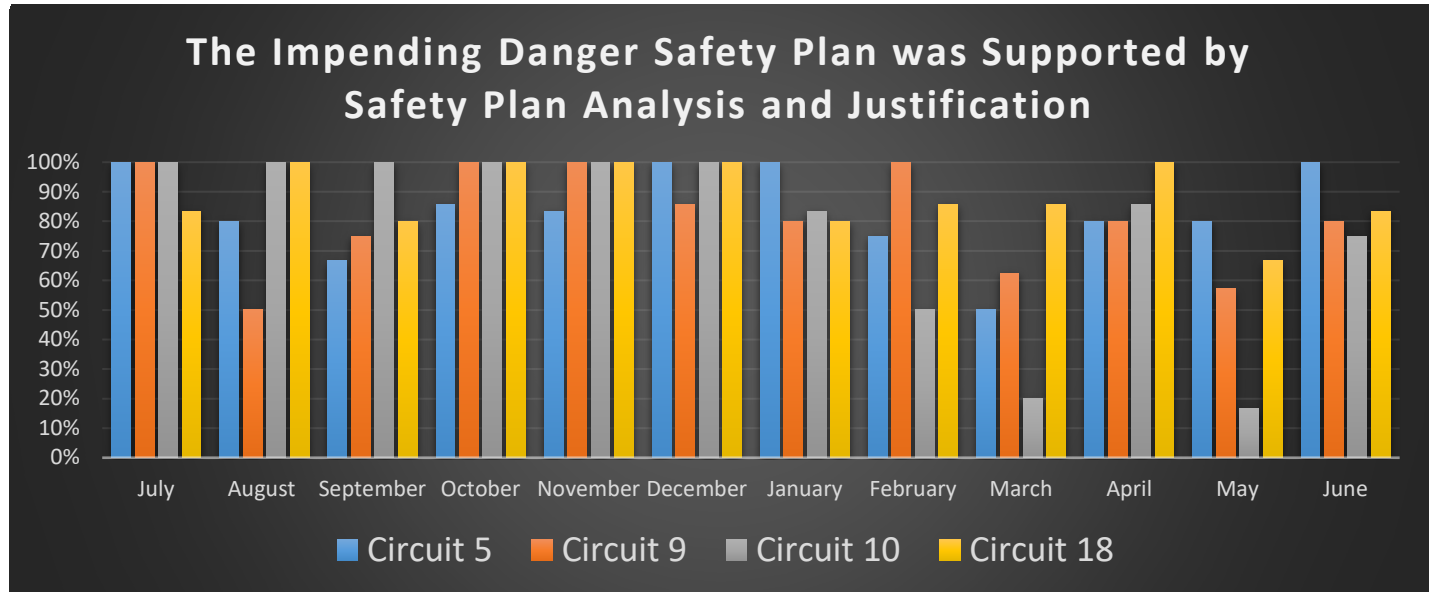
- Data trends showed that scores had a consistent increase and peaked during the first half of the fiscal year.
- Starting in February, the ratings decreased throughout the region.
- As a result, in lack of documentation to support the domain during the second half of the fiscal year, this area correlated with those outcomes.
- The information in the FFA needs to support and justify the CPI's assessment of protective capacities.

8.0 The FFA Drives the Correct Safety Decision.



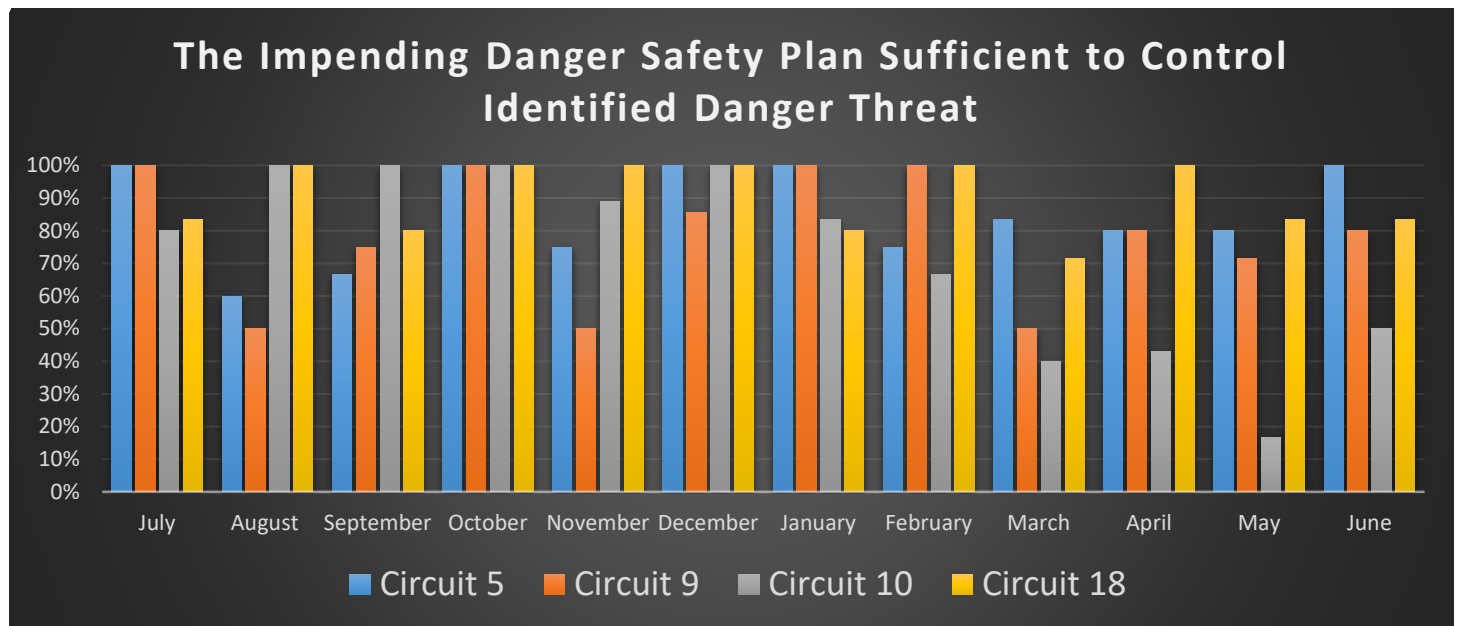
- During the first half of the fiscal year, the Region excelled in this area. Information that was provided verbally to the CCSPEs, accounted for the results. After subtle changes to documentation only reviews, there has been a decline in 2 Circuits in May; Circuit 9 and 10.
- In June, the Region was consistent with each Circuit nearly reaching 90%.

9.1 The Impending Danger Safety Plan was Supported by Safety Plan Analysis and Justification.



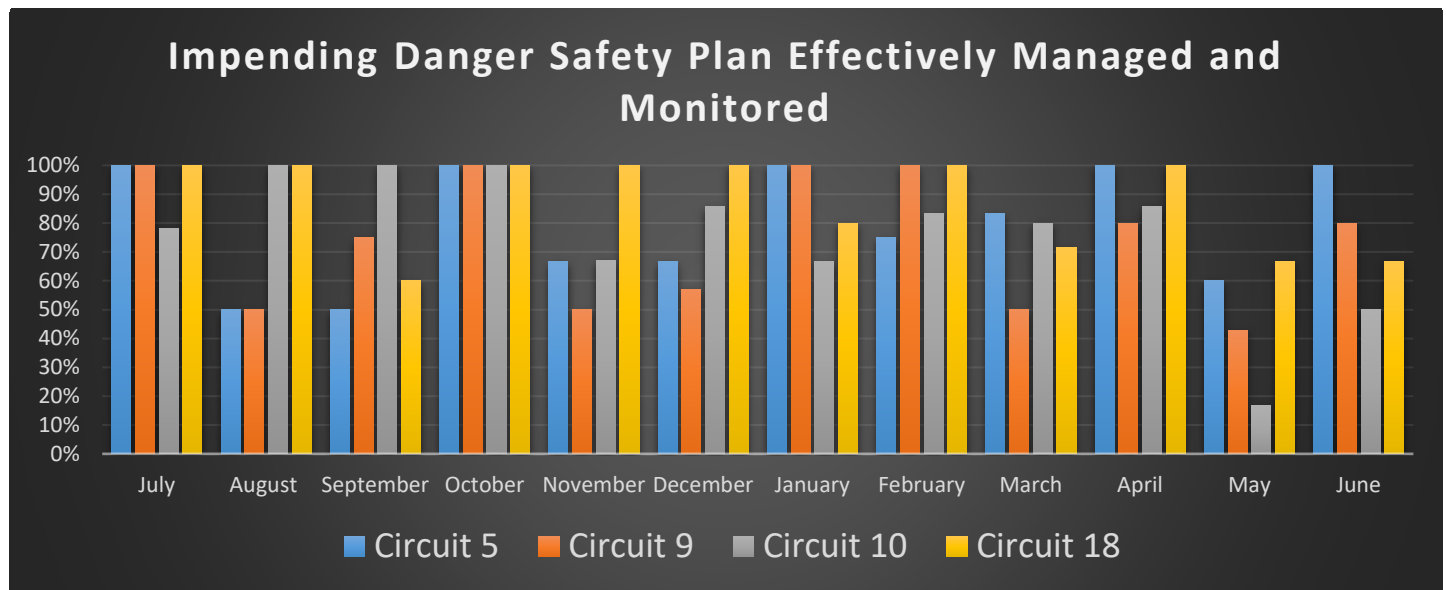
- The data showed an inconsistent pattern in the performance for the Region throughout the fiscal year.
- The results vary from a small sample size of unsafe cases being reviewed, understanding how the family condition and danger threats are manifesting, and what areas questions provoke out of home safety plans.
- The Region peaked in performance in October, November, and December, but fluctuated the remaining fiscal year.

9.2 The Impending Danger Safety Plan Sufficient to Control Identified Danger Threat.



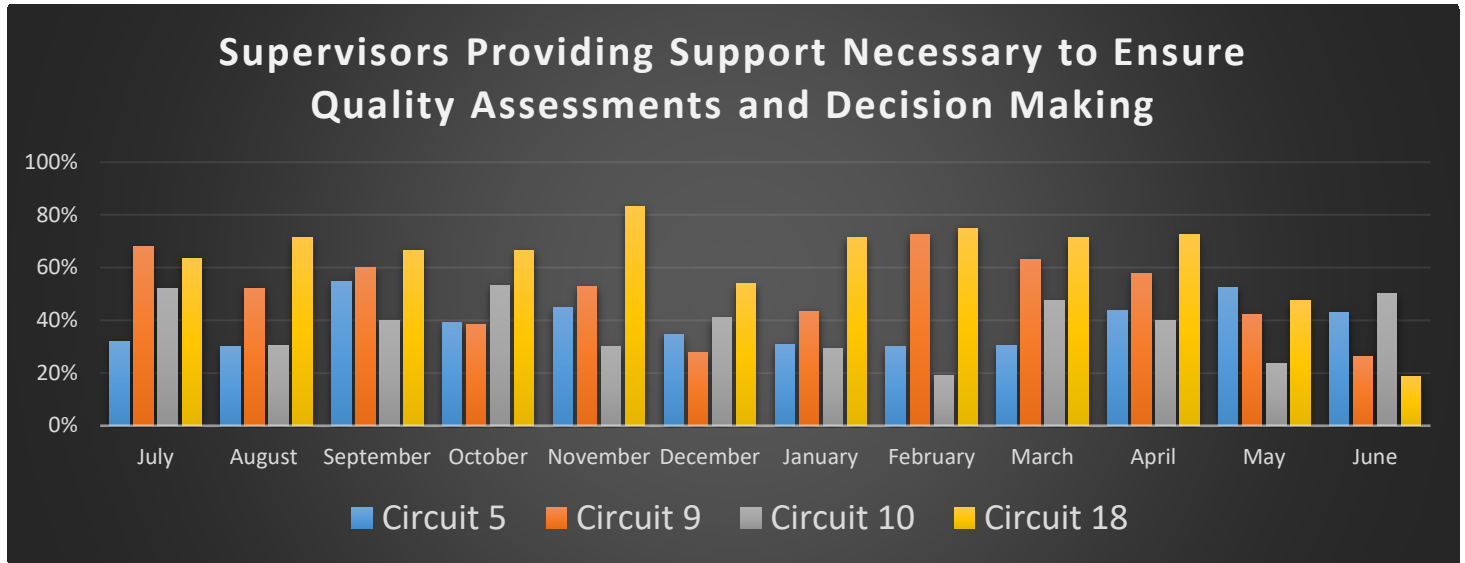
- The data showed an inconsistent pattern in the performance for the Region throughout the fiscal year.
- The region peaked during October, but inconsistent thereafter.
- The lowest performance was Circuit 10, in May, as they were at 17%. Excluding that month, each Circuit rated above 40%.

9.3 Impending Danger Safety Plan Effectively Managed and Monitored by CPI



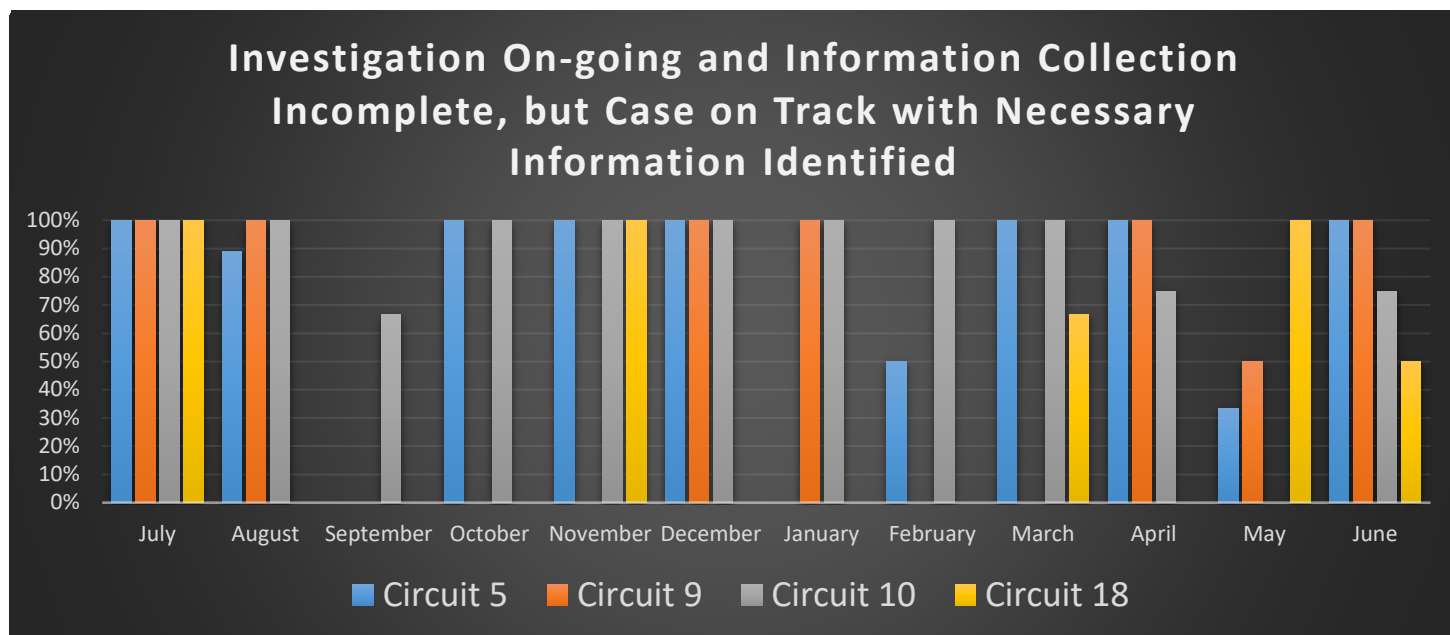
- The chart reveals inconsistent results throughout the fiscal year.
- Information derive from a small sample size.
- Circuit 10 rated the lowest during the fiscal year at 17%.

10.0 Supervisors Providing Support Necessary to Ensure Quality Assessments and Decision Making.



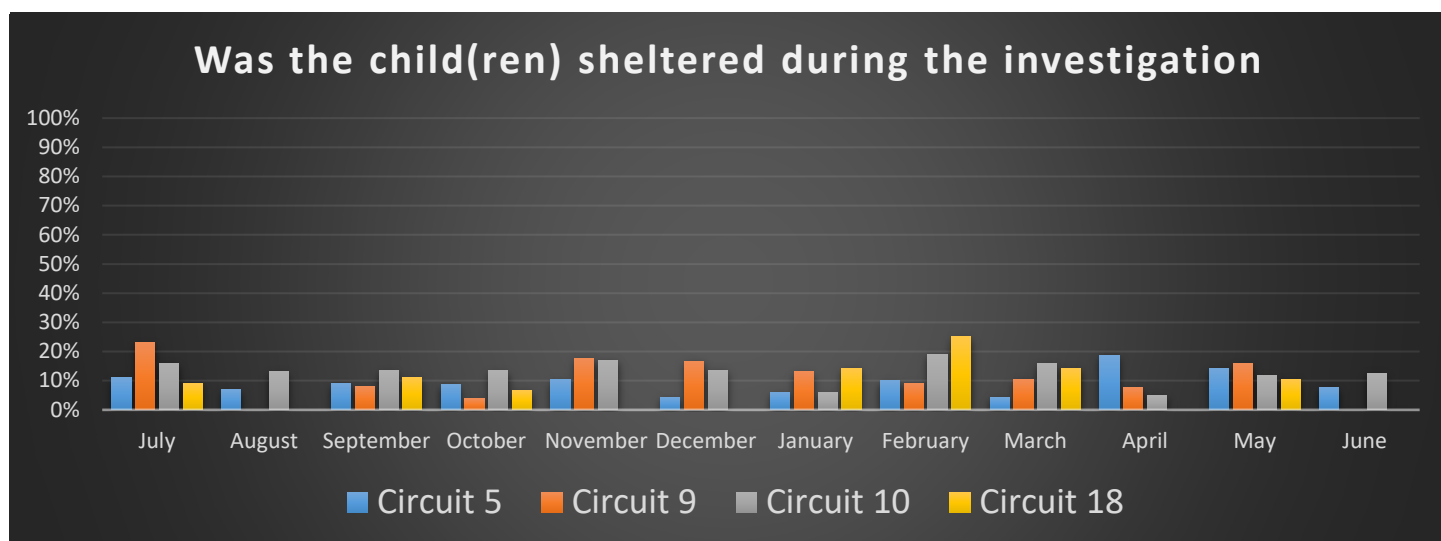
- The data showed this is the lowest rated domain on the QA tool.
- Only 1 Circuit throughout the fiscal year rated higher than an 80% - Circuit 18.
 - Circuit 18 has outperformed others in this area as well.
- Assessing supervisor consultations, reinforces the need to ensure there are timely consultations completed during the case (critical junctures), as well as ensuring that the consultations are addressing information collection, reconciliation/validation of information, as well as appropriate guidance and supervision towards making safety decisions.
- The Region has developed a supplemental tool around 4 specific areas, pre-commencement, initial, critical junctures, and closure summary; this will assist with drilling down the areas to train around sufficiently.

11.0 Investigation On-going and Information Collection Incomplete, but Case on Track with Necessary Information Identified.



- The Region performed well in this area. The number of “not rated” reviews have diminished since February.

12.0 Was the child(ren) sheltered during the investigation.



- This area was added during the fiscal year.
- During the fiscal year, only Circuit 9 and 18 rated higher than 20%. Those two Circuits received a small sample size, which appeared to have be a higher increase in judicial intervention.