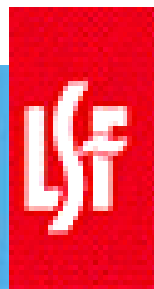


Safe Children Coalition, Inc.

Quality Assurance Performance Outcomes Results FY 2020 – 2021 Annual Report



Lutheran Services Florida

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Quality Management Team

The Sarasota Y /Safe Children Coalition Quality Management Team is comprised of staff members who bring professional experiences from a variety of different backgrounds. The Quality Management Team is under the supervision of the Director of Quality Assurance. The Quality Management Team consists of (3-1/2) Quality Management Specialists who complete file reviews (one part time), (1) Quality Management Specialist who is the Point of Contact of the Missing Children and Human Trafficking cases, (1) Quality Assurance Contract Specialist, (1) Quality Management Paraprofessional, and a (2) Resource Development Coordinators.

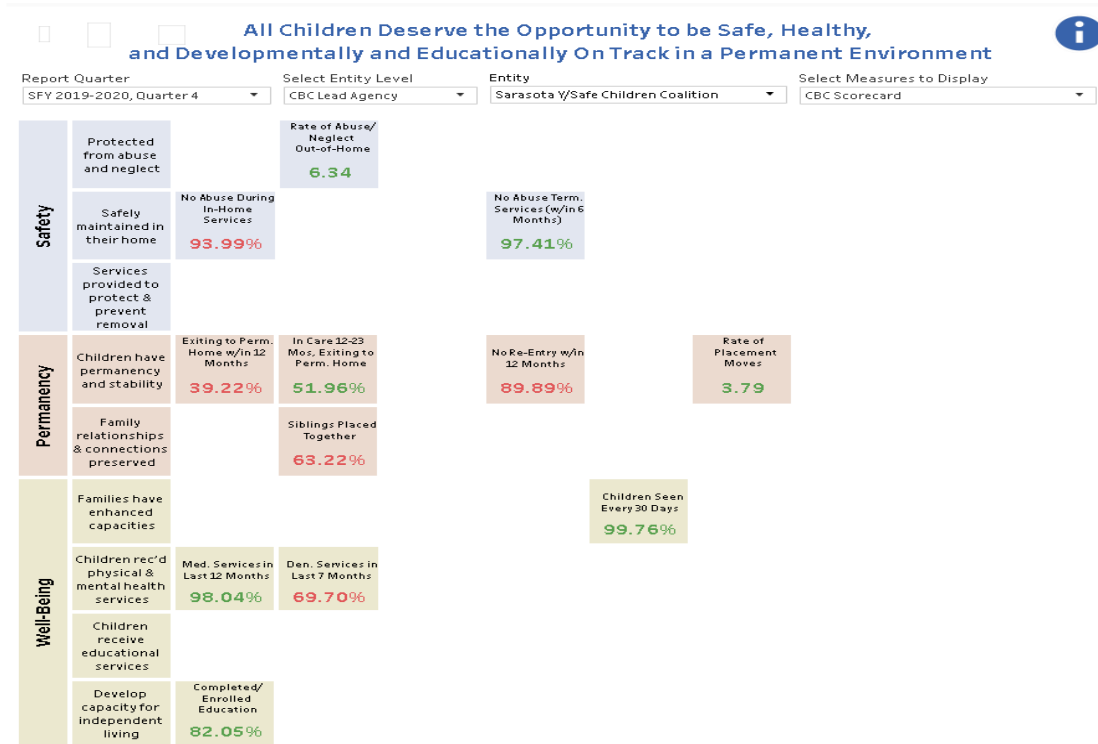
Each member of the team performs various duties and provides oversight for special areas within the System of Care. Some of these include but are not limited to:

- Evaluating and Assessing the Quality of Services provided to children and their families by case management agency partners, through the review of case records
- Monitoring of Psychotropic Medications
- Monitoring of Child Placement Agreements
- Monitoring Missing Children and Human Trafficking compliance
- Managing and Oversight of Critical Incident Reporting
- Facilitating Licensing QA Staffing
- Monitoring Child Exit Surveys and Foster Care Surveys
- Monthly Performance Reports
- Recording and Responding to Client Relations Issues
- Records Requests
- CIRRT Reviews (when needed)
- Other case file reviews regarding client relations (special requests)
- Assist with Trainings and Pre-Service Classes
- Development of resources to assist families when in need
- Oversight of Donations both material and financial
- Assist/participate on committees to recognize our Foster Families, Adoptive Families and IL Youth.

Contract Performance Measures

Contract Performance Measures are based upon Federal performance indicators and state priorities and are evaluated as “Achieved” or “Not Achieved”. Contract Performance measures results are published quarterly on the Department’s CBC Scorecard Performance Measures website.

Contractual Performance results for the FY 19-20:



Quality Management Activities 2019-2020

The Sarasota Y/ Safe Children Coalition Quality Management Team evaluates the quality of services provided to children and their children and their families using various standardized tools to assess a child’s safety, permanency and well being (Rapid Safety Feedback Review Tool and the Child and Family Service Review Tool).

Federal Funding Eligibility Reviews



The Sarasota Y/ Safe Children Coalition completed special program reviews relating to Title IV-E Foster Care and Adoptions and TANF requirements. These reviews assessed our agencies accuracy in eligibility determination. File reviews were completed quarterly. Review tools were derived from IV-E Foster – Children’s Bureau Title IV-E Foster Care Eligibility On-Site Review and Instrument IV-E Adoption and Adoption TANF – Adoption Federal Review Tool. The completed sample consisted of Title IV-E Foster Care: 42; Adoption TANF: 38; and Title IV-E Adoption: 64 making a Total# of completed: 144. The reviewers found no errors in any of the eligibility determinations. Each review when completed was entered in to the Qualtrics system.

Child and Family Service Reviews (CFSR)









Case file reviews are based on a sampling of children who are or who were in out-of-home care and children who are or who were served in their own homes. Samples are large enough to make statistical inferences about the populations served. The Sarasota Y/ Safe Children Coalition follows and complies with the Department of Children and Families quality assurance guidelines – “Windows into Practice”- which includes the framework for conducting quality assurance reviews. Safe Children Coalition sample for 2019-2020 break down was 20 CQI reviews, 1 In-depth review, and 3 PIP reviews totaling 24 for each six-month review period and totaling 48 for the review year. Safe Children Coalition completed a total of 50 CFSR reviews 44 CQI completed (including two in-depth) and 6 PIP reviews.





Child and Family Service Reviews – CQI Outcomes:





Item	Outcome	Target	2018-2019	2019-2020	Ratings
3	Risk and Safety Assessment and Management	77.70%	74.7	86.36	↑
4	Stability of Foster Care Placement	88.50%	72.2	75.61	↑
5*	Permanency Goal for Child	82.10%	90	90.24	↑
6	Achieving Reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement	75.40%	85.3	92.68	↑
7	Placement with Siblings	85.0%	90.2	83.33	↓
8	Visiting with Parents and Siblings in Foster Care	69.0%	66	77.78	↑
9	Preserving Connections	82.0%	80.2	87.8	↑
10	Relative Placement	72.0%	95.5	97.44	↑
11	Relationship of Child in Care with Parents	60.0%	67	71.43	↑
12	Needs and Services of Child, Parents, and Foster Parents	58.40%	62.5	75	↑
13	Child and Family Involvement in Case Planning	70.70%	72	86.05	↑
14*	Caseworker Visits with Child	78.90%	72.5	93.18	↑
15*	Caseworker Visits with Parents	51.10%	56	59.46	↑
16	Educational Needs of the Child	92.0%	96	90.32	↓

17	Physical Health of the Child	85.0%	79.2	76.74	
18	Mental/Behavioral Health of the Child	72.0%	56.2	88.46	
	cases per year		44	44	

PIP Monitored Outcomes:

Item	Outcome	Target	2017-2018	2018-2019	2019-2020	Ratings
3	Risk and Safety Assessment and Management	77.70%	100	66.7	33.33	
4	Stability of Foster Care Placement	88.50%	100	87.5	75	
5*	Permanency Goal for Child	82.10%	75	50	75	
6	Achieving Reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement	75.40%	25	75	25	
12	Needs and Services of Child, Parents, and Foster Parents	58.40%	66.7	75	16.67	
13	Child and Family Involvement in Case Planning	70.70%	83.3	62.5	0	
14*	Caseworker Visits with Child	78.90%	25	100	66.67	
15*	Caseworker Visits with Parents	51.10%	63	33	0	






Item	Outcome	Target	2017-2018	2018-2019	2019-2020	Ratings
7	Placement with Siblings	NA	37.5	75	100	
8	Visiting with Parents and Siblings in Foster Care	NA	37.5	75	33.33	
9	Preserving Connections	NA	87.5	87	50	
10	Relative Placement	NA	100	100	100	










11	Relationship of Child in Care with Parents	NA	37.5	75	33.33	
16	Educational Needs of the Child	NA	100	100	75	
17	Physical Health of the Child	NA	83.3	91.6	75	
18	Mental/Behavioral Health of the Child	NA	33.3	66.7	0	
		cases per year	12	12	6	

Rapid Safety Feedback Reviews:

Rapid Safety Feedback completed 75 per FY 2019-2020

Rapid Safety Feedback is a process designed to flag key risk factors for in-home services cases that could gravely affect a child's safety. These factors have been determined based on reviews of other cases where child injuries or tragedies have occurred. Factors include but are not limited to the parents' ages, the presence of a boyfriend in the home, evidence of substance abuse, previous criminal records, and prior abuse history. The critical component of the process is the case consultation in which the reviewer engages the child's case manager and the supervisor in a discussion about the case.

Item	Outcome	2017-2018	2018-2019	2019-2020	Ratings
1*	1.1 Is the most recent family assessment enough?	33.1%	18.9%	73.4%	
1*	1.2 Is the most recent family assessment completed timely?	47.1%	44.4%	42.5%	
2	2.1 Are visits between case managers, children, and parents or legal custodians sufficient to ensure child safety and evaluate progress towards case plan outcomes?	51.1%	21.5%	79.5%	
2*	2.2 Is the frequency of visits between the case manager and the child sufficient?	53.4%	45.0%	92.7%	
2	2.3 Quality of visits between the case manager and the mother	64.9%	67.9%	92.3%	

2*	2.4 Is the frequency of visits between the case manager and the mother sufficient?	64.7%	46.7%	86.8%	
2	2.5 The quality of the visit between the case manager and the father are sufficient	31.3%	55.5%	69.2%	
2	2.6 Is the frequency of the visits between the case manager and the father are sufficient	34.9%	24.1%	64.8%	
3	3.1 Are background checks and home assessments completed when needed?	70.9%	81.4%	79.5%	
3	3.2 Is the information assessed and used to address potential danger threats?	81.7%	95.4%	85.4%	
4*	4.1 Is the safety plan sufficient?	46.3%	25.4%	63.0%	
4*	4.2 Is the safety plan actively monitored to ensure that it is working to effectively protect the child from identified danger threats?	40.9%	38.1%	70.3%	
5*	5.1 Is the Supervisor regularly consulting with the case managers?	73.4%	82.7%	71.3%	
5*	5.2 Is the supervisor ensuring recommended actions are followed up?	67.2%	60.6%	72.4%	
cases per year		53	47	75	

RSF and CFSR Outcomes:

Safe Children Coalition has been monitoring the outcomes of the RSF and CFSR to evaluate procedures and ensure quality of work provided to the families served. Although there has been significant increase in percentage of improvement in the RSF and CFSR the results are similar in the following areas: assessment, supervision, and engagement.

Safe Children Coalition is dedicated to improving in these areas and has requested training to enhance and refresh the skill of the case managers and supervisors.

Supplemental Quality Reviews for the FY 2019-2020:

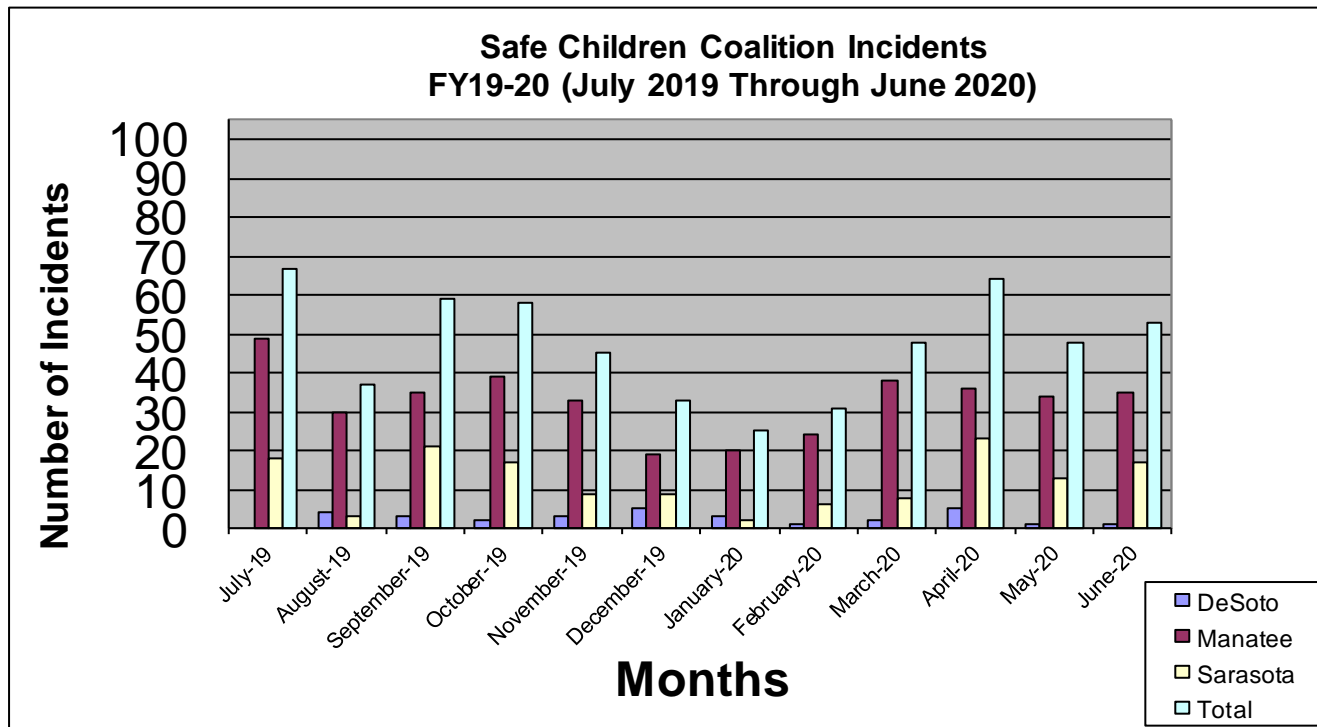
Client Relations:

The Quality Management Department provides oversight to all concerns, complaints, grievances, and questions concerning services. These include trackers from the Department of Children Families, the Office Inspector General, and Legislative offices. The Sarasota Y/Safe Children Coalition has developed a process to track and monitor these types of inquiries to ensure appropriate follow-up and training processes to improve our service system.

Summary	July 19	Aug. 19	Sept. 19	Oct. 19	Nov. 19	Dec. 19	Jan. 20	Feb. 20	March 20	Apr. 20	May 20	June 20
Help Line inquiry (including hang up calls)	89	81	87	84	75	61	68	23	4	50	48	55
web Response inquiry	2	0	2	0	2	2	5	2	0	6	5	0
other inquiry	3	0	0	0	3	0	1	0	1	0	0	4
Total Inquiry	94	81	89	84	80	68	74	25	5	56	53	59
Complaints	5	1	3	7	4	5	8	3	8	7	6	7
Total Inquiry	99	82	92	91	84	73	82	28	13	63	59	66

Incident Reporting:

The Quality Management Department reviews all incident reports and enters those that meet the requirement into the Incident Reporting Information System (IRIS). Incident Reports are a re-occurring conversation during Continuous Quality Improvement Meetings. Training was offered to all Case Management Organization Unit meetings as well as being incorporated into Orientation for all new staff.



Sexually Abused/Sexually Reactive:

The Quality Management Department is responsible for oversight of the Child Placement Agreements. The Quality Management Department ensures the CPA is entered into FSFN timely upon a placement change if not at the time of the change in placement. Quality Management runs consults regarding all new CPA's and changes to already existing CPA's with Case Management Organizations, discussions also occur at CQIC Meetings.

Child Exit Surveys:

The Quality Management Department is responsible for oversight of Child Exit Surveys. The Exit Surveys are completed on each child who meets the requirement. There are two tools one for ages 5 to 8 and the other for ages 9 to 18 who have spent thirty days or more in a foster home and now are moving out of that foster home. The surveys allow the Safe Children Coalition to address concerns the youth may have had in the foster home.

There was a total of 312 required Child Exit Surveys for the fiscal year 2019-2020. There were 318 Child Exit Surveys completed and of those 139 were completed timely. According to Policy all Child Exit Surveys are due within five (5) business day of the placement change. The Sarasota Y/ Safe Children Coalition goal is 100% of timeliness which was not met with an outcome of 43.7% timeliness for this past fiscal year.

Training:

The Sarasota Y/ Safe Children Coalition provides all incoming case management staff Pre-Service Training to prepare for their employment. There are three Pre-Service Trainers who are certified as professionals in the Child Welfare Field. The Training Department is made up of two job coaches who continue to work with the new employees up to certification through the Florida Certification Board. A Training Unit for new case managers coming out of pre-service and two training coordinators. The Sarasota Y/ Safe Children Coalition continues to use the newest version of Methodology Training for Pre-Service.

2019-2020 Targeted Improvements:

Dental

During the 2019-2020 fiscal year performance of dental compliance was not met. Safe Children Coalition Operations team run the dental reports and sends the report to each CMO to respond on why a dental was not met. The WATCH nurse program has been assisting to ensure dental was completed and entered into FSFN. The Safe Children has continued to see an increase in dental and will continue this process to ensure meeting the standard and then maintaining compliance.

Data Entry

Data Entry Specialist works with the case management organizations to ensure placement is updated within 48 hours. When needed the QA Contract Specialist tracks the changes and reports out on the timeliness of entries during case management calls. Safe Children Coalition has seen an increase in timeliness of entries.

Director of Data Analytics

Safe Children Coalition created a position to create and run reports. This position has updated our management reports, created performance reports, and can run special reports upon requests. These reports allow the Safe Children Coalition Leadership and CMO Leadership to identify trends in performance. The reports are user friendly and are accessible to Supervisors and Case Manager.

Prepared by:
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Director of Quality Assurance