



**Sarasota Family YMCA, Inc.
Safe Children Coalition**

**Quality Assurance Review Findings
and Performance Outcomes Results**

FY 2017 – 2018 Annual Report



**FLORIDA DEPARTMENT
OF CHILDREN AND FAMILIES**
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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) Quality Management Specialists who complete file reviews, (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. During the 2017-2018 fiscal year this appeared to be sufficient.

The Sarasota Y/ Safe Children Coalition has three QA Specialist who complete five CFSR reviews a quarter. Every quarter there are three (two one quarter and then one the next quarter) PIP CFSR reviews completed. At this time PIP cases are rotated between the three QA Specialist. Random sample is pulled at the beginning of each quarter by the QA Director and then each case is assigned to the QA Specialist. The reviews are to be completed by the end of the quarter to ensure enough time is provided to the QA Director for review and feedback (please note this will change in the 2018-2019 annual plan). After each review the QA Specialist conducts a debriefing with the Case Manager and the Case Manager Supervisor. If the need of a Request for Assistance is required the QA Specialist submits this document to the CMO Program Director and the Case Manager Supervisor. There is a response required by the CMO regarding the action plan to rectify the Request for Assistance. The Request for Assistance is within thirty days followed up by the QA Specialist to ensure completion. If the safety of a child is at risk during the Request for Assistance a shorter time frame is assigned.

Rapid Safety Feedback Reviews are completed by one QA Specialist quarterly. The Sarasota Y/ Safe Children Coalition usually completes more than the ten required by the Department a quarter, however, there are some quarters due to holidays, vacation, and other issues only the required ten are completed. The sample is pulled randomly at the beginning of each month to ensure any new intakes on an open case are included. The QA Specialist completes the tool and a debriefing form. The QA Director reviews and approves the tools after completion. If the need of a Request for Assistance is required the QA Specialist submits this document to the CMO Program Director and the Case Manager Supervisor. There is a response required by the CMO regarding the action plan to rectify the Request for Assistance. The Request for Assistance is within thirty days followed up by the QA Specialist to ensure completion. If the safety of a child is at risk during the Request for Assistance a shorter time frame is assigned.

Each member of the team performs various other 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
- Monthly Continuous Quality Improvement (CQI) Meetings
- 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
- CIRRT Reviews (when needed)
- Other case file reviews regarding client relations (special requests)
- 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 17-18:

CBC Scorecard Performance Table

Level: CBC Lead Agency
Sarasota Y/Safe Children Coalition

Scorecard Measure	FY 2017 Q4	FY 2018 Q1	FY 2018 Q2	FY 2018 Q3	FY 2018 Q4
M01: Rate of abuse per 100,000 days in foster care	16.90	16.05	12.90	12.33	7.34
M02: % of children who are not abused/neglect during in-home services	96.20	96.50	97.10	98.30	97.60
M03: % of children who are not neglected or abused after receiving services	99.20	95.70	98.80	96.20	96.90
M04: % of children under supervision who are seen every 30 days	99.80	99.70	99.50	99.60	99.50
M05: % of children exiting to a permanent home w/in 12 months of entering care	47.60	38.10	43.40	41.40	38.00
M06: % of children exiting to a permanent home w/in 12 months for those in care 12 to 23 months	49.20	44.40	55.20	55.70	52.60
M07: % of children who do not re-enter care w/in 12 months of moving to permanent home	89.10	86.60	94.50	92.30	91.30
M08: Placement moves per 1,000 days in foster care	4.31	4.22	4.26	3.70	3.82
M09: % of children in foster care who received a medical service in last 12 months	96.60	95.50	94.80	95.50	95.80
M10: % of children in foster care who received a dental service in last 7 months	68.20	67.80	62.20	70.20	85.00
M11: % of young adults exiting foster care at age 18 completed/are enrolled in sec. ed., voc. ed, or adult ed.	90.90	92.00	92.00	84.30	79.40
M12: % of sibling groups where all siblings are placed together	70.50	71.10	68.30	71.20	72.4



Safety Outcome 1	Children are, first and foremost, protected from abuse and neglect.				97.3% n=36	0% n=0	2.7% n=1	n=12	n=37
Item 1	Timeliness of Initiating Investigations of Reports of Child Maltreatment	97.3% n=36	2.7% n=1	n=12					n=37
Safety Outcome 2	Children are safely maintained in their homes whenever possible and appropriate.				73.47% n=36	18.37% n=9	8.16% n=4	n=0	n=49
Item 2	Services to Family to Protect Child(ren) in the Home and Prevent Removal or Re-Entry Into Foster Care	94.12% n=32	5.88% n=2	n=15					n=34
Item 3	Risk and Safety Assessment and Management	75.51% n=37	24.49% n=12	n=0					n=49
Permanency Outcome 1	Children have permanency and stability in their living situations.				70.21% n=33	29.79% n=14	0% n=0	n=0	n=47
Item 4	Stability of Foster Care Placement	89.36% n=42	10.64% n=5	n=0					n=47
Item 5	Permanency Goal for Child	93.62% n=44	6.38% n=3	n=0					n=47
Item 6	Achieving Reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement	76.6% n=36	23.4% n=11	n=0					n=47
Permanency Outcome 2	The continuity of family relationships and connections is preserved for children.				68.09% n=32	31.91% n=15	0% n=0	n=0	n=47
Item 7	Placement With Siblings	83.33% n=25	16.67% n=5	n=17					n=30
Item 8	Visiting With Parents and Siblings in Foster Care	66.67% n=28	33.33% n=14	n=5					n=42
Item 9	Preserving Connections	76.6% n=36	23.4% n=11	n=0					n=47
Item 10	Relative Placement	97.83% n=45	2.17% n=1	n=1					n=46
Item 11	Relationship of Child in Care With Parents	68.29% n=28	31.71% n=13	n=6					n=41
Well-Being Outcome 1	Families have enhanced capacity to provide for their children's needs.				46.94% n=23	42.86% n=21	10.2% n=5	n=0	n=49
Item 12	Needs and Services of Child, Parents, and Foster Parents	63.27% n=31	36.73% n=18	n=0					n=49
Item 12A	Needs Assessment and Services to Children	87.76% n=43	12.24% n=6	n=0					n=49
Item 12B	Needs Assessment and Services to Parents	72.09% n=31	27.91% n=12	n=6					n=43
Item 12C	Needs Assessment and Services to Foster Parents	88.64% n=39	11.36% n=5	n=5					n=44

Item 13	Child and Family Involvement in Case Planning	72.34% n=34	27.66% n=13	n=2					n=47
Item 14	Caseworker Visits With Child	53.06% n=26	46.94% n=23	n=0					n=49
Item 15	Caseworker Visits With Parents	36.36% n=16	63.64% n=28	n=5					n=44
Well-Being Outcome 2	Children receive appropriate services to meet their educational needs.				76.32% n=29	7.89% n=3	15.79% n=6	n=11	n=38
Item 16	Educational Needs of the Child	76.32% n=29	23.68% n=9	n=11					n=38
Well-Being Outcome 3	Children receive adequate services to meet their physical and mental health needs.				63.27% n=31	18.37% n=9	18.37% n=9	n=0	n=49
Item 17	Physical Health of the Child	75.51% n=37	24.49% n=12	n=0					n=49
Item 18	Mental/Behavioral Health of the Child	60% n=12	40% n=8	n=29					n=20

PIP Monitored Outcomes:

Item	Outcome	Target	2017 (Q1)	2017 (Q2)	2018 (Q3)	2018(Q4)	Meeting Target Consecutive Reporting Periods
1	Timeliness of Initiating Investigations of Reports of Child Maltreatment	91.50%	100.00%	92.90%	100.00%	100.00%	Y
2	Services to Family to Protect Child(ren) in the Home and Prevent Removal or Re-Entry into Foster Care	85.80%	100.00%	85.70%	100.00%	100.00%	Y
3	Risk and Safety Assessment and Management	77.70%	62.50%	71.40%	90.00%	63.60%	N
4	Stability of Foster Care Placement	88.50%	87.50%	100.00%	100.00%	63.60%	N
5	Permanency Goal for Child	82.10%	87.50%	100.00%	100.00%	81.80%	N
6	Achieving Reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement	75.40%	100.00%	92.90%	80.00%	54.50%	N

12	Needs and Services of Child, Parents, and Foster Parents	58.40%	75.00%	64.30%	90.00%	27.30%	N
13	Child and Family Involvement in Case Planning	70.70%	87.50%	85.70%	94.40%	45.50%	N
14	Caseworker Visits with Child	78.90%	50.00%	50.00%	60.00%	72.70%	N
15	Caseworker Visits with Parents	51.10%	62.50%	38.50%	12.50%	11.10%	N

RSF and CFSR Outcomes:

The Sarasota YMCA/ 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. RSF and CFSR results are similar in the following areas: engagement of parents, visits with the children, safety planning, and monitoring.

The Sarasota YMCA/ Safe Children Coalition has begun to shift positions in Quality Management and Operations to begin to provide oversight and management to reviewing weekly reports that are sent out to the CMO's for response of action to ensure these items improve. Through this oversight trainings have been identified to enhance and refresh the skill of the case managers. One example provided is the Sarasota Y/ Safe Children Coalition shifted some responsibilities of a QA Position to include oversight/management of the dental report. Since the position has been overseeing the dental report we have seen an improvement in our dental on the performance report (Q4 2017 68.20% and Q4 2018 85.00%). Another example would be the addition of oversight provided by an Operations Manager regarding the children seen/not seen. Although, the Sarasota Y/ Safe Children Coalition has not been at 100% for children seen/ not seen, there has been no quarter of below a 99% on the performance report.

Supplemental Quality Reviews for the FY 2017-2018:

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	7/17	8/17	9/17	10/17	11/17	12/17	1/17	2/18	3/18	4/18	5/18	6/18
Help Line inquiry (including hang up calls)	99	100	62	98	87	81	99	94	62	68	77	64
web Response inquiry	4	3	2	0	1	0	4	3	1	2	0	1
other inquiry	0	0	2	0	0	0	0	0	0	0	0	0
Total Inquiry (113+114+115)	103	103	66	98	89	81	103	97	63	70	77	65
Complaints (from line 14)	13	9	6	7	6	4	5	3	3	9	4	6
Total Inquiry +	116	112	112	105	95	89	108	100	66	79	81	71

Children Coalition goal is 100% of timeliness which was not met with an outcome of 20% 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 six Pre-Service Trainers who are certified as professionals in the Child Welfare Field. Two of the six trainers are job coaches and continue to work with the new employees up to certification through the Florida Certification Board. The Sarasota Y/ Safe Children Coalition continues to use the newest version of Methodology Training for Pre-Service.

New Processes Implemented due to Performance Outcomes Results:

Children Seen/Not Seen

In July 2017 the Sarasota YMCA/Safe Children Coalition in Manatee County reported not seeing over twenty children in the month of June. This issue was addressed with the Manatee CMO and the issue was apparent that no one was managing the Children Seen/Not Seen report. To ensure this would not occur again a Sarasota YMCA Operations Manager began tracking the report for Manatee beginning the 2017-2018 fiscal year. In July 2018 the Sarasota YMCA/ Safe Children Coalition in Sarasota reported over ten children not seen in the month of June. The Sarasota CMO did have an administrative position who was tracking the report and sending out notifications to the case managers assigned, however she began having issues with the report in FSFN when the enhancement to the cloud was completed. Therefore no one was overseeing the report for the Sarasota CMO. The decision was made by discussion with the CMO's and Lead Agency Operations that an Operations Manatee would run the Children Seen/Not Seen report weekly for all three counties. The report is sent out and a response is required by the appropriate CMO regarding the plan to see the children within the thirty days as required by Statute/CFOP. This oversight by the Operations Managers will assist with ensuring a home visit is completed every thirty days and the performance report will show improvement with the kids seen.

Safe Case Closure

Due to the number of children returning to care or cases reopening after closure a Quality Assurance Contract Specialist began reviewing cases staffed on the schedule for reunification or closure. The QA Contract Specialist becomes involved in the cases staffed for reunification by reviewing the case completing a shortened version of the reunification check list. The QA Contract Specialist after completing the review sends the completed form and an email with recommendations of follow needed for reunification to the Case Manager, Case Manager Supervisor and the Operations Manager assigned to staff the case. Depending on the required documents or follow needed the QA Contracts Specialist will attend the staffing in person. The QA Contract Specialist prior to closure will review the case again to ensure the case is ready for safe closure. If the case is not reflecting any concerns or missing any critical documents then the QA Contracts Specialist does not need to attend the staffing and will send an email to Case Manager, Case Manager Supervisor, and Operations Manager assigned to staff for closure stating no issues noted. If there are follow ups not completed or documents or gaps in documentation then the QA Contracts Specialists will send out the email with the concerns to the Case Manager, Case Manager Supervisor and the Operations Manager who are assigned to staff the case as well as attend the staffing. The QA Contracts Manager completes this process for all three counties.

Dental

During the 2017-2018 fiscal year performance of dental compliance was not met. Due to the low percentage a Quality Management Specialist position was refocused to manage the dental reports and work with the CMO's on reaching compliance. The QA Specialist runs the dental report the beginning of each month and sends the report to each CMO to respond on why a dental was not met. The QA Specialist meets with the identified Point of Contact by each CMO to discuss dental reports and discuss barriers of completing the dental on time. Outcomes are shared monthly at each CMO CQIC. The QA Specialist has been working with the WATCH nurse program to ensure dental was completed and entered into FSFN. The Sarasota YMCA has seen an increase in dental and will continue this process to ensure meeting the standard and then maintaining compliance.

Data Entry

Since the timeliness of data entry of change of placement/living arrangements were noted in file reviews as not timely, the Sarasota YMCA developed a process to ensure changes are made and made timely. The Quality Management Contract Specialist reviews the daily placement change report tracked by the Out of Home Department/Placement. This report includes licensed out of home placements and relative/non relative changes. The QA Contract Specialist enters into the FSFN case and looks through the placements. If the placement is not correct the QA Contract Specialist sends an email to Case Manager, Case Manager Supervisor, and the Program Director of the placement needing to be updated in FSFN. The QA Contract Specialist will work along with the Data Entry Specialist to ensure placement is updated within 48 hours. The QA Contract Specialist tracks the changes and reports out on the timeliness of entries during CQIC. Barriers/Challenges are discussed during CQIC.

ReAbuse/ReEntry

The Sarasota YMCA/ Safe Children Coalition was above state average for children who reentered care due to re-abuse. The report reflected a large sibling group who remained on the list for the 2017-2018 fiscal year. Due to the increase in number and not meeting the state wide performance measure the QA Contract Specialist is responsible for running the report monthly and looking at the reason the case was on the re-abuse/reentry. A report is generated to reflect and track reasons the case came back to care and shared at the CQIC. This information is also shared at least quarterly during a partnership meeting with DCF. If the case meets the requirements for a Rapid Safety Feedback review the case is reviewed by a QA Specialist and a RSF tool is completed in the RSF portal. This case is also added to the sample list.

Prepared by:

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