



*SERVING CHILDREN IN
INDIAN RIVER, MARTIN, OKEECHOBEE, AND
ST. LUCIE COUNTIES*

*QUALITY MANAGEMENT/ PERFORMANCE AND QUALITY
IMPROVEMENT PLAN*

FY 2020 – 2021

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I. Introduction

Communities Connected for Kids (CCKids) is the Lead Community Based Care Agency serving children and families in Indian River, Martin, Okeechobee, and St. Lucie Counties (Circuit 19). Communities Connected for Kids serves as a system administrator ensuring the oversight of the system of care and accountability for improved outcomes for the children and families served. In addition to providing case management (St. Lucie County) and Independent Living Services, Communities Connected for Kids contracts with Children's Home Society to provide case management services in Indian River, Martin and Okeechobee Counties and adoption related services in all four counties.

Philosophy (Mission, Vision and Guiding Principles)

Communities Connected for Kids is committed to results-oriented performance and will strive to continue to develop an effective system of care that focuses on strong community-based partnerships. As established by the staff and Board of Directors, Communities Connected for Kids mission, vision, and core value statements reflect an approach that is focused on excellence in service delivery, collaboration in system design, and accountability in meeting performance targets.

II. Mission Statement

The mission of Communities Connected for Kids is *“to enhance the safety, permanency, and well-being for all children in Okeechobee and the Treasure Coast through a community network of family support services”*. Our agency endeavors to support stabilization of families, restore families when safety concerns necessitate a removal, support caring relatives, connect children with loving homes, and prepare adolescents for adulthood. This mission is driven by our vision of ensuring that each child has the opportunity to succeed and our belief that all children have the right to grow up safe, healthy, and fulfilled in families that love and nurture them.

Communities Connected for Kids is committed to improving the quality of services administered through the child welfare system. The guiding principle of Communities Connected for Kids is to develop a system of care that is family-centered, community-based, integrated, outcome oriented, culturally competent, timely, and accountable for results.

Vision Statement

Communities Connected for Kids vision is *“to eliminate abuse, neglect and abandonment in Okeechobee and the Treasure Coast so all children can grow to their full potential”*. We believe that consistent quality outcomes for Indian River, Martin, Okeechobee, and St. Lucie Counties children can only be achieved through the implementation of a practice framework strongly aligned and faithfully pursued at all levels of our system. The overarching concept behind this framework is that government and the Child Protection System should be a resource for families not a substitute for them. Communities Connected for Kids recognizes that strong capable children come from capable families and as such, this framework will ground all child welfare professionals and those from other disciplines who support their efforts in a clear set of goals and practice standards directed to that end.

The goals of our Child Welfare System are to:

- Protect children from abuse and neglect.
- Enable children to live with their families.
- Achieve timely permanency in the child's life.
- Assist children in becoming stable successful adults through success in education and job training.

III. Guiding Principles

Based on this vision, Communities Connected for Kids has developed a Child Welfare Practice Framework that embraces the following principles:

- Ensure children remain in the home of their families whenever possible. Exceptions will only be made where the provision of services to include intensive in-home services will not protect them from further harm.
- Children and their families along with their natural support systems will participate in service/case planning. The services offered will be both comprehensive and unique to the child and family and based on their unique strengths and needs.
- Services are provided in a family driven, youth guided, culturally and linguistically responsive, and integrated manner.
- Children and their families will be encouraged and supported in the execution of their service plan.
- If removed, children will be placed in their community, with their siblings and in the least restrictive setting that meets their needs.
- Every effort will be made to eliminate placement disruptions by providing timely supports to foster parents, relatives and other caregivers in the system. This responsibility falls to all participants in the system; community based lead agencies, child placing agencies that operate foster homes, and residential providers.
- Foster parents, relatives/non-relatives and residential providers shall be involved in service/case planning for children and their families and will actively participate in the delivery of those services.
- Children will maintain regular visitation/contact with their families and their siblings. Foster parents, relatives and residential providers will be active participants in this process.
- Children removed from their families shall be integrated to the maximum extent possible into normalized educational, leisure and work activities. All caregivers, foster parents, relatives/non-relatives and residential providers shall be an active participant in providing these opportunities for children.

- Any behavior modification program employed in the treatment or management of a child's behavior shall be individualized and meet generally accepted professional standards including that:
 - The program relies primarily on rewards instead of punishment;
 - The program shall be based on a careful assessment of the antecedents of the behavior that the program is designed to change; and
 - The program shall be consistently implemented throughout the day, including in school, residential and leisure activity settings.
- Children who “age out” of the system shall be provided:
 - Adequate opportunities to prepare to leave foster care that will include assistance to promote educational success, work experience and opportunities to engage in basic life skills activities. Caregivers, foster parents, relatives and residential providers will be an active participant in these efforts.
 - Transition plans that support the child's objectives whether it is continuing education or employment.
 - All personal health and other service records they will require in managing their affairs.
 - A smooth transition to adult mental health and/or developmental disability services where they are required.
 - Extended Foster Care is available for those youth wishing to remain in care.

Additional principles include:

- Communities Connected for Kids will operate a service delivery system that will achieve excellence in providing quality services that assure the safety, well-being, and life permanency of children and the stability of families.
- Communities Connected for Kids will foster community investment in the lives of children and families by not only participating in, but also being a catalyst of, community partnerships in improving the lives of local children.
- Communities Connected for Kids will be a premier employer by demonstrating that staff are valued, fairly compensated, and given abundant opportunity for personal and professional development.

Values

1. *We are accountable to the children and families we serve and to the communities in which we live.*
2. *Ensure services provided are:*
 - a) *Individualized, based on the strengths and needs of the families we serve.*
 - b) *Respectful and culturally sensitive*
 - c) *Effective and accountable*

- d) *Evidenced-based and data driven*
- e) *Permanency driven*
- 3. *Ensure fiscal and human resources are managed and maximized.*

Goals

The QM plan supports the following organizational goals:

- Define and support the implementation of the quality management process consistent with Communities Connected for Kids mission, goals, and strategic plan
- Integrate quality management processes throughout all agencies, departments, and programs to include continuous monitoring of quality and engage relevant stakeholders
- Identify, assess, and communicate preferred practices; provide expertise for implementation
- Create a culture of collaboration, continuous learning, and recognition to include internal and external stakeholders
- Provide feedback and information to support continuous improvement efforts throughout all divisions, departments, and programs

IV. Quality Management Concepts and Definitions

Quality Assurance (QA): an “externally” driven system that validates internal practices and uses sound principles of evaluation to ensure that data is collected accurately, analyzed appropriately, reported, and acted upon. The QA function looks at the entire system. Products of the QA function include reports that validate data at the unit and service center level that evaluate the impact of practice on in-process and end-process measurements, and provide recommendations for actions.

Quality Improvement (QI): is an “internally” driven process that is conducted and initiated by the staff actually providing or supervising the service. QI provides opportunities for all staff to use data and make improvements in their daily work environment. QI is an ongoing process that is dynamic and occurs as a result of action planning that is designed to result in program improvement.

Continuous Quality Improvement (CQI): is the progression toward desired improvements in process, products or outcomes through incremental steps, with periodic review and readjustment of objectives.

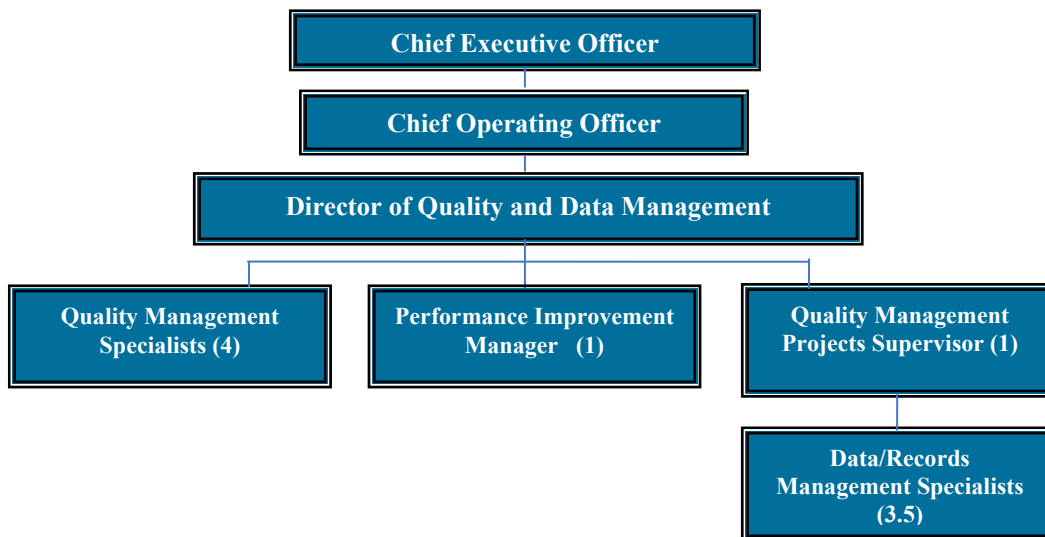
Quality Management (QM): is the systematic integrated review of Quality Assurance and Improvement activities.

Quality Management Plan (QMP): Communities Connected for Kids Annual Quality Management (QM) Plan supports the guidelines of the “*Windows into Practice - Guidelines for Quality Assurance and Continually Quality Improvement FY 2020-21 manual*” *The Quality Management Plan will be due to the Department of Children and Families no later than August 31st of each fiscal year.*

V. Communities Connected for Kids Quality and Data Management Structure/Resources/Turnover

Communities Connected for Kids Quality and Data Management Department works diligently to effectively implement, evaluate, and maintain all quality assurance/quality improvement activities contained within the plan.

The Quality and Data Management Department structure consists of three components: Quality Management, Data Management and Performance Improvement. The Department is managed and staff guided by the Director of Quality Management. The Quality Management Team consists of (4) Quality Management Specialists and (1) Performance Improvement Manager and (1) Quality Management Projects Supervisor. The Quality Management Team is responsible for scheduling, completing and evaluating all quality assurance and improvement activities. These activities include case file reviews, incident reporting, tracking and follow-up, complaint and grievance tracking, customer satisfaction surveys, missing children, human trafficking, interstate compact on the placement of children, out-of-county services, exit interview compliance, foster care referrals for group care and sub-contract monitoring. Additional activities performed by the quality management department are noted throughout this plan.



Quality Management Department Organizational Structure

The Director of Quality and Data Management is responsible for the quality management activities of the agency, supervision of the quality management personnel, review of quality assurance/improvement reports prior to submission and serving as the quality management contact for the agency. The Director of Quality and Data Management will collaborate with the Southeast Region Quality Assurance Manager and the Department Contract Manager on Quality Management activities. In addition the Director will ensure all subcontractor providers under a contract with Communities Connected for Kids submit a copy of their QI/QA Plan to Communities Connected for Kids on an annual basis.

Quality Management Department is responsible for data collection, analysis and distribution, case practice reviews, ad hoc reviews, supportive activities outlined in the state's performance improvement plan, working with the various supervisors within the agency through the initiation of quality improvement teams, and numerous other internally-directed assurance activities. All Quality Management Specialists must complete the required DCF Peer Reviewer training.

The Data/Records Management Team consists of three (3.5) Data/Records Management Specialists. (DMS) The Data/Records Management Team is responsible for maintaining current file room practices including imaging and indexing case file documents into the electronic case file. The DMS's are responsible for data entry into both state-developed and locally-developed information systems utilized by the agency (e.g., FSN, Communities Connected for Kids internal systems). In addition, the DMS's are responsible for data collection and system input, preparation for external reviews, day-forward scanning and maintenance of the Data rooms located in each Service Center.

Resources utilized to support quality assurance activities and track and report on strategic objectives include the following:

- **Ongoing Internal Communication** – a high level of communication is maintained within each area of the agency. Methods utilized include email, interoffice memo, and

formal meetings. Information and data is shared and service delivery is monitored on a daily, weekly, monthly and/or quarterly basis.

- **Data Reports** – Data reports are gathered from a variety of sources and combined to form a single report that is electronically shared with the agency management, staff and/or providers. Various reports are disseminated on a daily, weekly, monthly and quarterly basis. The primary source of data is FSFN.
- **FSFN** – Florida Safe Families Network (FSFN) is utilized as the official system of record for all case management activities and other applicable information. The data and functionality contained within the system provide reports as well as determine compliance with multiple outcome measures and internally set benchmarks. This system also serves as an information source during case practice reviews.
- **Florida CQI Reviews**– Communities Connected for Kids utilizes a standardized tool to review and evaluate case practice. This tool combine a multitude of requirements that meet the required core elements as prescribed by the Department of Children and Families Windows into Practice.
- **Rapid Safety Feedback Case Reviews** – Focuses on open in-home services of children 0-4 years of age.
- **Various process checklists** – In developing the System of Care, numerous processes have been implemented to drive service delivery and accuracy. These checklists range from Case Transfer Staffing components and Home Study document requirements to Supervisory Reviews. They are intended to serve as a teaching and compliance aid for Case Managers, Supervisors and Program Directors.
- **Supervisory Reviews/Consultations** - Intended to serve as a teaching and compliance aid for Case Managers, Supervisors and Program Directors.
- **Document/Process Tracking Systems** – In focusing on compliance, numerous documents and process tracking systems have been implemented to ensure completion, receipt and appropriateness of process execution. These systems range from case transfer packet content and system of care activities (first 30 days) to supervisory reviews and child exit interviews.
- **Reliability and Integrity of Data Assurance** – Through internal and external monitoring of reports, various Quality Assurance activities and ongoing case supervision, the reliability and integrity of data is maintained.
- **Employee Turnover/Retention** – Monthly data reports are sent from Human Resources to the CBC leadership with listings of new hires, terminated and present employee information. Staff turnover information is discussed during weekly Senior Management meetings. Staff turnover is monitored by all departments and levels of leadership. Staff turnover data is posted monthly on CCKids intranet site. Annual employee surveys are distributed and feedback summaries are provided to leadership to assist with making needed improvements.

All of these components work collectively to drive service delivery, ensure compliance, communicate with management, the Board, interested stakeholders and serve as teaching aids.

VI. Quality Assurance: Four (4) Principle Outcomes

Communities Connected for Kids structures the core basis of our Performance and System Improvement Plan to encompass four (4) principle outcome categories:

- 1. Contract Performance Measures**
- 2. Internal Strategic Quality Goals**
- 3. Case Practice Reviews**
- 4. Fiscal Management/Revenue Maximization**

Various Quality Assurance Activities that support one or more of the categories listed above are conducted on a regular basis.

Principle Outcome Category 1 – Contract Performance Measures

Communities Connected for Kids has developed a data packet designed to drive production, ensure accountability and provide constant, on-going data information to all case management agencies within Circuit 19 system of care. The Florida Safe Families Network (FSFN) is the primary data source that will be used to develop the daily/weekly/monthly data packet. Other data (obtained from hardcopy file reviews) will be incorporated into the data packet on an as needed basis. Communities Connected for Kids goal is to place performance issues as a priority in our day-to-day operations and use them as a benchmark to gauge the success of our activities in meeting our contract measures and the service needs of our families.

Measure Description		Standard	Frequency of Measurement
1	Rate of abuse or neglect per day while in foster care.	8.50 or less	Rolling twelve (12) month period ending three (3) months prior to the end of the report quarter.
2	Number of children with finalized adoptions between July 1, 2019 and June 30, 2020.	131	Quarterly: Performance through the end of the month prior to the report month.
3	Percentage of children under supervision who are seen every thirty (30) days.	≥99.5%	Quarterly: Twelve (12) month period immediately prior to the report quarter.

4	Children exiting foster care to a permanent home within twelve (12) months of entering care.	$\geq 40.5\%$	Quarterly: For the (12) month period ending 12 months prior to report quarter.
5	Children who do not re-enter foster care within twelve (12) months of moving to a permanent home.	$\geq 91.7\%$	Quarterly: For the (12) month period ending 24 months prior to report quarter.
6	Children's placement moves per 1,000 days in foster care.	4.12 or less	Quarterly: Rolling twelve (12) month period ending as of the end of the month prior to the report month.
7	Percent of children in out-of-home care who have received medical services in the last twelve (12) months.	$\geq 95.0\%$	Quarterly: As of the last day of the month ending prior to the report quarter.
8	Percent of children in out-of-home care who received dental services within the last seven (7) months.	$\geq 95.0\%$	Quarterly: As of the last day of the month ending prior to the report quarter.
9	Percent of young adults in foster care at age 18 who have completed or are enrolled in secondary education.	80%	Quarterly: Rolling twelve (12) month period through the end of the month prior to the report quarter.

Each of the contract performance measures are tracked daily, weekly, monthly and/or quarterly to ensure compliance.

1. Permanency Tracking
2. Data Reports
3. Supervisory Reviews
4. Incident Report Analysis
5. Case Practice Reviews
6. Senior Management Team Meetings
7. FSFN Validation
8. Communication
9. CMA Peer Review
10. Monitoring of Subcontracted Providers
11. Missing Children

Principle Outcome Category 2 – Internal Strategic Quality Goals

The Board and stakeholders are updated monthly through Board and Alliance Reports on all Communities Connected for Kids strategic objective performance goals. Data is received and tracked through internal data reporting systems such as uReport, uInterview, uRefer, and numerous additional automated daily data reports. Externally, data is received through FSFN.

Specific Quality Assurance activities directly related to this category include the following:

1. Case Transfer Task Tracking
2. System of Care Monitoring
3. Permanency Tracking
4. Data Reports
5. Supervisory Reviews
6. Case Practice Reviews
7. Senior Management Team Meetings
8. FSFN Validation
9. Communication
10. CMA Peer Review
11. Monitoring of Subcontracted Providers

These activities are described in detail in Section VIII – Quality Assurance Activities.

Principle Outcome Category 3 – Case Practice Reviews

Per the Windows into Practice, Florida CQI reviews allow “Community-based care agencies (CBCs) conduct on-going case reviews of cases to determine the quality of child welfare practice related to safety, permanency, and child and family well-being. These reviews include reading case files of children served under the title IV-B and IV-E plans and, in a designated sample, conducting case specific interviews with case participants. Case reviews provide an understanding of what is “behind” the safety, permanency and well-being numbers in terms of day-to-day practice in the field and how that practice is affecting child and family functioning and outcomes.” Rapid Safety Feedback reviews are targeted reviews and designed to flag risk factors that impact a child’s safety.

The review Findings apply to both in-home and out-of-home cases. Data collected utilizing these standards provides local administrations a “window into practice” in real-time, and helps focus quality improvement efforts at the local and state level. All CBC Quality Management staff are trained to participate in the case file reviews. Communities Connected for Kids will track, analyze and report findings quarterly and as needed to the Region by utilizing the Department of Children and Families web-based tool. The consultations assist in providing the case management units with data and information relating to the quality of case practice.

Quality Assurance case file review dates are listed on the Florida Center for Child Welfare web-site calendar.

Specific Quality Assurance activities directly related to this category include the following:

1. Case Transfer Staffing Task Compliance
2. System of Care Monitoring
3. Permanency Tracking
4. Data Reports
5. Supervisory Reviews
6. Case Practice Reviews
7. Senior Management Team Meetings
8. FSFN Validation
9. CMA Peer Reviews
10. Communication
11. Supervisory Case Consultations

Detailed process explanation of the case practice review is provided in Section VII – Quality Assurance Activities.

Principle Outcome Category 4 – Fiscal Management/Revenue Maximization

The Fiscal Management/Revenue Maximization category addresses internal tracking and monitoring regarding Title IV-E, Title IV-E Adoption Subsidy and TANF and validation of the data is FSFN.

The Federal Funding/Revenue Maximization Department consists of one (1) Director of Finance who is supervised by the Chief Financial Officer. The Director of Finance has supervision of one (1) Eligibility Supervisor and she has direct supervision over six (6) Eligibility Specialists who are assigned all duties associated with determining eligibility for federal funding. Responsibilities are assigned by case rotation and consist of all out-of-home-care clients.

To ensure ongoing training and technical assistance activities comply with changing federal requirements, Director of Finance participates in monthly Revenue Maximization statewide conference calls, facilitated by DCF Southeast Office. Information obtained is disseminated to the Eligibility Specialists in written and verbal form along with supporting documentation, if applicable.

All Region trainings are attended by the Director of Finance and Eligibility Supervisor. All information is disseminated to the Eligibility Specialists in written form along with supporting documentation, if applicable.

The Region Maximization Specialists provide technical assistance upon request.

Specific Quality Assurance activities directly related to this category include the following:

1. Data Reports
2. Subcontractor Performance Reports
3. Senior Management Team Meetings
4. FSFN Validation
5. Communication
6. Monitoring of Subcontracted Providers
7. Federal Funding Compliance Reports
8. Random Validation of Federal Funding Eligibility

These activities are described in detail in Section VIII – Quality Assurance Activities.

VII. Ongoing Tracking and Reporting of Quality Assurance/Improvement Activities

Communities Connected for Kids conducts a large number of quality assurance activities on a daily, monthly, quarterly and annual basis. The information gained from these activities are collected via various tools and methods and is used to determine compliance and drive service delivery. The resulting reports are shared with Communities Connected for Kids management on a weekly/monthly/quarterly basis and with the department monthly. Data and reports are submitted to respective stakeholders no later than ten (10) days following the reporting month, unless an alternative timeline has been formally negotiated.

The Quality Assurance component begins with continual review of the day-to-day operational data, and numerous quality assurance activities (outlined at the conclusion of this section). Quality Assurance is the ongoing review of data to ensure that required contract outcome measures and internal benchmarks are met. If an area is determined to be deficient or non-compliant, the Quality Management Department assumes the lead role in seeking the appropriate method to address the issue. Methods include, but are not limited to; in-depth reviews of the data to ensure accuracy, development of quality performance improvement teams, specific studies to determine root cause, identification of training needs, and general process evaluation. Through the implementation of one or more methods, assignments are made dependent upon the area of the company that is directly affected. For example, if the agency is not meeting the target for completion of home visits, the Quality Management Department will work with the case management agencies to research barriers, review FSFN entries to determine accuracy, develop a quality improvement team to work to determine root cause(s), develop solutions, conduct unit comparisons, identify training needs and/or evaluate the process by which home visits are completed or entered into FSFN. If a critical life, health, or safety threat to a child is identified during any quality assurance review, notifications will be made to the appropriate authority. Quality Management will follow up on all situations that fall into this category. The Quality Management Department will notify the specific Case Management Agency (CMA) Executive Director and/or County Directors, Program Directors, and Unit Supervisors. Also notification will be made to Communities Connected for Kids CEO and COO of all situations that fall into the category of critical life, health, or safety threats to a child identified during a quality assurance review. The CMA will have 48 hours to respond to the Communities Connected for Kids Quality Management Department with the action steps taken to correct the situation. Technical assistance and training will be arranged for each respective CMA, based on the deficiencies noted in review. Training activities will be coordinated in a collaborative effort between the Communities Connected for Kids QM Department and Communities Connected for Kids Training Program.

The Quality Management Department is the originating source of the method of action. Once the method is decided, the Quality Improvement Team is developed based on the area of concentration within the agency and includes all levels of staff associated with the issue. In the instance of the requirements surrounding home visits, the Quality Management Department works with the Program Directors, Case Management Supervisors, Case Managers, CBC Trainers and unit support staff to gather data. Once the cause for non-compliance or poor performance is identified, the Quality Management Department, in conjunction with associated

staff, determines what method should be formulated to address the issue. After completion of the quality improvement process, the Quality Management Department supports performance through standardized quality assurance activities or special ad hoc studies to determine increased compliance and success.

Performance and Continuous Quality Improvement/Quality Assurance processes for FY 2020-21 that encourage and support activities that drive system improvements and help guide our efforts of Quality Assurance and Quality Improvement.

1. **Activity: Case Transfer Staffing - CPI/CBC Working Relationship – Ongoing Activity**
Frequency: Weekly

Process/Methodology: This activity is designed to ensure that all cases being transferred provide or contain the documents and information necessary for the supervisor and case manager to effectively begin working with the family. The goal is to ensure that all activities and documents that should accompany the case transfer process/file are completed in order for the case manager to have the information necessary to effectively initiate contact and services for the family. This process is led by Communities Connected for Kids Intake and Operations Coordinators.

Case Transfer documents are tracked by the Intake and Operations Coordinators to ensure compliance with documents and FSN data entry as outlined in the *Memorandum of Agreement with Child Protective Investigations (CPI) and Children's Legal Services (CLS)*. The Intake and Operations Coordinator plays an integral role in the transfer of case information. FSN is reviewed to ensure compliance with case creation. Entries are posted in FSN that outline the initial case transfer compliance and any follow up activities that must occur. In the event that required documents are not received, the Intake and Operations Coordinator (IOC) works closely with the CPI to secure and review all documents for assessments before transfer. *Communities Connected for Kids works in partnership with the CPI's on the transfer of cases. Closely collaborating with the Department of Children and families CPI's. This relationship is crucial in assuring all needed information is available at transfer. Circuit 19 has a strong working relationship between CLS, CPI's, CCKids administrative staff and Case Management in all four counties.*

Data Tools: Excel, FSN

2. **Activity: System of Care Monitoring - Ongoing Activity**
Frequency: Weekly

Process/Methodology: This activity is designed to engage the family in services at the earliest possible time.

Communities Connected for Kids has identified specific activities that need to be completed within the first 30 days of care. These activities will include immediately engaging the family at the earliest possible time, and ensuring timely completion of the case plan. This information is shared with the CMA Program Directors on a monthly basis.

Data Tools: Excel, FSN, ad hoc reports from FSN repository data

3. **Activity: Permanency Tracking - Ongoing Activity**

Frequency: Monthly

Process/Methodology: This activity is designed to evaluate the status of case activities toward achieving permanency. The goal is to systematically track the cases by length of time in care and focus on reunification/permanency while providing the specific case information to the CMA program directors.

This process reviews the cases at specific intervals (3, 5, 9, 11 months) through the life of the case in order to ensure achievement of permanency within required timeframes. This information is shared with the Senior Management Team and the CMA Program Directors on a monthly basis.

Data Tools: Excel, FSFN, ad hoc reports from FSFN repository data

4. **Activity: Data Reports - Ongoing Activity**

Frequency: Daily, Weekly, Monthly, Quarterly, Semi-Annually, and Annually

Process/Methodology: This activity is designed to provide constant, ongoing data to all departments within the agency for the purpose of driving service delivery. The goal is to place these issues as a priority in our day-to-day operations and use them as a benchmark to gauge the success of our activities in meeting the service needs of our families.

Numerous data reports are reviewed on an ongoing basis at various intervals. The CEO, COO, Quality Management Department, Clinical Services Director, County Directors, Finance Department, and the Case Management agencies review this data. Various sources are utilized to collect the data and all are shared with the Senior Management Team and appropriate departments on a weekly basis. If data suggests that our compliance or service delivery is not satisfactory or declines, further analysis is conducted to determine causative factors. This analysis is presented to the appropriate stakeholders for discussion and development of corrective actions.

Data Tools: FSFN

5. **Activity: Incident Report Analysis - Ongoing Activity**

Frequency: Monthly

Process/Methodology: This activity is designed to analyze the incident report data and identify trends or concerns. The goal is to ensure that providers are adhering to procedure, that children remain safe and that any concerning trends are identified and addressed (both internally and externally). Incident Report analysis and trending is included and discussed monthly with the Quality Assurance Subcommittee members and at the Board of Directors meeting.

Incident reports, both internal and external, are collected by a web-based system called uReport. The Quality Management Department organizes the data and analyzes the data based on systematic criteria or categories. Trend reports are created and discussed at the monthly Quality Assurance Subcommittee meetings and quarterly CQI meetings with case management and providers to address any concerns. Copies of the summary and trend reports are also provided to the Communities Connected for Kids Contract Management Department and DCF as requested. Communities Connected for Kids

Quality Management will be responsible for entering all critical Incidents into the DCF Incident Reporting & Analysis System.

Data Tools: uReport, IRAS

6. **Activity: Subcontractor Performance Reports - Ongoing Activity**

Frequency: Quarterly

Process/Methodology: This activity is designed to maintain compliance with the various service outcome measures. The goal is to ensure all subcontractors are meeting the contracted outcome measures and that the designated services are being effectively delivered.

The subcontractor submits monthly reports to the respective contract manager within the Contract Management Department. The reports are specific to the type of contract/services provided and directly reflect progress or compliance with outcome measures. The reports are reviewed and analyzed by the Contract Manager. If the data is consistent with the reporting requirements, the report is then entered into a formal tracking system. Data is collected monthly and provided to the subcontractor quarterly. In the event that the Contract Manager identifies performance trends that need immediate attention, the Contract Manager provides technical support to providers as necessary. The Quality Management Department provides technical support to the Contract Management Department as necessary.

The individual subcontractor performance data is cumulatively compiled on a quarterly basis to determine the overall system of care performance.

Data Tools: Subcontractor reports, Excel, quarterly progress reports

7. **Activity: Federal Funding Compliance Report (Daily Log) - Ongoing Activity**

Frequency: Daily

Process/Methodology: This activity is designed to ensure that accurate placement type and eligibility data is collected and recorded accurately. The goal is to ensure 95% accuracy of all data.

Documentation consisting of information necessary to recommend eligibility determination are uploaded into FSFN's Filing Cabinet on a daily basis by the Case Managers and Protective Investigations. The information is used to complete a Title IV-E/Medicaid application to make a recommendation of presumed IV-E eligibility or Non-IV-E if child is illegal alien to Child in Care (CIC) staff in the Department of Economic Self Sufficiency. The Fiscal Specialists validate the information for payment of a child in licensed care. Discrepancies are addressed immediately.

The FSFN Eligibility Exception Report and Eligibility Types, is reviewed monthly by the Eligibility Specialist assigned to the respective case(s) who is responsible for obtaining the necessary information from the primary Case Manager or Protective Investigator and correcting inaccurate information, if necessary.

In order to maintain constant supervision of federal funding compliance, the Eligibility Specialists re-determine eligibility on all cases annually. FSFN Enhancements have

allowed the system to capture redeterminations automatically for the population with placement changes.

Data Tools: FSN, CIC packets/paperwork

8. **Activity: Random Validation of Eligibility-Federal Funding - Ongoing Activity**

Frequency: Annually

Process/Methodology: This activity is designed to assure accuracy of the revenue maximization by concentrating on eligibility criteria and documentation. The goal is to ensure 95% accuracy. The Director of Finance will document in the FSN note feature when conducting a file review. Samples of cases will be drawn from FSN identifying cases coded as eligible for **each type of funding** (IV-E Foster Care, N-E Adoption Assistance, and TANF Adoption Subsidy) at the statistically valid sample of 90/10 confidence level/interval.

A written report of the review will be prepared within 30 business days of completion of each review. A written annual report (collapse findings from the eligibility reviews) will be sent (*per the Contract*) to the Department's Contract Manager outlining areas needing correction with a summary of the findings for each case reviewed. (*Please refer to Communities Connected for Kids Annual Federal Funding Eligibility Monitoring Plan*)

Data Tools: Federal Funding Compliance Report/Daily Log and eligibility determination file review tool.

9. **Activity: CFRS Performance Improvement Plan– As requested**

Frequency: As requested

Process/Methodology: Based on the current emphasis and requirements outlined in the state Quality Improvement Plan, Communities Connected for Kids participates in all activities passed to the local Circuit/CBC level. These activities vary based upon specifically identified areas of emphasis.

Data Tools: FSN, internal data collection, internal data analysis

10. **Activity: Senior Management Team Meetings - Ongoing Activity**

Frequency: Weekly

Process/Methodology: This activity is designed to address performance and service delivery issues, ensure the dissemination of information, provide a platform for feedback, discussion, decision-making and planning, and track task completion, employee retention/turnover. The goal is to ensure consistency and cohesiveness within the system of care. The Senior Management Team meets weekly to discuss issues of performance, service delivery and situational items.

Data Tools: Excel and various reports

11. **Activity: Florida Safe Families Network Validation - Ongoing Activity**

Frequency: Continual

Process/Methodology: This activity is designed for the Department and lead agency to continually assess data accuracy and completeness of data entered into the official system

of record, Florida Safe Families Network. (FSFN) The goal is to achieve 95% accuracy of all data related to cases.

Based on numerous ad hoc reports developed from the FSFN raw data within the data warehouse, as well as standard reports from within FSFN, information is updated to maintain compliance and/or provide insight to areas of concern.

For areas that cannot be tracked via the system or the raw data, the supervisory review, case practice review and various ad hoc reviews will target areas validated through activities associated with each.

Data Tools: FSFN and ad hoc internal review tools

12. **Activity: Exit Interviews - Ongoing Activity**

Frequency: Continual

Process/Methodology: This activity is designed to meet regulatory requirements and gain feedback from children regarding each placement they experience. The goal is to ensure quality foster homes for children. Communities Connected for Kids web-based system for capturing Exit interviews is called uInterview. This system alerts the Case Manager that an exit interview must be completed for any child that exits a placement that lasted 30 days or more in duration. The interview form is submitted via the uInterview web-based system to Communities Connected for Kids for review and data collection. Based on the data, quality improvement activities may be initiated. Data is disseminated to the CMAs, Program Services, Placement, Licensing Provider, Foster Care Coordinator, and Quality Management Department for feedback and review.

Data Tools: uInterview

13. **Activity: Communication - Ongoing Activity**

Frequency: Continual

Process/Methodology: This activity is designed to ensure every Communities Connected for Kids staff member and stakeholder receives accurate and up to date information in order to drive service delivery and continually enhance the quality of our system of care. The goal is to create a culture of information sharing, ensure accuracy of information and establish a common sense of service delivery.

Communication is provided through three (3) methods; verbal, written and electronic. All communications are based on data obtained from a variety of sources, with FSFN being the primary data source.

Data Tools: Interagency memo, email, conferences, telephone calls, video teleconferencing, and Development Department Newsletters on the internet/intranet.

14. **Activity: Contract Oversight/Corrective Action Plan – Ongoing Activity**

Frequency – Ongoing

Process/Methodology – The Corrective Action Plan was created to improve outcomes as related to our annual performance measures. The improvement initiatives are developed to improve the performance measures. The plan lists all of the local improvement initiatives including goals and benchmarks. The Plan is monitored monthly with quarterly

updates and submitted to the DCF contract manager. Ongoing status reports on performance improvement initiatives will be communicated to management through agenda items in weekly Senior Management meetings. This information will be captured and communicated to the board and interested stakeholders through monthly board and alliance meeting minutes. A Performance Measure Workgroup meets monthly to address root causes and improvement initiatives.

Data Tools: Internal and external systems, FSFN

15. **Activity: Annual CBC Reporting**

Frequency: Annually

Process/Methodology: Per the Memorandum of Agreement and/or CBC Contract Communities Connected for Kids will compile agency reports, program data and submit summary reports to the Department of Children and Families, Office of Child Welfare, Family and Community Services.

Data Tools: DCF reporting format

16. **Activity: Subcontractor Monitoring Process – Ongoing Activity**

Frequency: Annually

Process/Methodology: This activity is designed to give the Communities Connected for Kids Quality Management Department “real-time” data in order to provide effective monitoring of contracts. Real time data produces accurate and timely information. Providers receive immediate insight regarding contract performance and compliance and have the opportunity to immediately work with the funder on correcting any issues prior to them escalating.

Communities Connected for Kids Quality Management Department continually assesses the contract monitoring process and will manage the changes made to the process as they develop.

Data Tools: Contract Monitoring Tools, Communities Connected for Kids Client Services Monitoring Manual

17. **Activity: Supervisory Reviews/Case Consultations/Supervisory Discussions – Ongoing Activity**

Frequency: Monthly/quarterly

Process/Methodology: This activity is designed to structure and increase attention to this mandated review process, and obtains information focused on how practice is supporting the outcomes of safety, permanency, and well-being for children. The goal is to review randomly selected cases and provide direction to ensure thorough case documentation and timely achievement of permanency.

Data Information can be made available at the circuit and regional level through FSFN and Quality Management’s Case File Review Tool. The Quality Management Department will be monitoring the system and data reports for compliance and quality indicators. Quality Management will meet with the Case Management Program Directors and Supervisors to review data related to supervisory discussions. The analysis of the data will be presented in our monthly Continuous Quality Improvement (CQI) meetings.

Data Tools: FSN, RSF tool.

18. **Activity: Florida CQI Reviews/Rapid Safety Feedback Reviews – Ongoing Activity**

Frequency: Monthly/Quarterly

Process/Methodology: This activity is designed to focus CMA attention on the quality of their casework and document all pertinent information for Quality Assurance reviews. Quarterly, Communities Connected for Kids will conduct a case file review of service process compliance and quality. Cases will include both In-Home services cases (non-judicial and judicial) and Out-of-Home services cases. During each six-month period, Communities Connected for Kids will complete twenty (20) cases using the Rapid Safety Feedback tool and twenty one (21) cases will be reviewed using the FL CQI tool with (1) of those cases being in-depth case review.

Every six (6) months Communities Connected for Kids will complete three (3) CFSR case reviews selected randomly by the department that will include QA staff, initial approval staff and secondary Oversight staff from DCF. This case will be reviewed with our Department of Children and Families review partner and will include case participants interviews. All data will be entered into the Child and Family Services Youth and Families Children's Bureau's Onsite Review Instrument. (OSRI)

The Quality Management Department provides case consultations to promote the professional growth and critical thinking of the case management workforce. Supervisory Consultation are assessed across all case types for comparative outcomes and act as a foundation for all review types. Specific areas of discussion during case consultations will be the process of safe case closure and supervisory case consultations.

Data Tools: FL CQI Review tool, DCF Qualtrics Portal, Child and Family Services Review Tool, Onsite Monitoring System

19. **Activity: Florida CQI Portal Entry – Ongoing Activity**

Frequency: Quarterly

Communities Connected for Kids will submit data to the Department, in accordance with the provisions outlined in the contract ZJK85. Communities Connected for Kids will Input all applicable quarterly Case Review data into the CFSR Onsite Review Instrument at: <http://apps1.dcf.state.fl.us/WebSecurity/login.aspx> and the CFSR web portal site no later than October 5th, January 5th, April 5th, and July 5th for the preceding quarter.

Communities Connected for Kids will submit the annual “**Community Based Care Quality Assurance Analysis Report**” as directed by Exhibit B which is incorporated herein by reference and is maintained on the Department's website at: <http://www.dcf.state.fl.us/cbc/>.

Data Tool: CFSR On-Site Review Instrument, Federal Online Monitoring System (OMS)

20. **Activity: Accreditation by Council on Accreditation (COA)**

Communities Connected for Kids understands the importance and efforts needed in obtaining and continuing the national accreditation as an additional quality assurance measure. Communities Connected for Kids was COA re-accredited in October 2019.

21. Activity: **Missing Children – Ongoing Activity**

Frequency: Daily

Methodology/Process: The Quality Management Department will work in conjunction with the CMAs and the Regional Missing Children designee once a child is determined to be missing, while they are missing and when located.

Data Tool: Efforts to Locate Log

22. Activity: **Ad Hoc and High Risk Case Reviews – Ongoing Activity**

Frequency: Ongoing

Process/Methodology: The Quality Management Department completes numerous ad hoc and high risk case reviews. This category of special reviews allows for the Quality Management Team to utilize the “windows into practice” approach by analyzing the information for continual quality improvement. Ad hoc and high risk Case Reviews are identified through data captured from Exit Interviews, Incident Reports, Senior Management, Complaints, Ongoing Record Reviews and Psychotropic Medication Reviews.

Data Tool: Case Record Review Tool

23. Activity: **Psychotropic Medications for Children in Foster Care – Ongoing Activity**

Frequency: Weekly, Ongoing

Communities Connected for Kids utilizes the current available electronic reporting systems for monitoring children in out-of-home care who are prescribed psychotropic medication. The Case Manager uploads the required documents into the FSFN Medical Tab to increase accessibility to CBC staff. These case documents include Medication Logs, Medical Reports, parental consents if applicable, court orders, and University of Florida Pre-Consent Reviews. The introduction of the Integrate System, as developed by *Community Based Care Integrated Health*, assists with increased availability of current information. Case Management has a designated employee position who monitors the management of psychotropic medications and FSFN entries. Communities Connected for Kids Quality Management Department may perform ad-hoc case file reviews for verification of appropriate case file documentation.

Data Tool: FSFN

24. Activity: **Waivers to Exceed General Over-Capacity and Age Differential**

Frequency: Monthly

Process/Methodology: All waivers to allow more than the total number the family foster home is licensed for, shall only be approved in writing by CEO or designee via text, email, or verbally prior to placement. All waiver requests will be reviewed at the monthly CPA Licensing meetings to plan for reducing the number of waivers. The Utilization Management Coordinator will be responsible for completing the Waiver Requests tracking log.

Data Tool: Waiver Requests Tracking Log

25. **Activity: Executive and Leadership Request for Special Reviews – *As requested***

Frequency: As requested

Process/Methodology: The Secretary or other executive member of the Department may determine at any point during the year that a statewide focus topic review will be conducted and provide guidance on the requirements. These two executive special reviews will likely require specially designed review tools and other specifically designed protocols depending on subject matter. This activity will likely require specially designed review tools and other protocols depending on subject matter.

Data Tools: DCF QA/QI assigned

26. **Activity: Special, Discretionary, Systemic Reviews planned or needed – *As requested***

Frequency: As requested

Process/Methodology: Special reviews refer to a quality assurance review outside of the routinely planned QA activities in child protective investigations and case management. A request for a special review may be made by Department headquarters, elected officials, regional directors, CBC executives, sheriffs or others in a leadership capacity. CCKids will participate in all special reviews, discretionary, and systemic reviews either planned or as needed.

Data Tools: DCF QA/QI assigned

27. **Activity: Medical, Dental and Vision Case File Reviews - *Ongoing***

Frequency: Ongoing

Process/Methodology: The Quality Management team/Performance Improvement Manager review and evaluate the process of completed Medical, Dental and Vision records and report the finding at the monthly continuous quality improvement meetings.

Data Tools: Medical, Dental, Vision Reviews, FSFN

28. **Activity: Performance Data Meetings**

Frequency: Monthly

Process/Methodology: Quality Management Department conducts monthly meetings designed to assist in improving outcomes as related to annual performance measures and the Community Based Care scorecard. The improvement initiatives are developed based on root cause analysis resulting from poor performance and/or the need for continually improving performance. The plan lists local improvement initiatives including goals and methods of measurement, tracking, and analysis of possible root causes. Ongoing status reports on performance improvement initiatives are communicated to management and the board and interested stakeholders through monthly board and alliance meeting minutes.

29. **Activity: Provider Peer Reviews**

Frequency: quarterly

Process/Methodology: As part of self-evaluation processes for continuous quality improvement, our subcontracted agencies perform peer reviews of their services and programs. Case management agencies utilize the Quality Practice Standards Tool for monitoring the quality of services in dependency case management. Other agencies

utilize service-specific review tools designed to evaluate the quality of each specific service delivered by their agency.

30. **Activity: Ad Hoc Process Improvements**

Frequency: ongoing

Process/Methodology: Because the oversight of the entire system of care is intricate and, complex, specific issues arise which require swift action to correct or improve them.

31. **Activity: Efforts to Improve Statewide Targeted Initiatives – (PIP) Ongoing Activity**

Frequency: Ongoing/Quarterly

Process/Methodology: The focus of the Performance Improvement Plan (PIP) is to improve Safety, Permanency and Well-being outcomes as related to annual performance measures and the Child and Family Services Reviews. (CFSR) Improvement initiatives are developed to improve the performance measures. The PIP was created for local and statewide improvement initiatives, system of care assessment and continuous quality improvements. Locally, the PIP will be updated quarterly with updates being submitted to the Department of Children and Families Regional office. All activities to address program improvement of the National data Indicators and the CFSR case review items deemed as areas needing improvement will be presented in the monthly performance measure meetings for review and additional areas for improvement initiatives. Ongoing status reports of performance improvement initiatives will be communicated to local management through agenda items in Senior Management meetings. Also, this improvement initiative information will be captured and communicated to the Communities Connected for Kids QA sub-committee and interested stakeholders through monthly board and alliance meetings. All Circuit 19 PIP improvement efforts are documented and sent quarterly to the Regional PIP lead for statewide notification. Quarterly, Circuit 19's CFSR data will be reviewed at the quarterly System of Care meeting that includes DCF, CBC, CLS and community providers.

Data Tools: CFSR, RSF Tools, Various Internal and External Systems, FSN

32. **Activity: Agency Monitoring of Local Systemic Factors:**

Frequency: Ongoing

Process: Communities Connected for Kids monitors the 2017-21 CFSR Systemic factors for improvements through the below processes:

Systemic Factor	Factor Summary and Improvement Efforts
Statewide Information System	Statewide Information System: Florida Safe Families Network (FSFN) is utilized as the official system of record for all case management activities and other applicable information. The data and functionality contained within the system provide reports as well as determine compliance with multiple outcome measures and internally set benchmarks. This system also serves as an information source during case practice reviews and includes the status, demographic characteristics, location, and goals for the placement of every child who is in foster care. Continued strategies will be for Communities Connected for

	<p>Kids System Administrator to continue to work closely with the Department of Children and Families Data group to assist with suggestions to system updates and needed improvements with the FSFN reporting environment.</p> <p>In 2017-18 Communities Connected for Kids implemented an improvement project by converting all client case files from the current local case file system ASK to the statewide case file system FSFN. The goal of this project is to have one client file that is accessible to all case parties and include all applicable case file information.</p> <p>2019-21 will include continual monitoring of the information system for improvements and enhancements of the FSFN system.</p>
Case Review System	<p>Written Case Plans: The data from the FL CQI/CFSR and Rapid Safety Feedback will be collected and reported on monthly during our Continuous Quality improvement meetings.</p> <p>In 2017-18 strategies for improvements on Case Plans completed jointly with the child parents, was Action 4 Protection trainings to case management. Case Plan improvement training will be followed by supervisors providing supervisory reviews and QA consultations. During 2018-21 CCKids Quality Management Specialist will monitor improvement through Rapid Safety Feedback and CFSR case file reviews. Discussions of the quality and sufficiency will continue to occur with outcome data being reported quarterly.</p>
Quality Assurance System	<p>Quality Assurance System: Continuous Quality Improvement is an ongoing process, with meetings held between providers, case management and Communities Connected for Kids (CCKids) staff. The primary purpose of this meeting is to review data from the scorecard, performance measures, and CFSR case file reviews, recognize improvement efforts, and conduct root cause analysis of system concerns. A new project was launched to address performance challenges related to permanency and length of stay. The project involves a case management department level evaluation of each child's case as they approach nine months, to identify barriers to permanency. This data is used both to identify immediate solutions to barriers where possible, and to identify and analyze systemic factors that may require engagement of community and other partners for wider solutions.</p> <p>The Quality Management Department monitors and tracks all missing children within Circuit 19. Communities Connected for Kids point of contact monitors the status of each child that is missing on a weekly basis to ensure that case management is putting every effort into locating the child. Staff is trained</p>

prior to going into the field and on an annual basis to ensure that all staff is aware of all policies and procedures related to missing children.

Communities Connected for Kids Quality Management Department tracks and monitors all incoming Interstate Compact on the Placement of Children, Out of County Service and Transfer of Jurisdiction (ICPC/OCS/TOJ) requests. Procedures are included to ensure timely completion of home studies, initiation of services and case transfers. The goal is to increase family stability and timely achievement of permanency.

Communities Connected for Kids Quality Management facilitates monthly Continuous Quality Improvement (CQI) meetings with participants from case management, the Department of Children and Families and community providers. In this meeting, the Quality Management Department discussed several topics such as record review data, in-depth case review findings, and performance measures, incident reporting, exit interviews, missing children and Interstate Compact on the Placement of Children, Out of County Service and Transfer of Jurisdiction (ICPC/OCS/TOJ). Information from additional Communities Connected for Kids Departments is also shared with participants. This information includes operations, finance, contracts, medical, dental, vision, mental health, independent living, and data management policies, procedures and updates.

Communities Connected for Kids has developed a data packet designed to drive production, ensure accountability and provide constant, ongoing data information to all case management agencies within Circuit 19's system of care. The Florida Safe Families Network (FSFN) is the primary data source used to develop the daily/weekly/monthly data packet. Other data (obtained from hard copy file reviews) will be incorporated into the data packet on an as-needed basis.

Communities Connected for Kids CBC's goal is to make performance issues a priority in our day-to-day operations and use them as a benchmark to gauge the success of our activities in meeting our contract measures and the service needs of our families.

Communities Connected for Kids has a strong working relationship with the community partners and provider agencies. The Quality Management Department works very closely with the provider agencies to increase the performance and quality of the services that are provided to children and families in our circuit.

The following are initiatives that the Quality Management Department is working on to increase the organizations

	<p>viability and sustainability:</p> <ul style="list-style-type: none"> ➤ Quality Management Monitoring Process ➤ Professional Development ➤ Child and Family Services Review (CFSR) - Inter-rater Reliability ➤ Survey Improvements ➤ Missing Children Efforts ➤ Internal Departmental Risk Monitoring ➤ Quality Round tables ➤ Leadership shadowing of CFSR reviews ➤ Checklist/guidance implementation ➤ Local/Regional Performance Improvement Plan <p>All of these components work collectively to drive service delivery, ensure compliance, communicate with management, the Board and interested stakeholders, and serve as teaching aids. Semi-annually, the QM Director will review the QA department's internal strategic strategies for completions and needed revisions.</p> <p>Communities Connected for Kids has a Quality Assurance sub-committee comprised of members of the Board of Directors and CCKids QA staff. This sub group meets monthly to review data, performance, incidents reports, current and future improvement initiatives and any other areas of risk and concern. The items from this sub-committee meeting are then reported on during the monthly Board of Directors meeting.</p>
Staff and Provider Training:	<p>Initial Staff Training:</p> <p>The protection of children requires skilled competent practitioners. Communities Connected for Kids is committed to creating and sustaining a learning organization where all staff has access to training and development opportunities, to enhance their skills. Communities Connected for Kids recognizes the education, training and development of its employees is fundamental to the success of the organization. All employees are expected to complete a minimum of fifteen training hours during the year.</p> <p>Communities Connected for Kids has developed a comprehensive orientation program to help prepare incoming staff to fulfill their role in the organization. The program has been designed to give staff a comprehensive overview of the agency and its role in the community. Materials are presented in a variety of ways, to meet individual learning styles. This includes presentations, video and e-learning. New employees complete this program during their first 90 days of employment.</p> <p>The Child Welfare Pre-Service training curriculum is delivered</p>

	<p>by Communities Connected for Kids Training Specialists. The pre-service curriculum has been approved by the Department of Children and Families. It is comprehensive and includes all essential elements relevant to the practice of child welfare. There are scheduled Labs and Field Days where the trainees have the opportunity to practice skills.</p> <p>Communities Connected for Kids provide additional “System of Care Training” that trainees complete immediately following pre-service training. All new dependency case managers complete this program before they begin working in the field. The curriculum was designed to enhance participants understanding of the local child welfare system, as well as provide an evidence based framework for practice. A range of learning media is used throughout the training to meet participant’s needs. This program continues to be enhanced to respond to changes in the local system of care.</p> <p>Quality Management participates in this process assisting with training needs assessment surveys capturing data for improvements as needed.</p>
	<p>Ongoing Staff Training:</p> <p><i>In-service Training</i> - Communities Connected for Kids is responsible for coordinating and facilitating all needed staff in-service training, either by directly providing the training or arranging an external training opportunity. Topics of interest will be determined by the results of an annual <i>Training Needs Assessment</i>. At least quarterly, guest lecturers will be invited to share their expertise with Communities Connected for Kids staff, as well as case management staff, Department of Children and Families staff, and staff employed by the community network providers. Notice of these trainings will be provided to all staff in calendar format, and require prior registration. At least one in-service training yearly will be directed at morale and staff retention issues.</p> <p><i>Cultural Diversity Training</i> - Communities Connected for Kids staff completes the following trainings Serving Our Customers Who Are Deaf or Hard of Hearing, FCB Code of Ethics and Cultural Competence training during new employee Orientation. Training regarding Interviewing and hiring within the Law is provided for supervisors every two years.</p> <p>Communities Connected for Kids provides opportunities for CCKids staff and staff from community partners the opportunity to hear national experts deliver at quarterly in-service trainings. The opportunity to learn together enhances understanding of each other’s roles and contributes to more effective working partnerships. Topics have included Internet</p>

	<p>Crimes Against Children - Keeping Children Safe On-Line, The Power of language in Cases Involving Domestic Violence, Serving Vulnerable Populations and DJJ –Roadmap to System Excellence.</p> <p>Data is collected through community attendance and surveys. This data is shared through community alliance, monthly board meetings and Communities Connected for Kids newsletters.</p> <p>Foster and Adoptive Parent Training:</p> <p>All foster and adoptive parents must successfully complete Parent Preparation Pre-service Training. Communities Connected for Kids utilizes a 21 hour Foster Families: Creating And Retaining Excellence. (CARE) This curriculum includes, but is not limited to; trauma informed care, behavior management, effective partnership, developmental stages, and attachment and transition.</p> <p>In addition, traditional foster parents are required to complete a minimum of 8 per licensing year with no more than 4 hours completed online. Therapeutic foster parents are required to complete a minimum of 6 training hours per quarter for a total of 24 hours per licensing year.</p> <p>Ongoing training is offered to Foster Parents at monthly Foster Parent meetings, quarterly Communities Connected for Kids in service trainings and Quality Parenting Initiative webinars.</p> <p>Communities Connected for Kids is engaged with the Quality Parenting Initiative (QPI). QPI is one of Florida's approaches to strengthening foster care, The major successes of the project have been in systems change and improved relationships. Sites have also reported measurable improvement in outcomes such as:</p> <ul style="list-style-type: none"> ➤ Thoughtful transition planning for placement moves ➤ Increased co-parenting ➤ Reduced use of group care; ➤ Reduced numbers of sibling separation: and ➤ More successful improvements in reunification
<p>Array of Service/Individualizing Services:</p>	<p>CCKids structure includes delivery of direct services for Independent Living. Placement services are managed through a combination of subcontracts with four community Child Placing Agencies, and direct services for group, shelter and therapeutic placements. Case management services are conducted through a combination of direct operation in St. Lucie County and subcontracted services in Martin, Indian River and Okeechobee Counties.</p> <p>Communities Connected for Kids contracts with community providers for the remaining direct services. These services</p>

	<p>include an array of prevention, intervention, diversion, case management, adoptions, foster care recruitment, and specialized assessment and treatment services and supports. An administrative services contract with</p> <p>Improvement strategies - annually, Communities Connected for Kids will review all sub-provider contracts based on their specific contract performance measures. Quality management will monitor sub-contracted services with corrective action, as needed.</p>
State Engagement and consultation with Stakeholders:	<p>Communities Connected for Kids has developed a phased approach to the implementation of the County management model, with St. Lucie, Indian River and Martin County directors established at this time. In contrast to prior community engagement approaches that emphasized centrally driven stakeholder relationships, the county model provides a focal point for Communities Connected for Kids's engagement of county level stakeholders in each of our four counties. This will allow deeper partnerships that capitalize on the unique flavor, areas of strength and priorities that exist in each county, allowing us to tailor services and capitalize on existing local resources and services to complement the community base care funded array of safety management and family support services.</p> <p>2017-18 Improvement strategies, the third County Director was hired during 2017. The County Directors report weekly to Senior Management and monthly to the Board of Directors their engagement efforts, community activities they are involved with and any other respective community activities. Suggestions are made for additional community engagement and stakeholder feedback. FY 2019-20, the fourth County Director position is currently on hold however, one county director position is responsible for both Indian River and Okeechobee counties.</p>
Foster and Adoptive Parent Licensing, Recruitment, and Retention	<p>Standards Applied Equally: Communities Connected for Kids management meets monthly with all contracted Child Placing Agencies ensure that state standards are applied. Communities Connected for Kids Quality Management department monitors all contracted residential facilities annual for qualitative and compliance standards. Annually, during contract monitoring data is collected through surveys and shared with the CPA providers.</p> <p>Diligent Recruitment of Foster and Adoptive Homes: Communities Connected for Kids contracts with four child placing agencies; who each have a distinct recruitment plan. One of our agencies focuses on recruiting in the African American community. Three of our agencies are faith based. Recruitment efforts include community outreach to churches, civic organizations, schools, and events. Efforts are inclusive of</p>

	<p>TV, radio, and social media campaigns. Young adults formerly in foster care attend community events, as well as foster parent training classes.</p> <p>Communities Connected for Kids management staff meets monthly with our CPAs to discuss targeted recruitment of specific youth.</p> <p>As part of our retention efforts, Communities Connected for Kids has a foster and adoptive mentor. This mentor is an experienced former foster and adoptive parent who is available to foster parents 24/7, to provide support and guidance. Communities Connected for Kids employees a Caregiver and Adoption Support Specialist and Supervisor, who are additional resources for foster and adoptive parents. Churches and our faith based organizations offer on-going support as well.</p> <p>The organization's adoption goal was 135 for FY 2017-18 and the organization exceeded the adoption goal by 51 children for a total of 186 adoptions, which is a direct reflection of concerted efforts made to achieve permanency goals. The 2018-19 adoption target for CCKids is 113. For the FY 2018-19 the organization exceeded that goal by 54 with a total of 167 adoptions. FY 2019-20 the organization's adoption goal was one-hundred thirty-one (131) and the organization exceeded the adoption goal by fifty-nine (59) children for a total of one-hundred and ninety (190) adoptions, which is a reflection of concerted efforts made to achieve permanency goals.</p> <p>Foster Home Recruitment- Communities Connected for Kids has expanded to four (4) child placing agencies with a focus on faith based and traditional foster homes. All four agencies have adopted a modernized curriculum, Foster Families: Creating And Retaining Excellence (CARE) which incorporates principals of Quality Parenting Initiative and research around trauma informed care. Specific initiatives related to targeted recruitment and placement identification are underway in partnership with the four agencies.</p> <p>Communities Connected for Kids is monitored annually by the Department of Children and Families Contract Oversight Unit regarding the timeliness of incoming and outgoing home study requests.</p> <p>Out of County Services requests are submitted for relative, non-relative foster placements. It is very rare that an out of circuit placement is requested for foster care except for medical and therapeutic placements.</p> <p>The Heart Gallery is utilized for adoptive placements. Communities Connected for Kids will continue with the current recruitment strategies. Communities Connected for Kids management staff meet monthly with all CPA's to discuss their</p>
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	respective bed utilization and their contract performance measures.
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Additional processes in place to review local systemic factors:

- Daily/Weekly Data Reports: CCKids has developed data packets and metric mail reports that are compiled from a variety of sources. These reports are designed to drive production, ensure accountability and provide constant, ongoing data information to all case management agencies within Circuit 19's system of care. Data reports and metric mail are shared with the agency management, staff and/or providers and are disseminated on a daily, weekly, monthly and quarterly basis. The Florida Safe Families Network (FSFN) is the primary data source used to develop these reports. Other data (obtained from hard copy file reviews) will be incorporated into the data packet on an as-needed basis. CCKids' goal is to make performance improvement a priority in our day-to-day operations and use them as a benchmark to gauge the success of our activities in meeting our contract measures and the service needs of our families.
- Monthly Quality Assurance Subcommittee meetings: CCKids has a Quality Assurance subcommittee comprised of members of the Board of Directors and CCKids Quality Management staff. This subcommittee meets on a monthly basis to review data, performance, incidents reports, current and future improvement initiatives and any other areas of risk or concern. In addition to the summary of information discussed during QA Subcommittee meetings, the full Board of Directors also receives an extensive monthly data report containing information on performance indicators, caseload, turnover, service population and operations.
- Monthly At-a-Glance Views of Performance: CCKids provides comprehensive data reports to stakeholders throughout the community. One of the more popular forms of delivery is the monthly At-a-Glance report, which is a snapshot of the agency's performance on significant indicators from one month to the next, color-coded to indicate improvement or decline, and including a calculation of the degree of movement in either direction.
- Monthly Performance Measure/CQI Meetings: CCKids holds a monthly Performance Measures meeting to review progress on scorecard and contract indicators. Following the review of performance measures, the Quality Management department presents data and trending from the RSF, FL CQI and CFSR reviews as well as any other area within the system of care that needs to be addressed. The meeting is attended by CBC leadership, case management supervisors, and directors from all four (4) counties, and provides a forum for discussion, identification of challenges, and problem-solving. It also ensures frequent contact between the case management agencies and fosters a supportive environment and a feeling of helping each other succeed.
- Quarterly Circuit 19 System of Care Meetings: Circuit 19 has a System of Care /Joint Performance Review meeting which is led by the CBC quality management department and includes participants from DCF, CCKids, Children's Legal Services

(CLS) and community providers. This group meets on a quarterly basis to review performance data and circuit trends.

33. **Activity: PIP Activities for Improvement and Monitoring National Data Indicators:**

Frequency: Ongoing

Process: Communities Connected for Kids will focus on the below key activities descriptions to address CFSR areas deemed needing improvement. Local activities along with the lead person responsible, evidence of completion, data measurement, and quarterly updates are outlined on the 2017-21 Performance Improvement Plan. *The italicized activities have either been completed or have sunset.* The remaining activities are open and being monitored with reporting occurring on quarterly.

Activities in place and/or being monitored include:

- *Improve and expand on substance abuse assessments and treatment services and working with the substance providers on safety planning and relapse,*
- *Development of in-home rapid family response safety management services to be available in all four counties,*
- *Increase wraparound services in all four counties,*
- *Enhance the development and management of safety Plans,*
- *Expand resources to support foster parents for placement stabilization,*
- *Increase supervisory documentation of early discussion of the case plan goal,*
- *Review children in group care with Child Placing Agencies to ensure best placement matches for children,*
- *Targeted recruitment initiatives to increase variety of foster homes tailored to meet needs of complex children and sibling groups; increase in STFC homes.*
- *Continue to bring children from out of circuit back in Circuit,*
- *Engage parents in their child's daily activities to document in the judicial review,*
- *Improve processes and follow up on permanency round tables,*
- *Improve timely data entry into FSFN,*
- *Training to reinforce the frequency and quality of visitation between siblings and parents,*
- *Training for case managers to improve engaging with children during home visits,*
- *Enhance, youth involvement in case planning,*
- *Thorough review of the utilization of management reports for medical and dental appointments for improvement in outcomes,*
- *Compliance with psychotropic medication,*
- *Engage the managing entity to enhance communication and record sharing of mental health services.*
- *Rapid Family Engagement - meeting within 5-7 business of shelter to immediately engage the parents and discuss conditions for return and begin case planning process*
- *CCKIDS will work to improve accurate and timely data entry of placements, particularly kinship placements.*
- *Update the current Home visit assessment form, to include specific guidance to assist Case Managers.*

Monitoring of progress on the above activities will be reported quarterly or as requested on the local Performance Improvement Plan to the Department and will include documentation when and activity has been completed.

34. **Activity: Local Improvements Initiatives Based on CFSR/RSF Results:**

Frequency: Ongoing

Process: FY's 2018-19, 2019-20 Annual Summary of Quality Assurance Review

Findings will be the road map to help identify and analyze data in the areas needing improvement in the local system of care. The CFSR Performance Improvement Plan will include areas for measurement and reporting of improvements in the following areas:

- **Safety Plan Sufficiency and Monitoring** - CCKids has identified risk and safety management as a area needing improvement. Data from RSF reviews showed a significant downward trend between fiscal years 2015-16 and 2016-17. Though there were improvements shown in the area of appropriate/sufficient safety plans in FY 2017-18, FY18-19 and FY 19-20. With regard to monitoring the safety plan, this area has seen a downward trend over the past three (3) years. FL CQI data supports the findings from the RSF reviews, though it shows an increase from fiscal years 2015-16 to 2016-17 and a decrease in FY 2017-18, FY 2018-19 and FY 19-20. **Activity:** The Quality Management department along with the Training department completed an interactive CQI activity in June 2018 that included CCKids Leadership Staff, CHS Case Management and Leadership and CCKids Case Management Supervisors on safety plan sufficiency, monitoring and documentation along with supervisory consultations. Safety Plan sufficiency and Safety Plan monitoring continue to be a topic of discussion at the monthly CQI meetings with Supervisors and CBC Leadership. The areas of Safety Plan sufficiency and actively monitored safety plans are incorporated into the revised home visit assessment form.
- **Placement with Siblings** - Despite CCKids exceeding the target on the performance measure of Sibling Groups Placed Together in OOH, FL CQI data shows this as an area needing significant improvement. A 14% increase in strength ratings was seen between FY 2015-16 and 2016-17, but there was a 20% decrease in FY 2017-18 and a 35% increase for FY 2018-19 at 92%, FY 2019-20 ended with 70%. **Activity:** CCKids restructured the CPA Provider Contracts to include a financial incentive that would remove any financial barrier to accepting siblings groups of three or more. During FY 2019-20 thirty-four (34) children benefited from this incentive. These financial incentives are granted to both the CPA and the Foster Parent to fund activities and support services. Quality Management will continue to monitor this area for continued strength and sustained improvements. Discussions continue to be held with the CPA's regarding keeping siblings together at placement.
- **Case worker visits with Children** - Data from both the RSF and FL CQI data shows that caseworker visits with children is still an area that continues to need improvement. Data from fiscal years 2015-16 and 2016-17 showed a 9% increase in rating but then fell 2% in FY 2017-18. FY 2018-19 indicates a consistent pattern rating between 43% and 50% over the four FY quarters. CFSR data for FY 2019-20 52% an increase of 2% from FY 2018-19. **Activity:** The Quality Management department is reviewing the current Home Assessment form and deciding if it is

sufficient to capture the needed visit information and if so, why it is not being utilized as intended to capture the required information. CCKids Training department held trainings with case management staff on Quality Home Assessments (CM visits) and Unified Home studies/understanding and gathering information on family systems and the importance of quality and documentation. It was decided that the home assessment form needed to be redesigned. The redesign project of the new home assessment form will address the following areas which are all areas on the PIP.

- i. *CFSR Item 2: Services to Family to Protect Child(ren) in the Home and Prevent Removal or Re-Entry Into Foster Care*
- ii. *CFSR Item 3: Risk and Safety Assessment and Management*
- iii. *CFSR Item 12: Needs and Services of Child, Parents, and Foster Parents*
- iv. *CFSR Item 13: Child and Family Involvement in Case Planning*
- v. *CFSR Item 14: Caseworker Visits with Child*
- vi. *CFSR Item 15: Caseworker Visits with Parent*

CCKids implemented a new home visit assessment form in November of 2019 to address several areas of concern from the FL CQI, PIP and RSF reviews. While there is ongoing training occurring to ensure that the home visit assessment form is completed in its entirety, quarterly reviews show that there has been a significant increase in the use of the form. If used in its entirety, the areas of concern, as noted by the reviewers, will be addressed. In April 2020 Quality Management completed several CFSR trainings via ZOOM for all case management staff. The trainings incorporated the CFSR checklist/guidance form along with the home visit assessment form. This training is ongoing for all new case management staff.

- *Medical Care* - Despite CCKids exceeding the established CBC Scorecard target during the entire 2017-18 fiscal year for the performance measure regarding children receiving medical care within the last 12 months, FL CQI data shows that this continues to be an area in need of improvement. Data from the FL CQI reviews shows that CCKids had a 3% increase in ratings between fiscal years 2015-16 and 2016-17; however, there was no change between fiscal years 2016-17 and 2017-18. During FY 2018-19 there was a decrease of 15% from the previous FY 2017-18. FY 2019-20 shows there was an increase of 19% **Activity:** During monthly Performance Measure meetings case management Directors and Supervisors will report out on their efforts to obtain medical records and document appropriately all follow-ups being made.
- *Lack of Visiting with parents and siblings in foster care* – FY 2015-16, 44%, 2016-17, 54%, 2017-18, 55%, 2018-19, 35% and FY 2019-20 40% . It was decided that a contributing factor to these areas needing improvement may be children being placed out of their home circuit, making visitation with their family members difficult. The lack of visitation could have a direct impact on the relationship of the child in care with their parents by reducing the efforts to invite parents to school functions, dental/doctor appointments. Lack of documentation of visits occurring and/or engagement with parents to encourage visits. **Activity:** Communities Connected for Kids continues to work closely with the four CPA's to increase foster care beds so that children placed out of circuit can be placed closer to their home. Targeted

Recruitment list are reviewed by CCKids, CPA's, Clinical and County Directors for matching difficult children with the most appropriate home. This Item was addressed on the redesign of the new home visit assessment form.

- *Lack of Child and family involvement in case planning* – **Activity:** with continual improvements in this area needed, CCKids Training department provides training and follow-up consultations on the topics of Impending Danger, Present Danger, Safety Planning, Assessing Child's Needs, Assessing Caregiver Protective Capacities, and Case Planning. Quality Management continues to consult 100% of all cases to re-educate and reinforce the Practice model concepts. This Item is often discussed at the monthly CQI meetings for ongoing improvements. This area is part of the revised home visit assessment form.
- *Achieving Reunification, Guardianship, Adoption, or Other Planned Permanency Living Arrangement* –has shown a steady decline over the past two fiscal years and while meeting the CFSR base between fiscal years 2015-18, CCKids fell below the CFSR base during the past two fiscal years. Reviewers determined that court delays, multiple judges, and court documents not being filed timely contributes heavily to the decline in this item. It should be noted though, that while CCKids is seeing a decline in this item, this area looks at the work of both case management and the court system. **Activity:** CCKids will continue to collaborate with Children's Legal Services to address these issues.

35. **Activity: Quality Assurance Team Trainings**

Frequency: Ongoing

Process: The Quality Management team will work in collaboration with the CBC Training department by providing trainings to the CBC and provider staff, as needed. Trainings will be conducted during monthly CQI meetings. Specific training topics needed for individual case management units will be provided during monthly Unit meetings.

Training topics to include but not limited to:

- a. Understanding CFSR/RSF Data
- b. CFSR Checklist/Guidance/Home Visit Assessment Form
- c. Safety Planning and Monitoring
- d. Home Assessments
- e. Case Planning
- f. Documentation
- g. Understanding the local System of Care
- h. Performance and Quality Improvement – PQI/COA

36. **Activity: Circuit 19 Re-designed Home Visit Assessment Form Project**

Frequency: Ongoing, as needed

Process: Home Visit Assessment form implementation was November 2019.

The formed workgroup of Case management Supervisors, Case Managers, Training Department Trainers and Quality Management representatives reviewed the final version and then training of the form. The QM Projects Supervisor conducts monthly random

spot checks to see if the form is having the proper impact and if not, the need to readdress whatever issues we discover.

The home visit form will address the following areas which are all areas on the PIP.

- b. CFSR Item 2: Services to Family to Protect Child(ren) in the Home and Prevent Removal or Re-Entry Into Foster Care
- c. CFSR Item 3: Risk and Safety Assessment and Management
- d. CFSR Item 12: Needs and Services of Child, Parents, and Foster Parents
- e. CFSR Item 13: Child and Family Involvement in Case Planning
- f. CFSR Item 14: Caseworker Visits with Child
- g. CFSR Item 15: Caseworker Visits with Parents

Communities Connected for Kids utilizes the following strategies to improve practice and were selected based on evidence-based, best/promising, and/or emerging practices.

- Permanency Roundtables,
- Quality Parenting Initiative,
- Wraparound mental health services through the partnership with the managing entity,
- Collaboration between the Independent Living Program, Road to Success, and the clinical team to co-facilitate Regis Little staffings in order to ensure a multidisciplinary approach to young people with developmental disabilities so that they have the appropriate support and services in place as well as guardians appointed, if needed.
- Participation in the statewide evidence-based parenting initiative, we have mapped our local evidence-based parenting resources, and developed a uniform reporting template to provide a greater level of detail on parental progress in the services.
- Rapid Response In-Home Family Services program uses the evidence-based family support model designed and provided by Neighbors to Family Inc.
- Contracting with Safety Management Providers offering evidence-based services such as parenting.
- Quality Roundtables - Quality Assurance staff members will review and train the CFSR checklist with supervisors to ensure a common understanding and application of the checklist
- Leadership shadowing of PIP Monitored and In-Depth Florida CQI case (with case participant interviews) reviews to learn about the actual practice in the field from the case participants
- Incorporation of the CFSR checklist/guidance - The CFSR checklist identifies ongoing activities for each case that will ensure Safety, Permanency, and Well-Being outcomes for children and families are met.
- Keeping Families Connected – a collaboration with multiple community partners for the purpose of reducing the number of children who enter the foster care system due their parents refusing to allow them to return home, most usually following a delinquent act or mental health crisis.
- Safety Support Teams – staffings with CPI, CM and Service providers to preventing removals.

Stakeholder Involvement:

The local community alliance and board participates in quality management plan implementation through the review and evaluation of performance data. Additional activities with DCF Regional and Circuit staff including the DCF Contract Manager are held monthly for Continuous Quality Improvement (CQI) meetings and Monthly Operational Meetings. These meetings include updates on FSFN data, Communities Connected for Kids quality management initiatives/improvement/activities, data management updates and DCF Circuit/Regional informational updates. Specific qualifications for participation in case practice reviews are outlined within the quality assurance activity process/methodology.

Communities Connected for Kids utilizes input from and feedback to stakeholders through a variety of channels: web-based surveys, meetings, evaluations, monitoring and data sharing. Stakeholders include the children and families served, personnel, providers, Board of Directors, Department of Children and Families, Community Alliance and community members as a whole. The information gained through each avenue is cumulatively shared with the Senior Management Team for discussion and action. Ideas, concerns and comments are utilized to evaluate our system of care, drive service delivery, identify areas of strength and weakness and provide the agency with an overall means in improving our services. The current Contract Performance Measures located on the Department of Children and Families Dashboard, and any other outcomes mutually agreed to at the local level are communicated monthly to the Board of Directors and stakeholders by the Communities Connected for Kids CEO. The contract performance measures are reported in graph form and are located in the board meeting minutes. Board packets are provided to each board member electronically before the planned meeting and as a handout on the day of the board meeting. All interested stakeholders receive the contract performance measures report during the monthly board meetings.

The Quality Management Department assists with the questionnaire and satisfaction survey process. The Senior Management Team, Board of Directors and local Alliance members review these reports to assess the overall quality of service to meet the needs of children, families and other stakeholders.

There are five (5) different categories of surveys/questionnaires:

1. Satisfaction of parents/child (ren)
2. Satisfaction of adoptive parents
3. Satisfaction of foster parents
4. Satisfaction of providers
5. Satisfaction of stakeholders (e.g., courts, GAL's, etc.)

Child and family satisfaction surveys include questions addressing the services the clients received, the professionalism of the staff, the ease with which services were provided, whether or not the clients felt that they received the help they needed, and whether the facilities were convenient. Surveys are aggregated, reviewed and reported by quality management staff. The information resulting from the reports is used to develop new services, change existing services, and to strategically plan.

Consumer satisfaction surveys are administered to those agencies/individuals who work with Communities Connected for Kids. This data is also aggregated, reviewed and reported by quality management staff. The information is then used to identify any issues that consumers have not

otherwise communicated in order to secure the most positive working relationships between agencies and caregivers.

Each stakeholder group plays a role in the Communities Connected for Kids quality assurance/improvement activities both formally and informally. Input from each stakeholder group plays an important role in strategic planning, ensuring that Communities Connected for Kids is sensitive to the needs of each as well as maintaining a system of care that meets the needs of the service community. Feedback is provided through newsletters, data reports, interaction with the print media, public relations efforts and an open door/information exchange policy with our CEO.

Customer Relations: Inquiries, Complaints, and Grievances:

It is the policy of Communities Connected for Kids to encourage children, families, and community stakeholders to make inquiries, share concerns, and register complaints in order to continuously improve the quality of services. Communities Connected for Kids will ensure a prompt and appropriate response to all inquiries, complaints and concerns that are received verbally or in writing.

Inquiries

An “inquiry” is defined as an issue raised that requires clarification or attention but which may not indicate dissatisfaction with services. Client inquiries may be made of any employee, at any level, within the organization. The employee will seek to resolve the concern quickly and efficiently to the satisfaction of the inquirer. The inquiry will be routed either electronically, in writing or verbally through the Chief Executive Officer to the Quality Management Department for follow up by a Quality Management Specialist.

If needed, the Quality Management Specialist will investigate the inquiry to determine what occurred, making a preliminary assessment about what action is required. The Quality Management Specialist will seek to resolve the concern or problem expressed, making reasonable efforts to obtain resolution as requested by the inquirer. Resolution of the concern or problem will occur in no more than three (3) business days from the date the inquiry was received. The results will be forwarded to all relevant parties.

If satisfactory resolution of the inquiry cannot be obtained within three (3) business days, the inquirer will be offered an opportunity to follow Communities Connected for Kids grievance procedure in an effort to reach satisfactory resolution.

The Quality Management Department will report inquiry data trends on a quarterly basis to the Senior Management Team and the CQI Committee. Data reports include the number of inquiries, average time from inquiry to resolution, and number of inquiries referred as grievances.

Complaints

Communities Connected for Kids defines a complaint as dissatisfaction with a case-specific issue or service delivery issue, which is received verbally or in writing and for which a response is requested. Complaints are handled through the Communities Connected for Kids Chief Executive Officer (CEO) and Quality Management Department. Quality Management assists the

CEO and provides a point of contact for individuals wishing to file a complaint. Complaints are answered by the CEO and/or QM staff during regular business hours or the next business day if received during non-working hours. The CEO along with the QM staff ensure that complaint policies are explained to the individual filing a complaint and that the policies and procedures are followed.

Within one business day of receipt of the complaint/concern, the designated QM staff member will begin to gather information based on the complaint. If additional information is needed, the QM staff member may contact the individual who made the complaint to obtain additional information.

When identifying information is available, confirmation of receiving the complaint to the complainant is made. This confirmation informs the complainant that Communities Connected for Kids is investigating the complaint/concern.

All complaints raised will be resolved within 3-5 days or the reason for delay in resolution will be noted. Once a complaint has been assigned for investigating, the Quality Management department is responsible for monitoring and tracking the complaint resolution to ensure timeliness is met.

If any complaint remains unresolved, the issue is referred to the Communities Connected for Kids Quality Management Director, and the person issuing the complaint will be advised of further grievance and appeals procedures.

Grievance & Appeals Resolution Process

It is the policy of Communities Connected for Kids to respond to all grievances and appeals in a manner that is respectful of individual clients, providers, and others who file a grievance. This policy is included in all contracts with service providers. The grievance and appeals process promotes fair, non-intimidating, and timely resolution.

Grievance and appeals processes for parents

The Case Manager will explain the grievance and appeals process to the child and family at the initial contact. Grievance and appeals forms are included in the consumer guide and/or on the intranet that will be provided at initial contact. The following procedure will be followed when a child/youth or a parent files a grievance:

- a) In the event that a difference of opinion or conflict occurs, the dissatisfied person(s) is encouraged to bring the specific issue to the attention of the case manager in the context of an inquiry. The forum for this dialogue is informal and the results are documented in the appropriate file. Documentation includes the circumstances surrounding the issue and resolution/status.
- b) If the concerns are not resolved at the inquiry or complaint level, the case manager will provide the person(s) with the name of his/her supervisor so that the person(s) may speak with them regarding the concern/complaint. This process should move up the chain of command within the case management agency until the issue is resolved.
- c) If the management personnel within the case management agency cannot resolve the issue, the CMA shall request a meeting with Communities Connected for Kids management and the complainant to discuss the outstanding issue.

- d) Final authority to resolve disagreements, if necessary, rests with the Communities Connected for Kids CEO. If needed, all data collected will be forwarded to the CEO for final review. The agency designee will notify the person(s) served of the final decision which will be given no later than five (5) days after the CEO receives the request for review.

Grievances or Appeals Made By CMAs or Providers

All Communities Connected for Kids contracts for services require providers to follow Communities Connected for Kids grievance and appeals procedures. If a contract provider wishes to file a grievance, a summary of the process is outlined below:

- a) In the event that a difference of opinion or conflict occurs, the dissatisfied provider is encouraged to bring the specific issue to the attention of Communities Connected for Kids in the context of an inquiry. The Communities Connected for Kids Quality Management department processes all inquiries and provides the response.
- b) If the Communities Connected for Kids Quality Management department cannot resolve the issue, a meeting with Communities Connected for Kids management and the provider will be set to discuss the issue.
- c) If the Communities Connected for Kids management team and the provider cannot resolve the issue, a meeting with the Communities Connected for Kids CEO will be set for final resolution.
- d) Final authority to resolve disagreements, if necessary, rests with the Communities Connected for Kids CEO. If needed, all data collected will be forwarded to the CEO for final review. The agency designee will notify the provider of the final decision which will be given no later than five (5) days after the CEO receives the request for review.

Review of all Complaints and Grievances

On a quarterly basis, the Communities Connected for Kids Quality Management Director reviews all complaints and grievances filed within the quarter. Results are reviewed with the Communities Connected for Kids Senior Management Team. Timeliness of resolution, corrective actions taken, and customer satisfaction with the resolution is evaluated.

Monitoring of Client Services Providers

Communities Connected for Kids monitors the contracted providers in the network through a number of mechanisms. The Director of Contracts and the Department of Quality Management conduct continuous management and monitoring of activities through on-site visits to providers and through the review of required contractual reports.

Communities Connected for Kids contract staff collects and analyze provider data from FSN and internal systems on a monthly basis. The Director of Contracts discusses any performance issues with the provider and the actions the provider will take to improve performance. This is documented in the contract file. The Director of Contracts provides technical assistance as necessary. As Communities Connected for Kids evaluates and monitors programs and new information becomes available, the Quality Management Department will work in conjunction with the program and contract management on performance improvement teams, corrective action follow-up and new performance initiatives.

An invoice tracking log which includes date of service, payment amount, and expenditure type is managed by the Director of Contracts for all active contracts.

All applicable contracts will undergo an annual monitoring by Communities Connected for Kids in accordance with the Communities Connected for Kids 2020-21 Client Services Monitoring Manual. Providers will be required to document corrective actions taken to improve performance in areas found deficient in this monitoring.

VIII. Continuous Quality Improvement

Quality Improvement is implemented based on the level of performance or compliance with each quality assurance activity or other source. Performance and compliance is determined based on established benchmarks and performance expectations. The indication of poor performance or lack of service delivery is based on data reports and analysis conducted as part of the quality assurance activities.

Communities Connected for Kids believes that in order to strengthen our system of care, we must continually strive to:

1. Exceed our established outcomes
2. Improve the quality of our services
3. Address substandard performance

To ensure excellence and improvement, Communities Connected for Kids addresses each area through the Performance Improvement Team approach. Once an area is identified as an area for improvement (based on performance data or reviews), the Team reviews the data and determines who should be assigned as the team leader. The team leader(s) is most often a seasoned staff member(s) who has experience within the department or departments that directly impact the data or performance, while the Quality Management Department provides technical assistance, gathers data and determines trends. The team, which includes members of the Quality Management Department and is required to be inclusive of all levels of staff within the associated department, is responsible to review data provided, conduct an analysis to determine the potential root cause, formulate a solution plan, set target outcomes, implement deployment and monitor progress. The Quality Management Department then ensures continual quality improvement through regular auditing and reporting of the process.

The Plan-Do-Check-Act approach to problem solving and continuous quality improvement may be utilized for areas deemed needing improvement.



- a) **PLAN** : The planning phase involves assessing a current process, or a new process, and figuring out how it can be improved upon;
- b) **DO**: The do phase allows the plan from the previous step to be enacted;
- c) **CHECK**: During the check phase, the data and results gathered from the do phase are evaluated;
- d) **ACT**: If the **check phase** shows that the **plan phase** which was implemented in **do phase** is an improvement to the prior standard (baseline), then that becomes the new standard (baseline) for how the organization should **act** going forward.

The key to any implementation process is effective and efficient deployment. Communities Connected for Kids facilitates quality improvement through careful analysis of processes and resources, training, meeting technical needs, effective communication, and feedback.

Initiatives utilized to enhance and drive deployment are:

- Performance Improvement Plan
- Use of Quality Improvement Teams

The *Performance Improvement Plan* combines results or outcomes from external and internal reviews, identification of specific indicators and continual evaluation of outcomes. The process for implementation of solution plans is initiated, monitored and evaluated by the Quality Management Department in collaboration with the assigned Quality Improvement Team. The Performance Improvement Plan is updated quarterly and is designed to track and report on ongoing improvement initiatives.

The use of *Quality Improvement Teams* combines the indicators outlined in the Quality Improvement Plan and those identified through regular process or procedural evaluation. Multiple Quality Improvement Teams are developed within the delivery system and assigned various tasks or action steps outlined in the solution plan. This team approach strengthens the overall plan deployment.

Data Collection and Analysis

Data Collection: In order to effectively address Quality Improvement measures, data collection is completed through two separate processes: external and internal. External data is collected via reports and audits. Internal data is collected through FSFN, internal tracking processes, case file reviews, and standardized reporting tools.

Data collection is driven by the agency's established indicators and activities contained within the quality management plan. The frequency of data collection occurs at various scheduled time periods based on data availability, required reports or the status of a performance outcome.

Data Analysis: Identifies and verifies root cause through validating strengths, identifying weaknesses and ensuring the quality of the process that directly drives a specific indicator determined through the quality assurance activity to effectively implement the processes. Communities Connected for Kids will determine the process of the analysis, ensure valid and accurate data collection, review current procedures and practices, establish desired outcomes and targets, and develop and deploy a plan of solution. For successful and continual quality improvement, Communities Connected for Kids will compare the data analyzed at each interval to determine trends. As new information concerning performance is made available, QM will appropriately utilize the data to facilitate improvements in the following manner: focus groups facilitated by QM Department staff and CMA supervisors, Performance Improvement Teams (CMA's and QM Team members), QM Department improvement initiatives, and Performance Improvement Plans. These projects will work to modify and/or improve the processes at the CMA and CBC levels.

To effectively communicate the data, Communities Connected for Kids generates reports in the form of lists, tables, graphs and/or charts as required. This information is disseminated to the department, community partners, providers, staff and other interested or related stakeholders.

IX. Staff and Provider Training

Pre-service Training - Case management staff receives Pre-service training through Communities Connected for Kids Training Department. The pre-service training includes structured field activities and classroom training and requires successful completion of a knowledge-based test to achieve provisional certification. All pre-service training follows the requirements outlined by the state.

In-service Training - Communities Connected for Kids is responsible for coordinating and facilitating all needed staff in-service training, either by directly providing the training or arranging an external training opportunity. Topics of interest will be determined by the results of an annual *Training Needs Assessment*. At least quarterly, guest lecturers will be invited to share their expertise with Communities Connected for Kids staff, as well as case management staff, Department of Children and Families staff, and staff employed by the community network providers. Notice of these trainings will be provided to all staff in calendar format, and require prior registration. At least one in-service training yearly will be directed at morale and staff retention issues.

Cultural Diversity Training - Communities Connected for Kids staff completes the following trainings Serving Our Customers Who Are Deaf or Hard of Hearing, FCB Code of Ethics and Cultural Competence training during new employee Orientation. Training regarding Interviewing and hiring within the Law is provided for supervisors every two years.