

Central Region Annual Plan FY 2018-19

CENTRAL REGION'S CHILD WELFARE CONTINUOUS QUALITY IMPROVEMENT [CQI] SYSTEM FISCAL YEAR 2018-2019

To integrate CQI practices as a proactive process that supports continuous learning and application to improve the regions overall child welfare system

GOAL 1: STRENGTHEN THE REGION'S CQI STRUCTURE

STRENGTHS:

- The region's utilization of Florida Practice Methodology, Windows into Practice and local Practices and Procedures. The Region's circuits [5, 9, 10&18] has fully implemented the practice methodology. [Seminole County is the Sheriff's Office]
- CCSPE participation in specialized training, fidelity reviews, learning circles, and proficiency assistance for Operation staff.
- Closed case reviews on RSF investigations rated as "NR" has been implemented to review 100% of these cases.
- Working collaborative with the Region's CBC's to complete identified CFSR cases in support of the Florida PIP.

Current State	FY 2018-2019	Additional: 5-Year Projection
<p>Initiative 1.1: All Central Region Critical Child Safety Practice Experts (CCSPE) have achieved Expert Level or are in the process of obtaining Expert Level.</p> <p>CCSPE's facilitation of learning circles addressing any/all areas of the practice methodology.</p> <p>Review and analyze data to increase fidelity to the model</p> <p>Consultative feedback to CCSPEs by the QA Manager after observed consultations.</p>	<p>CCSPE's to provide consultation and direction to PA's, CPI's and CPI Supervisors.</p> <p>Identifying and discussing observed patterns of practice and areas needing improvement.</p> <p>Develop trainings, individual or group, on topics identified as those needing improvement.</p> <p>Ensure sufficiency of assessments and</p>	<p>CCSPE's continuing to develop Child Protective Investigators (CPIs) and CPI Supervisors. This need is ongoing due to the continual influx of new candidates.</p> <p>Continue to ensure sustainability to the fidelity of the Safety Practice Mode.</p> <p>Data and trends will be provided to leadership to guide collaborative efforts for ongoing training to staff.</p> <p>In conjunction with the CBC's conduct CFSR reviews in</p>

<p>CCSPE focused consultations with regional staff.</p> <p>Based consultation and ratings around FSFN documentation only.</p> <p>Complete reviews timely for initial and follow up consultations.</p>	<p>corresponding effective safety planning.</p> <p>Ensuring fidelity to the Safety Practice Model.</p> <p>Review cases that doesn't meet RSF criteria for overall fidelity.</p>	<p>support of the State PIP.</p> <p>Consistently applying the practice model throughout the Region for both Investigations and Services.</p>
Current State	FY 2018-2019	Additional: 5-Year Projection
<p>Initiative 1.2: Region Quality Assurance (QA) Specialist Road to Achieving FSDMM Practice Proficiency Level</p> <p>Three of the Region's Quality Assurance positions are already experienced in child welfare and certified as Child Welfare Professionals.</p> <p>QA Specialists already trained in the Florida Safety Methodology.</p> <p>QA Specialists participated in methodology and CCSPE activities.</p> <p>QA Specialists ongoing observation of consultations and observe statewide fidelity calls with Action.</p> <p>Three of the Regional QA positions have completed proficiency certification training in order to assist with the RSF closed case review initiative, however, they will no longer complete NR closed case reviews. CCSPE's will complete close case reviews that's not their own.</p> <p>Continued Participation in the 2017-18 Federal CFSR PIP plan resultant from the recent CFSR federal review.</p>	<p>QA Specialists will be responsible for the completion of the following:</p> <p>Conducting Special Reviews and report writing as identified.</p> <p>Report outcome of reviews to QA Supervisor, Program Administrator and Program Operations manager.</p> <p>Serving as back up to mini-CIRRT report writing.</p> <p>Continued collaboration with the CBC and participation in the ongoing CFSR Federal reviews in support of the State PIP.</p> <p>Track patterns of performance and identify areas needing improvement.</p> <p>Complete monthly reviews per Service Center instead of quarterly reviews per Region.</p>	<p>Report to the Region QA trends and service gaps.</p> <p>Continue to conduct special reviews as requested and required.</p> <p>Identify areas of improvement found in Federal CFSR.</p> <p>Conduct individual or group trainings to advance knowledge in Child Welfare. Participation in operational training opportunities such as CPIS training, medical neglect and institutional reports. Implementation of the developed substance abuse newborn protocol.</p> <p>Continued review of 100% of all closed "NR" RSF cases.</p> <p>All activities ongoing as required.</p>

GOAL 2: DATA COLLECTION		
STRENGTHS: <ul style="list-style-type: none"> Analyzes regional data from QA Case Reviews, Qualtrics, RSF reviews and from the FSN system. 		
Current State	FY 2018-2019	Additional: 5-Year Projection
Initiative 2.1: Regional Reporting of Trends and Practices Identifying RSF cases two times per week including missed RSF reviews by running reports. Identify trends and Areas Needing Improvement from RSF/Special Reviews/Quarterly Reviews. Participation in ongoing meeting between QA and Operations Leadership Team. Conducting reviews on cases that doesn't meet the RSF criteria Completing and Analyzing a monthly CFSR/PIP scorecard to identify trends and areas needing improvement.	Continue analyzing cases for patterns of concerns that impact open investigation. Help identify the root causes. Track/Monitor supervisor's practice in directing, regulating and overseeing the CPI's fidelity to the practice methodology based upon results of the RSF review case data Staffing as required with investigative staff, case management and community stakeholders. Continued monitoring effective implementation of the FFA practice objectives in adherence with the Windows into Practice Guidelines. Identify service array and resource development. Continue to focus on practices that impact PIP cases and monitoring.	Continue to identify opportunities missed due to insufficient investigations. Tracking/Monitoring supervisor's practice in directing, regulating and overseeing the CPI's workloads and fidelity to the practice methodology. Monitor unit performance to ensure that standards and expectations are successfully achieved. Validate supervisor's involvement at every critical juncture of the case through the FFA monitoring.

GOAL 3: STRENGTHEN THE QA CASE REVIEW PROCESS		
STRENGTHS: <ul style="list-style-type: none"> • The Central Region will conduct face-to-face or telephone consultations during RSF reviews in all Circuit counties. • The case review instruments collect data, assess agency performance, and reflect areas needing improvement. • Windows into Practice provides written guidance regarding the case selection and protocol for CQI ongoing. • Entry of reviews into a statewide Portal [Qualtrics] to provide quantitative and qualitative data both locally and statewide. 		
Current State	FY 2018-2019	Additional: 5-Year Projection
<p>Initiative 3.1: Second Level QA Reviews</p> <p>RSF reviews are conducted by the Critical Child safety Practice Experts (CCSPE)</p> <p>Special Reviews reviews may be performed by other QA staff.</p> <p>Conduct case consultations that include each service center (excluding Seminole County).</p> <p>CCSPEs are accessible to staff for questions, consultation, mentoring, and guidance/coaching as requested/scheduled.</p> <p>Utilizing Action for Protection (ACP) quarterly fidelity reviews to facilitate trainings on CCSPE performance.</p>	<p>CCSPE and QA Specialist's will attend OCW sponsored QA trainings as available.</p> <p>Local training to address, but not limited to:</p> <ul style="list-style-type: none"> • QA roles and its relationships to frontline staff. • Critical and reflective thinking and professional judgment. • Rating practice standards and indicators. • Maintaining inter-rater reliability • Data analysis. <p>Ongoing identification of qualifying RSF reports and staffing with operational staff within 7-10 days and the 30-37day mark for a follow-up review. RFA's are generated as required and completion of follow-up case work is overseen by the Region PA's and Operations Managers.</p>	<p>Collaborate with the CBC QA/CQI team representative to develop ongoing CFSR reviews.</p> <p>Create and maintain targeted area reviews region wide from investigations to case transfer.</p>

GOAL 4: USE OF DATA TO INFORM TRAINING NEEDS		
STRENGTHS: <ul style="list-style-type: none"> Presents data to Regional Leadership and external stakeholders when requested. 		
Current State	FY 2018-2019	Additional: 5-Year Projection
Initiative 4.1: Use of data to inform regional training needs. Region QA Specialists working to continue to track trends and inform training needs and field practice. Use QA data reporting to identify areas needing improvement in performance. CCSPE tem to report RSF data to Operations on quarterly basis.	The state-wide QA data reporting system [Qualtrics] and RSF “scorecards” will be used in order to identify trend data and areas needing improvement through the Rapid Safety Feedback reviews. Incorporate other components such as Quality Assurance reviews of other open/closed investigations not included in the CCSPE review sample to broaden the scope of reviews.	Planning should include a review of data from all tracking systems to determine use and effectiveness to the region’s overall improvement. Continued use of the “Qualtrics” system and inter systems by the Region for the purpose of data reporting.