

Southeast Region Annual Plan FY 2018-19

SOUTHEAST REGION'S CHILD WELFARE CONTINUOUS QUALITY IMPROVEMENT [CQI] SYSTEM FISCAL YEAR 2018-19

Intent: To integrate QA/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 QA/CQI STRUCTURE

STRENGTHS:

- Continues use of the region's utilization of Florida Practice Methodology, Windows into Practice and local Practices and Procedures. The Region's three circuits [15 17&19] has fully implemented the practice methodology. [C-17 is the Sheriff's Office BSO]
- CCSPE participation in specialized training, learning circles and proficiency assistance for operation staff both existing and in pre-service training. The Region continues its contracting with "Action 4 Child Protection" throughout the upcoming fiscal year.
- Closed case reviews on randomly selected focused areas [such as recurrence, judicial,] investigations and cases open to services that are not required for DCF RSF reviews.
- Working collaborative with the Region's CBC's in all related roles and functions regarding the Practice Methodology and the transition of cases from investigation to services.
- CCSPE's involved in C-15 and C-19 Case transfer staffing. C-15 is named "Family Team Conferencing" and C-19 is named "Rapid Family Engagement."
- Pilot plan to directly involve Region PA's in the RSF process as a training initiative through practical hands on involvement.
- Cross training opportunities with the CBC
- BSO working with HR department to speed the process for hiring new employees.
- Continued contracting with ACTION4Child Protection for consultation accreditation and consultation assistance.
- Training development: specialized training opportunity for operational staff in areas such as, human trafficking, sexual abuse, substance-misuse, among other topics...

Current State

Planned FY 2018-19

Additional: 5-Year Projection

<p>Initiative 1.1: All SER Critical Child Safety Practice Experts (CCSPE) have achieved Expert level proficiency.</p> <p>QA Unit's facilitation of learning circles addressing any/all areas of the practice methodology.</p> <p>Consultative feedback to CCSPEs by the QA Manager after observed consultations.</p> <p>CCSPE focused consultations with regional staff.</p> <p>To continue these practices.</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, areas needing improvement.</p> <p>Develop trainings, individual or group on topics identified as those needing improvement.</p> <p>Ensure sufficiency of assessments and corresponding effective safety planning.</p> <p>Ensuring fidelity to the Safety Practice Model.</p> <p>Continued involvement in the case transfer process with the CBC-valuable in identifying whether sufficient information and pertinent information is available in the CPI case for transfer.</p> <p>Newly hired CPI's on board much quicker than in previous years. CPIS are involved along with HR dept.</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 quarterly QA & CQI staffings to ensure CPI and Case Managers are carrying out all Federal and State Laws related to CQI.</p> <p>Consistently applying the practice model throughout the Region for both Investigations and Services.</p>
<p>Initiative 1.2: Family Services Specialist (FSS) Road to Achieving FSDMM Practice Proficiency Level</p> <p>Region's three FSS positions are already experienced in child welfare and certified as Child Welfare Professionals.</p> <p>FSS positions already trained in the Florida Safety Methodology.</p>	<p>FSS's will continue to be responsible for the completion of the following real time reviews:</p> <p>Writing the QA Mini CIRRT reports.</p> <p>Reviews and analysis of open investigations with multiple priors.</p> <p>Report outcome of reviews to QA</p>	<p>Report to the Region QA trends and service gaps.</p> <p>Continue to conduct real time 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 and fidelity to Safety Practice Model.</p>

<p>FSS participated in implementation activities.</p> <p>FSS ongoing observation of consultations and observe statewide fidelity calls with ACP.</p> <p>FSS provide core trainings with the incorporation of the Practice Methodology.</p> <p>Continued Participation in the Federal CFSR PIP plan resultant from the recent CFSR federal review.</p> <p>Initiative 1.3: Proficiency for Operations Action4CP is assessing for proficiency for regional PA's and CPIS's. This is scheduled throughout the next calendar year.</p>	<p>Supervisor, Program Administrator and Program Operations manager.</p> <p>Continued collaboration with the CBC and participation in the ongoing CFSR Federal CBC file reviews.</p> <p>Review of closed investigations [in addition to RSF reviews] to monitor safety, compliance and fidelity.</p> <p>Track patterns of performance and identify areas needing improvement.</p> <p>Currently there is one "green belt" certified specialist and 4 Yellow Belt certified.</p> <p>CCSPE's coordinating proficiency learning circles for these groups, mentoring and coaching throughout the process.</p> <p>The FSS positions Perform as the regional "QA" positions. All of the Regional FSS positions will participate in and are expected to complete "expert" proficiency certification training in order to assist with the RSF closed case review initiative.</p> <p>Feld Support Consultants (FSC) are on a track to become "proficient" in the Practice Methodology.</p> <p>Creation of a specialized "Opioid" unit in order to handle the ever increasing issue with Opioid abuse.</p>	<p>All FSS positions will achieve minimally "green belt" status in the ets Lean Six Sigma training.</p> <p>Participation in operational training opportunities such as "Acting/New CPIS training. Medical neglect and institutional reports. Developed substance abuse newborn protocol</p> <p>All activities ongoing as required</p>
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GOAL 2: DATA COLLECTION

STRENGTHS:

- Analyzes regional data from QA Case Reviews, Qualtric, RSF/SCR reviews and from the FSN system.
- Continued analysis and assessment of performance based upon identified needs through quantitative outcomes ensuring investigative activities are completed timely.

Current State	Planned FY 2018-19	Additional: 5-Year Projection
<p>Initiative 2.1: Regional Reporting of Trends and Practices</p> <p>All data projects include Regional FSS's and others designated as data proficient.</p> <p>Daily reports including missed RSF reviews</p> <p>Analyze open cases with multiple prior investigations.</p> <p>"Green belt "projects" as required/requested.</p> <p>Identify trends and Areas Needing Improvement from QA RSF/SCR case reviews.</p> <p>Monthly meeting between QA and investigations Leadership Team [LT].</p>	<p>Continue analyzing cases for patterns of concerns that impact open investigation.</p> <p>Help identify the root cause of maltreatment.</p> <p>Track/Monitor supervisor's practice in directing, regulating and overseeing the CPI's workloads and fidelity to the practice methodology based upon results of the RSF review case data</p> <p>Staffing as required with investigative staff, case management and community stakeholders.</p> <p>Continued monitoring effective implementation of the FFA practice objectives in adherence with the Windows into Practice Guidelines.</p> <p>Identify service array and resource development.</p> <p>Presentation of Quarterly data trends to Management team providing a "state" of</p>	<p>Ongoing: Continue to identify opportunities missed due to insufficient investigations.</p> <p>Ongoing: Tracking/Monitoring supervisor's practice in directing, regulating and overseeing the CPI's workloads and fidelity to the practice methodology.</p> <p>Monitor unit performance to ensure that standards and expectations are successfully achieved.</p> <p>Validate supervisor's involvement at every critical juncture of the case through the FFA monitoring.</p>

	operation performance. Identifying areas needing improvement and assisting the training unit is developing when necessary training modules not already captured in the training pre-service.	
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GOAL 3: STRENGTHEN THE QA CASE REVIEW PROCESS

STRENGTHS:

- Southeast region prefers conducting face-to-face consultant DST/RSF reviews in all Circuit counties or by phone/Skype when necessary.
- 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 Qualtrics system to provide quantitative and qualitative data both locally and statewide.

Current State	Planned FY 2018-19	Additional: 5-Year Projection
<p>Initiative 3.1: Second Level QA Reviews</p> <p>DST/RSF reviews are conducted by the Critical Child safety Practice Experts (CCSPE)</p> <p>SCF reviews may be performed by other QA staff.</p> <p>Conduct case consultations that include each service center, [there is development to work with circuit 17 Broward County Sheriff].</p> <p>CCSPEs are accessible to staff for questions, consultation, mentoring, and guidance/coaching as requested/scheduled.</p> <p>Initiative 3.2: DST/RSF Review Process</p> <p>Beginning April 2016 the SE Region developed a process for the RSF reviews that includes participation by a CCSPE during the commencement of an investigation meeting Tier 1 and Tier 2 criteria. The full process is approved by Tallahassee OCW and in effect.</p> <p>Rating data is collected and extracted from the DCF portal.</p>	<p>CCSPE and FSS's will attend OCW sponsored QA trainings as available.</p> <p>Local training to address, but not limited to:</p> <p>QA roles and its relationships to frontline staff.</p> <p>Critical and reflective thinking and professional judgment.</p> <p>Rating practice standards and indicators.</p> <p>Maintaining inter-rater reliability, and Data analysis.</p> <p>Ongoing identification of qualifying reports and staffing with operational staff at initial commencement and the 30-day mark for a follow-up review. RFA's are generated as required and completion of follow-up case</p>	<p>Collaborate with the CBC QA/CQI team representative to develop a peer review process.</p> <p>Create a region wide standardized system for our child welfare CQI activities from investigations to case management services. Including a more formalized "transfer staffing" process.</p> <p>Incorporate C-17 into the regional CQI process for both implementation and quality reviews.</p> <p>DST/RSF Continues as a significant review practice for the region.</p>

<p>Plan to include all CPIS and CPI in RSF review process regardless of specific Tier assignment.</p> <p>BSO:</p> <p>RSF reviews being completed on shelter cases with a designated QA supervisor.</p>	<p>work is overseen by the Region's PA's.</p> <p>Continue Initiative 3.2</p> <p>BSO:</p> <p>Continuing improvement of the RSF process within C-17</p>	
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GOAL 4: USE OF DATA TO INFORM TRAINING NEEDS

STRENGTHS:

- Presents data to Regional Leadership and external stakeholders when requested.

Current State	Planned FY 2018-19	Additional: 5-Year Projection
<p>Initiative 4.1: Use of data to inform regional training needs.</p> <p>Region working to continue to track trends and inform training needs and field practice.</p> <p>Use QA data reporting to identify areas needing improvement.</p> <p>CFPS shares Child death data information with community stakeholders, alliances through the Regions Community Development Administrators [CDA] and community "Alliance" meetings. [one CDA for each Circuit].</p> <p>BSO:</p> <p>Monthly CQI plan focusing on performance management at the agency and supervisory level to help ensure accountability and compliance with DCF outcomes.</p>	<p>The state-wide QA data reporting system [Qualtrix] and "Leaderboard" will be developed in order to identify trend data and areas needing improvement through the Rapid Safety Feedback reviews.</p> <p>Incorporate other components such as FSS reviews of other open/closed investigations not included in the CCSPE review sample to broaden the scope of reviews. These include closed RSF/SCR reports, multiple priors, judicial reports...</p>	<p>Establish a regional inter-departmental workgroup tasked with establishing a formal data reporting system.</p> <p>Planning should include a review of data from all tracking systems to determine use and effectiveness to the region's overall improvement.</p> <p>Continued development of the "Qualtrix" system by the state.</p>