



Annual Report

2014-2015

Quality Case Reviews

ChildNet's Mission ~ To protect abused, abandoned and neglected children in the communities we serve.

Continuous Quality Improvement



Fiscal Year 2014-2015 Quality Case Review Process and Contract Monitoring Overview

Over the course of FY 2014-2015, ChildNet, Inc. completed over six-hundred (600) case file reviews utilizing standardized quality assurance tools to assess child welfare practice related to safety, permanency, and well-being. ChildNet, Inc. utilized the Department of Children & Families (DCF) statewide case management services standards to assess case work practice related to safety (children ages zero (0) – four (4) receiving in-home services), permanency (children ages thirteen (13) – seventeen (17) who entered out-of-home care after their thirteenth (13th) birthday), and well-being (children ages five (5) – twelve (12) who were in out-of-home care). The sample of cases were randomly selected using either the business objects report entitled Children and Young Adults in Out-of-Home Care or Receiving In-Home Services Listing – OCWDRU or Age at Removal Listing for Children Currently in Out-of-Home Care – OCWDRU in Florida Safe Families Network (FSFN). The sample size was based on the number of children served in out-of-home care or receiving in-home services, and the samples were large enough to make statistical inferences about the population served by the State. Additionally, samples were stratified to include a proportion of cases that reflect quantitative case file review data, noting significant trends and findings to drive change within ChildNet, Inc. to improve outcomes for children and families.

ChildNet, Inc. also completed case reviews either internally by reviewing case files of children receiving case management-related services, or externally by reviewing case files of children receiving services through ChildNet's subcontractors. ChildNet, Inc. completed on-site contract programmatic monitorings of eighteen (18) providers serving children and families in Broward and Palm Beach Counties within twenty-two (22) different programs. ChildNet's subcontractors provide a variety of services, to include but not limited to: residential care, traditional and enhanced foster home management, dependency case management, adoption, parenting, visitation, independent living services. Case file reviews are important to provide ChildNet, Inc. with an understanding of day-to-day case work practice and how it impacts child and family functioning and outcomes.

Case file review data are shared with both internal staff and leadership, including external partners, such as ChildNet Board members and the Department of Children and Families (DCF). ChildNet, Inc. follows and complies with DCF's statewide quality assurance guidelines – "Windows Into Practice" - which includes the practice framework for conducting quality assurance reviews. These guidelines are posted on the Department's website and in the University of South Florida's Center for the Advancement of Child Welfare Practice.

A breakdown of quarterly case file reviews conducted to determine the quality of child welfare practice related to safety, permanency and child and family well-being is as follows:

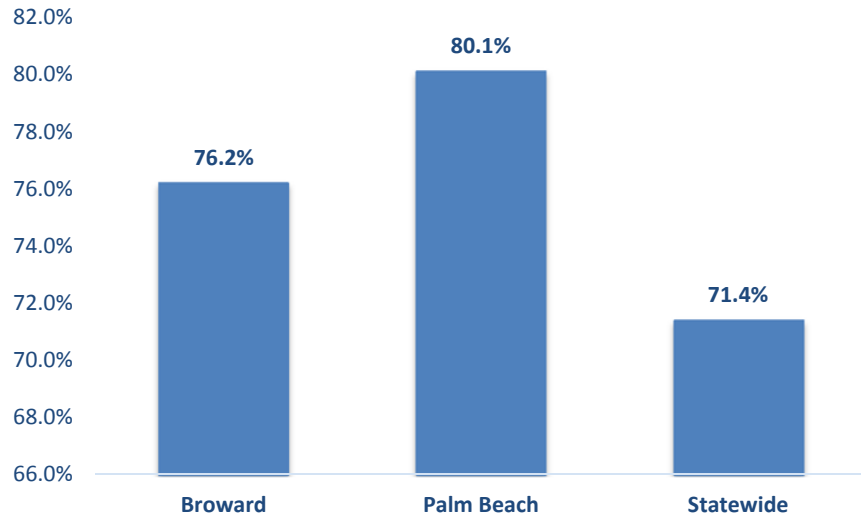
- Quarter 1, ChildNet Broward completed forty-five (45) case file reviews and ChildNet Palm Beach completed thirty-six (36) case file reviews utilizing the Targeted Well-Being review protocol. Quarter 1 case file reviews focused on targeted well-being outcomes for children ages five (5) – twelve (12) who were in out-of-home care. ChildNet, Inc. also completed four (4) In-Depth case file reviews utilizing the Administration for Children & Families (ACF) Children's Bureau Child and Family Services Reviews (CFSR) Onsite Review instrument (dated July 2014). ChildNet's Continuous Quality Improvement (CQI) staff utilized the Onsite Review instrument to review two (2) out-of-home services cases and two (2) in-home services cases.*



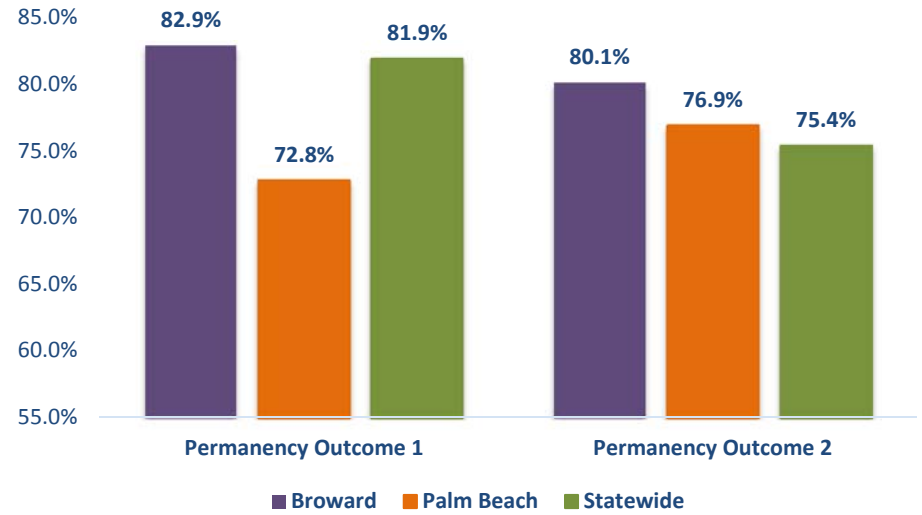
- Quarter 2, ChildNet Broward completed forty-five (45) case file reviews and ChildNet Palm Beach completed thirty-six (36) case file reviews utilizing the Targeted Permanency review protocol. Quarter 2 case file reviews focused on targeted permanency outcomes for children ages thirteen (13) – seventeen (17) who entered out-of-home care after their 13th birthday. ChildNet, Inc. also completed four (4) In-Depth case file reviews utilizing the Administration for Children & Families (ACF) Children’s Bureau Child and Family Services Reviews (CFSR) Onsite Review instrument (dated July 2014). ChildNet’s Continuous Quality Improvement (CQI) staff utilized the Onsite Review instrument to review two (2) out-of-home services cases and two (2) in-home services cases.*
- Quarter 3, ChildNet Broward completed forty-one (41) case file reviews and ChildNet Palm Beach completed thirty-two (32) case file reviews utilizing both the Rapid Safety Feedback review and Targeted Well-Being review protocols. Quarter 2 case file reviews focused on targeted safety outcomes for children ages zero (0) – four (4) receiving in-home services and targeted well-being reviews focused on children ages five (5) – twelve (12) who are in out-of-home care. ChildNet, Inc. also completed four (4) In-Depth case file reviews utilizing the Administration for Children & Families (ACF) Children’s Bureau Child and Family Services Reviews (CFSR) Onsite Review instrument (dated July 2014). ChildNet’s Continuous Quality Improvement (CQI) staff utilized the Onsite Review instrument to review two (2) out-of-home services cases and two (2) in-home services cases.*
- Quarter 4, ChildNet Broward completed forty-one (41) case file reviews and ChildNet Palm Beach completed thirty-two (32) case file reviews utilizing both the Rapid Safety Feedback review and Targeted Well-Being review protocols. Quarter 2 case file reviews focused on targeted safety outcomes for children ages zero (0) – four (4) receiving in-home services and targeted well-being reviews focused on children ages five (5) – twelve (12) who are in out-of-home care. ChildNet, Inc. also completed four (4) In-Depth case file reviews utilizing the Administration for Children & Families (ACF) Children’s Bureau Child and Family Services Reviews (CFSR) Onsite Review instrument (dated July 2014). ChildNet’s Continuous Quality Improvement (CQI) staff utilized the Onsite Review instrument to review two (2) out-of-home services cases and two (2) in-home services cases.*

* For the purpose of FY 14/15, the completion of the quarterly Child and Family Services Reviews were considered practice reviews, as approved by the Department of Children and Families, in preparation for the 2016 CFSR Round 3 by the Administration for Children and Families (ACF). The CFSR is an assessment of a state’s performance related to child welfare. All States are assessed in the areas of child protection, foster care, adoption, family connections and independent living services. The CFSR looks at outcomes data and other sources to assess each State’s ability to achieve safety, permanency, and well-being for children and families. Specifically, the CFSR is conducted by the Health and Human Services Administration for Children and Families (ACF) in collaboration with each state. The CFSR is conducted in two parts: a Statewide Assessment and an Onsite Review.

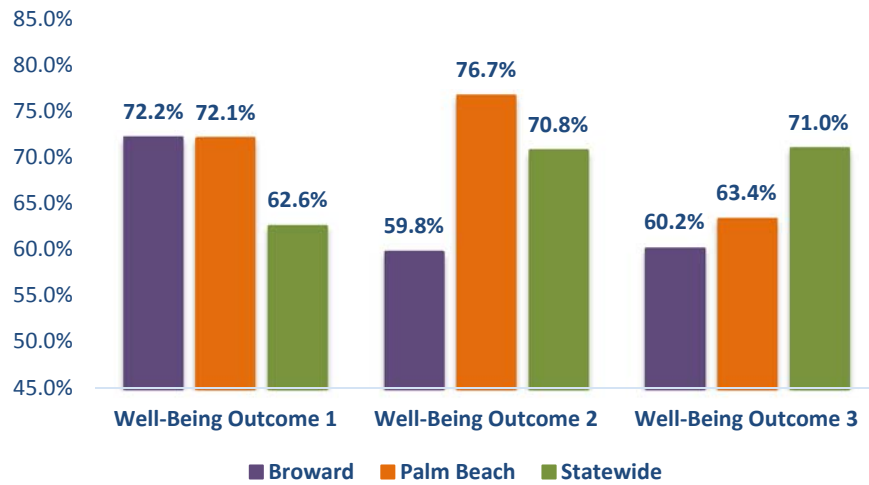
Safety



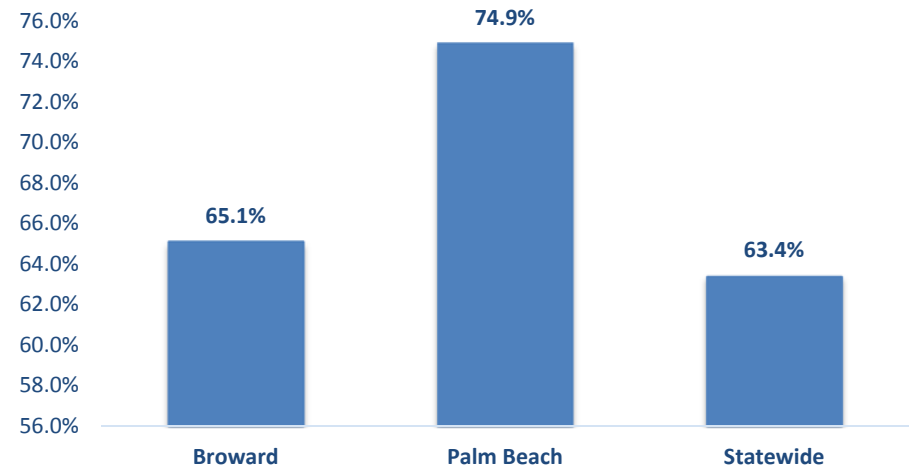
Permanency



Well-Being



Florida Specific (Safe Case Closure & Supervisory Consultation)





Highlighted Strengths for Safety Outcomes:

- For children receiving in-home services, case managers provided appropriate services to the family to prevent the child(ren)'s entry into out-of-home; and
- If safety concerns were present, case managers developed and/or updated an appropriate safety plan for the family.

Opportunities for Improvement for Safety Outcomes:

- Initial and ongoing assessments to assess risk and safety concerns related to the child(ren) in the home were not completed and documented regularly; and
- Background checks and home study (or in-home assessment checklist) were not completed consistently.

Highlighted Strengths for Permanency Outcomes:

- Children are in stable placements, and if placement occurs, the move appears to be in the best interest and consistent with achieving the permanency goal; and
- Siblings are being placed together, yet if not, then the case file contained documentation regarding the need for the separation, such as therapeutic and/or medical needs of a sibling; and
- Case managers are making concerted efforts to maintain the child's connections to his or her neighborhood, community, faith, extended family, school and friends.

Opportunities for Improvement for Permanency Outcomes:

- Ensure case managers are promoting and supporting positive relationships between the child in out-of-home care and his/her mother and father through activities, such as attending medical and dental appointments, and attending school meetings; and
- Ensure case managers are filing case plans timely, including amended case plans when permanency goals and goal dates are changed.

Highlighted Strengths for Well-Being Outcomes:

- Frequency of visits between the case manager and the child(ren) and the frequency of visits between the case manager and the mothers and fathers were sufficient to ensure safety; and
- Case managers demonstrated concerted efforts in assisting children in achieving and maintain their best attainable health status, including medical, dental, visual and behavioral health needs.



Opportunities for Improvement for Well-Being Outcomes:

- Ensure caseworkers are obtaining medical documentation of the completed physical health and dental examinations for the child's case file; and
- Ensure case managers are obtaining necessary documentation (i.e. provider reports, medication administration logs, psychotropic medication medical reports) to address the child(ren)'s mental / behavioral health needs.
- Ensure case managers are documenting all contacts with the mothers and the fathers of the children in the efforts to promote achievements of case goals.

Highlighted Strengths for Supervisory Consultations:

- Case files reviewed found that case manager supervisors are assessing case work practice related to safety, permanency, and well-being.

Opportunities for Improvement for Supervisory Consultations:

- Ensure case management supervisors are providing and documenting regular (at least quarterly) supervisory reviews with the case manager to ensure recommended actions when concerns are identified including follow ups on previous recommendations were completed.

Highlighted Strengths for Safe Case Closure:

- Case work generally documented strategies, interventions, and supports for a safe case closure, whether through identified services for the child and family, ongoing case staffings, and/or providing supports to case participants.

Opportunities for Improvement for Safe Case Closure:

- Ensure case managers are developing appropriate aftercare plans with the case participates, including the family and service providers, as appropriate, at the intake process to prepare for a safe and timely case closure.

Other Recommendations:

- Ensure case managers are completing unannounced visits at least once every ninety (90) days;
- Ensure case managers are engaging and documenting contacts with school personnel and documenting tutoring services if children are receiving these services; and
- Ensure case managers are obtaining supporting documentation (i.e. report cards, educational assessments, educational plans) when educational needs are identified.



Quarterly Outcomes for Safety, Permanency and Well-Being

	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Statewide	Broward	Palm Beach	Statewide	Broward	Palm Beach	Statewide	Broward	Palm Beach	Statewide	Broward	Palm Beach
<i>Safety Outcome 1</i>	74.3%	NA	NA	71.2%	NA	NA	70.5%	78.0%	80.2%	69.0%	74.3%	80.0%

	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Statewide	Broward	Palm Beach	Statewide	Broward	Palm Beach	Statewide	Broward	Palm Beach	Statewide	Broward	Palm Beach
<i>Permanency Outcome 1</i>	85.4%	NA	NA	82.4%	82.9%	72.8%	85.3%	NA	NA	75.9%	NA	NA
<i>Permanency Outcome 2</i>	81.5%	NA	NA	77.4%	80.1%	76.9%	76.3%	NA	NA	68.0%	NA	NA

	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Statewide	Broward	Palm Beach	Statewide	Broward	Palm Beach	Statewide	Broward	Palm Beach	Statewide	Broward	Palm Beach
<i>Well-Being Outcome 1</i>	65.3%	74.0%	85.9%	64.8%	80.1%	73.2%	66.0%	68.4%	57.1%	59.0%	66.1%	72.0%
<i>Well-Being Outcome 2</i>	75.8%	64.4%	86.1%	63.0%	NA	NA	73.4%	45.0%	94.1%	67.4%	70.0%	50.0%
<i>Well-Being Outcome 3</i>	77.4%	65.5%	63.8%	66.9%	NA	NA	70.1%	55.0%	70.6%	65.7%	60.0%	55.8%



Fiscal Year 2014-2015 Contract Monitoring Overview

Over the course of FY 2014-2015, ChildNet, Inc. completed on-site contract programmatic monitorings of eighteen (18) providers serving children and families in Broward and Palm Beach Counties in twenty-two (22) different programs. ChildNet, Inc. pays for and manages through traditional and formal subcontracts a network of child welfare services for the children and families in its communities. These subcontracted services include, but not limited to: assessment, family preservation & diversionary services, family reunification & strengthening services, residential & foster home management services, dependency case management & adoption services, and transitional independent living services. Contract monitoring is performed routinely to ensure that subcontracted providers of ChildNet, Inc. are fulfilling the terms and conditions of their contract (s) through a review of applicable policy and procedures, randomly selected child files and personnel files, and interviews with the clients and employees.

ChildNet, Inc. completed a review of over two-hundred (200) case files utilizing standardized tools that were developed specific to each subcontractor provider and service program. Contract monitoring incorporates a review of both qualitative and quantitative items, ensuring compliance with contractual requirements and Florida law. A final report was written for each contract monitoring and provided to the subcontractor which rates items as exceeding requirements, fully meeting requirements, conditionally acceptable or unacceptable. For those items rated conditionally acceptable, further attention by the provider is encouraged, and items rated unacceptable do require a performance improvement plan (PIP) submitted to the ChildNet contract manager within thirty (30) calendar days of the exit meeting for approval. Noted subcontractor strengths include, but not limited to: ensuring children are free from re-abuse or re-neglect; timely development of the initial treatment / service plans; and completion of routine medical and dental examinations for children. Noted opportunities for improvement include, but not limited to: ongoing communication and sharing of the child's progress with case management staff; ensuring children attend follow-up appointments for healthcare related services; and timely submission of contractual deliverables (i.e. monthly reports and re-licensing packets).



Quarter 4:

Of the forty-one (41) case file reviews completed for ChildNet Broward and of the thirty-two (32) case file reviews completed for ChildNet Palm Beach during the 4th quarter, the following Safety and Well-Being outcomes were achieved:

	Quarter 4				Quarter 4		
	Statewide	Broward	Palm Beach		Statewide	Broward	Palm Beach
Safety Outcome 1	69.0%	74.3%	80.0%				
1: Concerted efforts to prevent children's entry into out-of-home care or re-entry after a reunification?	88.6%	85.7%	100.0%				
2: Initial and on-going assessments to assess risk and safety concerns relating to the child(ren) in their home?	72.1%	85.7%	83.3%				
3: If safety concerns were present, did the agency develop an appropriate safety plan?	62.6%	71.4%	66.7%	Well-Being Outcome 1	59.0%	66.1%	72.0%
4: If safety concerns were present, was safety plan monitored?	59.5%	81.0%	72.2%	16: Frequency and quality of visits between caseworkers and the child(ren)	54.2%	68.3%	62.5%
5: Are background checks and home study or assessment sufficient and responded to appropriately?	62.3%	47.6%	77.8%	17: Frequency and quality of visits between caseworkers and the mothers and fathers of the children	52.1%	63.9%	81.5%

		Quarter 4					Quarter 4		
		Statewide	Broward	Palm Beach			Statewide	Broward	Palm Beach
Well-Being Outcome 2		67.4%	70.0%	50.0%	Other: Florida Specific		58.9%	48.8%	75.0%
18: Concerted efforts to assess children's educational needs		67.4%	70.0%	50.0%	21: Safe case closure		69.7%	53.7%	71.9%
Well-Being Outcome 3		65.7%	60.0%	55.8%	22: Supervisory consultation		48.0%	43.9%	78.1%
19: Agency addressed the physical health needs of the child, including dental health needs?		64.4%	45.0%	50.0%	Request for Action		5.6%	2.4%	3.1%
20: Agency addressed the mental/behavioral health needs of the child?		67.1%	75.0%	61.5%					