Central Region Family Safety Newsletter

Statewide Implementation Update

The most recent map regarding Safety Methodology Implementation was released showing a snapshot of the State’s implementation status as of February 28, 2015 as well as a map showing On-going Services Safety Implementation Status as of March 8, 2015.

Hotline Intake Summary

February 2015

Some of you out there are wondering how things have been going since we have been accepting cases at the Hotline given the New Methodology and recent training for Hotline staff. Have we seen major increases in Hotline intakes, decreases or relatively remain the same? How are we in comparison to other Regions in the State? Wonder no more. The following information was provided to the Regions on intakes received by the Hotline in February 2015 compared to February 2014 and 2013. Just a reminder, we are the largest Region in the State, so we would receive more than other smaller areas.

As you can see in the first chart, which includes both Child and Adult cases received screened in and screened out; we have relatively remained the same in the amount of intakes we have received. In fact, it is a slight decrease of 138 intakes from February 2014.

This chart shows you the child intake distribution across Regions. As you can see, the Central Region had the lowest increase of only 2%. We were below the State % change!

Central Region Now Fully Implemented

Congratulations Central Region! Central Region DCF has been fully implemented since December and now, the Seminole County Sheriff’s Office in Circuit 18 of the Central Region has become fully implemented as of April 4th. This means April’s Implementation map will show the entire Central Region is fully complete and practicing the new Methodology!

The Hotline continues to keep an eye on this and has a plan that includes enhanced training for all Hotline Supervisors and Counselors. Good to know the Hotline, as we do, continue to receive training to ensure our workforce is always prepared to make the best decisions possible on our cases.
BIG TANF Changes April 17th:
New Requirements/Eligibility Enhancement

CPIs, starting April 17th on all new intakes received, you must fill out the Assets and Employment tabs for each parent and child who has income in the household or else you will not be able to close your case. This means you will be required to evaluate the family’s assets which include their vehicle. The best way to obtain this estimate is through Kelly Blue Book or kbb.com. Thanks to CPI Supervisor Heather Reccia who volunteered to be a part of the UAT for Eligibility Enhancements in Tallahassee, the Central Region has also created some Step by Step Guides and screen shot walkthroughs that have been sent out to staff and have already begun to be discussed at the CPI All Staffs being held by the local Program Administrators. The PA’s are also having staff watch the 17 minute Centers video on how the changes affect CPIs during the All Staff.

http://centervideo.forest.usf.edu/fsfn/eligibility/investigative.html

The goal is to have all CPIs informed using these materials by April 17th.

Also, the following link will take you to the Statewide Eligibility Tip Sheets and Tools which will show you how to make evaluations for assets. There are also several other Eligibility Tip Sheets to guide Rev Max workers through the process as well.

http://fsfn.dcf.state.fl.us/eligibility.shtml

Several FSFN demonstrations are posted to the Center for Child Welfare site under training, “New Releases” at:

http://centerforchildwelfare.fmhi.usf.edu/FSFN/FSFNTraining.shtml

There will be a Live Web Training for Rev Max workers on Wednesday, April 22 from 10:00 - 12:00 (Eastern Time). This live training will prepare Rev Max staff on how to access and use eligibility related information that is available in the FLORIDA systems. The goal is that staff will understand how to inquire and interpret data that supports eligibility. To register for this Live Training, visit:

https://centerforchildwelfare.webex.com/centerforchildwelfare/onstage/g.php?MTID=e2dd39c0636b9b66df9471e993c22bec3.

FSFN Consultant Network Meeting & Tip Sheets

The FSFN Network Consultants held a meeting on April 1st and 2nd in Orlando. The group discussed the new Pre-Service Training curriculum and how it relates to FSFN. Everyone was in agreement that FSFN is a very underutilized part of pre-service and it should be more relative and hands on to what the trainees are learning at that moment rather than waiting over a week, sometimes weeks later to actually practice items learned in pre-service in FSFN. The group also discussed what issues users are experiencing in the field currently with FSFN on both the CBC and DCF side of the house. Some issues will be requiring change requests which the group will be working on and submitting and other issues had solutions discussed and will be shared through members to their local area. One change request being put in is to request the ability to link safety plans to multiple investigations for split households requiring more than one investigation. In relation to this, the group learned that OCW is looking in to having the father’s name be listed as the case shell. This is because sometimes you have split households where dad has children on a report within his house and has another child with another mother that is not involved in the case, yet that mother’s name becomes a case shell. The group also discussed how Special Conditions, specific to Parent Needs Assistance, are being handled throughout the State. This brought up great discussion about how the Office of Child Welfare is in the process of creating a Special Conditions internal policy/operating procedure. The group was able to provide input to be added to the policy which will assist in making sure the policy is in tune with what is practical out in the field. An item also shared with the group is FSFN now supports Internet Explorer 10 if used in compatibility mode.

Changing gears, did you know that the FSFN Consultant Network has developed several “Tip Sheets” that help users navigate through common items in FSFN that may be a little tricky at times for both CBC and DCF? There are ones on FFA Ongoing, Case Plan Update, Uploading to the File Cabinet, etc. One of the newest Tip Sheets the group will be working on is in reference to the use of Informal Supports and background screenings needed for these supports. You can access these tip sheets through the FSFN website by logging in to FSFN and clicking “FSFN Website” under the messages and links section of the FSFN main screen. Once on the FSFN website under the “Contacts” section select “FSFN Consultant Network.” You can then select Tip Sheets or Cheat Sheets.

Also, just a friendly reminder if you ever wonder how something works in FSFN, you can always reference the FSFN “How Do I Guides”. These are great learning tools which provide not only steps of walking through common actions in FSFN, but also some contain screen shots to further help your understanding of FSFN. These are also found on the FSFN website under “System Documentation” just select “How Do I Guides.”
FSFN Data Reporting Workgroup

With the new spring season upon us we have some new reports which blossomed, some that requested some pruning by receiving an update and some seeds were planted for future blooming. One of the two reports which blossomed this month is a Summary and Listing Report of children receiving non-relative caregiver funding. The report is designed to display non-relative caregivers who receive financial assistance to aid in the care, safety and well-being of a dependent child for a service or placement. The other new report is also a Listing and Summary report of children’s initial out-of-home placement status. The summary report provides a count and percentage of children entering out-of-home care and their status of being in that same placement at day 30, 60 and 90. This will be a great report to determine placement stability for the children we serve.

The report which will soon have its seeds scattered and receive water and sunlight will be a closed investigation report. The initial concept is to have a Listing report of closed investigations and to include critical areas of the case like maltreatment(s), finding(s), safety determinations, risk levels, present and impending danger.

The report which received an update is Central Region’s own “2nd tier completion rate on 0-3 10+ and high/very high and safe cases.” The update was a minor but necessary one. A calculated field was created to separate Circuit 18 by county to differentiate between DCF and Seminole Sheriff’s Office. This change has affected both the chart and detail portion of the report. A new tab has also been created which documents the ongoing updates made to this report.

April is Child Abuse Prevention Awareness Month
Join in on the Fun

April is Child Abuse Prevention Awareness Month. Everyone showed their support by wearing blue on April 10th. There are some local events within the community that have and will take place in your area that are in partnership with the Department and our local CBCs. Bring your family and friends to show your support! We can’t wait to share pictures from some of the events that took place in next month’s newsletter.

For more information about events in your area, please contact your local DCF Circuit Community Development Administrator listed below:

Circuit 5: Joelle.Aboytes@myflfamilies.com
Circuit 9: Tina.Morgan@myflfamilies.com
Circuit 10: Julia.Hermelbracht@myflfamilies.com
Circuit 18: Phebe.Powell@myflfamilies.com

Upcoming QPI Community Events

Designated members from the Region’s CBCs, CPI and some Circuit CCDA’s participated in March’s QPI Planning call. Everyone discussed their work on the upcoming events to help create awareness on the Quality Parenting Initiative which is one of Florida’s approaches to strengthening foster parents and improving foster care. Below is a listing of event dates and locations within the Region as well as registration links to attend. For more information you may contact your local CBC.

Circuit 18: Brevard County: Rockledge, 4/22
Seminole County: Lake Mary, 4/29

Circuit 5: Sumter County: Bushnell, 5/13

Circuit 9: Orange County: Orlando, 4/30
Osceola County: Kissimmee, 5/1

Circuit 10: Polk County: Lakeland, 6/26 (Link Coming Soon)

https://www.surveymonkey.com/r/QPITrainingC18
https://www.surveymonkey.com/r/QPITrainingSeminole
https://www.surveymonkey.com/r/QPITrainingC5
https://www.surveymonkey.com/r/QPITrainingOrangeCounty
https://www.surveymonkey.com/r/QPITrainingOsceola
Self-Defense Training for Child Welfare Professionals

On March 11th, CPIs and APIs from all over the Central Region attended an Everyday Self-Defense and Workplace Violence Training for Social Services workers in Clermont, FL. The presenter was a black belt who taught our workers how to protect themselves if they are ever put in a situation out in the field that required them to defend themselves using their bodies and also everyday objects they would readily have on them. It was a very informative and hands on training with our CPIs and APIs practicing moves on how to break free if they are being attacked and also how to deescalate a situation by using calming breathing techniques. Here are some pictures of them in action.

CPI/FITT Process Mapping

On March 24th Circuit 9 DCF hosted and co-facilitated a FITT/CPI Process Mapping Meeting. Northwest Regional Planner, Melissa Sidoti, was the facilitator to the group. The group included local CPIs and Program Administrator, upper management from CBCCFL and CMO, DCF SAMH, FSPO and the Clinical Manager for FITT as well as a consulting representative who provided consultation on the integration of behavioral health and children welfare policies service delivery. There were also many representatives from Central Office that participated to include, Kristi Putnam, John Harper, Emily Tupps of SAMH and Assistant Secretary for Child Welfare, Janice Thomas who was an active participant in the process. The group worked together to create a pictorial representation of the sequence of actions that comprise the FITT referral and execution process. During the mapping, the group developed the process should be done and identified current barriers to the process and listed solutions on how we can redesign the process to make it successful. The mission of the process mapping was to shorten the length of time from the identified need for services to effective service engagement for families. Nichole has finished the Process Map and is currently working on the “Playbook” which will outline the process in to a policy/procedural form.

The group reconvened again on April 7th and discussed the outcome of the mapping process and reviewed an internal policy that will be in place that follows the process map that the group created. Currently the group is working on updating the referral forms and flyer for the FITT program. A follow up conference call will be held on April 21st to finalize the process and discuss training with local CPI staff on the new process that will help improve the amount of referrals FITT receives and by the way; NO MORE ZIP CODE RESTRICTIONS - FITT now accepts all zip codes within the State.

CR Program Administrator Meeting

The Central Region held their quarterly CPI Supervisor Meeting on 3/26. The agenda was jam packed with special guest speaker and attendee DCF Deputy Secretary Pete Digre. His presentation titled “Safety Smarts: The CPIs Pre-Frontal Cortex in Action” was well received. Mr. Digre has been with the Department for many years and the Central Region wanted to commemorate his years of service with their own token of appreciation. Central Region Managing Director Bill D’Aiuto presented Mr. Digre with a plaque which had the wording of “Circle of Security” which Mr. Digre has been famous for in presenting around the State.

There were also many interesting breakout sessions held regarding Pre-Service Supports, Prevention Retention and SDMM changes. Each session generated great responses from each of the local service center CPI Supervisors across the Region developing and sharing new ideas on how the Supervisors feel things are going and where we should be headed. Each group developed action plans based on the responses which will be shared across the Region. Another interesting breakout session was regarding each individual service center’s employee survey results. The groups broke out by service center and reviewed comments received from themselves and staff on strengths and areas for improvement at the service center to include morale, operations all the way down to needing office supplies. Each service center was asked to create and provide an action plan on the steps they will take to help support their staff in having a conducive work environment where staff feel they are listened to and supported in their needs in order to be more successful at their job.

“C3” Celebrate Children’s Conference

The Department of Children and Families and Polk State College are sponsoring a FREE conference for Child Care Personnel called “C3” to be held on April 25, 2015 from 8:00 AM - 2:00 PM at Polk State College at their Lakeland Campus. Check-in begins at 7:15 AM. Attendees will be provided with a free in-service certificate for attendance. CEUs will be available on site at the cost of $7 for .5 CEUs. You can also pay $7 cash to receive lunch on site if you are interested. There will be door prizes. The Keynote Speaker is The Learning Station and other guest presenters include: Achievement Academy, FDOH, HFC, Lakeland Fire Department, Polk County Sheriff, Polk State College and United Way of Central Florida.

To register for the event, please contact Ellen Norman at (863) 499-2222 or (863) 797-1623 or by email at Ellen.Norman@myflfamilies.com.
Circuit 5 CPI

Circuit 5 would like to welcome the old but new OPS Manager Billy Kent who was previously the OPS Manager in Circuit 9. Billy has already met with CLS Managing Attorney Kelsey Burnette and held discussion that were geared towards creating stronger partnerships at the local levels. A series of forum discussions will be completed over the next few months at the county level to enhance decision making, escalation procedures, and critical thinking among the two departments.

Circuits 9 CPI

Circuit 9 would like to welcome Kevin Dubard as the new Program Administrator for the Saratoga Service Center in Orange County. Kevin was welcomed with a “Congrats” banner and some balloons – only to swipe his balloons to celebrate her own Birthday. Very interesting way to welcome your new peer – but lots of laughs ensued! Kevin will be a great addition to the team.

The Westgate Service Center in Orange County hosted an Easter basket drive but instead of candy and treats, the baskets were filled with laundry supplies, cleaning supplies, non-perishable foods and hygiene products to donate to their community providers to give to families in need.

March was Social Work Month. The Pine Hills Service Center had a “Spirit Week” where everyday was something new. Pictures show a cake they celebrated with along with Crazy Hat Day.

Keeping families together! OPS Manager David Stoops took part in an ongoing conference call on planning for a medically complex child who needed to be placed in a skilled nursing facility. They had excellent communication and partnership on the calls from the Department, CLS, GAL office, Heartland for Children, ACHA, All Childrens Hospital and Children’s Medical Services. They have been able to postpone the disposition hearing of the dependency case to afford the child in hopes that the child can return to her custody under supportive supervision. OPS Manager Stoops also attended the monthly FIS/FTIT joint meeting at Heartland for Children. They continue to work very well together modeling a true team process in working with their client population having substance abuse issues. Making these joint meetings with the providers of each service has improved communication sharing and the ability to discuss possible moves between the programs. FITT and CPI staff are almost always able to do joint visits or shortly after initiation which promotes earlier engagement for the client.

Circuit 10 CPI

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Circuit 18 CPI

Circuit 18 would like to welcome Nellie Warriner as the new Program Administrator for Rockledge and Mary Setterbo as the new PA for Palm Bay. Both bring an immense amount of talent to the team and have already begun working closely with their service centers to brainstorm events that will bring together the County as a team and allow the workers how appreciative the PAs are of the work they do.

On March 6th, Brevard County Child Welfare staff including, CPI staff, Case Management Staff, CBC staff and GAL staff all gathered for their 1 year Anniversary Party since roll out of the new Methodology. The committee working on the picnic did a great job and all staff enjoyed hot dogs and hamburgers. Special kudos goes out to PA Nellie Warriner who took the lead on planning the event. We had a great turn out and estimated at least 80 staff coming together to celebrate. The hula hoop contest was a highlight of the picnic and allowed for a lot of smiles and laughs. Great camaraderie and collaboration between all!!!