



State of Florida
Department of Children and Families

Charlie Crist
Governor

Robert A. Butterworth
Secretary

DATE: January 14, 2008

TO: Regional Directors and Circuit Administrators

THROUGH: George Sheldon, Assistant Secretary for Operations
David Fairbanks, Assistant Secretary for Program Management
Patricia Badland

FROM: Patricia Badland, Director of Office of Family Safety

SUBJECT: Family Safety Quality Assurance (QA) Action Plan Update

PURPOSE: This memorandum has two purposes: to provide an update to the August 1, 2007 memorandum of the same subject, and to keep you informed as to expectations regarding Community Based Care (CBC) and regional child protective investigation (CPI) QA reporting requirements pending issuance of instructions governing the new child welfare quality assurance model.

BACKGROUND: An August 1, 2007, memorandum provided information about the redesign of child welfare quality assurance and solicited comments from a "lessons learned" perspective, many of which have since been incorporated into the new QA design. That memorandum also defined expectations for quality assurance activities for the period of August through September 30, 2007. This memorandum provides further direction for analysis and action stemming from data collected during the July - December 2007 period.

UPDATE:

- The August 1 memorandum indicated the current regional QA staffing allocation would continue through September 30, 2007. This date has been extended pending completion of the new statewide model.
- As directed in the August 1 memo, high profile QA reviews must be forwarded to the Office of Family Safety for review and sign-off prior to dissemination. This requirement will continue. A November 28, 2007, memorandum issued to the field provides further detail.
- The Contract Oversight Unit will continue to perform annual reviews of Community Based Care lead agency contract compliance.

1317 Winewood Boulevard, Tallahassee, Florida 32399-0700

Mission: Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency

ACTIONS REQUIRED:

1. As the new quality assurance model is being phased in, data collection and analysis must continue uninterrupted. For the first two quarters of FY 2007-08, Regions and Community Based Care lead agencies were directed to continue reviewing child protective investigations and case management service delivery performance using existing tools. This requirement will remain in force until revisions to tools and protocols are complete. QA report deliverables included in current CBC contracts will also continue to be due until further notice.
2. CBC Contract managers should ensure that they have received Tier 1 reports for the first and second quarters of FY 07-08. These reports should be shared with the Regional Quality Assurance Manager for regional review and analysis. The reports from CBCs should include the CBC's analysis of the data gathered, and not just the individual case review work sheets. Regional QA Managers are responsible for notifying Regional Directors, Circuit Administrators, and contract managers of any significant findings that may need additional oversight or assessment. Regional Directors must ensure appropriate actions are taken.
3. It is important to document that there are systematic efforts underway for statewide quality assurance reporting. By January 31, 2008, Regional QA managers will provide a summary of quality assurance activity that occurred during the first half of fiscal year 2007/08 (July through December 2007). This summary should include the elements below. To assist with your compilation, an outline form of this request is attached.
 - **A list of the standard and special (ad hoc) reviews** conducted in the region during this time frame. This includes Tier 1 CBC and CPI quality assurance reviews. Please also include a count of local child death reviews conducted (whether or not they were confirmed as due to abuse/neglect). Do not include local CBC contract manager compliance reviews.
 - **A summary of the significant findings, themes, and/or trends from these reviews.** Do not include case specific details in the summary, but be prepared to crosswalk findings back to the individual review if requested.
 - For the CBC case management reviews, send **rollup results** (summary of scores for all reviewed cases), not case-specific detail results.
 - A description of immediate and longer term **corrective action or performance improvement** activity that has occurred. This may be with respect to a specific finding, based on analysis of a particular review, or conducted in the context of the Region's ongoing quality improvement approach aimed at achieving performance standards. Do not send detailed action plans, but a summary of the expectations, actions, and/or results if known. Do not include CBC contract management compliance action plans.
 - Submit summaries to Becky Lyons, Office of Family Safety, with a copy to Debra Ervin, Office of the Assistant Secretary for Programs.

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CONTACT INFORMATION: Should you have any questions, please contact Becky Lyons at (850) 488-4110, Suncom 278-4110, or email Becky at Becky_Lyons@dcf.state.fl.us.

Thank you for your interest and cooperation in this matter.

Attachment

cc: Don Winstead, Deputy Secretary
Steve Holmes, Director of Strategic Planning and Innovation
Diane Dusenbury, Chief of Contract Oversight
Eleese Davis, Chief of Family Safety Performance Management
Regional Family Safety Program Administrators
Regional Quality Assurance Managers
CBC Contract Managers

Report Format

Summary of Quality Assurance Activity 7/1/2007-12/31/2007

Reported by: Name, Region, Phone Number

1. Quality Assurance Reviews

- Includes Tier 1 CBC and PI QA Reviews but does not include CBC contract management compliance reviews
 - Include title of review, purpose, what was reviewed, where (e.g., geographic area or agency or unit), who conducted review (region, circuit, CBC?)
 - List CBC and CPI separately
- a) List of Standard QA Reviews
 - b) List of Ad Hoc QA Reviews
 - c) Count of Local Death Reviews

2. Summary of significant findings, themes, and/or trends from reviews

- a) What are the CPI results, across reviews? Include a finding from a single review if it is significant/major (but just descriptive, not case identifying information).
- b) What are the CBC results? Across agencies if similar, by agency if significant.
 - i) For CBC quarterly core element reviews, include summary scores by domain or item by agency, not case-specific scores

3. Description of immediate and longer term corrective action or performance improvement activity

- Do not include detailed action plans, only provide summaries. Do not include local CBC contract management compliance action plans).
- a) Immediate actions taken, related to significant findings (may be individual case reviews, but do not include case identifying information, just descriptive, and be able to reference back to case if asked)
- b) Longer term action taken or underway (generally, related to the trends or themes)
- c) Results of corrective action or performance improvement, if known

Submit to Becky Lyons, Office of Family Safety, and Debra Ervin, Office of the Assistant Secretary for Programs. Call Becky at 850-488-4110 (SC 278-4110) or email if questions (Becky_Lyons@dcf.state.fl.us). Due January 21, 2008