



State of Florida
Department of Children and Families

Charlie Crist
Governor

Robert A. Butterworth
Secretary

DATE: May 30, 2008

TO: Regional Directors and Circuit Administrators

THROUGH: George Sheldon, Assistant Secretary for Operations
David Fairbanks, Assistant Secretary for Programs

FROM: Patricia Badlaro, Director of Office of Family Safety

SUBJECT: Quality Assurance Training and Statewide Meeting

PURPOSE: This memorandum provides information on upcoming quality assurance (QA) training and meeting events for QA managers, QA staff, and Regional Death Review Coordinators.

BACKGROUND: In early 2007, quality assurance activities and resources were transferred from headquarters to the regions and Community Based Care lead agencies. The responsibility for development and implementation of a regional quality assurance model was assigned to the Office of Family Safety. The new regional model will be effective July 1, 2008 and in preparation for implementation, the Office of Family Safety is sponsoring the following events.

Note: Travel expenses will be reimbursed by the Office of Family Safety.

Statewide QA Reviewer Training (June 18-20): A new training program for Regional and CBC-based QA staff, including QA staff in CBC sub-contracted agencies has been developed to prepare reviewers to conduct QA reviews that provide a clear and accurate representation of services so that good practices can be reinforced and necessary improvements can be recognized and initiated.

- This first training will be in June at the location listed below. Three additional trainings will be held in July. These dates and sites will be announced later.
- The purpose of this training is to:
 - Increase the use of standardized QA tools and processes while encouraging flexibility to meet local needs.
 - Strengthen the flow and integration of QA data throughout the QA system.
 - Re-commit to integrity and action with regard to QA data so that action is taken and services are improved promptly.
 - Foster partnerships, accountability, and transparency such that all entities are more open, supportive of one another, and take responsibility to improve the quality of services.

1317 Winewood Boulevard, Tallahassee, Florida 32399-0700

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- Ensure that the "best interests of the child" is the guiding philosophy for all members of the service delivery system.
- Ensure the new QA review standards and tools are well understood by QA staff. A key desired outcome for the training is that the reviewers interpret the standards and apply scoring criteria in a consistent manner (i.e., high interrater reliability).

Statewide QA Meetings (June 24-25): The QA statewide meetings are for Regional and CBC QA Managers. Statewide QA meetings will be held bi-monthly during the first year of implementation with the initial meeting taking place in June 2008. The purpose of these meetings is to address on-going issues with the implementation of the Regional QA Model so that the Department builds a strong, effective QA system that promotes quality child welfare practices.

The June meeting will include a break-out session for the Regional Child Death Review Coordinators to discuss issues pertinent to their functions, particularly focusing on the current internal death review process and proposed revisions that will enable the Department to gather and report information consistently and electronically on a statewide basis.

Each CBC QA Manager may bring one additional staff person to the June meeting. For the Regional QA Managers this will be the region's child death review coordinator. The meeting is limited to 52 participants.

ACTION REQUIRED:

Once the initial training class attendees are identified, we will advise the QA Managers and ask that they ensure pre-registration and lodging arrangements are made as described below. (If reviews are not scheduled until later in July or August, managers are asked to wait for those subsequent training dates to be announced.)

For the QA statewide meeting, please identify staff who will attend and ensure pre-registration and lodging reservations, where applicable, are made.

Electronic training registration is available at The Center for the Advancement of Child Welfare Practice, home page at www.centerforchildwelfare.org

QA Reviewer Training June 18 - 20 (Draft training agenda attached)

Target Audience: QA staff in regions and CBCs (to include sub-contracted agencies) in which base and/or side-by-side reviews are scheduled during the first two weeks in July.

Pre-Registration Required! 50 slots available

Meeting will begin @ 10:00 am on June 18 and end at 12:00 noon on June 20

Meeting location:

Renaissance Seaworld
6677 Sea Harbor Drive
Phone - 800-836-7610

For lodging, reservations must be made by June 9

QA Statewide Meeting and Death Review Coordinators Meeting June 24-25

Target Audience: Regional Quality Assurance Managers and death review coordinators, CBC QA Managers and one additional CBC QA staff person.

Pre-Registration Required!

Meeting will begin @ 9:00 am on June 24 and end at 12:00 noon on June 25

Meeting location:

Doubletree (Entrance to Universal)

5780 Major Blvd

Phone - 800-327-2110

For lodging, reservations must be made by June 9

If need further information or if anyone designated to attend will require accommodations to participate in the event, please call or email Eleese Davis at (850) 921-9857, eleese_davis@dcf.state.fl.us, or Gail Perry at (850) 921-7794, gail_perry@dcf.state.fl.us, within seven days of the event.

Attachment

cc: CBC Lead Agencies
Contract Managers
Regional QA Managers



Florida Department of Children and Families Proposed Agenda QA Reviewer Training

Day 1

10:00 – 12:00	<p>Session 1: Windows into Practice: Introduction</p> <p><i>An introduction to the key concepts to set the context for the training, such as:</i></p> <ul style="list-style-type: none"> ▪ <i>CPI/CBC interaction (why we're doing this training together)</i> ▪ <i>Quality</i> ▪ <i>Regional QA Model</i> ▪ <i>QA and QI</i> ▪ <i>Ethics</i> ▪ <i>Principles (Butterworth)</i>
12:00 – 1:00	Lunch
1:00 – 2:00	<p>Session 2: CPI Case Review Overview and Standards Q&A</p> <p><i>A description of the CPI case review process and products and an opportunity for the participants to get clarification on the intent of specific investigation standards.</i></p>
2:00 – 3:15	<p>Session 3: CPI Case Review Practice</p> <p><i>Small group practice applying selected investigation standards to a case; rating a standard and writing a rationale.</i></p>
3:15 – 3:30	Break
3:30 – 4:30	<p>Session 4: CBC Case Review Overview</p> <p><i>A description of the processes and products involved for the CBC base and side by side reviews; includes short scenarios to demonstrate standards and scoring.</i></p>
4:30 – 5:00	<p>Session 5: CBC Standards Q&A</p> <p><i>An opportunity for the participants to get clarification on the intent of specific case management standards.</i></p>

Day 2

8:00 – 8:15	Welcome, Review, and Schedule
8:15 – 10:15	<p>Session 6: CBC Side-by-Side Case Practice</p> <p><i>Small group practice applying the side by side process and tools.</i></p>
10:15 – 10:30	Break

10:30 – 11:00	Assessment #1: Rating a Standard and Writing a Rationale <i>Participants work on their own to rate a standard and write a rationale.</i>

Day 2, cont.

11:00 – 11:30	Session 7: In-depth Review Introduction <i>A description of the processes and products of the CBC in-depth review; also, emphasis on “Summary Questions” to be added to end of review tool.</i>
11:30 – 12:45	Lunch
12:45 – 2:15	Session 8: CBC Case: In-depth Review Practice <i>Small group practice applying the in-depth review processes.</i>
2:15 – 2:30	Break
2:30 – 3:00	Assessment #2: Case Summary and Conclusions <i>Participants work on their own to summarize case review results and identify conclusions.</i>
3:00 – 3:30	Session 8 (Conclusion) In-depth Review Practice Conclusion (Trainer processes group results.) <i>A whole group discussion of the small groups’ results for the in-depth review.</i>
3:30 – 3:45	Break
3:45 – 4:45	Session 9: “Rolling Up” Data for the CBC Review/Writing Recommendations <i>Demonstration and practice of the procedures to roll up standard scores across the review cases, drawing conclusions, and making recommendations.</i>

Day 3

8:00 – 8:15	Welcome and Schedule
8:15 – 10:15	Session 10: Preparing for and Conducting an Exit Conference <i>Discussion and small group practice of conference topics and presentation guidelines .</i>
10:15 – 10:30	Break
10:30 – 11:15	Session 11: CPI Report Writing and Presentation <i>Discussion of rolling up CPI review data and structuring it for an exit conference presentation.</i>
11:15 – 12:00	Written Assessment and Workshop Evaluation