I. Introduction:

The Southern Region comprises of Miami-Dade County known as the 11th Circuit and Monroe County, also known as the Florida Keys and the 16th Circuit. Child Protection Investigations are conducted in each of the two Circuits by Department staff.

Miami-Dade County is divided into three geographic areas, North, Central and South. Child Protective investigations, in each of the three areas, are overseen by a Program Operations Administrator (POA). The three program operations administrator report to the Southern Region Operations Manager. Currently there are 17 child protective investigation units in Circuit 11. They are divided as follows: Five units in the North, five units in the South area and six units in the Central area. An additional unit consists of a specialized Institutional Unit located in the Central area. An Operations and Management Consultant (OMC) is assigned to each of the three POA's. The OMC's assists the POA in administrative duties, conducting special reviews at the request of the POA and in tracking various management activities and reports.

There are two child protective investigation units located in Monroe County, Circuit 16. Each of these units is under the supervision of a Program Administrator who also reports to a local Operations Administrator.

Quality Assurance Review activities will include semi-annual reviews, quarterly reviews of no jurisdiction/duplicate reports, quarterly review of supervisory guides, and other discretionary reviews as identified. This fiscal year the reviews will be done separately for Circuit 11 and 16 based on lessons learned from last fiscal year.

II. Review Activities

1. Regional Comprehensive Semi-annual Oversight Reviews

Semi-annual comprehensive oversight reviews of child protective investigations will be conducted in each of the two Circuits. The reviews for each of the two Circuits will be conducted separately. The purpose of conducting the semi-annual reviews is to provide an objective assessment of the quality of child protective investigations and to provide information for statewide assessment of compliance and quality.

Method: The statewide standardized tool will be utilized and all other established statewide protocols will be followed. Each semi-annual review will be based on 50%
of a 90% confidence level and a 10% confidence interval sample for each Circuit. The goal is to provide the region a 90% confidence level the findings represent the total population. Effective this fiscal year CPI Stakeholder surveys will also be completed at the time of each semi-annual review.

**Sampling:** The sample will be drawn from child protective investigations closed the previous quarter. The sample will be selected following the standardized criteria outlined in the statewide guidelines for conducting child protective investigation reviews.

**Scheduling:** Review activities will occur during the second and fourth quarters.

**Reporting:** The report will be due within 30 days of completion of the review to the Program Administrator, Operations Manager and Regional Administrator. An Exit conference will be held within ten working days of completion of the review. Review findings will be presented to administrative and operations staff.

2. **Review of No Jurisdiction/Duplicates Closures**

**Purpose:** A review of recently closed no-jurisdiction and duplicates reports in the region will be conducted quarterly. The purpose of the review will be to determine adherence to established guidelines for closure of reports meeting specialized criteria. Current local procedure requires the POA’s review and approval prior to closure. The POA’s approval should be documented in the report.

**Method:** The statewide standardized tool for review of no-jurisdiction and duplicate reports will be utilized.

**Sampling:** The sample will be drawn from child protective investigations closed the previous quarter. Ten closed reports will be randomly identified from the universe of closed investigations for each of the three service areas in Circuit 11 areas and 10 closed reports from Circuit 16.

**Scheduling:** Review activities will occur during the month following the previous quarter.

**Reporting:** A standardized format was developed last fiscal year and will continue to be utilized. The quarterly report will be due by the end of the month following the end of the previous quarter. On-going improvement will be analyzed and addressed in the quarterly report.

3. **Review of Supervisory Guides**

The statewide Quality Assurance model contains an additional opportunity for review of investigations through the supervisory discussion guide and process. The purpose
of the guide is to facilitate a discussion between the supervisor and the child protective investigator which will promote opportunities for building on the qualitative focus of active investigations. The discussion between the supervisor and the child protective investigator facilitates discussion of several basic themes:

- What is the child protective investigator’s thought process during the assessment,
- Is the investigative plan appropriate to the alleged maltreatment and findings,
- Are service needs appropriately identified,
- Is the investigation on the right tract to ensure allegations are thoroughly addressed,
- Is additional investigative activity needed to ensure quality service?

The current statewide minimum requirement of completion of three qualitative discussions with each child protective investigator monthly will be followed. Implementation of the requirement will follow the completion of the training activity discussed below.

**Tracking:** Upon completion of each individual discussion the supervisor will ensure that a case note is entered into Florida Safe Families Network. Each designated OMC will be responsible for tracking the completion of the discussions on a monthly basis. The OMC will notify the respective POA on a weekly basis of the status of completion of the supervisory guides by unit. It is expected that the POA will take appropriate action to ensure completion of the required minimum number of discussions per unit.

**Sampling:** On a monthly basis each OMC will randomly select and forward electronically, five completed case notes documenting the discussion between the Child Protective Investigator and the supervisor to the Quality Assurance Unit. The randomly selected cases should include a representative sample of the units. Each OMC will notify the lead Quality Assurance specialist, by the fifth of each month, the five random report numbers, per service center, where supervisory reviews have been completed.

**Reporting:** Once the supervisory discussions have been reviewed, the assigned Quality Assurance Specialist will notify the supervisor and POA via e-mail as to the quality of the discussion. This feedback will include both areas that supervisors are exceeding and areas in which improvement is needed.

**Monitoring:** Quality Assurance staff will review the submitted discussion guides for each of the 3 service centers in Circuit 11 and the 2 service centers from Circuit 16, three times during the fiscal year. A Quality Assurance specialist will be identified as a lead reviewer to ensure that Quality Assurance receives the reviews monthly and completes the reviews three times as specified in the Quality Assurance calendar. The assigned Quality Assurance specialist will review the completed guides against
information documented in the Florida Safe Families Network. Exceptional issues or trends which are identified through the review of the discussion guides will be addressed in the semi-annual reports. Child safety concerns which may be identified through review of the discussion will be addressed through the Regional child safety protocol.

The quarterly Quality Assurance reviews will be conducted by reviewing the completed reviews against a list of data points to ensure that all significant points pertinent to each investigation is addressed as well as issues and concerns specific to the individual investigation. The data points will be drafted in conjunction and with collaboration of the Child Protective staff and will include but not be limited to:

- Child safety
- Quality of assessment activities
- Family History and Dynamics
- Service Assessment
- Quality of contacts
- Coordination of removal activities
- Follow-up to supervisory direction

4. Regional Discretionary Reviews

Region Quality Assurance staff will conduct two Discretionary child protective investigation reviews during the course of the year (one per Circuit). Minimally, a discretionary review will be conducted on cases in each Circuit. The size of the sample, and the focus of the discretionary review, will be based on a concern or concerns identified by the Regional Director or Circuit Administrator, by a high profile case or by the results of the semi-annual or pre-reviews. The sampling and reporting methods will be determined at the time the need for the review is communicated. The identification of areas in need of a discretionary review will be those where immediate corrective feedback can occur to enhance performance improvement.

5. Special Quality Assurance Reviews

Region Quality Assurance staff may be assigned responsibility for a Special Quality Assurance review that may be based on concerns related to decision-making and/or service provision and focused on an individual case or cases assigned to a specific worker or unit. The need for a Special Quality Assurance Review may be identified by Region or Circuit Administration.

6. Additional Activities/Training

During the previous fiscal year training was completed for all Child Protective Investigative Supervisors on the Child Protective Investigation Standards and Review Tool. During the next fiscal year this training will be also be conducted for all the
Child Protective Investigators in the Southern Region. The death review coordinator will continue to provide ongoing training to staff on tracking and procedures for reporting, staffing, and closing reports.

III. Tracking and Reporting of On-Going Improvement Initiatives

All identified review activities will include a reporting mechanism. Each report will include an analysis of the activity's findings. Where possible, data will be collected and compared on a monthly basis. Quality improvement activities will be developed with input from operational staff.

V. Safety Concerns

The Southern Region protocol for addressing Child Safety and Administrative concerns is attached.

VI. Community Based Care Reviews

The Southern Region Quality Assurance Unit will be incorporating the community based care reviews in the review schedule effective this fiscal year. The pilot project with Chapin Hall ended on June 30, 2009, requiring this function to be returned to the DCF Regional Quality Assurance Office. The Regional QA Office will be responsible for completing the side by side reviews and the in-depth reviews during the last three quarters of this fiscal year and preparing the reports for these reviews. The community based care agency (Our Kids) will be responsible for all base reviews and preparation of reports from those base reviews. The lead community based care agency will also be responsible for completing the annual report that will be due at the end of the fiscal year.
### Southern Region Quality Assurance Activities
#### July 2009 - June 2010

#### July 2009
- **Psychotropic Med Review (all month)**
- **2nd Qtr CAP Plan Updates**
- **Monthly Diversion Workgroup-3rd Friday**
- **ARC Staffing (every Tuesday)**
- **Adult Fatality Review & Child Death Review & FIMR Meeting (monthly meeting)**

#### August 2009
- **Monthly Diversion Workgroup-3rd Friday & 1st Qtr CPSR Updates/OLP Updates**
- **Psychotropic Med Review (all month)**
- **Child Death Training**
- **Supervisory Discussion Guide 9/16**
- **6th Dependency Summit in Orlando**
- **ARC Staffing (every Tuesday)**
- **Adult Fatality Review & Child Death Review & FIMR Meeting**

#### September 2009
- **Psychotropic Med Review all month**
- **Monthly Diversion Workgroup-3rd Friday**
- **ARC Staffing (every Tuesday)**
- **Supervisory Discussion Guides**
- **Adult Fatality Review & Child Death Review & FIMR Meeting**

#### October 2009
- **Psychotropic Med Review all month**
- **No-Juris/Dup. Review 7/09-Sept./Report due divider monthly Diversion Workgroup-3rd Friday**
- **ACCNCC starts**
- **ARC Staffing (every Tuesday)**
- **Adult Fatality Review & Child Death Review & FIMR Meeting**

#### November 2009
- **1st CPR Review for C-11/Review sample (Aug. - Oct.)**
- **Conduct CPR File Review**
- **ARC Staffing (every Tuesday)**
- **Adult Fatality Review & Child Death Review & FIMR Meeting**

#### December 2009
- **Monthly Diversion Workgroup-3rd Friday**

#### January 2010
- **Monthly Diversion Workgroup-3rd Friday**
- **CAP Plan Updates for Training is due (Oct.-Dec.)**
- **No-Juris/Dup. Review Select Dis. Rev. sample (Oct.-Dec.)**
- **Supervisor Discussion Guide**
- **CPI Tool Training**
- **ARC Staffing (every Tuesday)**
- **Adult Fatality Review & Child Death Review & FIMR Meeting**

#### February 2010
- **1st Draft Cap Plan is due Feb 5**
- **Training on CPI Tool**
- **ARC Staffing (every Tuesday)**
- **Adult Fatality Review & Child Death Review & FIMR Meeting**

#### March 2010
- **ARC Staffing (every Tuesday)**
- **Adult Fatality Review & Child Death Review & FIMR Meeting**

#### April 2010
- **Monthly Diversion Workgroup-3rd Friday**
- **No-Juris/Dup. Review Select Dis. Rev. sample (Jan.-March.)**
- **ARC Staffing (every Tuesday)**
- **Adult Fatality Review & Child Death Review & FIMR Meeting**
- **4th Qtr Side by Side review OKs Start week of 04/26/10.**

#### May 2010
- **2nd CPR Review for C-11 & 16, Review sample (Aug. - Oct.)**
- **File collection and background preparation Supervisory Guide Review**
- **ARC Staffing (every Tuesday)**
- **Adult Fatality Review & Child Death Review & FIMR Meeting**
- **Monthly Diversion Workgroup-3rd Friday**

#### June 2010
- **No-Juris/Dup. Review**
- **ARC Staffing (every Tuesday)**
- **Adult Fatality Review & Child Death Review & FIMR Meeting**
- **Monthly Diversion Workgroup-3rd Friday**
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ARC Staffing (every Tuesday)
Child Death & QA Reviewers Training
Monthly Diversion Workgroup 3rd Friday
Adult Fatality Review & Child Death Review & FIMR Meeting

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Adult Fatality Review & Child Death Review & FIMR
Monthly Diversion Workgroup 3rd Friday
ARC Staffing (every Tuesday)

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Denise Danvers and LaShawn Royal-Moore will rotate as the lead for: Circuit 11 and 16 CPI Review
LaShawn Royal-Moore: Lead: Circuit 11 & 16: No Jurisdiction/Duplicate Review
Denise Danvers: Lead: Circuit 11 & 16 Supervisory Discussion Guides
2 Discretionary reviews will be added throughout the year as identified by the Operations Manager
Adult Fatality Review Research Committee Meetings - held 4th Wednesday - 12-3 pm
Child Abuse Review Research Committee Meetings – held 2nd Wednesday – 12-3 pm
Fetal Infant Mortality Rate Committee Meetings – held 1st Wednesday 6-8 pm
REQUESTS FOR ACTION

Child Safety Requests for Action
A Child Safety Request for Action Form may be generated to document immediate safety or potentially ongoing concerns about risk to a child or children in a case under review.

Administrative Requests for Action
Administrative concerns will also be documented on the Child Safety Request for Action Form. Examples of Administrative Requests for Action may include but are not limited to issues impacting permanency or well being. Examples include, failure to engage an interested relative or failure to follow-up on a medical, educational or mental health needs. Issues relating to child safety are not included in Administrative Requests for Action.

Administrative concerns regarding incorrect or needed case record information, e.g. misspelled names, missing documents, etc. will be noted on the case review tool and provided to operations staff for review and follow-up.

Child Safety Staffing Requests for Action
A Child Safety Staffing may be requested based on immediate and unresolved safety concerns.

Requests for Action may be generated during the course of completing the CPI Quality Assurance reviews outlined below.

QUALITY MANAGEMENT REVIEW SYSTEM

The Child Welfare Quality Management System has a number of review components for child protective investigations. Each review component provides an opportunity to identify and document child safety concerns on the Child Safety Request for Action Form (See attached form.)

CPI Quality Assurance Review Components

Semi-Annual CPI Reviews
Region Quality Assurance staff are responsible for conducting a semi-annual CPI review in each of the Region's circuits. The first review must be conducted in the first two quarters of the fiscal year, and the second review must be conducted in the last two quarters of the fiscal year.
Discretionary CPI Reviews
Region Quality Assurance staff are responsible for conducting a Discretionary CPI Review during the two quarters a Semi-Annual CPI Review is not being conducted. Minimally, a discretionary review must be conducted on cases in each circuit. The size of the sample, and the focus of the discretionary review, may be based on a concern or concerns identified by the Regional Director and Circuit Administrators, e.g., re-abuse, multiple priors, reports documenting some indicator or verified findings with no services, etc.

Special Quality Assurance Reviews
Region Quality Assurance staff may be assigned responsibility for a Special Quality Assurance review that may be based on concerns related to decision-making and/or service provision and focused on an individual case or cases assigned to a specific worker or unit. The need for a Special Quality Assurance Review may be identified by Region or Circuit Administration.

REQUESTS FOR ACTION

Quality Assurance Reviewer Responsibilities:

1.) The CBC or Region Quality Assurance staff, primarily responsible for the case record review, will document Child Safety or Administrative concerns using the Request for Action Form. The information will be documented in an objective and factual manner, and sufficiently complete to guide necessary follow-up. Additionally, each Request for Action must include a behaviorally specific recommendation(s).

2.) The completed Request for Action will be submitted to the Quality Assurance Manager for review, approval, and transmission to the appropriate party for follow-up.

3.) Child Safety Requests for Action documenting unresolved concerns about a child’s safety will be completed on the same day identified when possible and no later than the following workday. Administrative Requests for Action may be completed at the time the case record review is completed.

Regional Quality Assurance Manager Responsibilities:

1.) Review completed Request for Action Forms for accuracy and completeness, and ensure the recommendations are appropriate and behaviorally specific.

2.) Enter the Request for Action on the Request for Action Log and ensure the following information is documented: Type of Request for Action, Date and Time
Received, Name of Reviewer, Case Name, Brief Description of Presenting Issue, Date and Time Forwarded to Designated Liaison, Response Due Date, Response Received Date, Brief Description of Resolution, and Date Closed.

3.) Assign the due date for response based on the presenting concerns.

4.) Track the timely receipt of responses to Requests for Action.

5.) Review the responses to Requests for Action to ensure they resolve the presenting concerns.

6.) Schedule and chair the Child Safety Staffing on the same workday when possible, but no later than the following workday when the risk to child safety is assessed to be high, when the response to the Child Safety Request for Action does not resolve the presenting concerns to the satisfaction of all parties or additional planning and coordination is needed.

8.) Schedule and chair the formal staffing within five workdays when the risk to child safety is low and the response to the Child Safety Request for Action does not resolve the presenting issue to the satisfaction of all parties or additional planning and coordination is warranted.

9.) Ensure staffing participants are notified and minimally includes: assigned quality assurance reviewer, designated lead Operations Review Specialist, Southern Regional Quality Assurance Manager, Southern Regional Program Administrator or designee and department representatives with knowledge of or supervisory oversight for the case.

8.) Ensure staffing is documented and includes: participants, discussion and agreed upon follow-up actions, and is tracked to completion. (See attached Request for Action Child Safety Staffing Form.)

08/09