Community Based Care Annual Report of Quality Assurance Review Findings
FY 2010/2011

Seminole County
Summary of Case Management Practice Trends:

During the fiscal year 2010-2011, Community Based Care of Seminole reviewed 17 base review cases each quarter. CBCS also partnered with the Department of Children and Families to review 8 cases in a side-by-side manner each quarter, for a total of 25 cases reviewed each quarter. The data in this report is based solely on a total number of 75 cases reviewed during the fiscal year 2010-2011. It should be noted that the 4th quarter reviews were suspended by the Department in order for the Department and CBC’s to pilot a new quality assurance review model and the information obtained during testing for the new model is not included as part of this report.

Performance chart for the areas of Safety, permanency and well being for each quarter and total for the fiscal year: Red: Below 60%, Blue: 60%-79%, Green: 80%-100%

<table>
<thead>
<tr>
<th>Performance Area</th>
<th>Quarter 1</th>
<th>Quarter 2</th>
<th>Quarter 3</th>
<th>Annual Roll up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety outcome 1</td>
<td>93%</td>
<td>97%</td>
<td>93%</td>
<td>94%</td>
</tr>
<tr>
<td>Safety Outcome 2</td>
<td>85%</td>
<td>85%</td>
<td>75%</td>
<td>82%</td>
</tr>
<tr>
<td>Permanency Outcome 1</td>
<td>94%</td>
<td>88%</td>
<td>86%</td>
<td>89%</td>
</tr>
<tr>
<td>Permanency Outcome 2</td>
<td>68%</td>
<td>74%</td>
<td>74%</td>
<td>72%</td>
</tr>
<tr>
<td>Well-Being Outcome 1</td>
<td>83%</td>
<td>84%</td>
<td>80%</td>
<td>82%</td>
</tr>
<tr>
<td>Well-Being Outcome 2</td>
<td>100%</td>
<td>56%</td>
<td>86%</td>
<td>81%</td>
</tr>
<tr>
<td>Well-Being Outcome 3</td>
<td>81%</td>
<td>70%</td>
<td>65%</td>
<td>72%</td>
</tr>
<tr>
<td>Federal Child and Family Review</td>
<td>73%</td>
<td>68%</td>
<td>67%</td>
<td>69%</td>
</tr>
<tr>
<td>Total</td>
<td>82%</td>
<td>80%</td>
<td>77%</td>
<td>80%</td>
</tr>
</tbody>
</table>

CBCCCF-Seminole has sustained performance in keeping children safe in their homes, however did have a slight decrease in performance for safety outcome 2 in the 3rd quarter. Safety outcome 2 reviews if an abuse report is received during the open services case that is subsequently closed with findings of abuse or neglect (re-abuse/ re-neglect). In the third quarter the findings relate to three applicable cases and two of these cases having these findings. CBCCCF-Seminole sustained performance in permanency outcome 1 and increased in performance for permanency outcome 2. Overall CBCCCF-Seminole decreased in performance for ensuring the child well-being needs were met. CBCCF is currently completing a specialized medical, dental, vision review (required by the Department statewide) which will also impact this area identified as deficient.
CBCCF-Seminole case management agencies have sustained performance on completing initial family assessments. The initial assessments were completed timely and contained detailed information from most of the case participants. There has been no substantial performance improvement for continuing to update the family assessments. Supervisors should use reports in FSFN and their face to face supervision with case managers to monitor when an updated assessment needs to be completed. It is the responsibility of the supervisor to address the content and timeliness of assessments during supervision with staff.

Both agencies implemented a requirement to update the assessment quarterly in an effort to ensure that family assessments were current within 6 months during baseline reviews; this practice had the negative result of the case manager viewing the assessment has something to be updated quarterly, missing the requirement to update the assessment when something significant happened that would impact the direction of the case, or could result in a need for additional services or safety planning. In essence the “purpose” for doing an updated assessment was lost in the “checking” to ensure the activity occurred without tying it to the purpose for updating an assessment.

CBCCF-Seminole provides case management agencies with a CREST report which includes information on the number, percent and detail of family assessments completed/current within 6 months; there is not data report that can be adapted which can identify if a family assessment is updated timely when a significant change in the home/case occurs.
2. Family Engagement

CBCCF has sustained performance in ensuring visitation; with concerted efforts for visitation between the parents and child being made by case management staff and foster parents. CBCCF has increased performance in engagement of the mother in services. Documentation supports that the case manager’s primary contact in cases continue to be with the mother and extensive work was completed to engage the mother in completing a case plan. However, case managers continue to have very limited to no contact with the fathers in the case. Increased quality parental contacts remain a goal for CBCCF-Seminole in the new fiscal year. CBCCF-Seminole continues to work on increasing family teaming in non-judicial in-home cases with the goal of increasing parental engagement. The family teaming model is currently being trained throughout the system of care in Seminole County utilizing a see one, do one model. As case managers are trained family teaming will be expanded to include reunification cases. In the mean time mediation is used as method to engage families participation in reunification cases.

3. Service Planning and Provision

CBCS has maintained high performance is completing service referrals that were consistent with the reason for referral and the needs of the families. Documentation with service providers has increased and files contain more
progress notes as to the client’s participation in services. One goal for CBCCF in the next year is to evaluate the effectiveness and utilization rates of services for our children and families. CBCCF hopes to remove waitlist barriers for parents and offer the most productive service that will address the families’ needs.

4. Promoting Case Progress

CBCCF-Seminole performance remains high in completing case plans that are designed to achieve permanency and which contain appropriate tasks for the mother and father. Supervisors still need to master reviewing FSFN during supervision to ensure that the case is current or amended when the goal is changed by the court. During the reunification staffing it is recommended that supervisors identify as a task for the case manager to complete a Maintain and Strengthen case plan when making recommendations for reunification to occur. The new case plan can be filed with the court at the time of the motion hearing or judicial review in which the reunification is ordered. CBCCF-Seminole improved in performance in adoption recruitment activities being evidenced in the child’s primary case file.

5. Supervision and Oversight

CBCCF-Seminole has been unable to sustain any improvement in performance in the area of supervision during the last year. Supervisors continue to complete quarterly comprehensive supervision (usually monthly) however still do not
address all areas of child well-being and do not provide appropriate guidance
and directives to drive a case to permanency. Supervisors cover general
information in supervision such as if the child was seen and what occurred at
court but do not discuss removing barriers, quality of parental/child contact and
the parent’s ability to apply the skills obtained in the competition of case plan
services. Supervisors need to facilitate an understanding with the case manager
of the difference between compliance and change.

**Addressing Findings**

CBCCF-Seminole is currently updating the Quality Management plan for the 2011/2012
fiscal year that will include both QA and QI activities to address identified deficiencies.
The primary goal for the next fiscal year is to continue to target supervisor performance
and increase their critical thinking skills. CBCCF believes that in order to drive successful
outcomes for families the supervisors need to have the skill set to assist the case
manager; and without these skills CBCCF will never be able to sustain high
performance.

Over the last year, CBCCF-Seminole completed a specialized review on the quality of
supervision. Each unit supervisor had at least 10-12 cases reviewed by CBCCF
Operations and QA staff depending on the goal of the case (i.e. the Operations staff
person with primary IL program responsibilities reviewed APPLA goal cases; the
Operations staff person with primary Adoptions program responsibilities reviewed
Adoption goal cases). A debriefing was held with each supervisor and the Program
Director upon completion of each unit review, and a report was provided of the findings
at the unit level. After the debriefing the Case Management Agency Program Director
developed a Training/Improvement plan for each of their supervisors to help increase
performance and address their deficiencies.

Part of the CBCCF Quality Assurance plan has always required that the Case
Management Agency Program Director sample the supervision reviews of their
supervisors and provide feedback, the degree to which this was completed/or that it was
done comprehensively was determined to be haphazard. At this time each Program
Director is being required to identify the cases in which they completed a review; record
this information in FSFN and advise the Quality Assurance Manager for their county who
will in turn review the quality of the supervision review and Program Director review.

CBCCF-Seminole will be conducting a subsequent specialized supervisor review
beginning in September to determine if progress is being made in the area of quality
supervision.