Summary of Case Management Practice Trends

This section should address QSR findings during the year; it should address the agency’s strengths/promising practice trends and areas needing improvement. CBCs are responsible for producing the bulk of the report as a “Self-Assessment.” The summary should be based on all of the data collected through the QSR reviews and any other sources of information that measure local performance. The summary must be evaluative in nature – not simply descriptive in a narrative format. It should not be a “cut and paste” of findings from the review tools or a re-hash of review questions in bullet fashion with performance shown in scores. Evaluative Language: Presents judgments; assesses status and outcomes; gauges, ranks, and rates performance over time. Using evaluative language allows the “Self Assessment” to address how well the agency is doing; are the agency’s policies and practices providing quality service delivery and producing positive outcomes for children and families? A combination of descriptive and evaluative language offers a reliable picture of the system of care. It shares a narrative story and outlines characteristics.

During the 2012-2013 fiscal year, Heartland for Children (HFC) conducted 12 Quality Service Reviews (QSRs), 72 Quality of Practice Standards (QPS) reviews, 10 specialized Adoptions Focused reviews, 10 specialized Independent Living Focused reviews, and 20 specialized Psychotropic Medication Focused reviews.

Based upon the QSR reviews, there were a couple of areas identified as trends across the four Case Management Organizations (CMO) that serve children and families in Polk, Hardee, and Highlands Counties. These recommendations include:

- Inconsistent engagement of the parents in all aspects of services to meet their needs and the needs of their children;
- A lack of understanding of the trauma history of the parents and the children.

Additional recommendations were identified by the various participants in the cases; however, these recommendations did not reflect a trend across all cases and may have been case specific.

Several Strengths were identified from the QPS reviews completed during the fiscal year which continued to mirror the strengths identified the previous year. These include:

- Keeping children, both those who are in out of home care and those who are in home, safe from re-abuse
- Overall, for children in out of home care, the placements were stable
- Maintaining connections was also a strength identified in the QPS reviews
- Permanency was an additional area of strength in the reviews this year

These reviews identified several gaps, similar to the previous year’s gaps as well, that require continued improvement, including:

January 2011
• While children were kept safe from re-abuse, safety interventions that were implemented to prevent re-abuse or to address a re-abuse were not consistently qualitative
• The quality of supervisory reviews was another identified gap; although these reviews were completed quarterly, they did not fully address safety, permanency, and well-being
• Family assessments have not been consistently completed in FSFN or completed in a qualitative manner
• The frequency and quality of Case Manager visits with the child, parents, and caregiver was another identified gap

Child and Family Status Indicators

This section should summarize the results of QSR findings on the 11 Child and Family Status Indicators and provide analysis of rating results and identifying practice strengths and gaps.

Overall, the area of greatest strength for the Child and Family Status Indicators continued to be in the early learning and development status for children who were not school age. Children that were evaluated in this age group generally met their developmental milestones, and there was evidence of support being provided to address their early learning needs. Another area of strength in this section was that the children’s overall physical and dental needs were being met although it was noted that there was room for improvement in the documentation of the medical visits in the case records.

The area in need of greatest improvement was independent living services for youth who are 13 years or older and in the foster care system. Independent living youth were identified as not having long term connections and supports for the majority of the QSR cases completed. Another area in need of continued improvement was in regards to stability of children in out of home care. This standard evaluates the child’s stability over the past year, and it includes stability factors, such as the placement, the assigned Case Manager, service providers, and school. The greatest area of instability was in regards to the child’s Case Manager.

Practice Performance Indicators

Likewise, this section should summarize the results of QSR findings on the ten (10) Practice Performance Indicators and provide analysis of rating results and identifying practice strengths and gaps.

The Practice Performance Indicators revealed a greater need for improvement efforts when compared to the Child and Family Status Indicators. The area identified as having the greatest gap in the Practice Performance Indicators related to teamwork. This area was identified as having a strong team formation but as being weak in the area of team functioning and team meetings. Another indicator in need of further improvement is related to the planning for transitions and life adjustments as well as the implementation of supports that were needed.

January 2011
Addressing Findings

The summary should briefly describe how the CBC will react to the analysis of findings, including how QSR findings will influence improvement efforts and the Quality Management plan for the upcoming year.

During Fiscal Year 2013-2014, HFC will be focusing on improving the reporting out of areas of concern/performance to the case management organizations to drive continued improvement in all other focus areas.

Signatures (deemed pertinent by the CBC)                                  Date

Report resubmitted 11/8/14 due to the department discovering they did not have a copy of the original submission.