Hillsborough Kids Inc.
Second Quarter QA Side by Side Review
Exit Conference

<table>
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<tr>
<th>Outcomes</th>
<th>4th Quarter FY 08/09</th>
<th>2nd Quarter FY 09/10</th>
<th>3rd Quarter</th>
<th>4th Quarter</th>
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</thead>
<tbody>
<tr>
<td>Safety</td>
<td>48%</td>
<td>54%</td>
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<tr>
<td>Permanency</td>
<td>59%</td>
<td>63%</td>
<td></td>
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<tr>
<td>Well-Being</td>
<td>67%</td>
<td>56%</td>
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<tr>
<td>Overall</td>
<td>60%</td>
<td>56%</td>
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The exit conference was held on October 27, 2009; those in attendance were members from the lead agency and the six case management organizations. The review period was from January 1, 2009 through September 30, 2009. There were eight cases selected for the side-by-side review, with six out-of-home and two in-home cases. There were four cases with the goal of reunification, two with the goal of maintain and strengthen, and one with the goal of adoption. One of the cases reviewed was under Voluntary Protective Services, and therefore, a goal was not established because it was not under court supervision and a case plan was not developed.

Positive Steps

- **No re-abuse and re-neglect in all cases**
  There were no abuse/neglect reports closed with some indicators or verified findings on the children under supervision.

- **Placement stability**
  There were five children in out-of-home care for all or a portion of the review period, with none of the five children experiencing a change in their placement.

- **Supervision**
  In a majority of the cases reviewed supervision was completed monthly, and if not completed monthly they were being completed quarterly.

- **Service referrals**
  In six of eight cases service needs were identified during the period under review and appropriate referrals were provided. There were referrals provided to children, parents and caregivers, in one instance a referral was provided to a father living in another state for parenting.

Opportunities for Improvement

- **Parental engagement**
  The reviewers found the mothers (5 of 7 cases) were engaged more frequently then the fathers (2 of 5 cases) when engaging the parents with their services
needs. When the goal was reunification, engagement of the parents lacked both frequency and quality visits. It appears that whether the father’s whereabouts are known or not, concerted efforts are not made to contact the father and engage him in services and in the child’s life. This continues to be a common factor regarding parental engagement.

- **Lack of a current case plan**
  Reviewers found that five of the eight cases did not have a current case plan. They were either expired or were not located in the case file or the agencies electronic database (Mindshare).

- **Lack of Qualitative Supervisory oversight and ensuring follow-up on recommendations**
  Though supervisory case conferences were occurring at least quarterly and in the majority of the cases monthly, only three of the eight cases reviewed were rated as qualitative supervision. Specific recommendations were either not being made, or the recommendations provided were repetitive from month to month with no documentation to support time frames were given for completion.

- **Lack of thorough family assessment and engagement**
  Family assessments were not being completed in Florida Safe Families Network (FSFN); of the 8 cases reviewed only one was found to have the family assessment completed in the electronic file. This Family Assessment was completed and approved within the review period and noted the families’ compliance with the case plan, along with their strengths and needs.

- **Permanency staffing**
  Although permanency staffings are held frequently; often recommendations do not include directives focused on resolving the identified issues/barriers to achieving permanency. Issues/barriers are repeated from staffing to staffing without establishing a defined course of action to move the case closer to resolution.

- **Lack of quality documentation**
  Chronological notes lacked thoroughness and detailed information in reference to communication with all subjects, case planning, and permanency related issues.

### Continuing Improvement Initiatives

- Routine qualitative discussion with case managers, that includes action focused on child and family specific outcomes, is critical in order to assure needed safeguards and services are in place and that the casework activity is moving the child to permanency.
- It is recommended that a proactive strategy be developed to track the timely completion of a quality family assessment with the family in Florida Safe Families Network (FSFN) to make a determination of immediate and long term family strengths and needs.