Community Based Care Annual Summary of Quality Assurance Review Findings

Report to Headquarters Office of Family Safety

Summary of Case Management Practice Trends:

Kids Central, Inc. is the community based care lead agency providing protective and preventative services to children and families in Citrus, Hernando, Lake, Marion and Sumter Counties. With primary focus on safety, permanency and well-being, Kids Central strives to deliver the most comprehensive and effective care possible through both prevention and protective means.

In addition to the emphasis on service provision there is a strong emphasis on quality management and system of care evaluation. During FY 2010-2011, Kids Central's Quality Management Department participated in 75 statewide Base, Side-by-Side and In-Depth case reviews, in addition to internal special reviews. Fourth quarter reviews were not conducted due to the focused review of medical, dental, vision and immunizations for children in out of home care. Results for the first three quarters were as follows:

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall score:</td>
<td>73%</td>
<td>74%</td>
<td>73%</td>
</tr>
<tr>
<td>Safety Outcome 1:</td>
<td>100%</td>
<td>97%</td>
<td>86%</td>
</tr>
<tr>
<td>Safety Outcome 2:</td>
<td>63%</td>
<td>68%</td>
<td>71%</td>
</tr>
<tr>
<td>Permanency outcome 1:</td>
<td>85%</td>
<td>78%</td>
<td>82%</td>
</tr>
<tr>
<td>Permanency Outcome 2:</td>
<td>73%</td>
<td>72%</td>
<td>72%</td>
</tr>
<tr>
<td>Well-Being Outcome 1:</td>
<td>71%</td>
<td>77%</td>
<td>73%</td>
</tr>
<tr>
<td>Well-Being Outcome 2:</td>
<td>74%</td>
<td>74%</td>
<td>80%</td>
</tr>
<tr>
<td>Well-Being Outcome 3:</td>
<td>70%</td>
<td>67%</td>
<td>70%</td>
</tr>
<tr>
<td>Fed. Child &amp; Fam. Svc Rev.:</td>
<td>67%</td>
<td>67%</td>
<td>61%</td>
</tr>
</tbody>
</table>

Assessment:

Kids Central continues to devote resources to assessment initiatives. This not only relates to initial and ongoing family assessments, but to overall assessments of the child, family, case activities and effectiveness of service provision.

While Kids Central case management does well on completing the initial family assessment, there remains the need for improvement in the completion and documentation of ongoing assessments in FSFN. Medical, dental,
and educational assessments are improving; however, continued focus is needed to further improve practice and maintain a consistently high level of performance. Inquiry into Native American heritage (ICWA) remains an opportunity for improvement.

Kids Central utilizes various resources to address this needed improvement by implementing in-house trainings by the Kids Central Training Department to better equip both pre-service and seasoned staff; employing Educational Liaisons to help bridge the gap for our school age children; a Children’s Mental Health Specialist to facilitate the completion of Multi-disciplinary staffings, therapeutic assessment and placement; a Paralegal to assist in the area of psychotropic medication motions and orders, and multiple other efforts to engage and assist staff in the proper care and management of our children and families.

**Family Engagement:**

Kids Central focuses on the importance of family engagement. While review results of the cases selected this year reflect a need for continued efforts, current practice implementations should result in increased, quality engagement over the 2011-2012 FY. In order to enlighten and educate staff on the importance of engaging fathers, Kids Central implemented the Fatherhood Initiative to train staff on not only why, but how to identify, contact and engage biological fathers. Although there is continued need for strengthening family engagement practices, Kids Central did well at maintaining the child’s important connections, and making concerted efforts to ensure parent/child visitation and contact was sufficient to maintain or promote the continuity of their relationship.

In addition, Kids Central houses a Family Centered Practice Department which includes a Family Finding Unit to ensure that case managers are exhausting avenues to identify, contact and engage family members to not only be placements for our children, but to be lifelong support systems as well.

Also, Kids Central’s Kinship Care Department, Independent Living Program and Post-Adoption Services work to engage children, biological and adoptive families while offering support services, workshops/trainings, group meetings, and network opportunities.

**Service Planning and Provision:**

All three quarters reflect strengths in appropriate case goals and appropriate tasks for all participants, and increase in tasks being included for age appropriate youth. Opportunities to improve are in the maintenance of current (unexpired) case plans.

Children and families overall are receiving services; however, again there is a need to better, or more consistently, engage fathers and to maintain contact with service providers. Children are routinely kept safe and not re-abused, in-home or out-of-home.

**Promoting Case Progress:**

One of the strongest means by which to promote case progress is the engagement of parents and caregivers. As stated above, efforts are consistently made to ensure that case managers are provided the necessary training and supports to engage families in the dependency process in order to promote permanency in the least restrictive setting. Review findings reflect that service referrals are being made, case plans are designed to
achieve permanency, safety and stability, and that case managers are providing guidance and assistance in developing educational and career path goals.

**Supervisory Review and Oversight:**

Kids Central, Inc. recognized, independently of quarterly reviews, that documented evidence of quality supervisory reviews has declined since cessation of monthly incentive reviews. In efforts to rejuvenate practice and positively impact performance, Kids Central has begun to readdress supervisory reviews, and plans to have the process reviewed during independent evaluation.

Kids Central continues to hold quarterly supervisory roundtables to address barriers and issues, and to acknowledge successes of supervisors.

**Findings:**

Findings have been addressed in each of the above sections as well as the Kids Central Quality Management Plan and described practices will be implemented and/or continued throughout the year as planned. Overall, performance specific to the reviewed cases is lower than the previous year; however, initiatives have been put in place in order to reach a paradigm shift across the Circuit. Performance is expected to continue to improve and the new review process will surely reflect strong practices in a way not captured with the FY 2010-2011 review tool.

**Regional Input – Optional:**

*Doris D. Banks*  
August 5, 2011

Doris D. Banks, Kids Central, Inc. QM Director