Quality Service Review
Ratings on the Quick

WEBINAR, AUGUST 9, 2011
FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES
Engage a Child & Family in Need => ENTRY

Begin assessment & understanding of child and family

Assemble team to continue assessment

Coordinate and lead services while Advocating for those not available

Implementation of plan with strategies for behavioral change

Use a family teaming process to develop individual plan

Monitor progress and evaluate results in terms of outcomes

Adapt services through ongoing engagement assessment and planning

EXIT THROUGH CASE CLOSURE => when safety, stability, permanency, well-being needs met

A Practice Model Framework: And the Competencies Related to These Core Functions

Measuring Family Centered Practice
Measuring Child Well Being and Functioning

1. Safety from Exposure to Threats of Harm
2. Child Vulnerability
3. Stability
4. Living Arrangement
5. Permanency
6. Physical and Dental Health
7. Early Learning and Development
8. Academic Status
9. Pathway to Independence
10. Parent and Caregiver Functioning

OVERALL CHILD/FAMILY STATUS
EACH INDICATOR, 6 Point Scale

6   Optimal
5   Good
4   Fair

__________________
3   Marginal
2   Poor
1   Adverse and Worsening

ACCEPTABLE

__________________
NOT ACCEPTABLE
Data Display, Acceptable Status Indicators

<table>
<thead>
<tr>
<th>STATE CHILD STATUS</th>
<th>Acceptable Cases</th>
<th>Improvement Needed</th>
<th>FY06</th>
<th>FY07</th>
<th>FY08</th>
<th>FY09</th>
<th>FY10</th>
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<tr>
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<td>96%</td>
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<td>Prospect for Permanence</td>
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<td>Health/Physical Well-being</td>
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<td>Learning Progress</td>
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<tr>
<td><strong>OVERALL SCORES</strong></td>
<td><strong>149</strong></td>
<td><strong>18</strong></td>
<td><strong>94%</strong></td>
<td><strong>96%</strong></td>
<td><strong>91%</strong></td>
<td><strong>91%</strong></td>
<td><strong>89%</strong></td>
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Table II-2
Practice Performance = System Functioning

1. Engagement Efforts
2. Voice & Choice
3. Teamwork
4. Assessment and Understanding
5. Planning for Safe Case Closure
6. Planning Transitions and Life Adjustments
7. Implementation
8. Maintaining Quality Connections
9. Evaluating & Adjusting
10. Psychotropic Medication Monitoring

OVERALL PRACTICE
## Data Display, Acceptable Practice Indicators

<table>
<thead>
<tr>
<th>State System Performance</th>
<th>Acceptable Cases</th>
<th>Improvement Needed</th>
<th>FY06</th>
<th>FY07</th>
<th>FY08</th>
<th>FY09</th>
<th>FY10</th>
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<tr>
<td>Child &amp; Family Team/Coordination</td>
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<tr>
<td>Long-term View</td>
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<td>57</td>
<td>63%</td>
<td>73%</td>
<td>69%</td>
<td>78%</td>
<td>66%</td>
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<tr>
<td>Child &amp; Family Planning Process</td>
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<td>78%</td>
<td>78%</td>
<td>72%</td>
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<tr>
<td>Plan Implementation</td>
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<td>16</td>
<td>86%</td>
<td>91%</td>
<td>89%</td>
<td>96%</td>
<td>90%</td>
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<tr>
<td>Tracking &amp; Adaptation</td>
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<td>84%</td>
<td>87%</td>
<td>89%</td>
<td>86%</td>
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<tr>
<td>Child &amp; Family Participation</td>
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<td>82%</td>
<td>93%</td>
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<td>92%</td>
<td>85%</td>
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<tr>
<td>Formal/Informal Supports</td>
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<td>89%</td>
<td>94%</td>
<td>91%</td>
<td>95%</td>
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<tr>
<td>Successful Transitions</td>
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<td>37</td>
<td>78%</td>
<td>79%</td>
<td>78%</td>
<td>81%</td>
<td>77%</td>
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<td>Effective Results</td>
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<td>26</td>
<td>87%</td>
<td>90%</td>
<td>83%</td>
<td>88%</td>
<td>84%</td>
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<td>Caregiver Support</td>
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<td>4</td>
<td>96%</td>
<td>97%</td>
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<td>96%</td>
<td>97%</td>
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</table>

**Overall Scores**

|                       | 148 | 19 | 82% | 90% | 89% | 93% | 89% |

*Table II-5*
Status Indicators (6,5,4—Acceptable)

6-OPTIMAL: Best possible attainable for this child/person, sustained for 6 months or since admission. Confidence is high that long term needs/outcomes will be met.

5-GOOD: Substantially and dependably positive status, with ongoing positive pattern. Consistent with attainment of long term needs/outcomes.

4-FAIR: Status is minimally or temporarily sufficient to meet short term needs/objectives.
Status Indicators (3, 2, 1 Unacceptable)

- 3-MARGINAL: Status is mixed, limited or inconsistent and not quite sufficient to meet short term needs/objectives.

- 2-POOR: Status is and my continue to be poor and unacceptable. The person may seem to be “stuck” or “lost” with status not improving.

- 1-ADVERSE: The person’s status in this area is poor and worsening. Any risks of harm, restriction, separation, regression and other poor outcomes may be substantial and increasing.
Data Display, Safety Distribution

Safety distribution
72 cases

<table>
<thead>
<tr>
<th>Ratings</th>
<th>Number of Cases</th>
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<tr>
<td>1</td>
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<tr>
<td>2</td>
<td>5</td>
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<td>3</td>
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<td>4</td>
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<tr>
<td>5</td>
<td>35</td>
</tr>
<tr>
<td>6</td>
<td>5</td>
</tr>
</tbody>
</table>
Practice Indicators (6,5,4—Acceptable)

6-OPTIMAL: Excellent, consistent effective practice for this function. Indicative of exemplary practice and results; 6 month pattern or since admission.

5-GOOD: System function is working dependably for this person under changing conditions and over time, consistent with meeting long term goals; 3 month sustained pattern or since admission.

4-FAIR: System function is minimal or temporarily sufficient to meet short-term need or objectives. Performance may be time-limited, somewhat variable or require adjustment; 30 day pattern.
Practice Indicators (3,2,1 Unacceptable)

- **3-MARGINAL**: Practice is underpowered, in-consistent or not well-maintained to child/family needs. Not sufficient to meet short-term needs/objectives.

- **2-POOR**: Practice at this level is fragmented, inconsistent, lacking necessary intensity or off-target.

- **1-ADVERSE**: Practice may be absent or not operative. Performance may be missing, contra-indicated or may be performed inappropriately or harmfully.
• Difference between a Rating of 3 and 4 (or a “Yes” or “No”)

• If this case were frozen in time as it is today, would it be acceptable?
Rating Timeframes

**STATUS INDICATORS**

**PAST 30 DAYS**

*Exception:*
Stability measures past 12 months and next 6 months

**SYSTEM INDICATORS**

**PAST 90 DAYS**
Status 1: Safety from Exposure to Threats of Harm

In addition to overall indicator rating, document “strength” or “gap” for:

- Home environment
- Other environments
- Child-specific characteristics
- Caregiver capacity/behavior
- Services and efforts
- Emergency safety concerns
Status 2: Child Vulnerability

In addition to overall indicator rating, document “strength” or “gap” for:

- Child characteristics
- Child behavior: self-endangerment
- Child behavior: risk to others
- Mitigation of vulnerability
In addition to overall indicator rating, document “strength” or “gap” for:

- Stability in current living arrangement
- Stability in school setting
- Stability in case management
- Stability in service provider
- Risk of disruption to current living arrangement
- Risk of disruption to school setting
- Management of risks to stability
In addition to overall indicator rating, document “strength” or “gap” for:
- Appropriateness of living arrangement
- Matching with caregivers
- Caregiver capacity
- Appropriateness of educational placement
- Maintains connections
- Consistent with ICWA
- Permanency support
Status 5: Permanency

In addition to overall indicator rating, document “strength” or “gap” for:

- Life-long home and family
- Progress toward reunification
- Progress toward adoption
In addition to overall indicator rating, document “strength” or “gap” for:

- Basic physical, daily needs
- Achievement of optimal physical health
- Maintenance of physical health
- Medication management
In addition to overall indicator rating, document “strength” or “gap” for:

- Attachment and social relationships
- Coping and adapting skills
- Behavioral or developmental status as demonstrated by child
- Assessment and interventions
Status 8: Early Learning Status (Under age 6)

In addition to overall indicator rating, document “strength” or “gap” for:

- Achievement of developmental milestones
- Status consistent with expectations
- Supports for early learning
Status 9: Academic Status

In addition to overall indicator rating, document “strength” or “gap” for:

- Child’s educational achievement
- Child’s engagement in school activities
- Educational supports
Status 10: Pathway to Independence (13 yrs. +)

In addition to overall indicator rating, document “strength” or “gap” for:

- Child’s ability to function independently
- Long term connections and supports
- Preparing the child for independence
Status 11: Parent & Caregiver Functioning/Resourcefulness

In addition to overall indicator rating, document “strength” or “gap” for:

- Caregiver resources
- Mother capacity/behavior
- Father capacity/behavior
- Caregiver capacity/behavior
- Supports and service for caregivers
Practice 20: Engagement Efforts

In addition to overall indicator rating, document “strength” or “gap” for:

- Strategies for effective working relationships
- Ongoing efforts to engage
- Trauma sensitivity
- Engaging the child
- Engaging the mother
- Engaging the father
- Engaging the caregiver
In addition to overall indicator rating, document “strength” or “gap” for:

- Child participation in assessment/planning
- Child participation in service selection
- Mother participation in assessment/planning
- Mother participation in service selection
- Father participation in assessment/planning
- Caregiver participation in assessment/planning
- Frequency and quality of child visits with family
Practice 22: Teamwork

In addition to overall indicator rating, document “strength” or “gap” for:

- Team formation, knowledge and skill
- Team functioning and effectiveness
- Child protective investigator and case manager teamwork
- Team meetings
Practice 23: Assessment and Understanding

In addition to overall indicator rating, document “strength” or “gap” for:

- Initial understanding of child
- Initial understanding of mother
- Initial understanding of father
- Initial understanding of caregiver
- Update and apply understanding of family
In addition to overall indicator rating, document “strength” or “gap” for:

- Individualized planning
- Effective planning
- Dynamic planning
In addition to overall indicator rating, document “strength” or “gap” for:

- Transition identification and planning
- Transition implementation and support
Practice 26: Implementation

In addition to overall indicator rating, document “strength” or “gap” for:

- Effective strategies and services
- Adequate array of resources
Maintaining Quality Connections

In addition to overall indicator rating, document “strength” or “gap” for:

- Identifying family connections
- Maintaining family connections
Practice 28: Evaluating and Adjusting

In addition to overall indicator rating, document “strength” or “gap” for:

• Monitoring of child and family progress
• Apply and adjust for progress
Practice 29:
Psychotropic Medication Management

In addition to overall indicator rating, document “strength” or “gap” for:

- Medication use is safe and necessary
- Child and parent/caregiver participation
- Express and informed consent or court order
- Monitoring of use
- Coordination with other treatments
- Prior knowledge of prescribing physician
- In absence of express/informed consent, there is a court order
- Data fields in FSFN accurately documented
Overall Case Ratings

- **Overall Status-- Page 10 in QSR Guide**
  - Acceptable overall score is possible only when safety score is acceptable (6, 5 or 4)

- **Overall Practice-- Page 11 in QSR Guide**
Three Zones: An alternative to Acceptable/Unacceptable

<table>
<thead>
<tr>
<th>Rating</th>
<th>Description</th>
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<tbody>
<tr>
<td>6 – Optimal</td>
<td>Good</td>
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<td>5 – Good</td>
<td>Fair</td>
</tr>
<tr>
<td>4 – Fair</td>
<td>Marginal</td>
</tr>
<tr>
<td>3 – Marginal</td>
<td>Poor</td>
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<tr>
<td>2 – Poor</td>
<td>Adverse or Worsening</td>
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<td>1 – Adverse or Worsening</td>
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Data Display with Zones

Current Child & Family Status

Total FTM Cases, n=19

- Progress toward Safe Case Closure: 21% Improvement, 37% Refinement, 42% Maintenance
- Safety of the child: 5% Improvement, 26% Refinement, 69% Maintenance
- Safety of others: 13% Improvement, 44% Refinement, 81% Maintenance
- Stability/Permanency: 5% Improvement, 37% Refinement, 58% Maintenance
- Informal Supports/Connections: 63% Improvement, 37% Refinement
- Risk Reduction: 22% Improvement, 28% Refinement, 50% Maintenance
- Overall Child and Family Status: 5% Improvement, 37% Refinement, 58% Maintenance

FTM Reviews Jan. & Feb. 2006