

**Sarasota Family YMCA, Inc.  
Safe Children Coalition**

**Quality Assurance  
Performance Outcomes Results  
FY 2018 – 2019 Annual Report**



**FLORIDA DEPARTMENT  
OF CHILDREN AND FAMILIES**  

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### **Quality Management Team**

The Sarasota Y /Safe Children Coalition Quality Management Team is comprised of staff members who bring professional experiences from a variety of different backgrounds. The Quality Management Team is under the supervision of the Director of Quality Assurance. The Quality Management Team consists of (31/2) Quality Management Specialists who complete file reviews (one part time), (1) Quality Management Specialist who is the Point of Contact of the Missing Children and Human Trafficking cases, (1) Quality Assurance Contract Specialist, (1) Quality Management Paraprofessional, and a (2) Resource Development Coordinators.

Each member of the team performs various duties and provides oversight for special areas within the System of Care. Some of these include but are not limited to:

- Evaluating and Assessing the Quality of Services provided to children and their families by case management agency partners, through the review of case records
- Monthly SAM (Supervisor Accountability of Measures) meetings
- TEAM meetings (Together Everyone Achieves More)
- Monitoring of Psychotropic Medications
- Monitoring of Child Placement Agreements
- Monitoring Missing Children and Human Trafficking compliance
- Managing and Oversight of Critical Incident Reporting
- Facilitating Licensing QA Staffing
- Monitoring Child Exit Surveys and Foster Care Surveys
- Monthly Performance Reports
- Recording and Responding to Client Relations Issues
- Records Requests
- CIRRT Reviews (when needed)
- Other case file reviews regarding client relations (special requests)
- Assist with Trainings and Pre Service Classes
- Development of resources to assist families when in need
- Oversight of Donations both material and financial
- Assist/participate on committees to recognize our Foster Families, Adoptive Families and IL Youth.

**Contract Performance Measures**

Contract Performance Measures are based upon Federal performance indicators and state priorities and are evaluated as “Achieved” or “Not Achieved”. Contract Performance measures results are published quarterly on the Department’s CBC Scorecard Performance Measures website.

Contractual Performance results for the FY 18-19:

 **PERFORMANCE MEASURES**

**QUARTERLY CBC SCORECARD SUMMARY**

QJ2B0			FY16-17				FY17-18				FY18-19			
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Safety	M01	Rate of Abuse per 100,000 Days in Foster Care	16.58	16.23	13.24	13.26	14.75	12.58	13.64	10.55	8.94	10.09	9.45	10.37
	M02	% of Children Who Are Not Abused/Neglected During In-Home Services	91.28	92.34	93.46	92.94	93.09	93.03	93.43	94.94	94.76	95.33	94.93	95.27
	M03	% of Children Who Are Not Neglected or Abused After Receiving Services	94.85	95.75	95.47	96.15	96.88	96.63	97.23	97.27	97.67	96.85	96.72	96.68
Permanency	M05	% of Children Exiting to a Permanent Home Within 12 Months of Entering Care	46.26	45.34	46.59	47.95	46.39	44.04	42.45	40.05	40.99	39.18	37.92	39.35
	M06	% of Children Exiting to a Permanent Home Within 12 Months for Those in Care 12 - 23 Months	56.67	59.20	51.27	49.02	44.26	56.25	55.96	55.12	57.19	61.94	63.79	55.75
	M07	% of Children Who Do Not Re-Enter Care Within 12 Months of Moving to a Permanent Home	90.61	88.50	91.30	91.67	90.20	91.34	91.47	91.96	94.09	91.67	91.09	90.34
	M08	Placement Moves per 1,000 Days in Foster Care	4.67	4.51	4.49	4.34	4.20	4.20	3.66	3.79	4.28	4.11	3.97	4.41
	M12	% of Sibling Groups Where All Siblings are Placed Together	70.39	68.88	71.49	70.92	71.84	69.92	72.22	72.27	70.93	69.80	64.04	63.60
Well-Being	M04	% of Children Under Supervision Who Are Seen Every 30 Days	99.84	99.83	99.83	99.81	99.82	99.75	99.68	99.59	99.57	99.63	99.70	99.81
	M09	% of Children in Foster Care Who Received a Medical Service in the Last 12 Months	97.26	96.94	96.76	95.59	95.49	95.44	95.95	94.89	96.69	98.12	98.86	92.37
	M10	% of Children in Foster Care Who Received a Dental Service in the Last 7 Months	83.39	77.70	71.07	71.60	69.51	72.08	85.46	89.75	89.30	93.59	89.15	71.69
	M11	% of Young Adults Exiting Foster Care at Age 18 Completed/Enrolled in Secondary/Vocational/Adult Education	91.30	92.31	91.67	90.91	88.00	88.00	81.25	79.41	80.00	83.78	89.29	83.33

**Federal Funding Eligibility Reviews**

The Sarasota Y/ Safe Children Coalition completed special program reviews relating to Title IV-E Foster Care and Adoptions and TANF requirements. These reviews assessed our agencies accuracy in eligibility determination. File reviews were completed quarterly. Review tools were derived from IV-E Foster – Children’s Bureau Title IV-E Foster Care Eligibility On-Site Review and Instrument IV-E Adoption and Adoption TANF – Adoption Federal Review Tool. The completed sample consisted of Title IV-E Foster Care: 259; Adoption TANF: 279; and Title IV-E Adoption: 703 making a Total# of Eligible Children: 1,241.

## *Child and Family Service Reviews (CFSR)*

Case file reviews are based on a sampling of children who are or who were in out-of-home care and children who are or who were served in their own homes. Samples are large enough to make statistical inferences about the populations served. The Sarasota Y/ Safe Children Coalition follows and complies with the Department of Children and Families quality assurance guidelines – “Windows into Practice”- which includes the framework for conducting quality assurance reviews.

*Child and Family Service Reviews 51 completed per FY 2018-2019*

Performance Item or Outcome		Cases: 51							
		Performance Item Ratings			Outcome Ratings				Applicable Cases
		S	ANI	NA	SA	PA	NACH	NA	
<b>Safety Outcome 1</b>	<b>Children are, first and foremost, protected from abuse and neglect.</b>				86.49% n=32	0% n=0	13.51% n=5	n=14	n=37
<b>Item 1</b>	<b>Timeliness of Initiating Investigations of Reports of Child Maltreatment</b>	86.49% n=32	13.51% n=5	n=14					n=37
<b>Safety Outcome 2</b>	<b>Children are safely maintained in their homes whenever possible and appropriate.</b>				74.51% n=38	13.73% n=7	11.76% n=6	n=0	n=51
<b>Item 2</b>	<b>Services to Family to Protect Child(ren) in the Home and Prevent Removal or Re-Entry Into Foster Care</b>	96.67% n=29	3.33% n=1	n=21					n=30
<b>Item 3</b>	<b>Risk and Safety Assessment and Management</b>	74.51% n=38	25.49% n=13	n=0					n=51
<b>Permanency Outcome 1</b>	<b>Children have permanency and stability in their living situations.</b>				60% n=27	37.78% n=17	2.22% n=1	n=0	n=45

Item 4	Stability of Foster Care Placement	75.56% n=34	24.44% n=11	n=0					n=45
Item 5	Permanency Goal for Child	84.44% n=38	15.56% n=7	n=0					n=45
Item 6	Achieving Reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement	84.44% n=38	15.56% n=7	n=0					n=45
Permanency Outcome 2	The continuity of family relationships and connections is preserved for children.				71.11% n=32	28.89% n=13	0% n=0	n=0	n=45
Item 7	Placement With Siblings	87.88% n=29	12.12% n=4	n=12					n=33
Item 8	Visiting With Parents and Siblings in Foster Care	68.42% n=26	31.58% n=12	n=7					n=38
Item 9	Preserving Connections	82.22% n=37	17.78% n=8	n=0					n=45
Item 10	Relative Placement	95.56% n=43	4.44% n=2	n=0					n=45
Item 11	Relationship of Child in Care With Parents	68.42% n=26	31.58% n=12	n=7					n=38
Well-Being Outcome 1	Families have enhanced capacity to provide for their children's needs.				56.86% n=29	39.22% n=20	3.92% n=2	n=0	n=51
Item 12	Needs and Services of Child, Parents, and Foster Parents	64.71% n=33	35.29% n=18	n=0					n=51
Item 12A	Needs Assessment and Services to Children	86.27% n=44	13.73% n=7	n=0					n=51
Item 12B	Needs Assessment and Services to Parents	71.11% n=32	28.89% n=13	n=6					n=45
Item 12C	Needs Assessment and Services to Foster Parents	90.48% n=38	9.52% n=4	n=9					n=42
Item 13	Child and Family Involvement in Case Planning	72.92% n=35	27.08% n=13	n=3					n=48
Item 14	Caseworker Visits With Child	80.39% n=41	19.61% n=10	n=0					n=51
Item 15	Caseworker Visits With Parents	50% n=23	50% n=23	n=5					n=46
Well-Being Outcome 2	Children receive appropriate services to meet their educational				93.1% n=27	0% n=0	6.9% n=2	n=22	n=29

	<b>needs.</b>								
<b>Item 16</b>	<b>Educational Needs of the Child</b>	93.1% n=27	6.9% n=2	n=22					n=29
<b>Well-Being Outcome 3</b>	<b>Children receive adequate services to meet their physical and mental health needs.</b>				77.08% n=37	6.25% n=3	16.67% n=8	n=3	n=48
<b>Item 17</b>	<b>Physical Health of the Child</b>	81.25% n=39	18.75% n=9	n=3					n=48
<b>Item 18</b>	<b>Mental/Behavioral Health of the Child</b>	70.59% n=12	29.41% n=5	n=34					n=17

*PIP Monitored Outcomes:*

Item	Outcome	Target	July-Dec 2017 (RP1)	Oct 2017-Mar 2018 (RP2)	Jan -June 2018 (RP3)	April - September 2018 (RP4)	July - December 2018 (RP5)	Oct 2018-Mar 2019 (RP6)	Jan -June 2019 (RP7)
1	Timeliness of Initiating Investigations of Reports of Child Maltreatment	91.50%	100.00%	100.00%	100.00%	NA	NA	100.00%	100.00%
2*	Services to Family to Protect Child(ren) in the Home and Prevent Removal or Re-Entry into Foster Care	85.80%	100.00%	NA	NA	NA	NA	100.00%	100.00%
3	Risk and Safety Assessment and Management	77.70%	100.00%	100.00%	100.00%	100.00%	100.00%	66.70%	66.70%
4	Stability of Foster Care Placement	88.50%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
5*	Permanency Goal for Child	82.10%	100.00%	100.00%	100.00%	0.00%	0.00%	50.00%	50.00%
6	Achieving Reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement	75.40%	50.00%	0.00%	0.00%	50.00%	50.00%	100.00%	100.00%

12	Needs and Services of Child, Parents, and Foster Parents	58.40%	66.70%	66.70%	66.70%	66.70%	66.70%	100.00%	100.00%
13	Child and Family Involvement in Case Planning	70.70%	33.30%	100.00%	100.00%	100.00%	50.00%	66.70%	100.00%
14*	Caseworker Visits with Child	78.90%	0.00%	0.00%	33.30%	100.00%	100.00%	100.00%	100.00%
15*	Caseworker Visits with Parents	51.10%	66.70%	66.70%	66.70%	50.00%	0.00%	33.30%	66.70%

Item	Outcome	Target	July-Dec 2017 (RP1)	Oct 2017- Mar 2018 (RP2)	Jan -June 2018 (RP3)	April - September 2018 (RP4)	July - December 2018 (RP5)	Oct. 2018 - Mar 2019 (RP5)	Jan - June 2019 (RP5)
7	Placement with Siblings	NA	50.00%	0.00%	0.00%	100.00%	100.00%	0.00%	100.00%
8	Visiting with Parents and Siblings in Foster Care	NA	50.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%
9	Preserving Connections	NA	50.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
10	Relative Placement	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
11	Relationship of Child in Care with Parents	NA	50.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%
16	Educational Needs of the Child	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
17	Physical Health of the Child	NA	100.00%	100.00%	66.70%	66.70%	100.00%	100.00%	100.00%
18	Mental/Behavioral Health of the Child	NA	50.00%	50.00%	0.00%	NA	100.00%	100.00%	NA

### **Rapid Safety Feedback Reviews:**

#### **Rapid Safety Feedback completed 41 per FY 2016-2017**

Rapid Safety Feedback is a process designed to flag key risk factors for in-home services cases that could gravely affect a child's safety. These factors have been determined based on reviews of other cases where child injuries or tragedies have occurred. Factors include but are not limited to the parents' ages, the presence of a boyfriend in the home, evidence of substance abuse, previous criminal records,

and prior abuse history. The critical component of the process is the case consultation in which the reviewer engages the child’s case manager and the supervisor in a discussion about the case.

Item	Outcome	2018 (Q1)	2018 (Q2)	2019 (Q3)	2019 (Q4)
1	1.1 Is the most recent family assessment sufficient?	8.3%	10.0%	15.4%	41.7%
1	1.2 Is the most recent family assessment completed timely?	41.7%	30.0%	30.8%	75.0%
2	2.1 Are visits between case managers, children, and parents or legal custodians sufficient to ensure child safety and evaluate progress towards case plan outcomes?	8.3%	20.0%	7.7%	50.0%
2	2.2 Is the frequency of visits between the case manager and the child sufficient?	25.0%	50.0%	38.5%	66.7%
2	2.3 Quality of visits between the case manager and the mother	58.3%	60.0%	61.5%	91.7%
2	2.4 Is the frequency of visits between the case manager and the mother sufficient?	41.7%	40.0%	38.5%	66.7%
2	2.5 The quality of the visit between the case manager and the father are sufficient	63.6%	66.7%	41.7%	50.0%
2	2.6 Is the frequency of the visis between the case manager and the father are sufficient	18.2%	30.0%	8.3%	40.0%
3	3.1 Are background checks and home assessments completed when needed?	58.3%	100.0%	92.3%	75.0%
3	3.2 Is the information assessed and used to address potential danger threats?	100.0%	90.0%	100.0%	91.7%
4	4.1 Is the safety plan sufficient?	16.7%	20.0%	23.1%	41.7%
4	4.2 Is the safaty plan actively monitored to ensure that it isworking to effectively protect the child from identified danger threats?	33.3%	30.0%	30.8%	58.3%
5	5.1 Is the Supervisor regularly consulting with the case managers?	91.7%	70.0%	69.2%	100.0%
5	5.2 Is the supervisor ensuring recommended actions are followed up?	50.0%	70.0%	30.8%	91.7%



RSF and CFSR Outcomes:

The Sarasota YMCA/ Safe Children Coalition has been monitoring the outcomes of the RSF and CFSR to evaluate procedures and ensure quality of work provided to the families served. Although there has been significant increase in percentage of improvement in the RSF and CFSR the results are similar in the following areas: engagement of parents, visits with the children, safety planning, and monitoring.

The Sarasota YMCA/ Safe Children Coalition has begun to shift positions to ensure these items improve and have requested training to enhance and refresh the skill of the case managers.

**Supplemental Quality Reviews for the FY 2017-2018:**

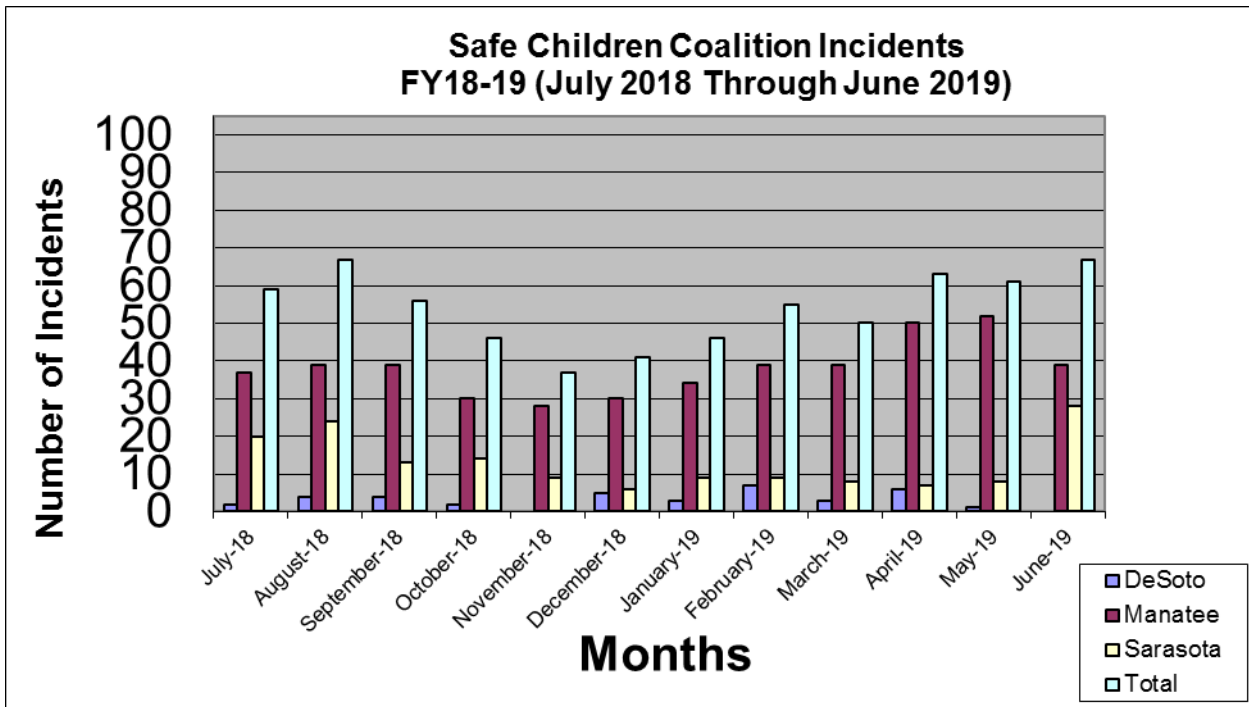
Client Relations:

The Quality Management Department provides oversight to all concerns, complaints, grievances, and questions concerning services. These include trackers from the Department of Children Families, the Office Inspector General, and Legislative offices. The Sarasota Y/Safe Children Coalition has developed a process to track and monitor these types of inquiries to ensure appropriate follow-up and training processes to improve our service system.

<b>Summary</b>	7-18	8-18	9-18	10-18	11-18	12-18	1-19	2-19	3-19	4-19	5-19	6-19
Help Line inquiry (including hang up calls)	89	73	55	84	76	92	93	62	71	97	103	93
web Response inquiry	1	1	2	1	0	1	5	1	0	1	2	0
other inquiry	0	2	0	4	0	1	1	2	2	2	2	4
Total Inquiry (113+114+115)	90	76	57	89	76	94	99	65	73	100	107	97
Complaints (from line 14)	3	5	5	6	5	5	5	5	6	4	9	4
Total Inquiry + Complaints (116+117)	93	81	62	95	81	99	104	70	79	104	116	101

Incident Reporting:

The Quality Management Department reviews all incident reports and enters those that meet the requirement into the Incident Reporting Information System (IRIS). Incident Reports are a re-occurring conversation during Continuous Quality Improvement Meetings. Training was offered to all Case Management Organization Unit meetings as well as being incorporated into Orientation for all new staff.



Sexually Abused/Sexually Reactive:

The Quality Management Department is responsible for oversight of the Child Placement Agreements. The Quality Management Department ensures the CPA is entered into FSFN timely upon a placement change if not at the time of the change in placement. Quality Management runs consults regarding all new CPA's and changes to already existing CPA's with Case Management Organizations, discussions also occur at CQIC Meetings.

Child Exit Surveys:

The Quality Management Department is responsible for oversight of Child Exit Surveys. The Exit Surveys are completed on each child who meets the requirement. There are two tools one for ages 5 to 8 and the other for ages 9 to 18 who have spent thirty days or more in a foster home and now are moving out of that foster home. The surveys allow the Sarasota Y/Safe Children Coalition to address concerns the youth may have had in the foster home.

There were a total of 312 required Child Exit Surveys for the fiscal year 2018-2019. There were 312 Child Exit Surveys completed and of those 142 were completed timely. According to Policy all Child Exit Surveys are due within five (5) business day of the placement change. The Sarasota Y/ Safe Children Coalition goal is 100% of timeliness which was not met with an outcome of 68.5% timeliness for this past fiscal year.

	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
<b>Total Surveys Due</b>	27	30	28	21	20	24	22	15	18	25	21	31
<b>Total Number Completed</b>	16	10	27	18	15	17	18	7	14	11	10	15
<b>Percentage of Number Completed</b>	59%	33%	96%	86%	75%	71%	82%	47%	78%	44%	48%	48%
<b>Number Completed Timely</b>	9	8	15	10	12	13	8	4	7	11	8	13
<b>Percentage of Number Completed Timely</b>	56%	80%	56%	56%	80%	76%	44%	57%	50%	100%	80%	87%

### Training:

The Sarasota Y/ Safe Children Coalition provides all incoming case management staff Pre-Service Training to prepare for their employment. There are three Pre-Service Trainers who are certified as professionals in the Child Welfare Field. Two job coaches who continue to work with the new employees up to certification through the Florida Certification Board. The Sarasota Y/ Safe Children Coalition continues to use the newest version of Methodology Training for Pre-Service.

### **Continued Processes Implemented in 2017-2018 and will continue to be completed to increase Performance Outcome Results:**

#### Safe Case Closure

Based on the performance measure of children returning to care or experiencing re-abuse during services the process of continuing to have the QA Contract Specialist to review reunification and closure files prior to the staffing for approval of the recommendation will remain in place. When a new investigation is initiated on a family an alert is set to the QA Director to access FSFN and ensure appropriate data entry of the new intake. Such as if the youth is disclosing something that occurred three years ago that the CPI place the correct date into the investigation. Another example is the intake was regarding one child out of the sibling group that the victim be the only youth listed in the new investigation. The hope of this new process is to bring down the number of children on the report and improvement in our measure.

#### Dental

During the 2018-2019 fiscal year performance of dental compliance was not met. Development of a position to run the dental reports the beginning of each month and sends the report to each CMO to respond on why a dental was not met. Outcomes are shared monthly at each SAM meeting. The WATCH nurse program has been assisting to ensure dental was completed and entered into FSFN. The Sarasota YMCA has seen an increase in dental and will continue this process to ensure meeting the standard and then maintaining compliance.

#### Data Entry

The Quality Management Contract Specialist reviews the daily placement change report tracked by the Out of Home Department/Placement. This report includes licensed out of home placements and relative/non relative changes. The QA Contract Specialist enters into the FSFN case and looks through the placements. If the placement is not correct the QA Contract Specialist sends an email to Case Manager, Case Manager Supervisor, and the Program Director of the placement needing to be updated in FSFN. The QA Contract Specialist will work along with the Data Entry Specialist to ensure placement is updated within 48 hours. The QA Contract Specialist tracks the changes and reports out on the timeliness of entries during CQIC. Barriers/Challenges are discussed during CQIC.

### **New Initiatives: 2018-2019**

Supervisor Accountability of Measures (SAM): This is a monthly meeting held with the Case Management Agencies to discuss performance. The agencies are provided performance reports from FSFN (dental, supervision,

child seen/not seen, parent visits, psychotropic medications, FFA-O pending and PU pending). The supervisor is expected to come to the SAM meeting ready and able to discuss barriers to correcting the those out of compliance. They must also be able to discuss during the meeting an action plan to correct the out of compliance task if not already completed.

Together Everyone Achieves More (TEAM): This committee is made up of several members of the lead agency, case management agencies, GAL (when needed), CLS (when needed), FSA members, and providers. The purpose of TEAM is to look at data and identify a process that needs to be updated or re-worked. The first project of TEAM was to updated our assessments and use them for staffing a case. TEAM identified and worked with several members of different departments to develop a PU updates Lab to ensure competency amongst the Case Managers to appropriately complete the assessments, facilitator workshop to ensure staffing is facilitated with purpose and motivational interviewing training to ensure a facilitator is skilled at de-escalation and with empowering families with actively participating. Through this process the Sarasota Y will see increased approved FFA-O and PU's with as a quality document.

The Sarasota Y has increased Engaging Dad's training and held a training offered several different times during February to ensure all case management staff attended. Along with the training there was a clean up of obtaining court orders to excuse parents, especially dads who are not engaging or refuse to engage.

Performance measure champions were identified to reach out to those agencies who are performing to at least state average or above to see how they are tracking compliance. The Champion is then to come up with an action plan for improvement. The Champion reports out on progress or barriers at the monthly contract meeting.

During the fiscal year Rapid Safety Reviews numbers completed will be increased. This number has not been established at the writing of this report. The process will also be changing to the case manager being informed the file being reviewed and the consult occurring the same day.

Prepared by:  
Andrea Mertyris  
Director of Quality Assurance