

Performance & Quality Improvement (PQI) Report

Data for week ended Sunday, October 22, 2023



Mission

Improving safety, permanency and well-being for all children in Polk, Highlands, and Hardee Counties

Vision

To eliminate child abuse and neglect in Polk, Highlands, and Hardee Counties



Community Based Care Lead Agency Scorecard

FY 22-23 Year End Performance

CBC Lead Agency Scorecard Performance Table	Safety				Permanency				Well-Being			
Measures	1. Rate of Abuse per 100,000 days while in foster care.	2. Percent of children who are not neglected or abused during in-home services.	3. Children who are not neglected or abused after closure of services.	4. Children under supervision who are seen every 30 days.	5. Children exiting foster care to a permanent home within 12 months of entering care.	6. Children achieving permanency in 12 months for children in foster care 12 to 23 months.	7. Children who do not re-enter foster care within 12 months of moving to a permanent home.	8. Children's placement moves per 1,000 days in foster care.	9. Children in out-of-home care who have received medical services in the last 12 months.	10. Children in out-of-home care who have received dental services within the last 7 months.	11. Young adults in foster care at age 18 that have completed or are enrolled in secondary education.	12. Children placed with all of their siblings who are in out of home care.
Quarterly Scheduled FSN Report #	1272	1156	1157	1158	1159	1160	1162	1161	1163	1164	1165	1166
Standard	8.5	95.0%	95.0%	99.5%	40.5%	43.6%	91.7%	4.12	95.0%	95.0%	80.0%	65.0%
Reporting Period	04/01/22 to 03/31/23	04/01/22 to 03/31/23	10/01/21 to 09/30/22	07/01/22 to 06/30/23	07/01/21 to 06/30/22	7/1/22	07/01/20 to 06/30/21	07/01/22 to 06/30/23	6/30/23	6/30/23	07/01/22 to 06/30/23	6/30/23
Brevard Family Partnership	8.24	94.93%	95.44%	99.76%	28.95%	53.39%	87.82%	4.70	97.21%	94.79%	80.65%	60.43%
ChildNet-Broward	6.08	95.86%	96.54%	99.71%	32.61%	50.33%	86.98%	4.42	95.37%	88.67%	71.23%	65.94%
ChildNet-Palm Beach	7.88	96.77%	97.54%	99.70%	35.34%	60.89%	95.53%	4.04	98.08%	92.86%	90.20%	62.72%
Childrens Network of SW Florida	4.66	97.08%	97.39%	99.85%	34.51%	59.68%	92.86%	7.16	98.33%	95.35%	88.64%	59.41%
Childrens Network-Hillsborough	7.16	97.20%	94.92%	98.38%	28.48%	32.73%	87.16%	9.52	88.64%	70.71%	65.57%	56.46%
Citrus Health Network	3.93	96.05%	98.43%	99.69%	22.85%	45.95%	90.08%	3.78	95.58%	96.88%	94.03%	59.65%
Communities Connected for Kids	9.04	93.96%	95.54%	99.89%	38.89%	67.54%	88.97%	4.57	98.37%	96.20%	88.46%	69.92%
Community Partnership for Children	7.17	97.28%	96.48%	99.75%	25.75%	53.67%	85.71%	3.94	97.71%	76.26%	94.12%	62.42%
Embrace Families	8.07	95.23%	97.83%	98.63%	24.51%	41.82%	91.33%	6.20	78.77%	55.80%	77.78%	54.96%
Family Integrity Program	0.00	98.52%	96.85%	99.71%	29.41%	85.71%	76.00%	4.95	98.25%	95.00%	85.71%	40.00%
Family Support Services of North Fla	5.75	96.12%	96.85%	99.62%	27.46%	52.65%	95.26%	5.54	95.69%	82.52%	88.10%	51.30%
FSS Suncoast	6.72	96.53%	95.88%	99.00%	26.47%	45.85%	90.86%	6.93	75.62%	50.39%	59.49%	57.48%
Heartland for Children	6.52	94.37%	98.08%	99.84%	28.82%	45.51%	93.05%	4.50	96.89%	91.11%	91.30%	54.87%
Kids Central, Inc.	2.57	95.43%	97.30%	97.09%	28.49%	30.85%	88.58%	7.17	87.89%	64.23%	82.86%	64.34%
Kids First of Florida, Inc.	4.73	99.58%	97.42%	99.92%	30.77%	53.26%	96.15%	3.69	99.46%	84.33%	50.00%	60.47%
NWF Health Network - East	6.13	97.20%	98.10%	99.72%	31.97%	60.00%	94.57%	5.91	97.73%	90.96%	77.27%	53.69%
NWF Health Network - West	10.23	93.75%	95.95%	99.75%	25.49%	47.03%	92.22%	6.05	94.90%	83.83%	91.18%	58.82%
Partnership for Strong Families	8.46	97.72%	97.70%	99.65%	25.19%	44.03%	94.17%	7.22	88.95%	45.23%	78.26%	49.55%
Safe Children Coalition	5.67	97.38%	96.12%	99.32%	33.67%	49.37%	92.17%	4.62	97.62%	88.44%	72.73%	65.12%
Statewide	7.19	96.14%	96.79%	98.88%	28.76%	46.70%	90.91%	5.81	90.97%	76.72%	80.27%	58.75%
Red Zone	8.85	92.9%	92.9%	98.9%	36.3%	39.2%	90.8%	4.54	89.9%	89.9%	69.9%	60.0%

Scorecard Measure 4 – Children Seen Every Thirty Days

SM04 - Percent of children under supervision who are required to be seen every 30 days – Target = 99.5%

Current Month

Scorecard Measure #4 - Children Under Supervision Who Are Seen Every Thirty Days		
October 2023 as of 10/22/23		
Report Date Range: 10/01/23 to 10/31/23		
Agency	# of Children <u>Not</u> seen in 30 days	% of Children seen timely
CHS	4	99.93% ★
LSF	8	99.47%
OHU	26	99.39%
NTF	0	100.00% ★
HFC	38	99.58% ★
Statewide		99.49%
<i>Source Monthly: "Children Under Supervision Who Are Seen Every Thirty Days - Report #1144"</i>		
Target of 99.5%		

Prior Month End

Scorecard Measure #4 - Children Under Supervision Who Are Seen Every Thirty Days		
September 2023 as of 10/08/23		
Report Date Range: 09/01/23 to 09/30/23		
Agency	# of Children <u>Not</u> seen in 30 days	% of Children seen timely
CHS	3	99.97% ★
LSF	13	99.52% ★
OHU	5	99.91% ★
NTF	0	100.00% ★
HFC	21	99.82% ★
Statewide		99.41%
<i>Source Monthly: "Children Under Supervision Who Are Seen Every Thirty Days - Report #1144"</i>		
Target of 99.5%		

Monthly Birth Parent Contacts

Target = 70% Mothers and 50% Fathers - seen monthly

Current
Month

Birth Parent Contact Completed October 2023 as of 10/22/23 (Point in Time)						
AGENCY	# Moms Required	# Moms Completed	Mom % Completed	# Dads Required	# Dads Completed	Dad % Completed
CHS	207	83	40.1%	130	33	25.4%
LSF	232	116	50.0%	170	83	48.8%
OHU	143	38	26.6%	103	14	13.6%
TOTAL	582	237	40.7%	403	130	32.3%

Criteria: Children in Out-of-Home Care w/goal of reunification
Source: Daily Ad Hoc Birth Parent Contact FSN

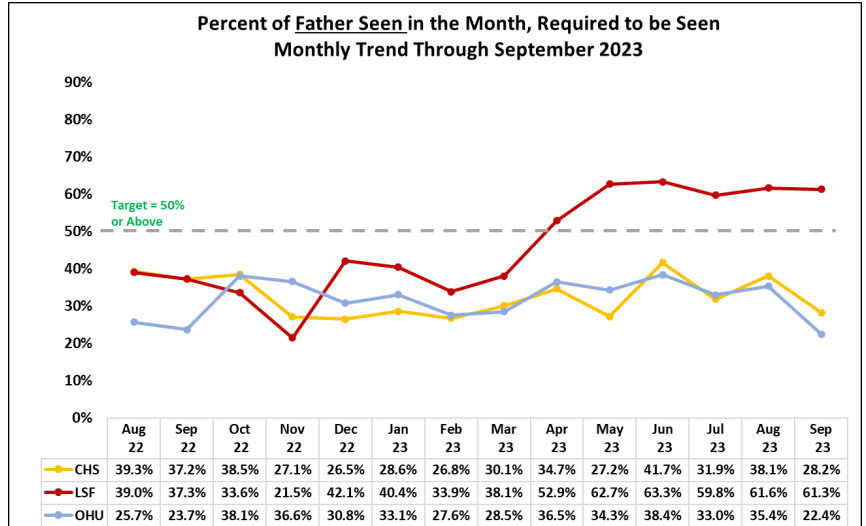
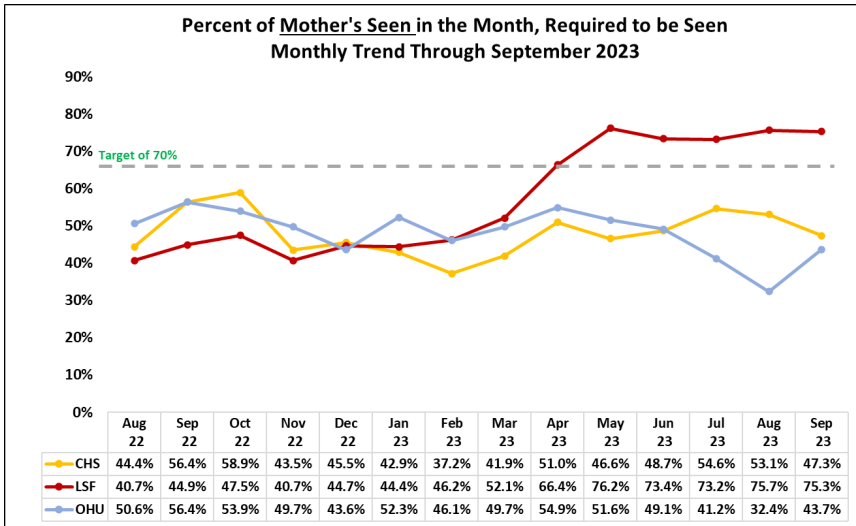
- **Mother Contact**, Target is 70% or above
- **Father Contact**, Target is 50% or above

CMO Referrals for Fatherhood Engagement Referrals to Neighbor to Families Data as of October 22, 2023



Month of Referral	CHS	LSF	OHU	Grand Total
May		3	8	11
Jun		1	2	3
Jul	9	1	3	13
Aug	9	4		13
Sep	5	8	2	15
Oct	7	2	4	13
Grand Total	18	9	13	55

*Partial Month
Source : Neighbor to Families Manual Fatherhood Tracking Sheet

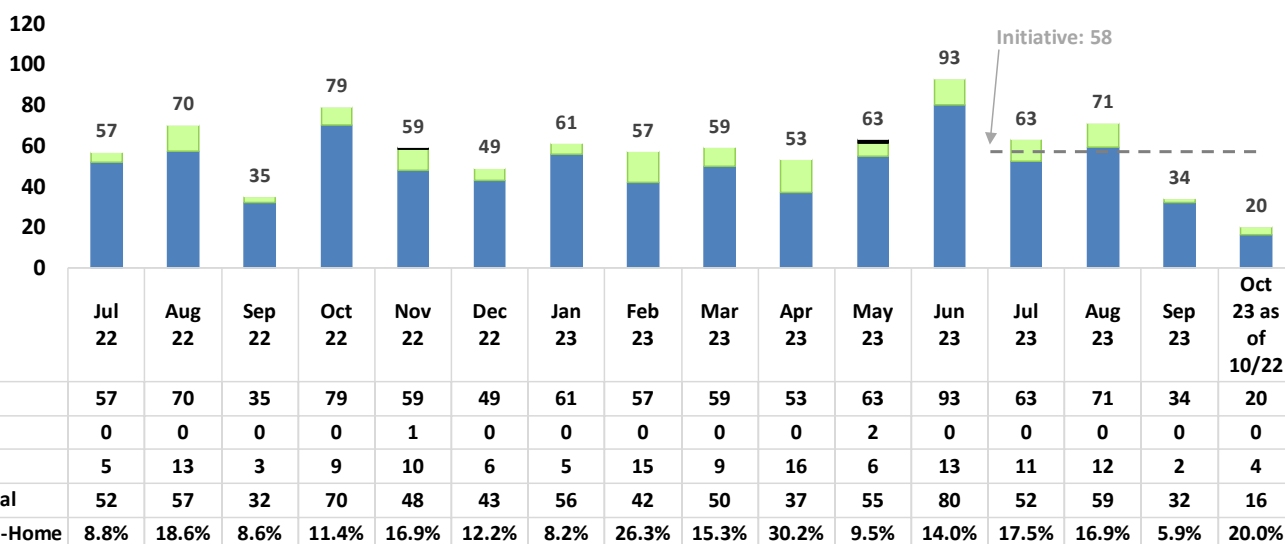


Case Transfer Staffing Data

Case Transfer Data For Fiscal Year 2023/24 - Data as of 10/22/23

	JUL	AUG	SEPT	OCT	23-24 Totals	22-23 Totals	21-22 Totals	20-21 Totals	19-20 Totals	18-19 Totals	17-18 Totals	16-17 Totals	15-16 Totals	14-15 Totals	13/14 Totals	12/13 Totals	11/12 Totals	10/11 Totals	09/10 Totals		JUL	AUG	SEPT	OCT	23-24 Totals	22-23 Totals	21-22 Totals	20-21 Totals	19-20 Totals	18-19 Totals	17-18 Totals	16-17 Totals	15-16 Totals	14-15 Totals	13/14 Totals	12/13 Totals	11/12 Totals	10/11 Totals	09/10 Totals	
Number of Children																				NON-JUDICIAL IN HOME SERVICES																				
CHS	24	33	13	5	75	347	358	426	414	460	349	416	391	259	304	274	352	480	341	CHS	10	2	0	0	12	85	116	136	90	110	48	102	83	13	35	2	14	51	1	
LSF	22	32	12	11	77	401	355	443	439	482	349	442	403	251	303	274	360	489	344	LSF	6	8	2	0	16	98	95	97	112	93	66	119	82	16	34	3	9	50	1	
NTF	0	0	43	17	60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NTF	0	0	43	17	60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OHU Polk	10	4	2	7	23	141	147	162	177	196	253	426	388	253	312	285	351	488	349	OHU Polk	5	2	0	0	7	25	31	65	31	52	44	113	89	44	73	13	10	46	0	
One Hope	34	52	31	13	130	439	503	550	518	548	527	586	358	460	380	387	390	301	194	One Hope	0	0	0	0	0	53	35	45	32	41	49	67	52	23	17	0	14	31	0	
Total	90	121	101	53	365	1328	1363	1581	1548	1686	1478	1870	1540	1223	1299	1220	1453	1758	1228	Total	21	12	45	17	95	261	277	343	265	296	207	306	96	159	18	47	178	2		
Out of Home Care																				OCS / ICPC Courtesy Supervision																				
CHS	11	30	13	5	59	229	200	220	240	262	226	253	230	176	153	143	175	217	164	CHS	0	0	0	0	0	0	0	0	0	0	2	1	28	0	2	0	4	44	41	
LSF	13	23	8	10	54	237	188	267	253	291	218	259	218	165	177	154	191	216	165	LSF	0	0	0	0	0	0	0	2	0	0	0	2	40	1	1	0	2	43	46	
OHU Polk	3	1	2	7	13	98	103	75	91	116	164	265	235	175	125	136	209	218	168	OHU Polk	0	0	0	0	0	0	0	0	0	0	1	29	0	0	1	1	44	47		
One Hope	16	18	10	0	44	102	113	150	106	125	133	136	71	130	48	68	99	110	64	One Hope	16	30	20	12	78	270	338	351	360	363	313	355	217	277	291	286	237	110	38	
Total	43	72	33	22	170	666	604	712	690	794	741	913	754	646	503	501	674	761	561	Total	16	30	20	12	78	270	338	353	360	363	315	359	314	278	294	287	244	241	172	
IN - HOME JUDICIAL																				Reinstatement of Protective Services Supervision (Notice of Hearings)																				
CHS	3	0	0	0	3	10	4	17	38	48	35	27	30	41	68	89	97	116	72	CHS	0	0	0	0	0	17	17	26	8	12	17	17	7	9	19	26	32	35	43	
LSF	2	1	0	0	3	10	16	23	40	37	27	24	37	23	52	72	111	110	89	LSF	0	0	0	1	1	35	46	36	10	41	18	20	16	17	29	24	13	48	34	
OHU Polk	0	0	0	0	0	0	2	10	40	20	20	29	11	12	63	90	92	119	81	OHU Polk	0	0	0	0	0	1	2	7	8	2	10	13	9	14	30	15	16	31	39	
One Hope	0	4	1	0	5	6	6	4	8	11	24	22	8	19	13	16	29	32	59	One Hope	0	0	0	1	1	4	0	0	0	7	2	4	9	10	6	8	8	14	22	
Total	5	5	1	0	11	27	28	54	126	116	106	102	86	95	196	267	329	377	301	Total	0	0	0	2	2	57	65	69	26	62	47	54	41	50	84	73	69	128	138	

Heartland for Children
Number of Children Entering OHC by Type of Entry
Monthly Trend Through October 22, 2023



Source: Children Entering and Exiting Foster Care On-Demand Listing - OCWDRU Report #1182, Excluding aged 18+ and IL initial placements

Children Re-Entering Out-of-Home Care

Number of Children in a Recent Removal Episode Who Have Had a Prior Reunification or Permanent Guardianship

Re-Entry
into OHC
Last 2
Weeks

Removal Episodes for Children with a Prior Reunification or Permanent Guardianship Removals entered into FSFN between 10/09/23 - 10/22/23									
Current Removal Case ID	Child Id	Current Agency	Prior Unit	Current Removal Date	Prior PG or Reunification Discharge Date	Length from Prior Discharge to Current Removal (months)	Range Prior Discharge to Current Removal	SM07 Cohort	FSFN Entry Date
102324377	103670190	OHU	142855-OHU-HIGHLANDS	10/9/2023	6/16/2021	27	1.0 - 2.9 yrs	No	10/18/23

Source: FSFN Data Warehouse Ad Hoc Report,

Scorecard Measures 7 – Children Who Do Not Re-Enter into OHC after Achieving Permanency

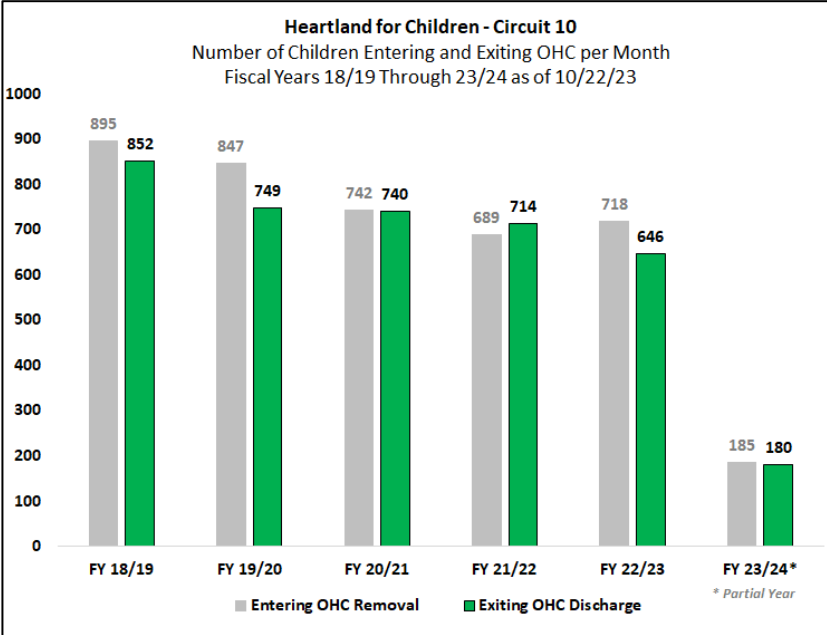
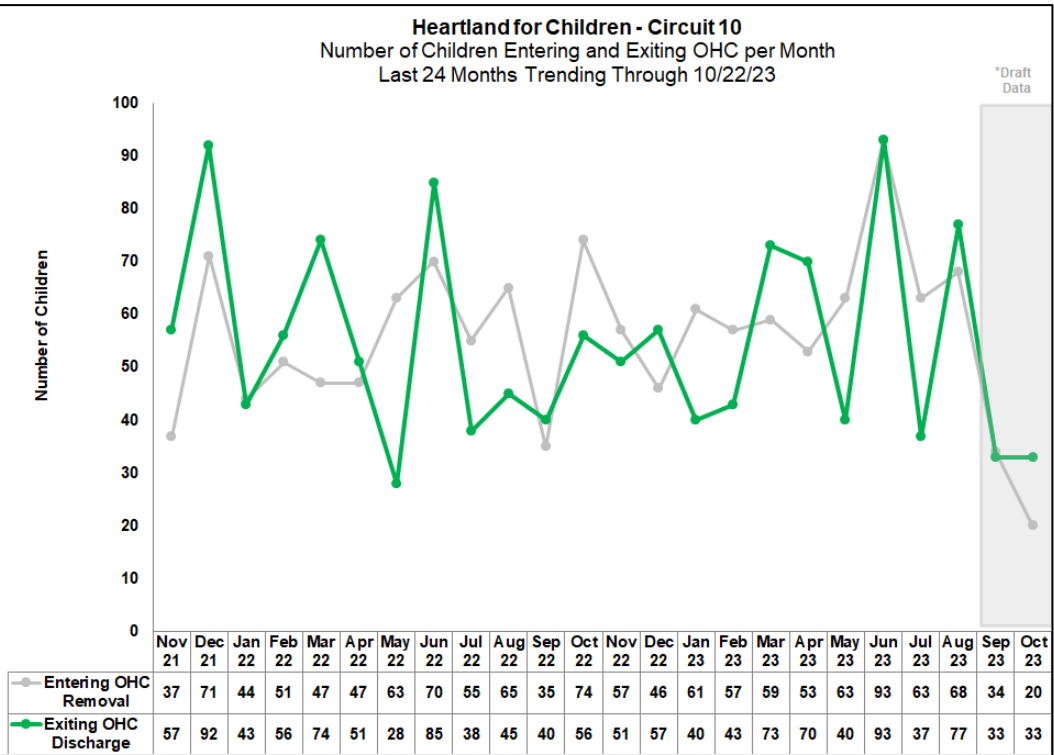
SM07 - Percent of children exiting care to a permanent home within 12 months of entering care – Target = 91.7% or Greater

FY 23/24
Contract
Measure

FY 23/24 as of 10/22/23 Children Who Do <u>Not</u> Re-Enter Care within 12 Months for Children Achieving Permanency July 2021 - June 2022			
Agency	Maintained No Removal Episode	Total Children Permanency w/in 1 year	Percentage Permanency Maintained
CHS	53	62	85.5%
LSF	36	37	97.3%
OHU	92	93	98.9%
HFC Total	181	192	94.27%
Statewide	2,831	3,075	92.07%

Source: Children Who Do Not Re-Enter Foster Care within Twelve (12) Months of Moving to a Permanent Home On-Demand Listing - OCWDRU Report #1100

FY 2023-2024 Entering and Exiting Out-of-Home Care – Exit Initiative



Scorecard Measures 5 - Children Achieving Permanency within 12 Months (Fiscal Year 23/24)

Target = 40.5%

Percentage to reach **Yellow** = 36.5%

Scorecard Measure #5 - FY 23/24, Target 40.5%				Percent Timely FY 22/23 (last FY)	% Increase Since 8/20
Children Achieving Permanency within 0-12 Mths for Children Entering OHC July 2022 to June 2023 (as of 10/22/23)					
Agency	Permanency within 12 mths	Total Children Entered OHC	Percent Timely		
CHS	57	254	22.4%	27.8%	9.1%
LSF	39	248	15.7%	18.8%	7.6%
OHU	49	232	21.1%	38.5%	5.1%
HFC Total	145	734	19.75%	28.82%	7.3%
Statewide	1,882	10,173	18.50%	29.15%	5.7%



Scorecard Measure #5 -FY 2023 / 2024, Target 40.5%				
Children Achieving Permanency within 0-12 Mths For Children Entering OHC July 2022 - June 2023				
Data as of : 10/22/2023				
Agency / Unit	Permanency within 12 mths	Total Children Entered OHC	Percent Timely Reunification	% Increase Since 8/20
CHS	57	254	22.4%	9.1%
141832-CHSFL	0	7	0.0%	0.0%
141834-CHSFL	4	26	15.4%	15.4%
141846-CHSFL	27	98	27.6%	10.4%
141839-CHSFL	9	59	15.3%	8.6%
141835-CHSFL	0	14	0.0%	0.0%
141852-CHSFL	16	35	45.7%	35.6%
14-HFC-CHS ADMIN UNIT	1	1	100.0%	0.0%
LSF	39	248	15.7%	7.6%
141828-LSF	0	12	0.0%	0.0%
141827-LSF	14	41	34.1%	22.6%
141836-LSF	4	31	12.9%	12.9%
141845-LSF	5	31	16.1%	2.8%
141848-LSF	1	29	3.4%	3.4%
141849-LSF	6	43	14.0%	9.4%
141850-LSF	1	21	4.8%	4.8%
141929-LSF	8	38	21.1%	0.0%
14-HFC-LSF ADMIN UNIT	0	2	0.0%	0.0%
OHU	49	232	21.1%	5.1%
142853-OHU-HARDEE	2	54	3.7%	0.3%
142854-OHU-HIGHLANDS	3	3	100.0%	0.0%
142855-OHU-HIGHLANDS	12	44	27.3%	9.5%
140121-OHU-HIGHLANDS	1	7	14.3%	14.3%
142858 OHU-POLK	10	43	23.3%	0.8%
142852-OHU-POLK	6	25	24.0%	16.0%
142856-OHU-POLK	15	56	26.8%	7.9%
HFC Total	145	734	19.8%	7.3%
Statewide	1,882	10,173	18.5%	5.7%

Source: Children Exiting Out-of-Home Care to a Permanent Home within Twelve Months of Entering Care On-Demand Listing - Report #1119
Reporting Period: July 1, 2022, to June 30, 2023

Permanency Measure for Children in Out-of-Home Care...

- More than 12 Months in OHC
- More than 24 Months in OHC

Scorecard Measures 6: Percent of children exiting care to a permanent home for children in care 12-23 months,

Target = 43.6%

Scorecard Measure #6 - FY 23/24, Target 43.6%				Percent Timely FY 22/23 (last FY)	% Increase Since 8/20
Children Achieving Permanency within 12-23 Mths for Children in OHC 12-23 Months as of 07/01/23 (as of 10/22/23)					
Agency	Permanency within 12-23 mths	Total Children LOS 12-23 mths	Percent Timely Reunification		
CHS	11	105	10.5%	37.9%	10.5%
LSF	18	109	16.5%	41.7%	13.7%
OHU	24	99	24.2%	49.0%	12.4%
HFC Total	53	313	16.9%	42.6%	12.2%
Statewide	779	5,448	14.3%	46.2%	11.4%

Source: Children Achieving Permanency w/ 12 Months for children in OHC 12-23 Months On-Demand Listing - Report #1138

Statewide Measure: Percent of children exiting care to a permanent home for children in care 24 months or longer

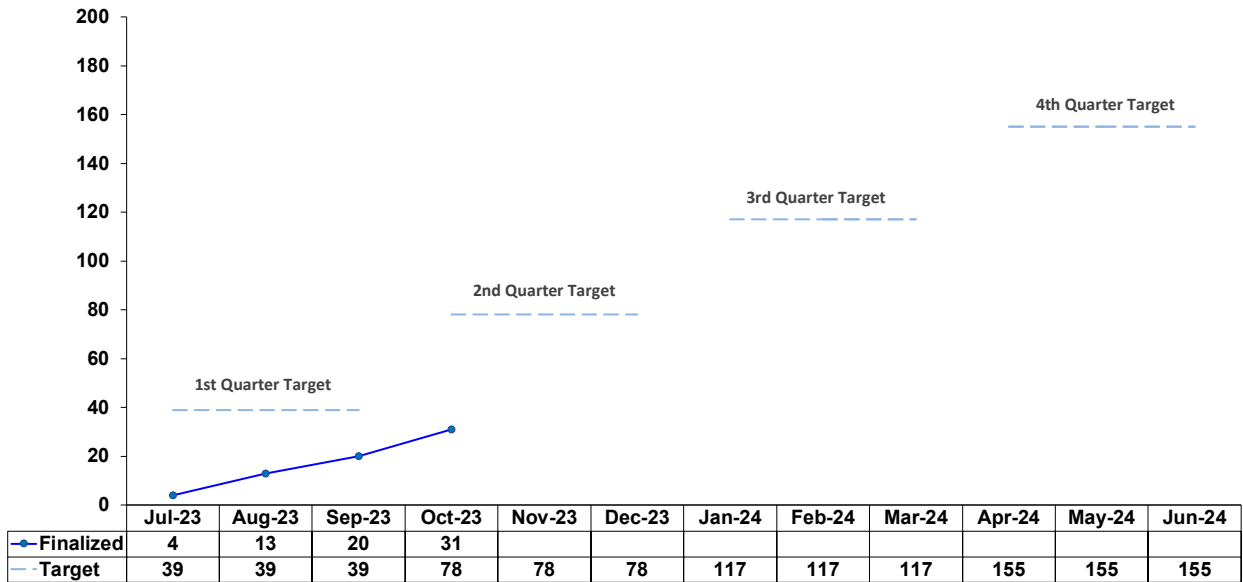
Target = 30%

Statewide Measure - FY 23/24, Target 30%				Percent Timely FY 22/23 (last FY)	% Increase Since 8/20
Children Achieving Permanency within 12 Months for Children in OHC 24+ Months as of 07/01/23 (as of 10/22/23)					
Agency	Permanency within 12 months	Total Children in OHC 24+ Months	Percent Timely Reunification		
CHS	14	95	14.7%	51.4%	14.7%
LSF	14	128	10.9%	44.3%	9.4%
OHU	14	96	14.6%	42.0%	9.4%
HFC Total	42	319	13.2%	46.2%	11.0%
Statewide	720	5,531	13.02%	42.88%	10.2%

Adoption Finalizations

Percent of Adoptions Finalized with 24 Months of Removal & Percent of Adoption Goal Met

Heartland for Children - DCF Circuit 10 Adoption Finalizations for FY 23-24



FY 2023-2024 Quarterly Adoption Target				
CMO	Q1	Q2	Q3	Q4
CHS	11	11	11	11
LSF	15	15	15	14
OHU	13	13	13	13
Cumulative Total	39	78	117	155

Upcoming Finalization Dates

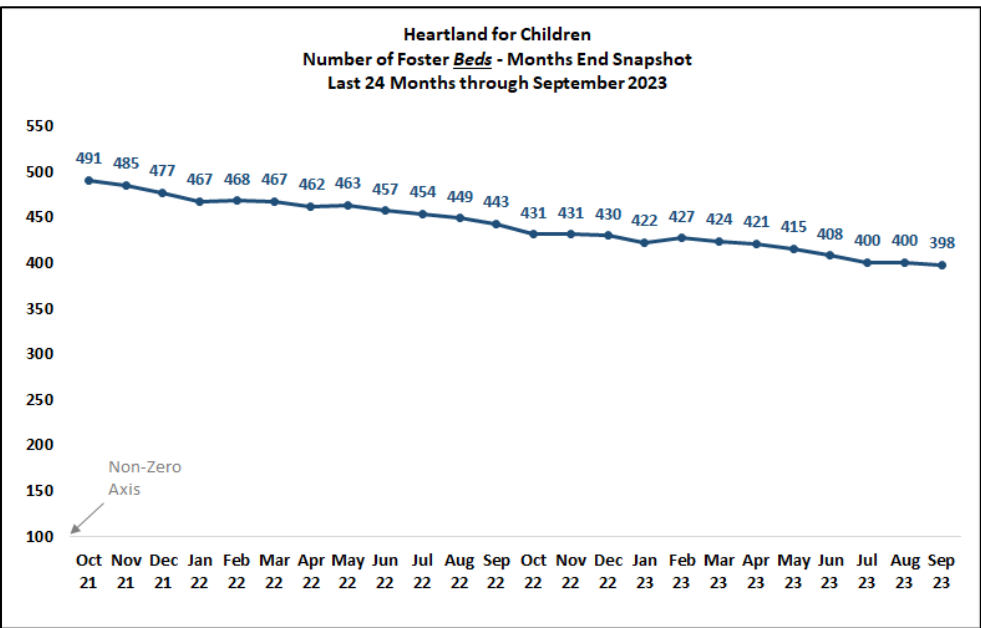
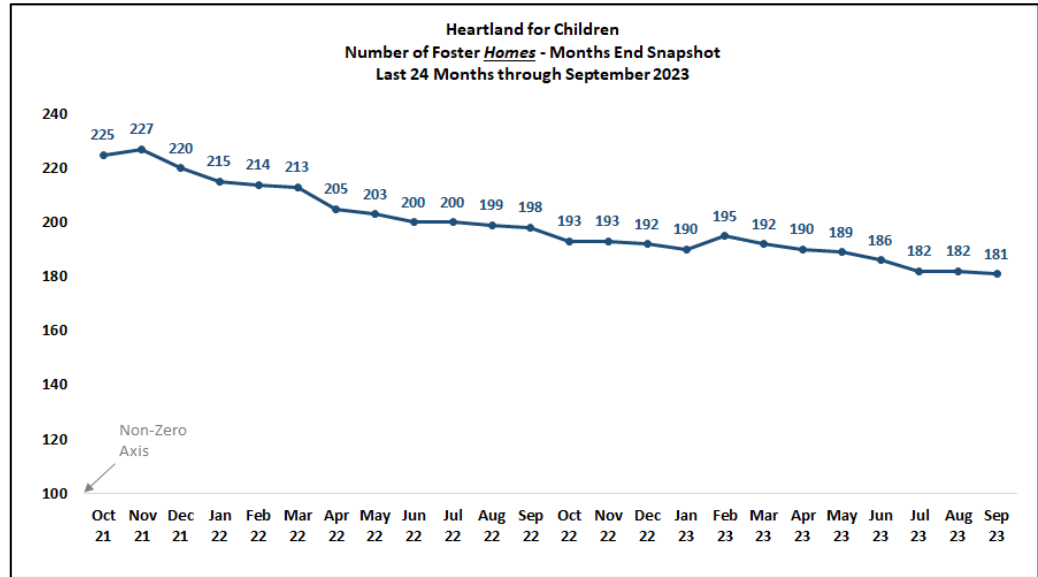
- November 8 & 29, 2023
- December 6 & 13, 2023

Source: HFC Adoption Database; Data-as-of: October 19, 2023

Adoption Finalizations FY 23-24 - <u>2nd Quarter</u> as of 10/22/23			
CMO	Finalized Adoptions	Quarter Target	Quarter Target Met
CHS	12	22	54.5%
LSF	14	30	46.7%
OHU	5	26	19.2%
Total	31	78	39.7%

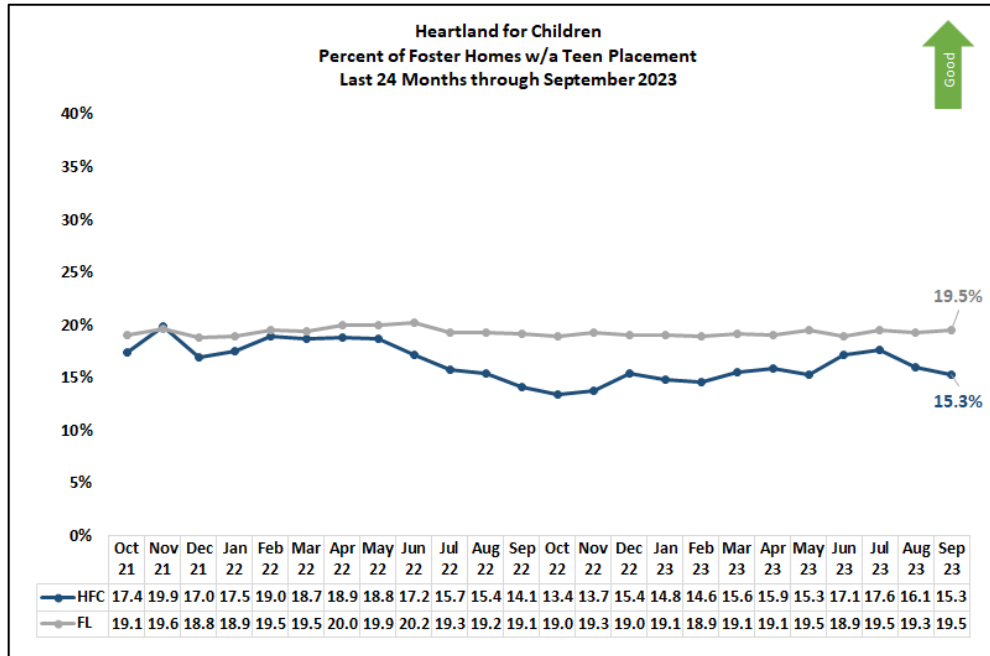
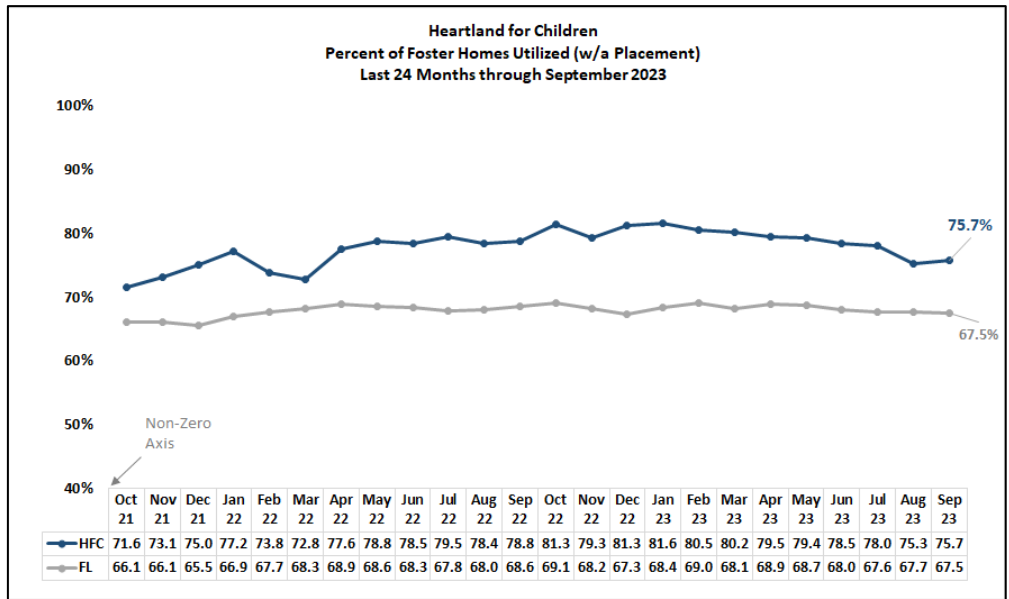
Number of Foster Homes and Foster Bed Capacity

24 Month Trend



SOURCE: HEARTLAND FOR CHILDREN
LEVEL OF CARE REPORTS PROVIDED BY KEYLURNO REPORTING (ENGLAND LEVEL HOME)
*BEDI PLACEMENTS, ALIGNED REPORTING TO WVA REPORTING, UNLESS OTHERWISE SPECIFIED

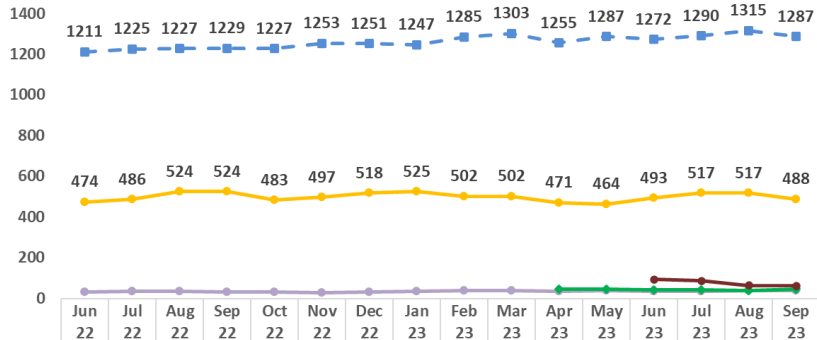
➤ Percent of Foster Home Utilization
➤ Teen Placement in a Foster Home



SOURCE: HFC
LEVEL OF MEASUREMENT PROVIDED BY DEVELOPMENT REPORTING (EFFECTIVE LEVEL 1 NUMBER)
TEEN PLACEMENTS: AVERAGE PERCENTAGE (W/IN REPORTING), CHILDREN'S ACTIVITY CENTER/CHILD ADO

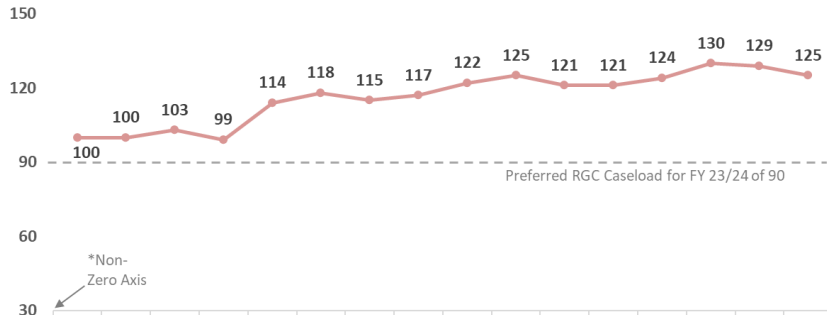
➤ Children Served at Month End by Service Type
➤ Number and Percent of Children Served in Residential Care

Heartland for Children
Number of Children Active by Service Type
Point in Time Month End Data through September



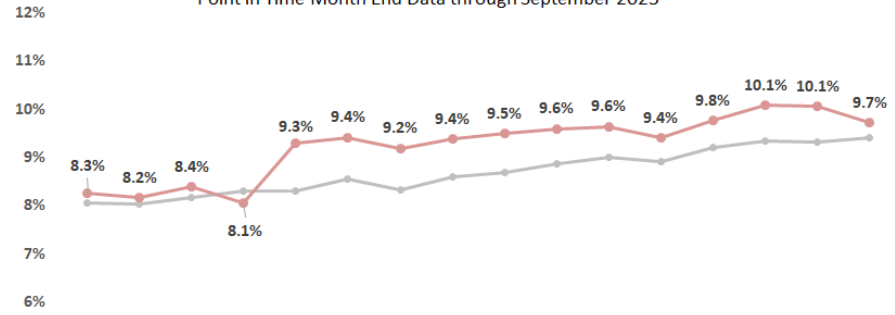
Month	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23
OHC Total	1211	1225	1227	1229	1227	1253	1251	1247	1285	1303	1255	1287	1272	1290	1315	1287
IHC Total	474	486	524	524	483	497	518	525	502	502	471	464	493	517	517	488
18+ IL	30	35	36	31	33	28	31	34	39	39	34	38	34	35	38	40
18+ EFC											46	44	42	43	40	45
Family Support													94	86	63	62

Heartland for Children
Number of Children in Residential Group Care
Point in Time Month End Data through September 2023



Month	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23
Residential	100	100	103	99	114	118	115	117	122	125	121	121	124	130	129	125
RGC											111	109	112	119	115	113
RTC											10	12	12	11	14	12
% OHC in RGC	8.3%	8.2%	8.4%	8.1%	9.3%	9.4%	9.2%	9.4%	9.5%	9.6%	9.6%	9.4%	9.7%	10.1%	9.8%	9.7%
OHC Total	1211	1225	1227	1229	1227	1253	1251	1247	1285	1303	1255	1287	1272	1290	1315	1287

Heartland For Children (Red Line)
Percentage of OHC Children in RGC - HFC vs. Statewide
Point in Time Month End Data through September 2023



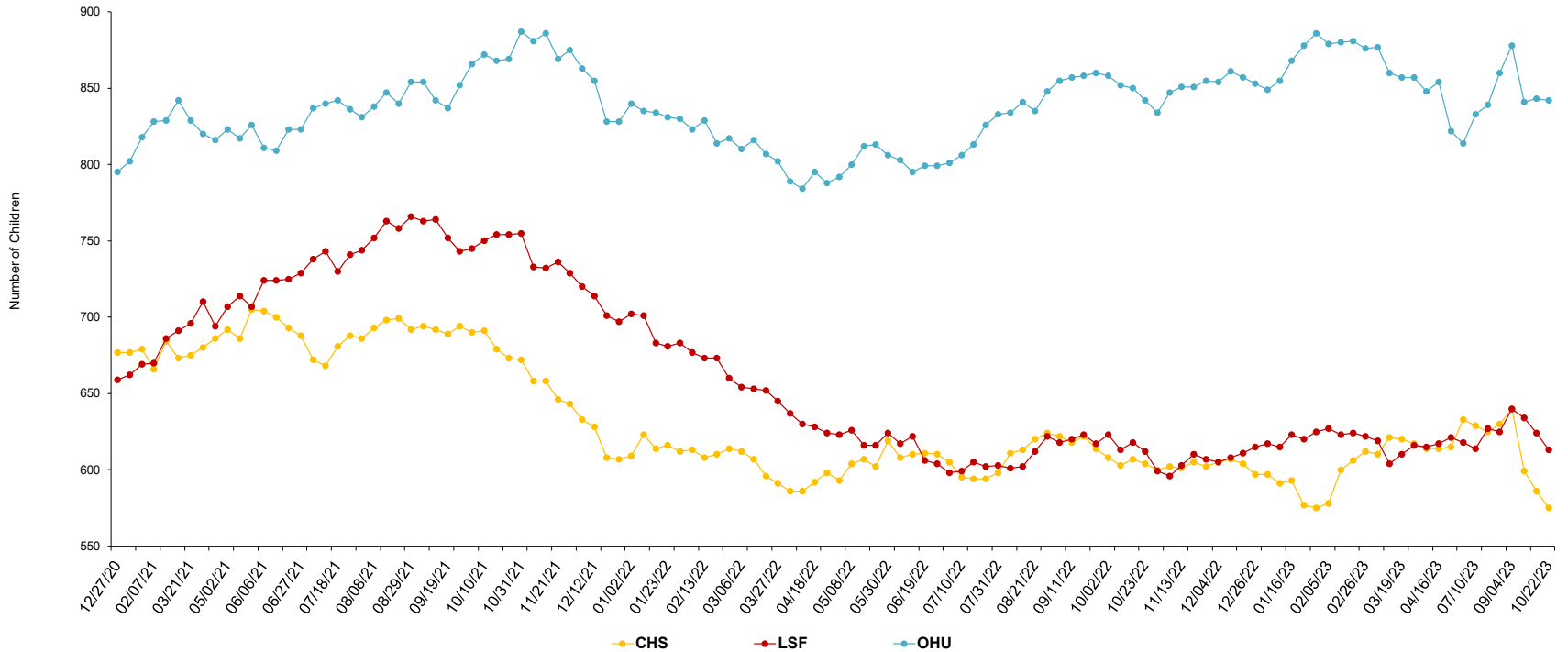
Month	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23
FL	8.0%	8.0%	8.2%	8.3%	8.3%	8.5%	8.3%	8.6%	8.7%	8.9%	9.0%	8.9%	9.2%	9.3%	9.3%	9.4%

Caseload Census Information

CBC Services Weekly Caseloads By CMO

Number of Children by CMO						
Last 6 Reporting Periods						
Agency	8/6/2023	8/20/2023	9/4/2023	9/24/2023	10/8/2023	10/22/2023
CHS	616	630	640	599	586	575
LSF	620	625	640	634	624	613
OHU Primary		616	623	598	600	594
OHU/OCS		244	255	243	243	248
OHU Total	848	860	878	841	843	842
NTF			25	25	44	52
HFC Total	2,091	2,084	2,158	2,099	2,099	2,085

Caseload Census By CMO
Primary and Out-of-County Assignments
Weekly data as of 10/22/2023



Source: FSFN Children Active Receiving Services Report

Caseload Census Information

Case Manager Caseload Breakdown by Agency – Data as of 10/22/23

Count of Case Managers Within a Caseload Range							
CMO	1-5 Children in Caseload	6-15 Children in Caseload	16-24 Children in Caseload	25-29 Children in Caseload	30+ Children in Caseload	Total Case Managers*	Avg # of Children per CM
CHS	2	2	4	0	11	19	35.4
LSF	4	8	22	1	0	35	20.6
OHU	1	4	4	11	9	29	35.4
# of CMs	7	14	30	12	20	83	29.2

Percent of Case Managers That Are at or Under the National Caseload Standard of 15			
CMO	# Case Managers w/ Primary Caseload	# with Caseload at 15 or lower	Percent at 15 or lower
CHS	19	4	21.1%
LSF	35	12	34.3%
OHU	29	5	17.2%
HFC	83	21	25.3%

* Data Excludes Unit Supervisors, FTC Facilitators & Resigned CMs Count

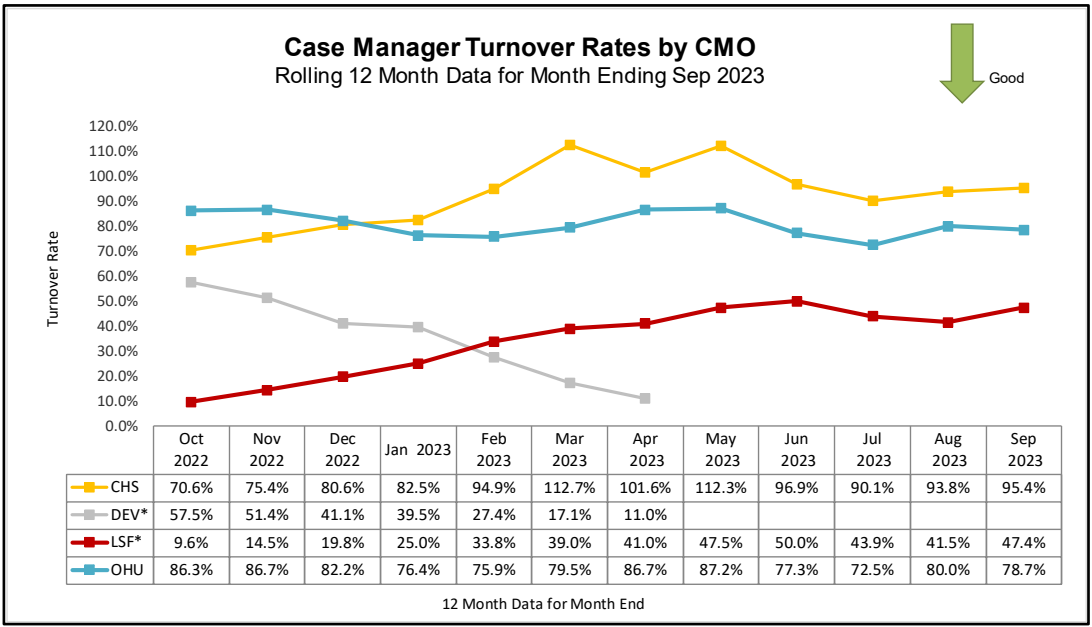
Case Management Organization Turnover

12 Month Case Manager Turnover Rates by Agency

Employee Turnover Rates By CMO		
12 Month Data for Month Ended Sep 2023		
CMO	Case Manager	Case Manager Supervisor
CHS	95.4%	55.6%
LSF*	47.4%	30.8%
OHU	78.7%	70.0%

7/2/22 - Transition from Devereux to Lutheran Services Florida; the 12-months required for a "Rolling Year Total" has been split between agencies:

- **DEV:** Mar-22 to Jun-22 (4 months)
- **LSF:** Jul-22 to Feb-23 (8 months)



Caseload Census by Case Manager and Organization

Data as of 10/22/23

CMO	Case Workers	#
LSF	Franklin, Yoshika	5
NTF	Tetreault, Taylor	4
NTF	Wolf, Lauren	4
LSF	Blackwood, Sandra	4
NTF	West, Lashandra	2
NTF	Buckley, Susan	2
CHS	Vegter, Hope	1
OHU	Myers, Julieanne	1
LSF	Forbes, Sabrina	1
CHS	Oneall, Tracy	1
LSF	Collins, Sara	1

CMO	Case Workers	#
OHU	Young, Vanessa	15
LSF	Brown, Desiree	15
OHU	Nettles, Markisha	15
LSF	Ramnaugh, Shan	15
LSF	Owens, Guillermina	12
CHS	Dawes, Dominique	12
NTF	Bates, Brittany	11
OHU	Board, Brianna	11
LSF	Lee, Tamar	11
LSF	Davis, Katelyn	11
LSF	Williams, Careatha	11
NTF	Mattison, Sharon	10
LSF	Barrow, Steffanie	10
LSF	Blocker, Amanda	9
CHS	Whiting, Kari	9
OHU	Shay, Ryan	7

CMO	Case Workers	#
LSF	Londono, Reina	24
LSF	Bon-Fiol, Nikol	24
LSF	Pamphile, Emmanuella	24
LSF	McNulty, Andriea	23
LSF	Cruz, Veronica	23
LSF	Willingham, Jadashia	23
OHU	Price, Sydney	23
CHS	Beasley, Charlita	22
OHU	Southall, Akeva	22
LSF	Burciaga, Cristina	22
CHS	Green, Brejanna	20
CHS	Meola, Laura	20
LSF	Morris, Alundrea	20
LSF	Nail, Demetria	20
LSF	Lynch, Rodina	20
LSF	Escartin Vega, Kathia	20
NTF	Eplin, Sophia	19
LSF	Hettmansperger, Katelin	19
LSF	Johnson, Tania	19
LSF	Pierce, Pamela	19
CHS	Bruce, Kortney	19
LSF	Ellis, Darren	18
OHU	Howe, Danielle	18
LSF	Washington, Fontae	18
LSF	Evans, Mikayla	18
OHU	Villa, Ana	17
LSF	Brown, Ciara	17
LSF	Louis, Rachele	17
LSF	Coleman, Tangela	17
LSF	Bickel, Sherry	17
LSF	Lott, Carla	16

CMO	Case Workers	#
OHU	Cleveland, Tammy	29
OHU	Bello, Bianca	29
OHU	Mullis, Felicia	28
OHU	Reyes, Jasmine	28
OHU	Dedrick, Dawn	27
OHU	Azizi, Ellarie	27
LSF	Renfro, Andrew	26
OHU	Johnson, Randi	26
OHU	Garcia, Anakeidie	25
OHU	Brutus, Marie	25
OHU	Thompson, Wyshana	25
OHU	Cherident, Camy	25

CMO	Case Workers	#
OHU*	Bailon, Margarita	57
OHU*	Fuentes, Norma	54
OHU*	Villegas, Anna	51
OHU*	Washington, Woodrica	50
CHS	Hiers, Katherine	44
CHS	Bain, Claire	42
CHS	Mcphail, Allissa	41
CHS	Mcbride, Hannah	39
OHU*	Smith, Lorie	39
CHS	Fort, Angela	39
CHS	Sisk, Sarah	39
CHS	Pression, Alexa	38
CHS	Saimplice, Sherby	37
CHS	Kaina, Kelly	36
OHU*	Simmons, Shannon	36
CHS	Borden, Kayla	35
OHU	Pizarro, Frances	35
OHU	Kohn, Ludessa	34
CHS	White, Melinda	33
OHU	Ventura, Armando	30

CMO	Case Workers	#
OHU	Gadson, Berlendah	6
CHS	Luskey, Taylor	4
OHU	Colon, Lisette	4

Case Worker	Pri.	Sec.	OOC	Grand Total
Cruz, Cheyleen	3	0	0	3
Mills, Clyatt	12	0	0	12
FTC - CHS	15	0	0	15
Nieves, Carlos	14	12	0	26
Humber, John	15	17	0	32
TAYS - CHS	29	29	0	58
Peralta, Joshua	32	0	0	32
Jones, Dane	0	34	0	34
TAYS - LSF	32	34	0	66
Metelus, Getro	3	22	1	26
Sandbrook, Mary	8	23	0	31
Vazquez, Roger	9	32	2	43
TAYS - OHU	20	77	3	100
Circuit 10 Total	96	140	3	239

*These OHU case managers contain caseloads that are over 65% OCS cases. On average an OCS case compares to 1.54 regular cases (i.e., 20 OCS cases approx. equals 13 regular cases).

All CHS case managers are supported by Case-Aim support. On average a Case-Aim supported case compares to 1.33 regular cases (i.e., 20 cases with Case-Aim approx. equals 15 cases without Case-Aim support).

Red = Supervisors, FTC Facilitators & Resigned CMs carrying cases Orange = Terminated Workers Carrying Caseloads in FSFN

Healthcare Information

Data Entered Into FSFN for Children in Out-of-Home Care

Health Information in FSFN for Children in OHC as of 10/22/23						
Agency	# of Children in OHC	% With a Medical Record in FSFN	% With Medical Service in last 12 Months	% With Dental Service in Last 7 months	% with Immunizations Up to Date	Overall Performance
CHS	409	100.0%	99.0%	94.0%	99.5%	97.5%
LSF	471	100.0%	96.2%	95.2%	97.5%	96.3%
OHU	393	100.0%	93.9%	77.2%	96.4%	89.2%
HFC	1273	100.0%	96.4%	100.0%	97.8%	98.1%

Source: FSFN report 1009 "Source: "Healthcare Service Information for OHC"

Health Information in FSFN as of 10/22/23				
Agency	# of Missing Medical Records	# of Medical Appointments Needing Update	# of Dental Appointments Needing Update	# of Immunization Needing Update
CHS	0	4	16	2
LSF	0	18	15	12
OHU	0	24	55	14
Total	0	46	86	28

Source: "Healthcare Service Information for OHC - Report 1009"

Scorecard Measures 9 & 10 - Children Receiving Healthcare Services

SM 9 - Percent of children in out-of-home care who have received medical services in the last 12 months – Target = 95%

SM 10 - Percent of children in out-of-home care who have received dental services in the last 7 months – Target = 95%

Scorecard Measure #9 Children Receiving Medical Services Within Last 12 Mths Daily Snapshot as of 10/22/23			
Agency	Appointment within last 12 mths	Total Children out-of-home care	Percent Medical Services Received
CHS	405	409	99.0%
LSF	453	471	96.2%
OHU	369	393	93.9%
HFC Total	1228	1275	96.3%
Statewide	17,632	19,493	90.5%

Source: FSFN report 1096 – Children in OHC Who Received Medical Services in the Last Twelve Months

Scorecard Measure #10 Children Receiving Dental Services Within Last 7 Mths Daily Snapshot as of 10/22/23			
Agency	Appointment within last 7 mths	Total Children out-of-home care	Percent Dental Services Received
CHS	250	266	93.9%
LSF	297	312	95.2%
OHU	186	241	77.2%
HFC Total	1	1	100.00%
Statewide	10,083	13,283	75.91%

Source: FSFN report 1093 – Children in OHC Who Received Dental Services in the Last Seven Months

Scorecard Measure 12 – Separated Siblings

SM12 - Percentage of sibling groups in out-of-home care where all siblings are placed together – Target = 65.0%

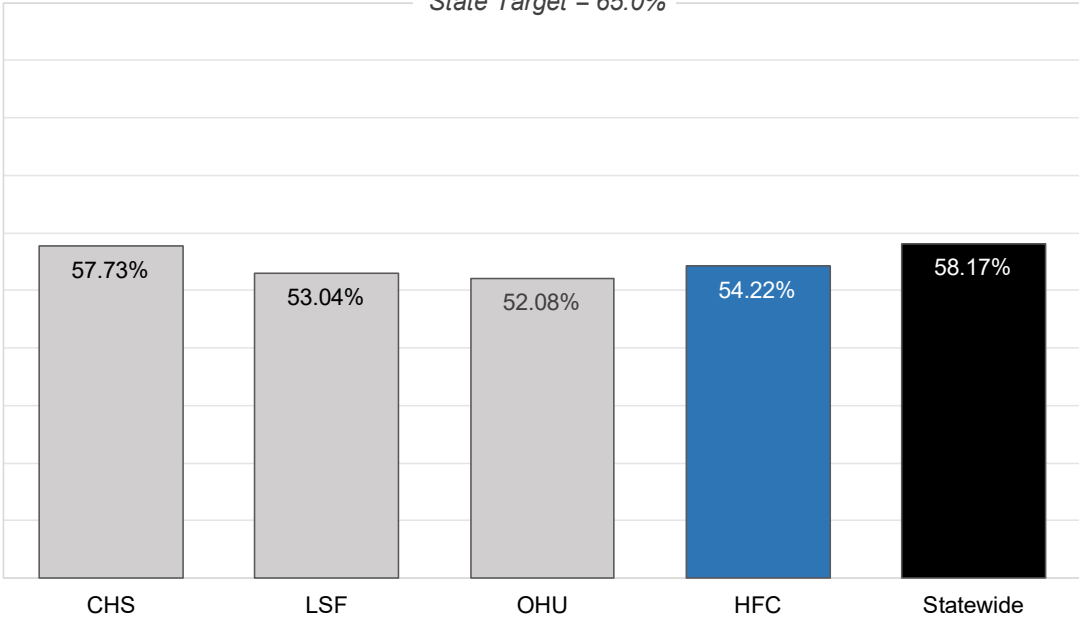
SM12 - Percent of Sibling Groups Placed Together
FY 22-23 Snapshot data as of October 22, 2023

Agency	Number of Cases w/ Siblings Together	Total Cases Sibling Groups	Percent of Siblings Placed Together
CHS	56	97	57.73%
LSF	61	115	53.04%
OHU	50	96	52.08%
HFC	167	308	54.22%
Statewide	2,720	4,676	58.17%

Number of sibling groups to achieve SM12 target – 28 Sibling Groups

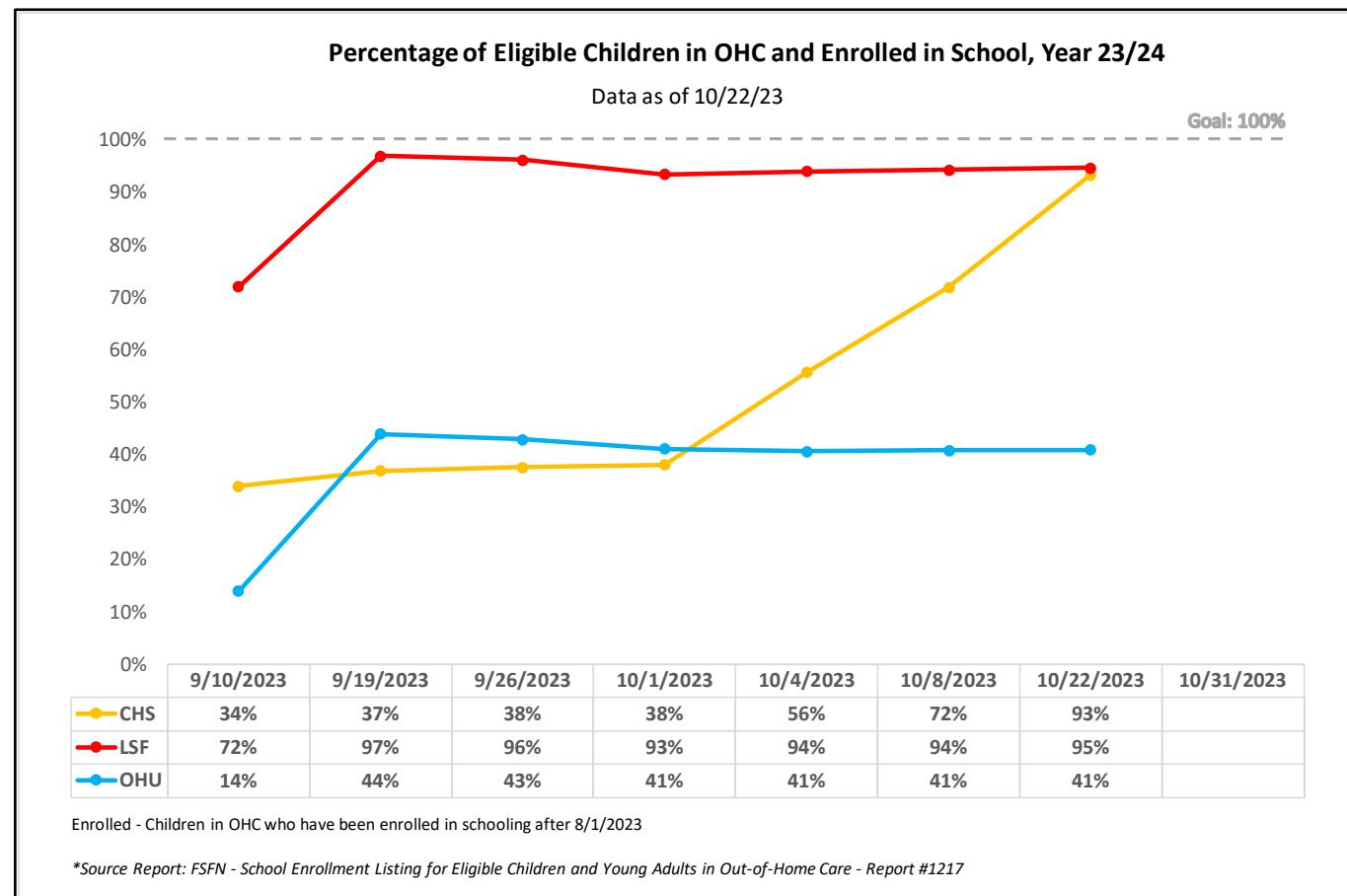
SM-12 Percent of Sibling Groups Placed Together
FY 22-23 Snapshot data as of 10/22/23

State Target = 65.0%



Source: FSN Rpt 1125 "Sibling Groups Where All Siblings Are Placed Together On-Demand Listing"

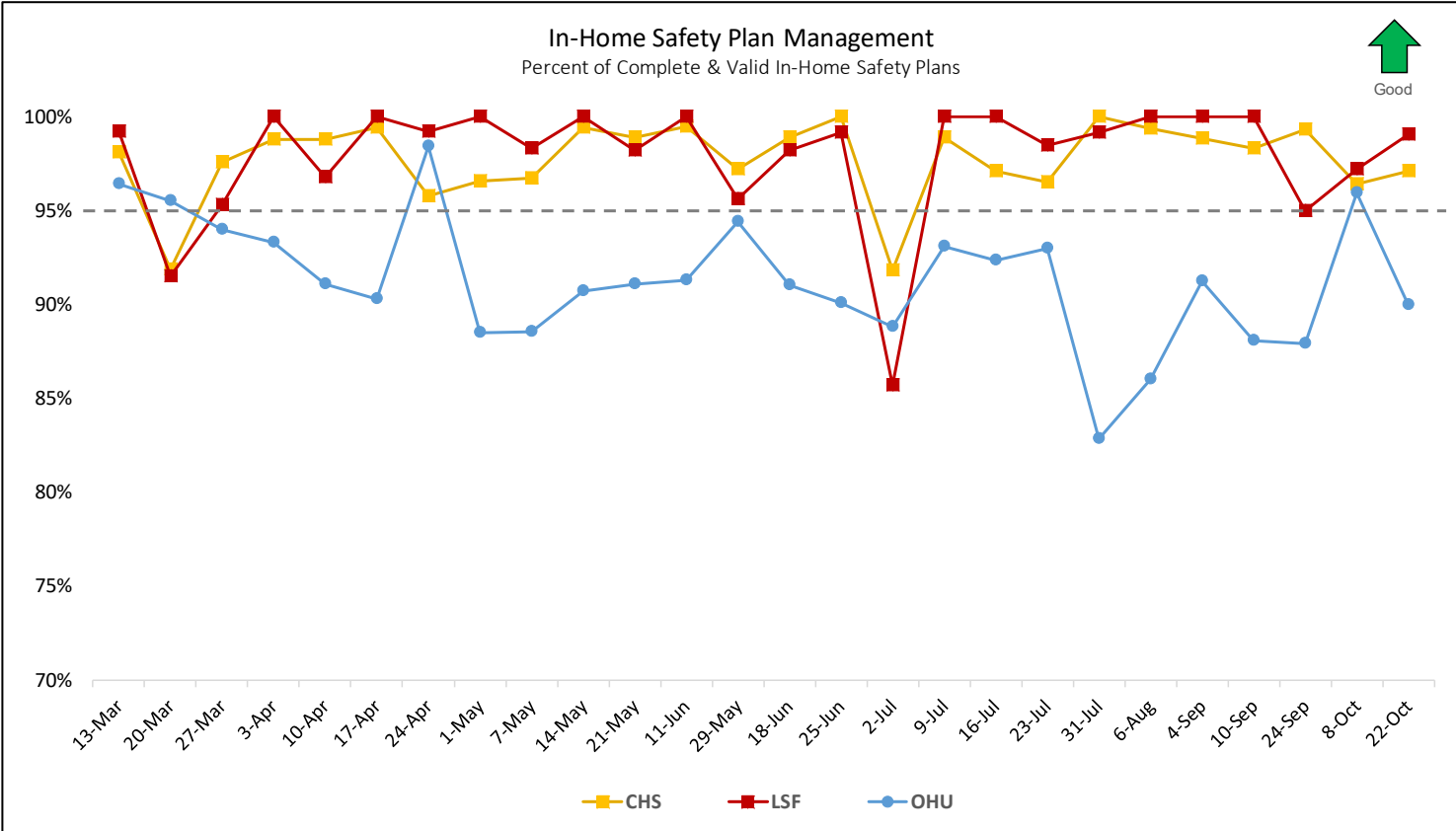
School Enrollment Updated in FSFN for School Year 23/24			
CMO	Updated School Record	Eligible Children in OHC	Percent Updated
CHS	240	257	93%
LSF	266	281	95%
OHU	99	242	41%
Total	605	780	78%



In-Home Safety Plan Management

Percent of Completed In-Home Safety Plans under 180 Effective Days – Target: **95.0%**

In-Home Safety Plan Management				
Percent of <u>Completed</u> In-Home Safety Plans under 180 <u>Effective</u> Days as of 10/22/23				
Agency	No -or- Expired Safety Plans	Complete & Valid Safety Plans	Total Required Safety Plans	Percentage Complete
CHS	4	133	137	97.1%
LSF	1	103	104	99.0%
OHU	13	117	130	90.0%
HFC Total*	18	353	371	95.15%



Source: FSFN Report 1301 "Case Management Safety Management Listing"

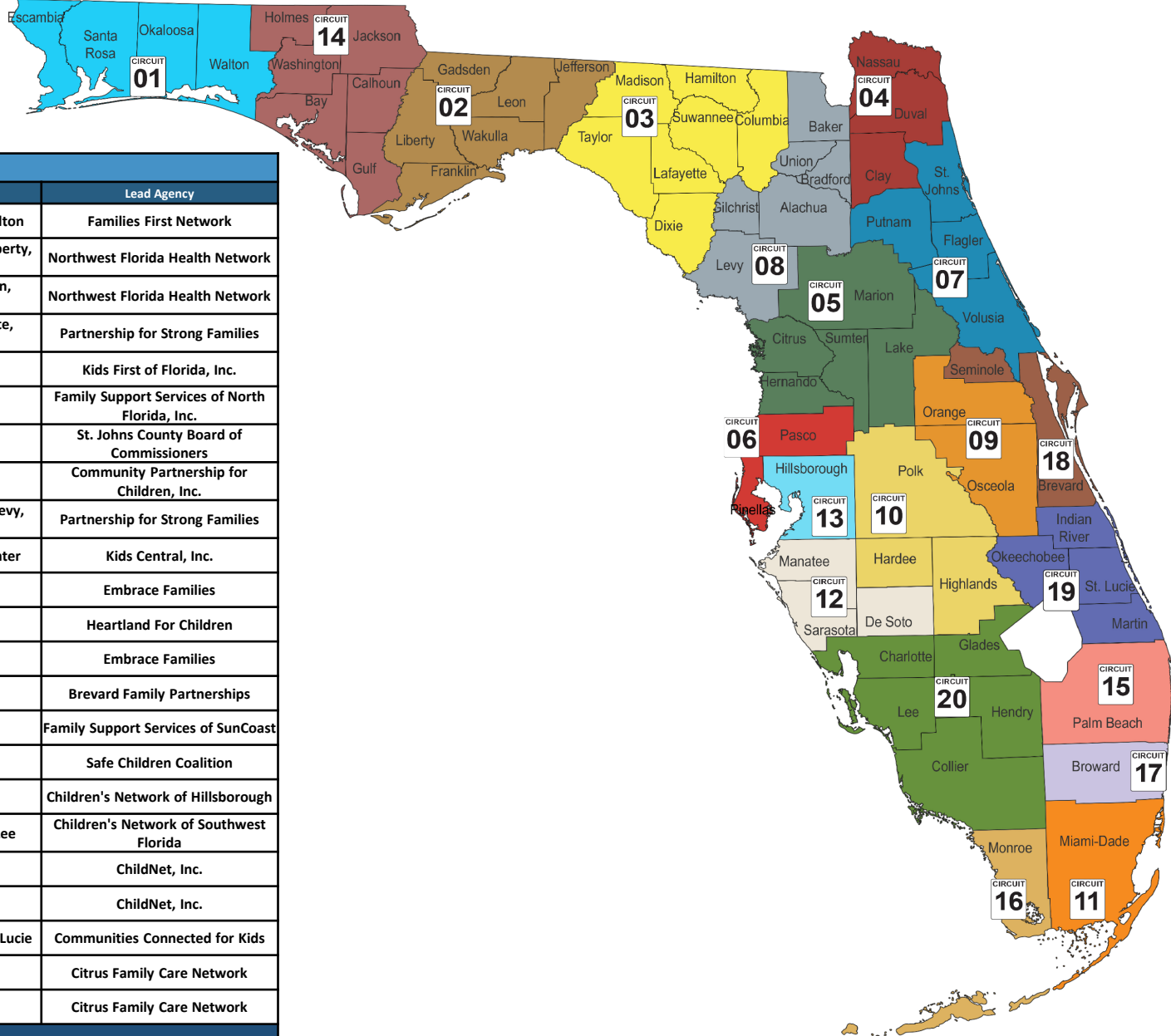
Unified Home Studies – Approval Status

Cases with a Pending or No UHS – 45+ Days Past Due; **Data-as-of: 10/10/2023**

Relative / Non-Relative Unified Home Study Approval Status 45 Days since Case Transfer - <u>Past Due</u>			
Agency	# of UHS	Status - Pending	Status - No UHS
CHS	2	0	2
LSF	8	2	6
OHU	12	4	8
Total	22	6	16



Community Based Care Lead Agency Map



LEGEND

Circuit	Region	Counties	Lead Agency
1	North West	Escambia, Okaloosa, Santa Rosa, Walton	Families First Network
2		Franklin, Gadsden, Jefferson, Leon, Liberty, Wakulla	Northwest Florida Health Network
14		Bay, Calhoun, Gulf, Holmes, Jackson, Washington	Northwest Florida Health Network
3	North East	Columbia, Dixie, Hamilton, Lafayette, Madison, Suwannee, Taylor	Partnership for Strong Families
4		Clay	Kids First of Florida, Inc.
4		Duval, Nassau	Family Support Services of North Florida, Inc.
7		St. Johns	St. Johns County Board of Commissioners
7		Flagler, Putnam, Volusia	Community Partnership for Children, Inc.
8		Alachua, Baker, Bradford, Gilchrist, Levy, Union	Partnership for Strong Families
5	Central	Citrus, Hernando, Lake, Marion, Sumter	Kids Central, Inc.
9		Orange, Osceola	Embrace Families
10		Hardee, Highlands, Polk	Heartland For Children
18		Seminole	Embrace Families
18		Brevard	Brevard Family Partnerships
6	Sun Coast	Pasco, Pinellas	Family Support Services of SunCoast
12		DeSoto, Manatee, Sarasota	Safe Children Coalition
13		Hillsborough	Children's Network of Hillsborough
20		Charlotte, Collier, Glades, Hendry, Lee	Children's Network of Southwest Florida
15	South East	Palm Beach	ChildNet, Inc.
17		Broward	ChildNet, Inc.
19		Indian River, Martin, Okeechobee, St. Lucie	Communities Connected for Kids
11	Southern	Miami-Dade	Citrus Family Care Network
16		Monroe	Citrus Family Care Network

AWARENESS FOR OCTOBER

- Foster Youth Voice Month
- Domestic Violence Awareness
- Safe Sleep Awareness Month
- 10/31 Halloween

HEALTH RESOURCES

For more COVID information specific to Florida, go to floridahealthcovid19.gov

Call Center is available 24/7 (866) 779-6121 or email COVID-19@flhealth.gov.

For more vaccine information go to <https://floridahealthcovid19.gov/covid-19-vaccines-in-florida/>

SAFETY RESOURCES

Internet Safety and Tips

- [Information, Advice and Support to Keep Children Safe Online \(internetmatters.org\)](#)
- [NetSmartz Home \(missingkids.org\)](#)

Safe Sleep

- https://www.ounce.org/safe_sleep.html

Swim Safety Tips

- Pool Party Water Safety Tips: <https://bit.ly/41UoFcY>
- Water Safety Tips: https://www.ounce.org/water_safety.html

Hot Car Safety Tips

- https://www.nhtsa.gov/campaign/heat_stroke

COMMUNITY RESOURCES

Central Florida Fall & Halloween Guide

<https://lakelandmom.com/fall-halloween-activities/>

Free Books for Children 0-5

<https://uwcf.org/dolly-partons-imagination-library/>

United Way's 211

Call 211 or visit 211.org

Getting free confidential help for needs such as food, housing, employment, utilities, mental health and much more is just a text, call, or click away.

ECHO Ministries

Help provide tangible needs to children in foster, adoptive, relative and non-relative care.

To Donate: ECHO Distribution Center every Wednesday from 9AM-12PM at 3625 Century Blvd Unit 1A, Lakeland, FL. <https://www.echoministriesflorida.net/>

Find Help (Previously Aunt Bertha)

<https://www.findhelp.org/>

Find local resources for food, health, housing, employment programs & other community resources in seconds.

HOPE FLORIDA

A PATHWAY TO PROSPERITY

Call 850-300-HOPE

myflfamilies.com/services/hope-florida

Services offered by Hope Navigators:

- Identifying goals and barriers
- Referrals to local, community-based partners
- One-on-one support to develop a plan to achieve economic-self sufficiency

Circuit 10 Children's Mental & Behavioral Health Resources

<https://sites.google.com/view/floridac10mhbhresources/home>

On this site you will find:

- Heartland for Children's Parent Portal
- MyFloridaMyFamily Community Services
- Florida Mobile Response Team- 24/7 Crisis Assistance
- Florida Statewide Medicaid Managed Care
- Florida Association of Christian Child Caring Agencies
- Florida Network Short-term Residential Programs
- Center for Autism Related Disabilities (CARD)
- National Alliance on Mental Illness
- Post Adoption Support
- Zebra Coalition
- Central FL Behavioral Health Network
- Hope Florida – A Pathway to Prosperity

Food Distribution Schedule

Polk, Highlands and Hardee Counties
Food Distribution Sites

uwcf.org/initiatives/endhunger/schedule/

Healthy Families Florida

Family support and coaching program that helps parents provide the safe and stable environments children need for healthy growth and development.

healthyfamiliesfla.org/programs_map.html

Domestic Violence Services

Peace River Center's Domestic Violence Program provides free, confidential services for individuals affected by domestic violence, sexual assault and human trafficking crimes, their family members and friends in Polk, Hardee and Highlands counties.

24-Hour Domestic Violence Crisis Lines

Hardee/Highlands 863.386.1167

Polk 863.413.2700

Victim Services Office Line 863.413.2708

Victim Services – Polk County 1860 South Crystal Lake Drive, Lakeland, FL 33801

Victim Services – Hardee/Highlands Counties

1570 Lakeview Drive, Sebring, FL 33870

HFC EVENTS

Foster Care Info Night

Tuesday, October 10th at 6:30PM
1239 E Main St. Bartow, FL 33830
(2nd Floor) Register: 863-519-8900 x 289

Domestic Violence Symposium

Date: Friday, October 13, 2023
Time: 8AM – 5PM (lunch will be provided)
Location: Warner University/Church of God in Lake Wales
Registration Link:
<https://www.surveymonkey.com/r/DVCommunity>

Rudolph Round-Up Toy Drive

We're needing Rudolph Champions to help create special holiday memories for over 1,500 children in foster care. To learn more visit, heartlandforchildren.org/rudolph

HFC's "Let's Talk About it" Podcast

where we provide education and resources for family matters in Polk, Highlands and Hardee Counties
[Apple Podcasts](#) / [Anchor](#) / [Spotify](#) / [YouTube](#)

TBRI Caregiver Training

by Houses of Hope at Redemption Church in Lakeland from 8:30am-3:30pm

- October 24-26
- November 14-16

Contact Danielle Stolk

AWARENESS FOR NOVEMBER

- **National Adoption Month**
- **Veteran's Day – 11/11 (observed 11/10)**
- **Thanksgiving – 11/23**

HEALTH RESOURCES

For more COVID information specific to Florida, go to floridahealthcovid19.gov

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Hot Car Safety Tips

- https://www.nhtsa.gov/campaign/heat_stroke

COMMUNITY RESOURCES

Co-Parenting Support Group

For single and divorced moms and dads
November 14th from 6:30PM-8PM
In Lakeland – to learn more visit
[TheTobyCenter.org](https://thetobycenter.org) or call 561-265-5400

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- One-on-one support to develop a plan to achieve economic-self sufficiency

Autism/ASD Support Group

Last Friday of each month 10AM-11:30AM
At Bonnet Springs Park in Lakeland
Childcare will be provided.
Please call (813) 455-2846 or email Efigueroa2@usf.edu to register.

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by Houses of Hope at Redemption Church in Lakeland from 8:30am-3:30pm
• November 14-16

Contact Danielle Stolk
dstolk@anchor-house.org

POLK COUNTY

Free Trainings for Parents & Teachers

Early Learning Coalition of Polk County is hosting classes in multiple locations providing tools and resources and food. Space is limited.

Register here: <https://bit.ly/3AJgNz3>

Peer Recovery Center

Center for Behavioral Health Annex

1501 1st Street South, Winter Haven, FL 33880

Hours: Monday – Friday from 9AM-3PM

The center is a place for adults with a mental health diagnosis to receive education, support, resources and socialization.

Contact: (863) 293-1121 x 205789 for more info

Florida Children Museum

400 Bonnet Springs Blvd.

Lakeland, FL 33815

Contact: (863) 687-3869

<https://explorebcm.org>

Carol Jenkin Barnett United Way Resource Center

Offers weekly classes for children from infants through age 5 where parents and children will learn and socialize as they participate in fun, stimulating, developmental activities. These classes are FREE and a great opportunity to meet other moms and caregivers.

- Breast Feeding Support Group
- Autism/ASD Support Group
- Child Development Classes
- Free Tax Prep
- Healthcare Navigator

Location: 400 Bonnet Springs Blvd. Lakeland, FL 33815

<https://uwcf.org/resourcecenter/>

HIGHLANDS COUNTY

Swimming Lessons at YMCA

<http://www.highlandsymca.org/aquatics.htm>

Champion for Children

Provides child abuse and neglect prevention programs and early-intervention services to children and families in Highlands County.

Contact for more info about the documentary

RESILIENCE: The Biology of Stress and the Science of Hope which talks about the connection between trauma and health.

Office: (863) 382-2905

<https://www.championforchildren.org/>

Children's Museum of the Highlands

Hands on Learning for Ages 1-12

Cost: \$8/per person (ages 1+) for all day play.

219 N Ridgewood Dr. Sebring, Florida

(863) 451-5385 (contact museum for updated hours)

Preservers of Life

Highlands County Community Nursing Organization
This organization provides prevention healthcare and helps businesses and individuals integrate holistic health and wellness practices.

Kasey Pacheco, Community Nurse Collaborator

Kasey@preserversoflife.com | (863) 420-5255

FREE GED Prep & ESOL Classes

South Florida State College is offering free classes for adults in Highlands and Hardee Counties to improve adult literacy.

Contact: Sari Crews

863-784-7473 | sari.crews@southflorida.edu

<https://www.southflorida.edu/future-students/general-educational-development-program-ged>

HARDEE COUNTY

Hardee County Swimming Resources

[Swim Lessons | Florida Department of Health in Hardee \(floridahealth.gov\)](#)

Hardee Help Center

A Christ-centered community service organization bringing hope & healing to Hardee County families in difficult seasons of life.

713 E Bay Street Wauchula, FL 33873

Contact: info@hardeehelpcenter.com | 863-773-0034

Visit Hardee

Website for upcoming events, community updates and resources: <https://www.visithardee.com/events>

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For additional resources and county events, check out our most recent Parent's Corner Newsletter.