

Performance & Quality Improvement (PQI) Report

Data for week ended Sunday, March 10, 2024



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 23-24, Quarter 2 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 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 FSFN Listing 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	10/01/22 to 09/30/23	10/01/22 to 09/30/23	04/01/22 to 03/31/23	01/01/23 to 12/31/23	01/01/22 to 12/31/22	01/01/23	01/01/21 to 12/31/21	01/01/23 to 12/31/23	12/31/23	12/31/23	01/01/23 to 12/31/23	12/31/23
Brevard Family Partnership	11.22	95.40%	94.59%	99.75%	28.00%	57.66%	87.16%	5.50	96.60%	87.87%	81.48%	61.68%
ChildNet-Broward	6.90	95.72%	98.19%	99.76%	33.74%	57.84%	86.52%	4.79	96.91%	92.55%	71.43%	67.32%
ChildNet-Palm Beach	8.07	96.43%	96.66%	99.71%	35.12%	59.20%	95.60%	4.19	95.12%	89.59%	90.70%	62.42%
Childrens Network of SW Florida	4.36	97.00%	97.81%	99.81%	34.37%	59.66%	92.25%	6.19	98.62%	97.74%	95.00%	60.73%
Childrens Network-Hillsborough	8.60	97.63%	94.99%	99.18%	23.11%	33.58%	88.07%	8.66	93.79%	76.36%	69.09%	54.78%
Citrus Health Network	6.00	95.75%	98.36%	99.63%	24.12%	50.61%	92.19%	4.37	97.11%	95.69%	88.24%	60.98%
Communities Connected for Kids	9.64	94.17%	97.00%	99.91%	36.93%	70.18%	91.78%	3.64	98.47%	95.65%	73.91%	72.97%
Community Partnership for Children	6.02	97.44%	96.67%	99.88%	27.07%	50.57%	81.03%	3.74	97.82%	82.93%	96.67%	56.58%
Embrace Families	9.16	94.67%	97.47%	98.70%	27.42%	38.16%	90.82%	6.21	80.17%	53.61%	79.73%	54.14%
Family Integrity Program	0.00	98.45%	96.72%	99.83%	27.03%	65.38%	86.36%	3.95	100.00%	97.22%	87.50%	33.33%
Family Support Services of North Fla	6.54	96.35%	96.76%	99.65%	23.12%	49.45%	94.44%	5.43	95.10%	82.85%	90.48%	54.74%
FSS Suncoast	5.66	96.72%	97.10%	99.42%	28.68%	48.71%	91.12%	6.36	83.37%	55.10%	63.64%	58.12%
Heartland for Children	8.55	93.90%	96.91%	99.83%	28.61%	46.48%	92.43%	4.08	97.94%	93.22%	86.84%	54.79%
Kids Central, Inc.	5.93	96.10%	97.71%	97.32%	24.65%	34.68%	93.36%	8.26	86.05%	63.37%	83.78%	63.68%
Kids First of Florida, Inc.	1.32	99.54%	99.49%	99.91%	12.66%	60.98%	92.59%	3.00	94.87%	76.85%	55.56%	57.58%
NWF Health Network - East	7.44	96.67%	96.93%	99.80%	33.33%	53.08%	89.06%	6.15	97.02%	86.41%	84.62%	50.26%
NWF Health Network - West	12.18	94.18%	95.87%	99.79%	28.49%	57.73%	93.33%	6.19	96.42%	83.33%	91.43%	57.65%
Partnership for Strong Families	8.49	96.53%	98.10%	99.66%	22.20%	49.26%	94.57%	7.78	96.11%	65.87%	68.18%	50.46%
Safe Children Coalition	5.87	97.38%	95.96%	99.47%	40.08%	54.55%	92.15%	4.88	97.42%	85.48%	64.52%	66.46%
Statewide	7.47	96.14%	96.85%	98.92%	29.09%	48.56%	91.07%	5.81	92.58%	78.32%	80.95%	58.35%
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		
March 2024 as of 03/10/2024		
Report Date Range: 03/01/2024 to 03/31/2024		
Agency	# of Children <u>Not</u> seen in 30 days	% of Children seen timely
CHS	5	99.83%
LSF	2	99.93%
OHU	4	99.80%
NTF	3	98.37%
HFC	14	99.80%
Statewide		99.59%
<i>Source Monthly: "Children Under Supervision Who Are Seen Every Thirty Days - Report #1144"</i>		
<i>Target of 99.5%</i>		

Prior Month End

Scorecard Measure #4 - Children Under Supervision Who Are Seen Every Thirty Days		
February 2024 as of 03/07/2024		
Report Date Range: 02/01/2024 to 02/29/2024		
Agency	# of Children <u>Not</u> seen in 30 days	% of Children seen timely
CHS	1	99.99% ★
LSF	1	99.99% ★
OHU	1	99.99% ★
NTF	1	99.25%
HFC	4	99.96% ★
Statewide		99.72% ★
<i>Source Monthly: "Children Under Supervision Who Are Seen Every Thirty Days - Report #1144"</i>		
<i>Target of 99.5%</i>		

Monthly Birth Parent Contacts

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

Current
Month

Birth Parent Contact Completed						
March 2024 as of 03/10/2024 (Point in Time)						
AGENCY	# Moms Required	# Moms Completed	Mom % Completed	# Dads Required	# Dads Completed	Dad % Completed
CHS	193	35	18.1%	128	17	13.3%
LSF	194	59	30.4%	146	30	20.5%
OHU	194	16	8.2%	139	9	6.5%
TOTAL	581	110	18.9%	413	56	13.6%

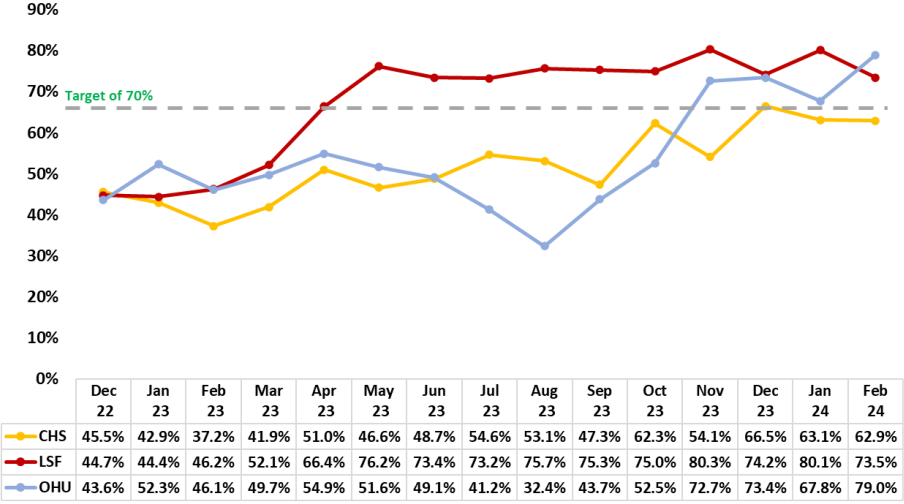
Criteria: Children in Out-of-Home Care w/goal of reunification
Source: Daily Ad Hoc Birth Parent Contact FSFN

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

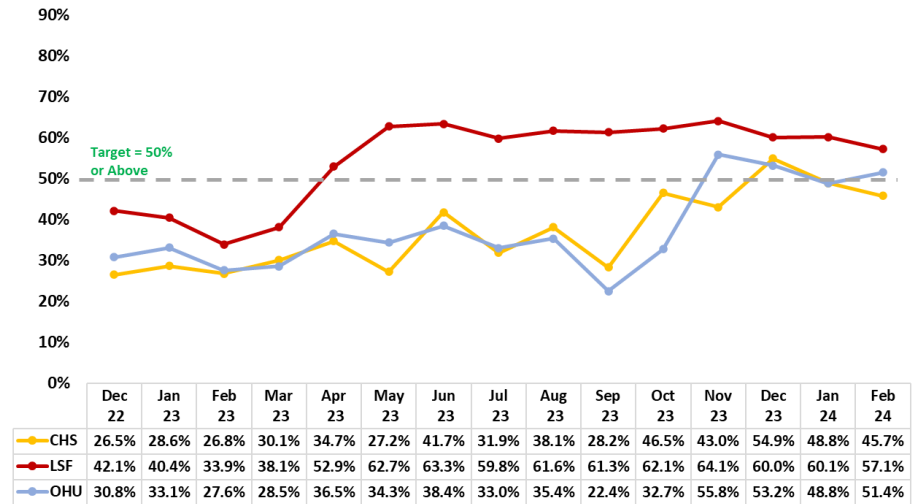
CMO Referrals for Fatherhood Engagement Referrals to Neighbor to Families				
Data as of March 11, 2023				
Month of Referral	CHS	LSF	OHU	Grand Total
22/23 Q4	0	4	10	14
23/24 Q1	23	13	5	41
23/24 Q2	13	6	7	26
Jan 24	2	9	0	11
Feb 24	1	1	0	2
*Mar 24	0	3	0	3
Total Referrals	39	36	22	97
Active Referrals	25	29	15	69

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

Percent of **Mother's Seen** in the Month, Required to be Seen
Monthly Trend Through February 2024



Percent of **Father Seen** in the Month, Required to be Seen
Monthly Trend Through February 2024



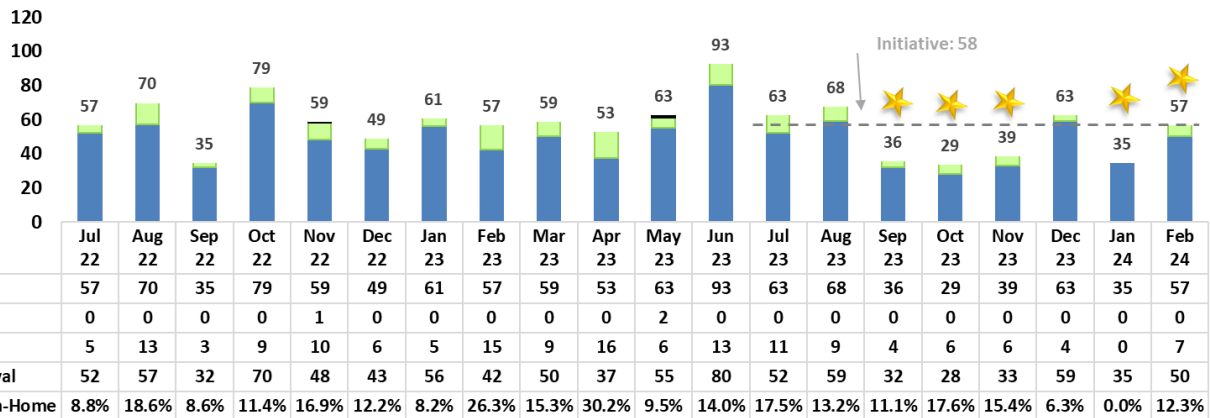
Case Transfer Staffing Data

Case Transfer Data For Fiscal Year 2023/24 - Data as of 03/10/2024

	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	23-24 Totals	22-23 Totals	21-22 Totals	20-21 Totals	19-20 Totals	18-19 Totals	17-18 Totals	16-17 Totals		JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	23-24 Totals	22-23 Totals	21-22 Totals	20-21 Totals	19-20 Totals	18-19 Totals	17-18 Totals	16-17 Totals		
Number of Children																		NON-JUDICIAL IN HOME SERVICES																			
CHS	24	33	13	6	11	10	18	13	7	135	347	358	426	414	460	349	416	CHS	10	2	0	0	0	0	0	0	0	12	85	116	136	90	110	48	102		
LSF	22	32	12	15	13	14	10	27	2	147	401	355	443	439	482	349	442	LSF	6	8	2	0	0	0	0	0	16	98	95	97	112	93	66	119			
NTF	0	0	43	20	32	22	14	10	9	150	0	0	0	0	0	0	0	NTF	0	0	16	17	28	22	14	17	9	123	0	0	0	0	0	0	0		
OHU Polk	10	4	2	12	3	7	1	14	0	53	141	147	162	177	196	253	426	OHU Polk	5	2	0	0	0	0	0	0	7	25	31	65	31	52	44	113			
One Hope	34	52	31	23	33	36	40	37	4	290	439	503	550	518	548	527	586	One Hope	0	0	0	0	0	0	0	0	0	53	35	45	32	41	49	67			
Total	90	121	101	76	92	89	83	101	22	775	1328	1363	1581	1548	1686	1478	1870	Total	21	12	18	17	28	22	14	17	9	158	261	277	343	265	296	401			
Out of Home Care																		OCS / ICPC Courtesy Supervision																			
CHS	11	30	13	6	9	6	13	11	5	104	229	200	220	240	262	226	253	CHS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LSF	13	23	8	12	9	13	6	15	2	101	237	188	267	253	291	218	259	LSF	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	
OHU Polk	3	1	2	8	2	7	1	10	0	34	98	103	75	91	116	164	265	OHU Polk	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
One Hope	16	18	10	0	13	24	11	8	4	104	102	113	150	106	125	133	136	One Hope	16	30	20	22	19	12	29	28	0	176	270	338	351	360	363	313	355		
Total	43	72	33	26	33	50	31	44	11	343	666	604	712	690	794	741	913	Total	16	30	20	22	19	12	29	28	0	176	270	338	353	360	363	315	359		
IN - HOME JUDICIAL																		Reinstatement of Protective Services Supervision (Notice of Hearings)																			
CHS	3	0	0	0	0	0	0	0	2	5	10	4	17	38	48	35	27	CHS	0	0	0	0	0	0	4	0	0	4	17	17	26	8	12	17	17		
LSF	2	1	0	0	0	0	0	5	0	8	10	16	23	40	37	27	24	LSF	0	0	0	1	0	1	0	0	0	2	35	46	36	10	41	18	20		
OHU Polk	0	0	0	0	1	0	0	0	0	1	0	2	10	40	20	20	29	OHU Polk	0	0	0	4	0	0	0	0	0	4	1	2	7	8	2	10	13		
One Hope	0	4	1	0	1	0	0	0	0	6	6	6	4	8	11	24	22	One Hope	0	0	0	1	0	0	0	0	0	1	4	0	0	0	7	2	4		
Total	5	5	1	0	2	0	0	5	2	20	27	28	54	126	116	106	102	Total	0	0	0	6	0	1	4	0	0	11	57	65	69	26	62	47	54		

Children Entering Out of Home Care

Heartland for Children
Number of Children Entering OHC by Type of Entry
Monthly Trend Through March 10, 2024



Source: FSN Report - Children Entering and Exiting Foster Care On-Demand Listing - OCWDRU Report #1182, Excluding Children 18 and Over 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 2/26/24 - 3/10/24									
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
101058512	106587989	LSF	141845-LSF	2/26/2024	7/26/2018	67	> 5.0 yrs	No	2/29/24

Source: FSFN Data Warehouse Ad Hoc Report,

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

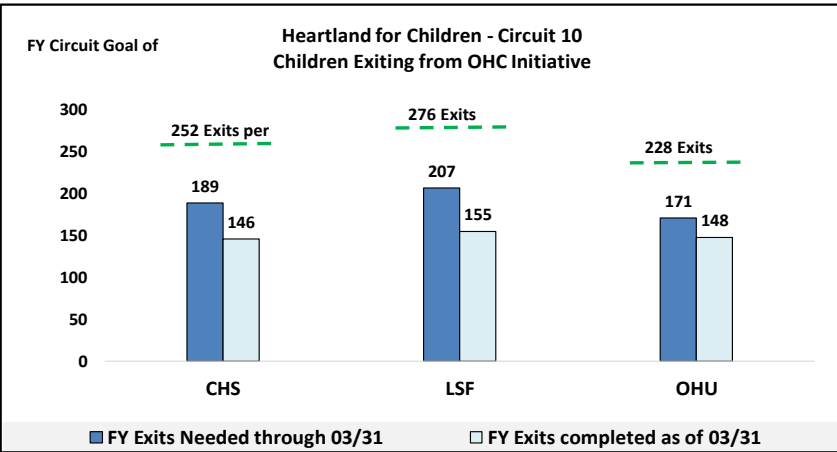
SM07 - Percent of children exiting care to a permanent home within 12 months of entering care – Target = 91.7% or Greater

FY 23/24
Contract
Measure

FY 23/24 as of 03/10/2024			
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	52	62	83.9%
LSF	36	37	97.3%
OHU	91	93	97.8%
HFC Total	179	192	93.23%
Statewide	2,816	3,076	91.55%

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

FY 2023-2024 Exiting Out-of-Home Care Initiative



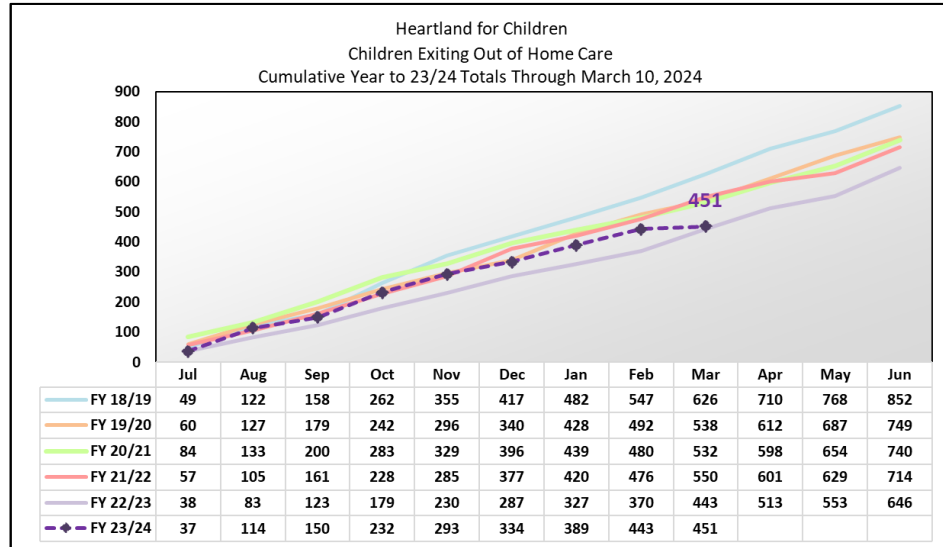
Children Exiting Out-of-Home Care as of 03/10/2024

Green: Month's CMO or Circuit reached their monthly exits

	Monthly Need Rest of FY	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24
CHS	27	7	23	21	37	22	9	14	11	2			
LSF	30	12	22	12	29	22	19	19	16	4			
OHU	20	18	32	3	16	17	13	21	26	2			
HFC	77	37	77	36	82	61	41	54	53	8	-	-	-

*Partial Month

Source: FSFN Report 1182, excluding 18+, EFC



FY 2023-2024 Exiting Out-of-Home Care Initiative - Conversation

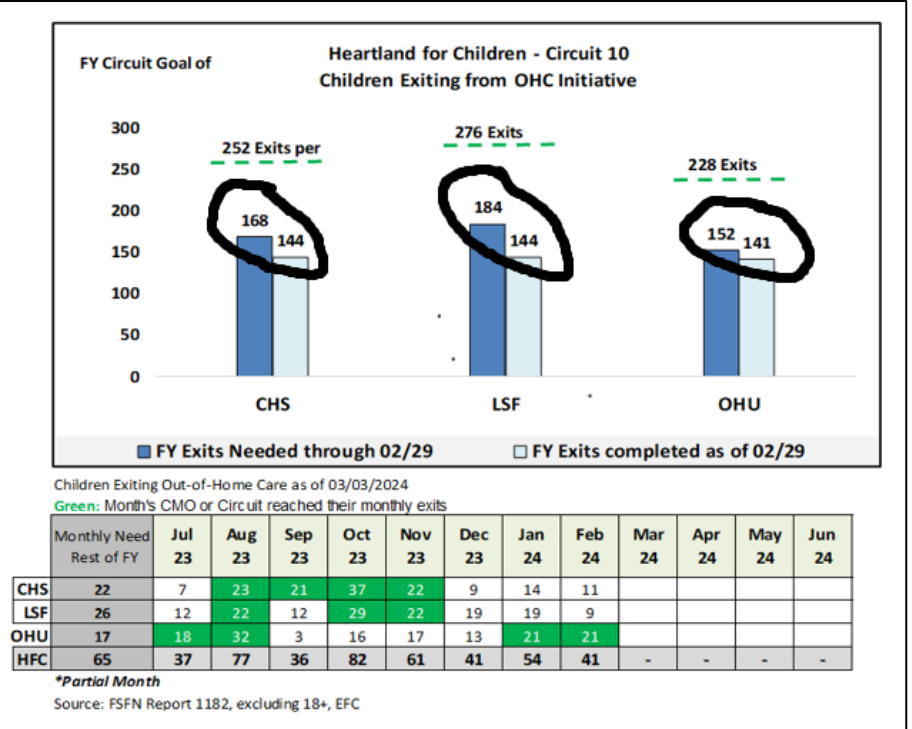
Net Caseload Difference
From Dec 25 to Mar 10

6 less overall for CHS, LSF & OHU primary

Agency	12/25/2023	1/7/2024	1/21/2024	2/11/2024	2/25/2024	3/10/2024
CHS	537	538	527	538	533	537
LSF	576	574	579	564	572	574
OHU Primary	551	555	557	546	545	547
OHU/OCS	221	219	218	214	215	216
OHU Total	772	774	775	760	760	763
NTF	53	57	44	69	61	53
HFC Total	1,966	1,939	1,944	1,931	1,929	1,930

- All Children Served...
2 ½ months from Dec 25 to March 10
- CHS: 537 to 537, net 0
 - LSF: 576 to 574, net -2
 - OHU Primary: 551 to 547, net -4

Exiting from OHC, is slowing down...



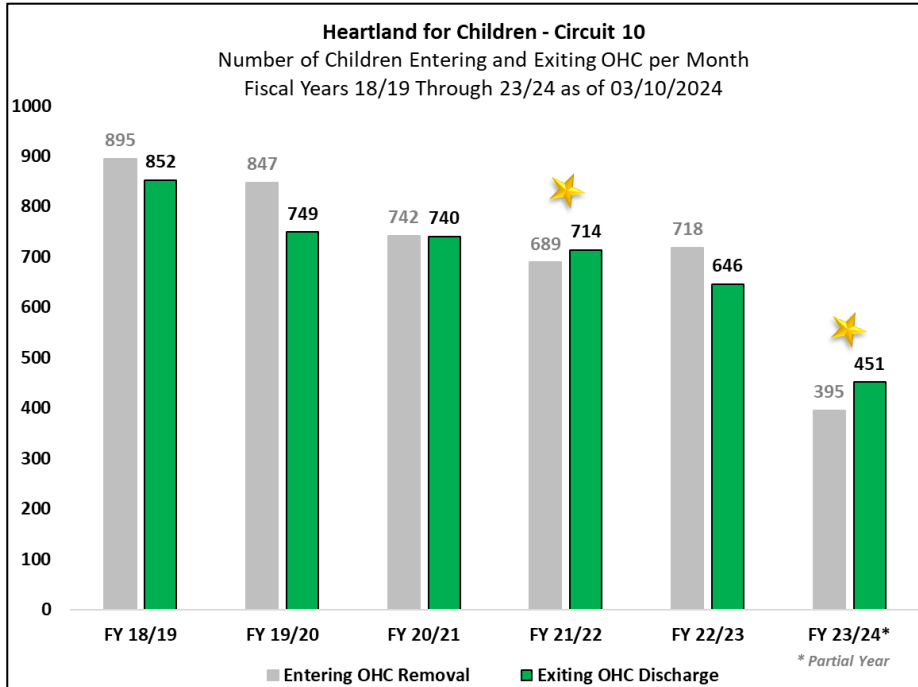
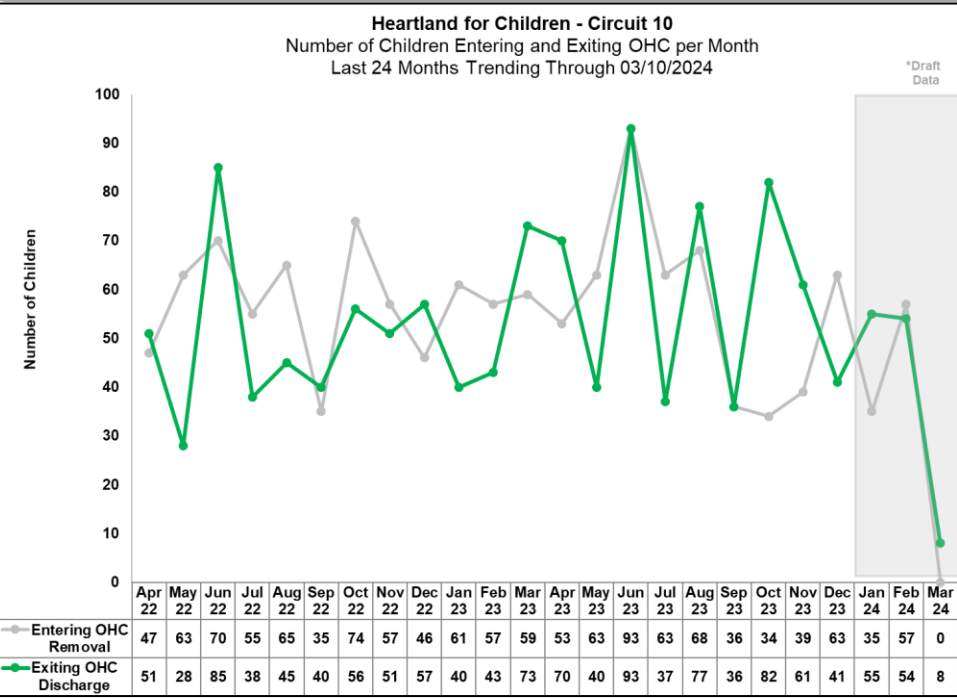
FYTD Exits needed vs Actual Exits

- CHS: -24 (168-144)
- LSF: -40 (184-144)
- OHU Primary: -11 (152-141)

Highlights from this FY to last FY

- CHS: Just Reunifications, avg LOS went from 14.5 months to 9.2 months
- LSF: Just Reunifications, avg LOS went from 14.9 months to 13.2 months
- OHU Primary: Just Guardianship, avg LOS went from 21.2 to 18.1

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 12/10
Agency	Permanency within 12 mths	Total Children Entered OHC	Percent Timely Permanency		
Children Achieving Permanency within 0-12 Mths for Children Entering OHC July 2022 to June 2023 (as of 03/10/2024)					
CHS	79	254	31.1%	27.8%	2.8%
LSF	80	249	32.1%	18.8%	7.9%
OHU	76	232	32.8%	38.5%	7.4%
HFC Total	235	735	31.97%	28.82%	6.0%
Statewide	2,730	10,162	26.86%	29.15%	4.9%

Source: Children Exiting OHC to a Permanent Home within Twelve Months of Entering Care #1119
*Permanency = adoption, permanent guardianship or reunification w/ parent



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 : 3/10/2024				
Agency / Unit	Permanency within 12 mths	Total Children Entered OHC	Percent Timely Permanency	% Increase Since 12/10
CHS	79	254	31.1%	2.8%
141832-CHSFL	0	5	0.0%	0.0%
141834-CHSFL	14	47	29.8%	3.7%
141846-CHSFL ★	35	76	46.1%	8.8%
141839-CHSFL	9	56	16.1%	0.3%
141835-CHSFL	0	23	0.0%	0.0%
141852-CHSFL ★	19	39	48.7%	0.1%
14-HFC-CHS ADMIN UNIT ★	1	1	100.0%	0.0%
LSF	80	249	32.1%	7.9%
141828-LSF	5	16	31.3%	11.3%
141827-LSF ★	17	37	45.9%	11.8%
141836-LSF ★	11	24	45.8%	32.9%
141845-LSF	12	36	33.3%	2.7%
141848-LSF	12	32	37.5%	14.4%
141849-LSF	7	43	16.3%	2.3%
141850-LSF	4	21	19.0%	0.0%
141929-LSF	12	38	31.6%	0.1%
14-HFC-LSF ADMIN UNIT	0	2	0.0%	0.0%
OHU	76	232	32.8%	7.4%
142853-OHU-HARDEE	2	47	4.3%	0.0%
142854-OHU-HIGHLANDS ★	3	3	100.0%	0.0%
142855-OHU-HIGHLANDS	18	45	40.0%	8.9%
140121-OHU-HIGHLANDS	3	8	37.5%	12.5%
142858 OHU-POLK ★	19	36	52.8%	15.6%
142852-OHU-POLK ★	12	28	42.9%	20.3%
142856-OHU-POLK	19	65	29.2%	1.9%
HFC Total	235	735	32.0%	6.0%
Statewide	2,730	10,162	26.9%	5.0%

Source: Children Exiting OHC to a Permanent Home within Twelve Months of Entering Care #1119
*Permanency = adoption, permanent guardianship or reunification w/ parent

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%

SM06 - Percentage to reach Yellow = 39.4%

Scorecard Measure #6 - FY 23/24, Target 43.6%				Percent Timely FY 22/23 (last FY)	% Increase Since 12/10
Children Achieving Permanency within 12-23 Mths for Children in OHC 12-23 Months as of 07/01/23 (as of 03/10/2024)					
Agency	Permanency within 12-23 mths	Total Children LOS 12-23 mths	Percent Timely Permanency		
CHS	33	105	31.4%	37.9%	4.7%
LSF	38	108	35.2%	41.7%	11.1%
OHU	34	99	34.3%	49.0%	6.0%
HFC Total	105	312	33.7%	42.6%	7.4%
Statewide	1,878	5,426	34.6%	46.2%	12.1%

Source: Children Achieving Permanency w/ 12 Months for children in OHC 12-23 Months #1138
 *Permanency = adoption, permanent guardianship or reunification w/ parent

Statewide Measure: Percent of children exiting care to a permanent home for children in care 24 months or longer
Target = 30%

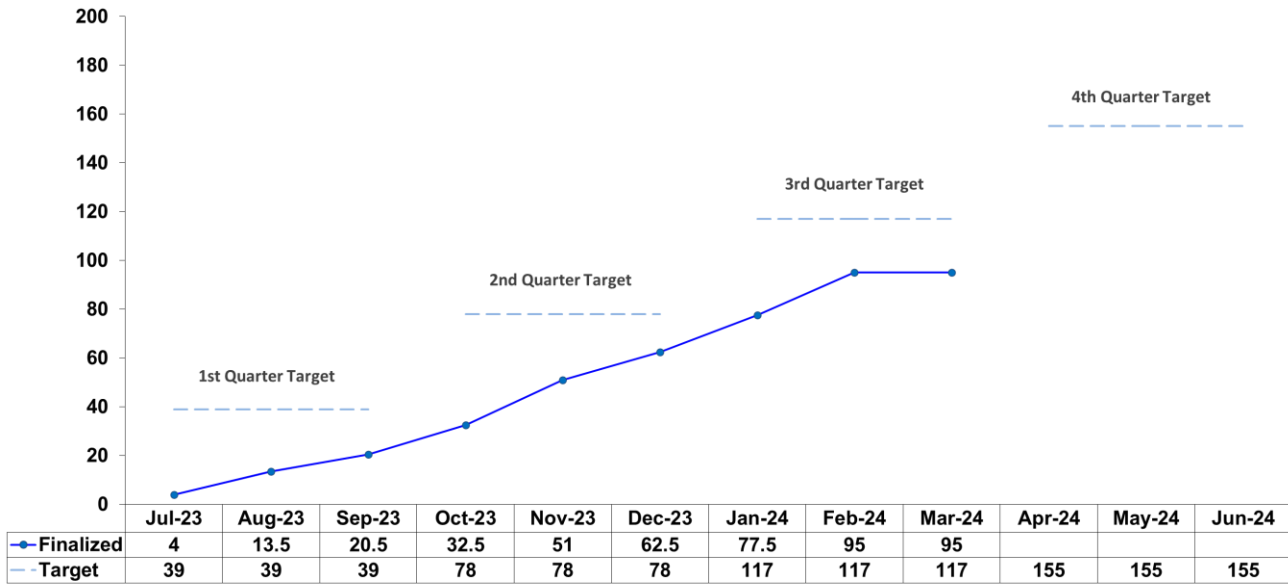
Statewide Measure - FY 23/24, Target 30%				Percent Timely FY 22/23 (last FY)	% Increase Since 12/10
Children Achieving Permanency within 12 Months for Children in OHC 24+ Months as of 07/01/23 (as of 03/10/2024)					
Agency	Permanency within 12 months	Total Children in OHC 24+ Months	Percent Timely Permanency		
CHS	30	94	31.9%	51.4%	3.5%
LSF	32	128	25.0%	44.3%	7.0%
OHU	36	97	37.1%	42.0%	19.4%
HFC Total	98	319	30.7%	46.2%	9.7%
Statewide	1,800	5,509	32.67%	42.88%	11.2%

Source: Children Achieving Permanency w/ 12 Months for children in OHC 24 Months or Longer #1197
 *Permanency = adoption, permanent guardianship or reunification w/ parent

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



Source: HFC Adoption Database; Data-as-of: March 10, 2024

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

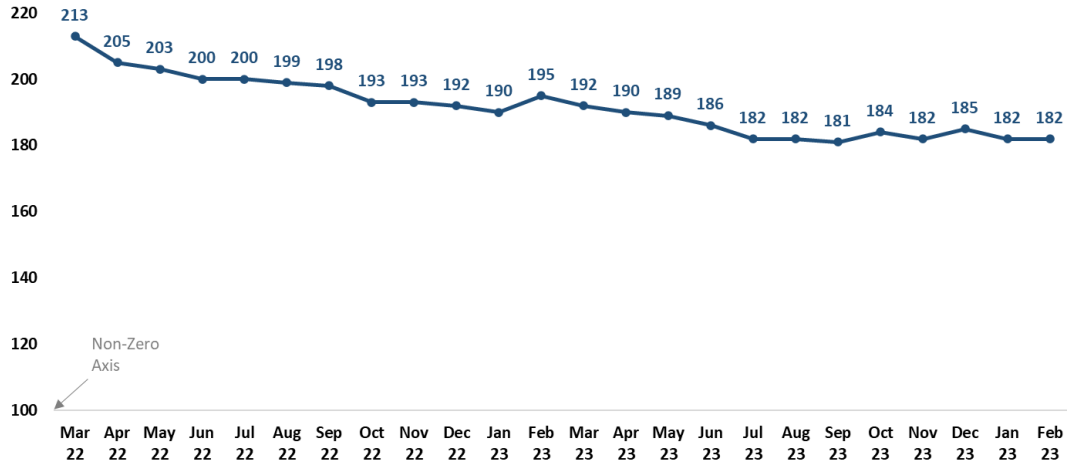
- March 13 & 20, 2024
- April 14 & 24, 2024
- May 22 & 29, 2024
- June 19 & 26, 2024

Adoption Finalizations FY 23-24 - <u>3rd Quarter</u> as of 03/10/2024			
CMO	Finalized Adoptions YTD	Quarter Target	Quarter Target Met
CHS	29.5	22	134.1%
LSF	26.5	30	88.3%
OHU	39	26	150.0%
Total	95	78	121.8%

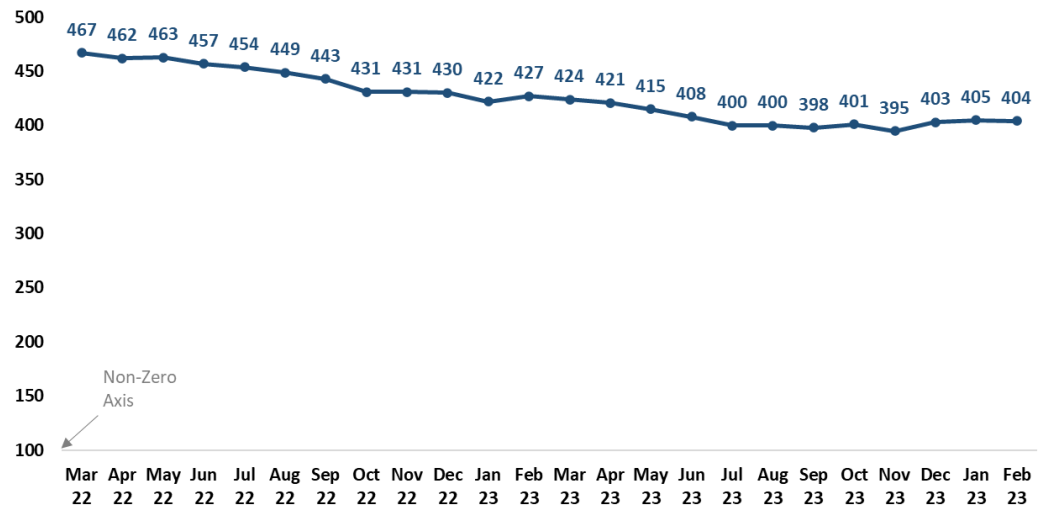
Number of Foster Homes and Foster Bed Capacity

24 Month Trend

Heartland for Children
Number of Foster Homes - Months End Snapshot
Last 24 Months through February 2024

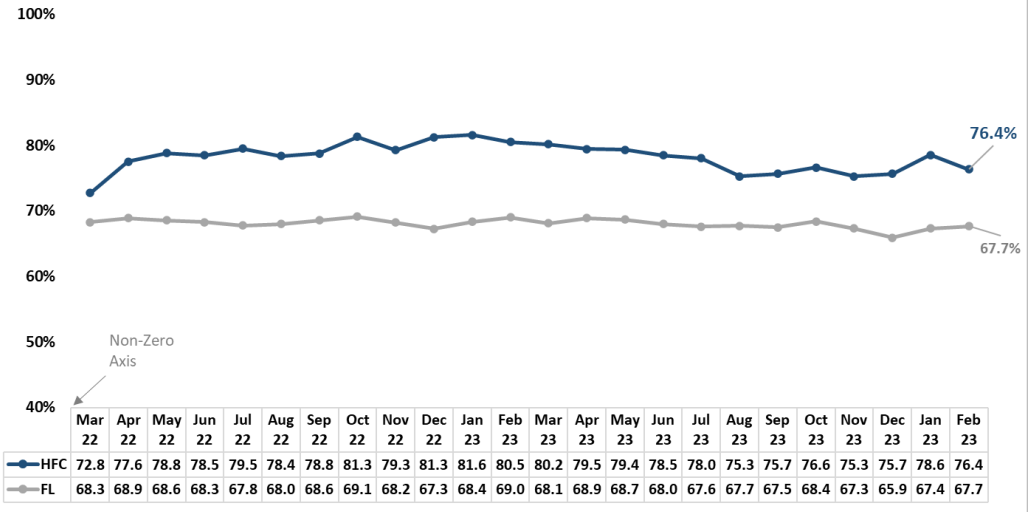


Heartland for Children
Number of Foster Beds - Months End Snapshot
Last 24 Months through February 2024

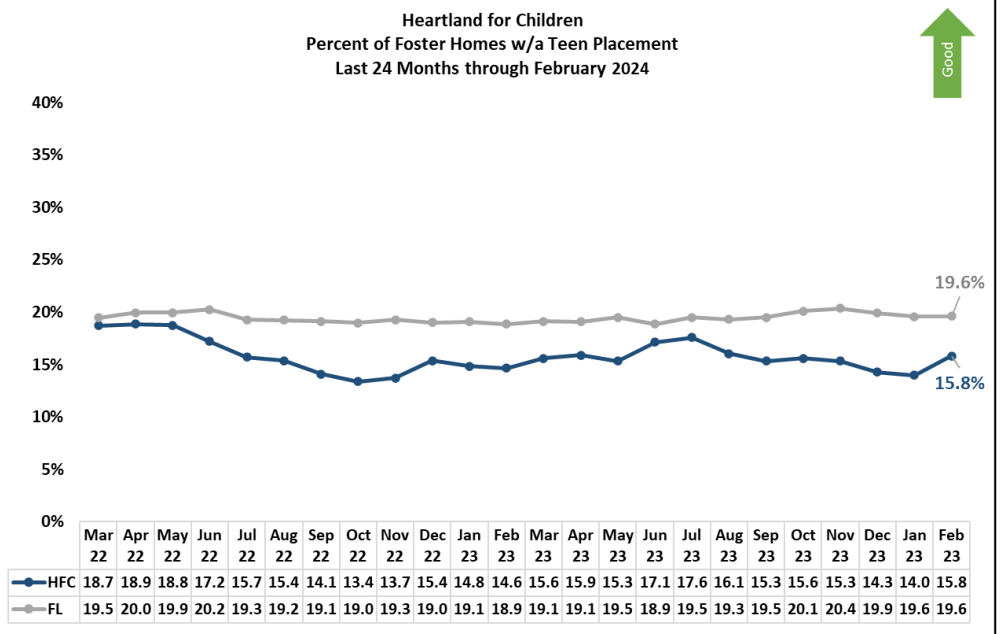


➤ Percent of Foster Home Utilization
➤ Teen Placement in a Foster Home

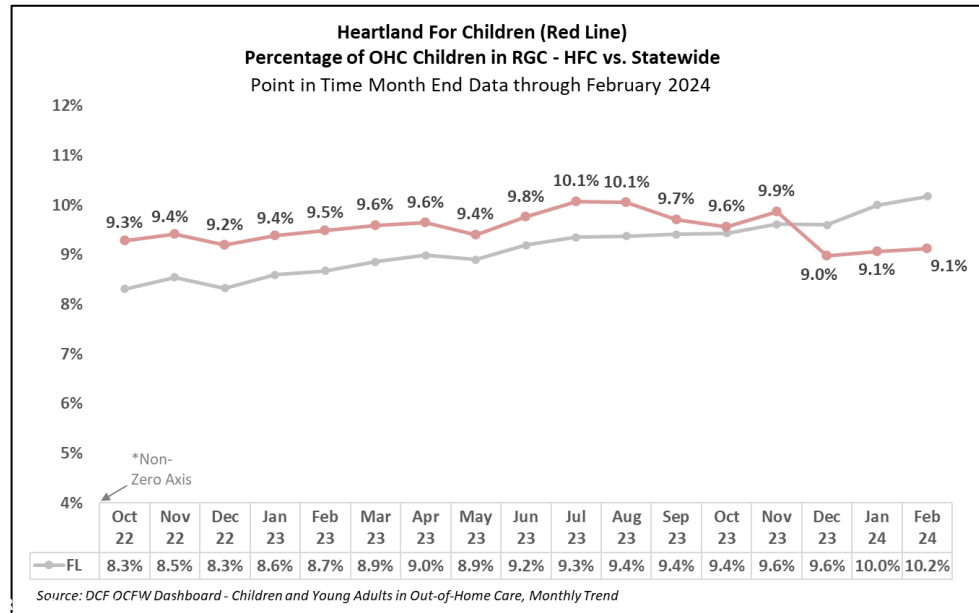
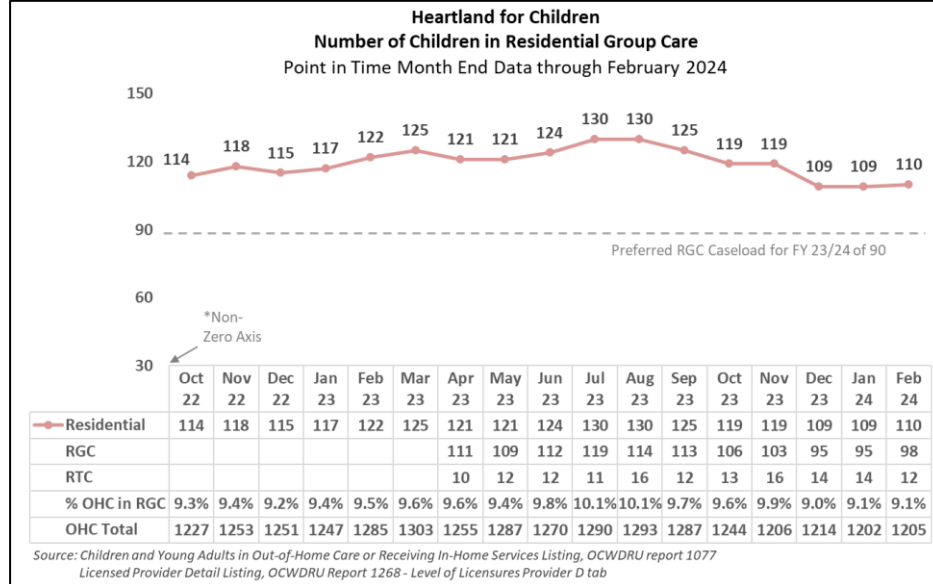
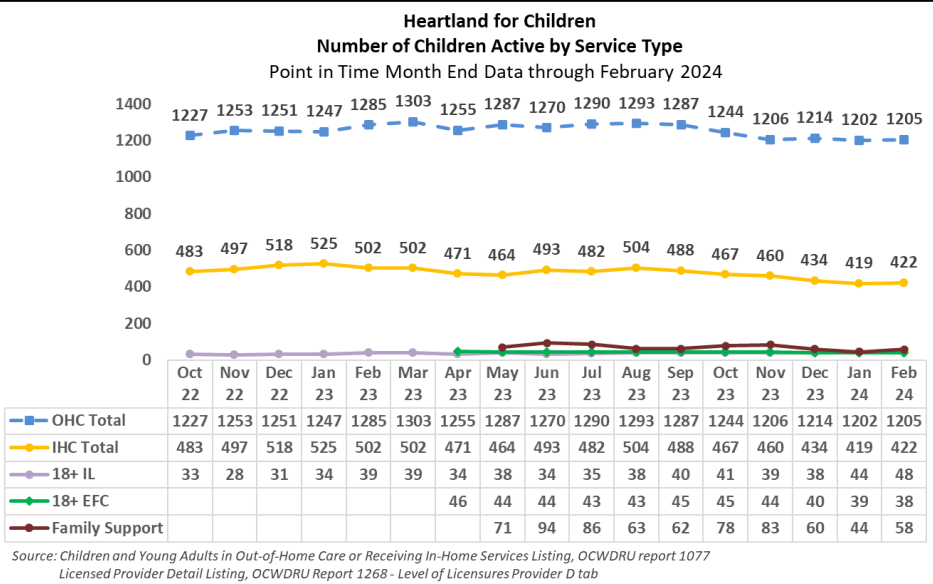
Heartland for Children
Percent of Foster Homes Utilized (w/a Placement)
Last 24 Months through February 2024



Heartland for Children
Percent of Foster Homes w/a Teen Placement
Last 24 Months through February 2024

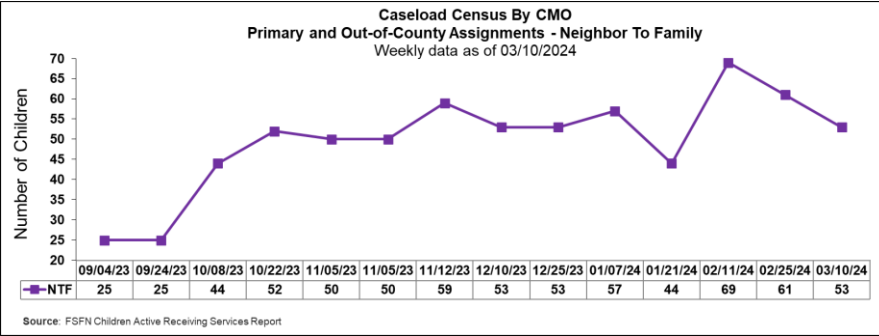


➤ Children Served at Month End by Service Type
➤ Number and Percent of Children Served in Residential Care



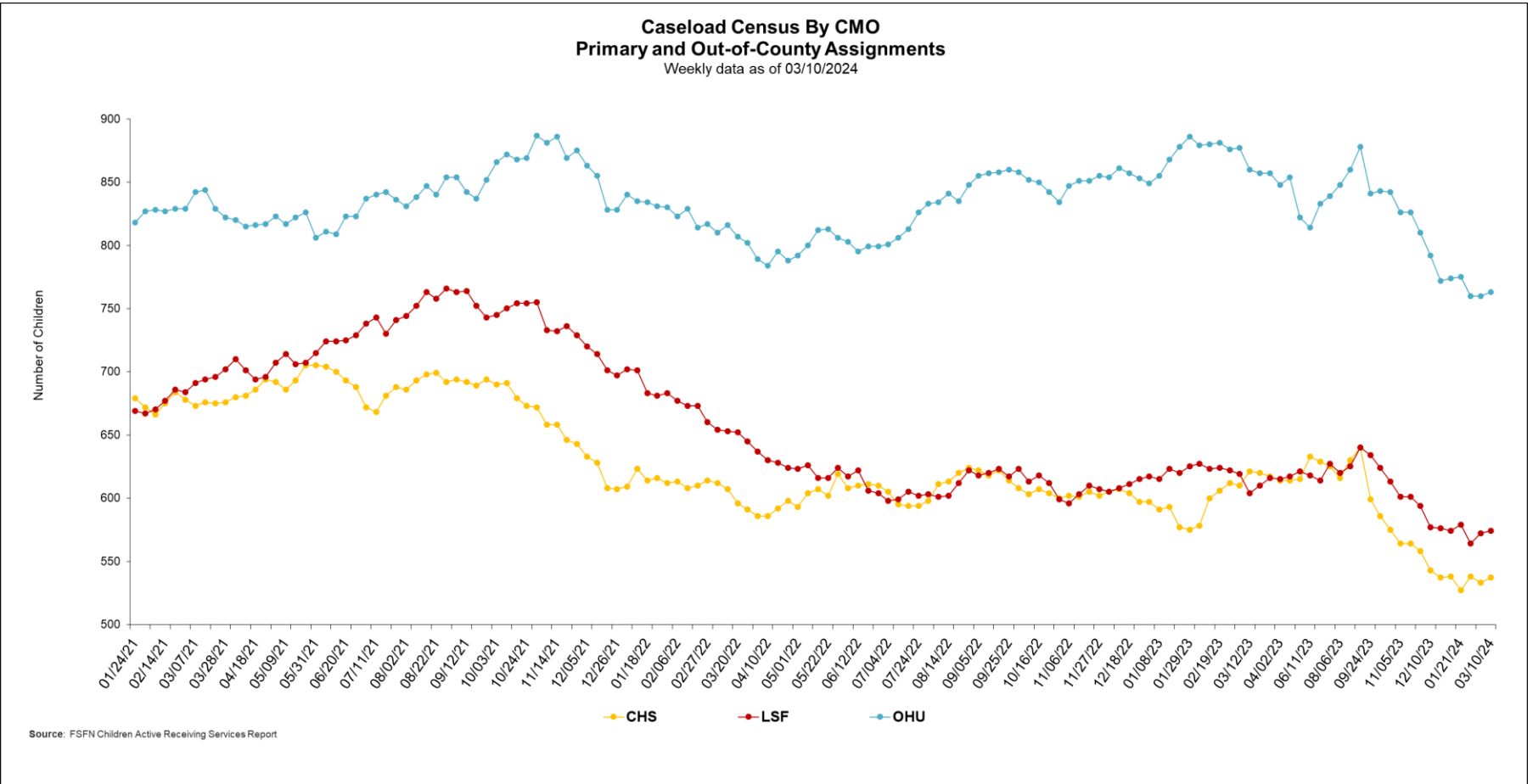
Caseload Census Information

CBC Services Weekly Caseloads By CMO



Number of Children by CMO Last 6 Reporting Periods

Agency	12/25/2023	1/7/2024	1/21/2024	2/11/2024	2/25/2024	3/10/2024
CHS	537	538	527	538	533	537
LSF	576	574	579	564	572	574
OHU Primary	551	555	557	546	545	547
OHU/OCS	221	219	218	214	215	216
OHU Total	772	774	775	760	760	763
NTF	53	57	44	69	61	53
HFC Total	1,966	1,939	1,944	1,931	1,929	1,930



Caseload Census Information

Case Manager Caseload Breakdown by Agency – Data as of 03/10/2024

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	0	7	10	7	1	25	27.4
LSF	1	3	21	3	0	28	24.4
OHU	2	7	9	6	7	31	28.2
# of CMs	3	17	40	16	8	84	27.9

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	25	7	28.0%
LSF	28	4	14.3%
OHU	31	9	29.0%
HFC	84	20	23.8%

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

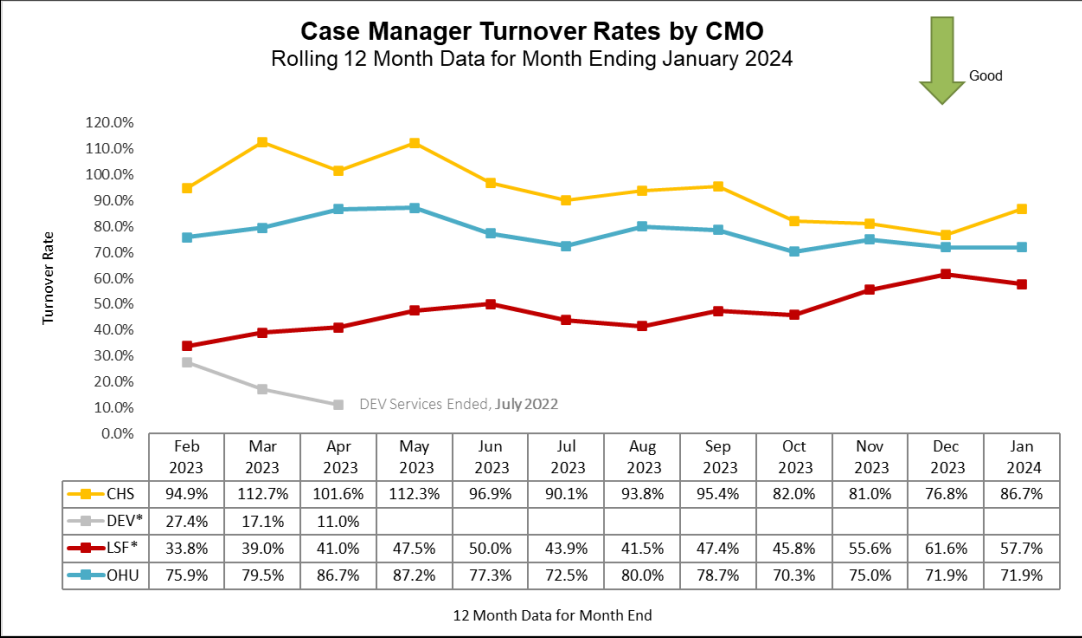
Case Management Organization Turnover

12 Month Case Manager Turnover Rates by Agency

Employee Turnover Rates By CMO 12 Month Data for Month Ended January 2024		
CMO	Case Manager	Case Manager Supervisor
CHS	86.7%	52.6%
LSF*	57.7%	15.4%
OHU	71.9%	45.5%

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 03/10/2024

Caseload of 1 - 5 Children (-1)		
CMO	Case Workers	#
NTF	Tetreault, Taylor	5
NTF	Jones, Gwendolyn	4
OHU	Brody, Jessica	3
OHU	Ventura, Armando	1
LSF	Collins, Sara	1

Caseload of 16 - 24 Children		
CMO	Case Workers	#
OHU	Brutus, Marie	24
CHS	Bain, Claire	24
CHS	Meola, Laura	24
OHU	Price, Sydney	24
LSF	Evans, Mikayla	24
LSF	Brown, Desiree	24
CHS	Rodgers, Aleah-Faith	23
OHU	Thompson, Wyshana	23
OHU	Garcia, Anakeidie	23
LSF	Morris, Alundrea	22
OHU	Bello, Bianca	22
LSF	Willingham, Jashia	22
CHS	Harker, Aleah	21
CHS	Lopez, Lena	21
OHU	Young, Vanessa	21
LSF	Pena, Yulissa	21
LSF	Ramnaugh, Shan	21
LSF	Blackwood, Sandra	20
OHU	Hadad, Nagionna	20
LSF	Coleman, Tangela	19
LSF	Brown, Ciara	19
CHS	Sales, Nura	19
CHS	Bunino, Giosue	19
OHU	Cherident, Camy	19
LSF	Williams, Careatha	19
LSF	Londono, Reina	18
LSF	Blocker, Amanda	18
LSF	Bon-Fiol, Nikol	18
LSF	Stremy, Suzette	18
CHS	Hook, Kathryn	18
CHS	Sawyer, Jonathan	18
LSF	Escartin Vega, Kathia	17
LSF	Bickel, Sherry	17
LSF	Mcnulty, Andrirea	17
LSF	Pierce, Pamela	17
OHU	Valencia, Alejandro	17
LSF	Lott, Carla	17
CHS	Covington, Walter	17
LSF	Cruz, Veronica	17
LSF	Franklin, Yoshika	16

Caseload of 25 - 29 Children (+2)		
CMO	Case Workers	#
OHU	Cleveland, Tammy	29
OHU	Kohn, Ludessa	29
OHU	Dedrick, Dawn	29
CHS	Sisk, Sarah	28
LSF	Renfrow, Andrew	28
CHS	Angulo, Kayla	27
LSF	Pamphile, Emmanuella	27
CHS	Fort, Angela	27
OHU	Reyes, Jasmine	27
CHS	Bruce, Kortney	26
CHS	White, Melinda	26
OHU	Mcgahee, Timika	26
CHS	Kaina, Kelly	26
CHS	Beasley, Charlita	26
OHU	Pizarro, Frances	26
LSF	Lynch, Rodina	25

Unit Supervisors Carrying Cases (-1)		
CMO	Case Workers	#
OHU	Colon, Lisette	4
CHS	Luskey, Taylor	4
CHS	Cortes, Jennifer	3

Caseload of 6 - 15 Children (-5)		
CMO	Case Workers	#
LSF	Ellis, Darren	15
LSF	Lee, Tamar	15
OHU	Isaacs, August	14
OHU	Southall, Akeva	14
LSF	Johnson, Tania	14
CHS	Knowlton, Sera	13
OHU	Howe, Danielle	13
CHS	Pression, Alexa	13
OHU	Shay, Ryan	12
CHS	Figueroa, Chaire	12
OHU	Sausaman, Allison	11
NTF	Mattison, Sharon	11
NTF	Conklin, Danielelle	10
CHS	Whiting, Kari	10
CHS	Dawes, Dominique	10
NTF	Cruz, Ana	9
CHS	Hunte, Jeleta	9
NTF	Bates, Brittany	8
OHU	Nettles, Markisha	8
OHU	Dellinger, Michael	8
CHS	Jackson, Sasha	7
NTF	Wolf, Lauren	6

Caseload of 30+ Children		
CMO	Case Workers	#
OHU*	Smith, Lorie	50
OHU*	Bailon, Margarita	48
OHU*	Fuentes, Norma	47
OHU*	Washington, Woodrica	44
OHU*	Villegas, Anna	43
OHU*	Simmons, Shannon	35
CHS	Mcphail, Allissa	31
OHU	Johnson, Randi	31

Circuit 10 Children Active by Assignment Role for CMO TAYS, FTC and Adoption Workers

Data as of 03/10/24

Case Worker	Pri.	Sec.	OOC	Grand Total
Cruz, Cheyleen	2	0	0	2
FTC - CHS	2	0	0	2
Nieves, Carlos	20	9	0	29
Humber, John	13	74	0	87
TAYS - CHS	33	83	0	116
Cortes, Jennifer	3	36	0	39
Dawes, Dominique	10	6	0	16
Whiting, Kari	10	6	0	16
Adoption - CHS	23	48	0	71
Peralta, Joshua	31	0	0	31
Jones, Dane	0	53	0	53
TAYS - LSF	31	53	0	84
Collins, Sara	1	8	0	9
Parrish, Elizabeth	0	24	0	24
Hampton, Sharday	0	8	0	8
Adoption - LSF	1	40	0	41
Metelus, Getro	2	23	1	26
Sandbrook, Mary	10	27	0	37
Vazquez, Roger	6	37	2	45
TAYS - OHU	18	87	3	108
Howe, Danielle	13	1	0	14
Nettles, Markisha	8	3	0	11
Southall, Akeva	14	0	0	14
Myers, Julieanne	0	2	0	2
Adoption - OHU	35	6	0	41
TAYS Total	82	223	3	308
Adoptions Total	59	94	0	153

Pri. = Primary - *Sec.* = Secondary - *OOC* = Out of County

Data Source: FSN Report - Children Active Receiving In-Home or Out-of-Home Services Daily Listing by District

*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 FSN

Healthcare Information

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

Health Information in FSFN for Children in OHC as of 03/10/2024						
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	379	100.0%	97.9%	95.4%	97.9%	97.0%
LSF	436	100.0%	97.7%	88.3%	98.4%	94.8%
OHU	390	99.7%	94.6%	90.0%	95.1%	93.2%
HFC	1205	99.9%	96.8%	91.2%	97.2%	95.1%

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

Health Information in FSFN as of 03/10/2024				
Agency	# of Missing Medical Records	# of Medical Appointments Needing Update	# of Dental Appointments Needing Update	# of Immunization Needing Update
CHS	0	8	13	8
LSF	0	10	34	7
OHU	1	21	24	19
HFC	1	39	71	34

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 03/10/2024			
Agency	Appointment within last 12 mths	Total Children out-of-home care	Percent Medical Services Received
CHS	371	379	97.9%
LSF	426	436	97.7%
OHU	369	390	94.6%
HFC Total	1166	1205	96.8%
Statewide	16,944	18,294	92.6%

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 03/10/2024			
Agency	Appointment within last 7 mths	Total Children out-of-home care	Percent Dental Services Received
CHS	267	280	95.3%
LSF	257	291	88.3%
OHU	215	239	90.0%
HFC Total	739	810	91.23%
Statewide	10,039	12,489	80.38%

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

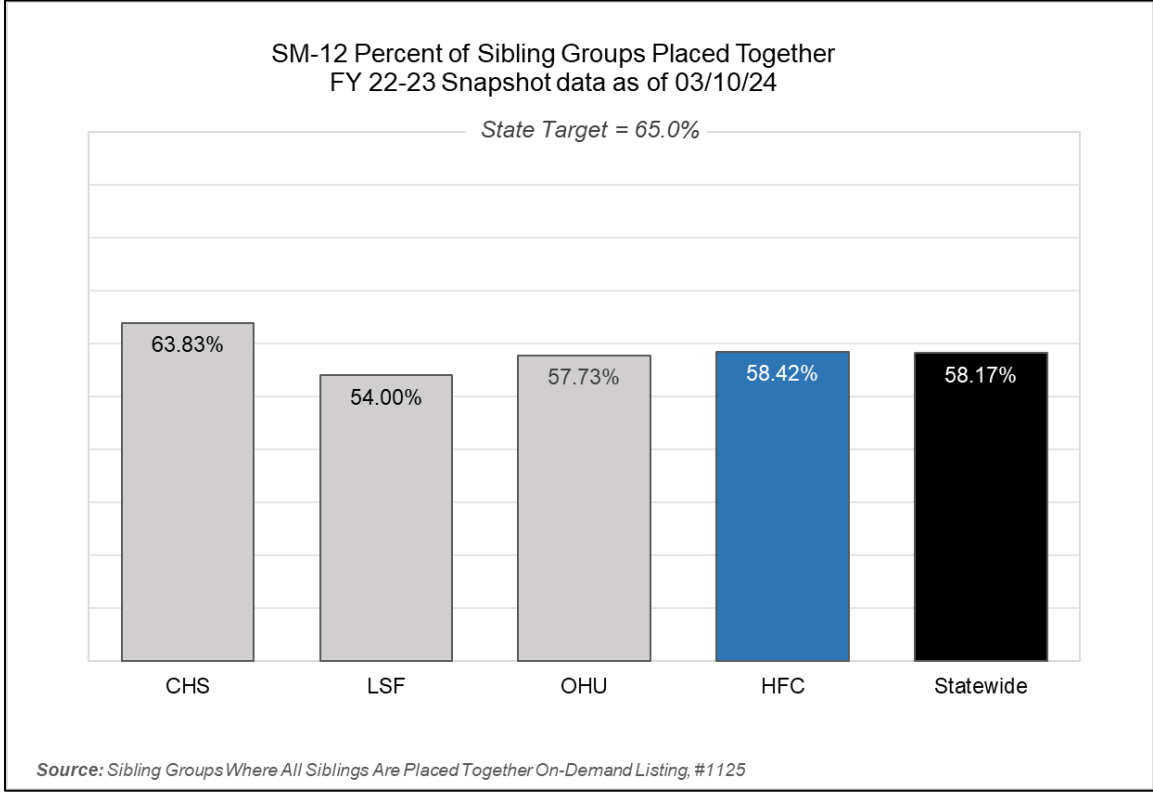
Scorecard Measure 12 – Separated Siblings

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 March 10, 2024			
Agency	Number of Cases w/ Siblings Together	Total Cases Sibling Groups	Percent of Siblings Placed Together
CHS	60	94	63.83%
LSF	54	100	54.00%
OHU	56	97	57.73%
HFC	170	291	58.42%
Statewide	2,545	4,375	58.17%

Source: Sibling Groups Where All Siblings Are Placed Together On-Demand Listing, #1125

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

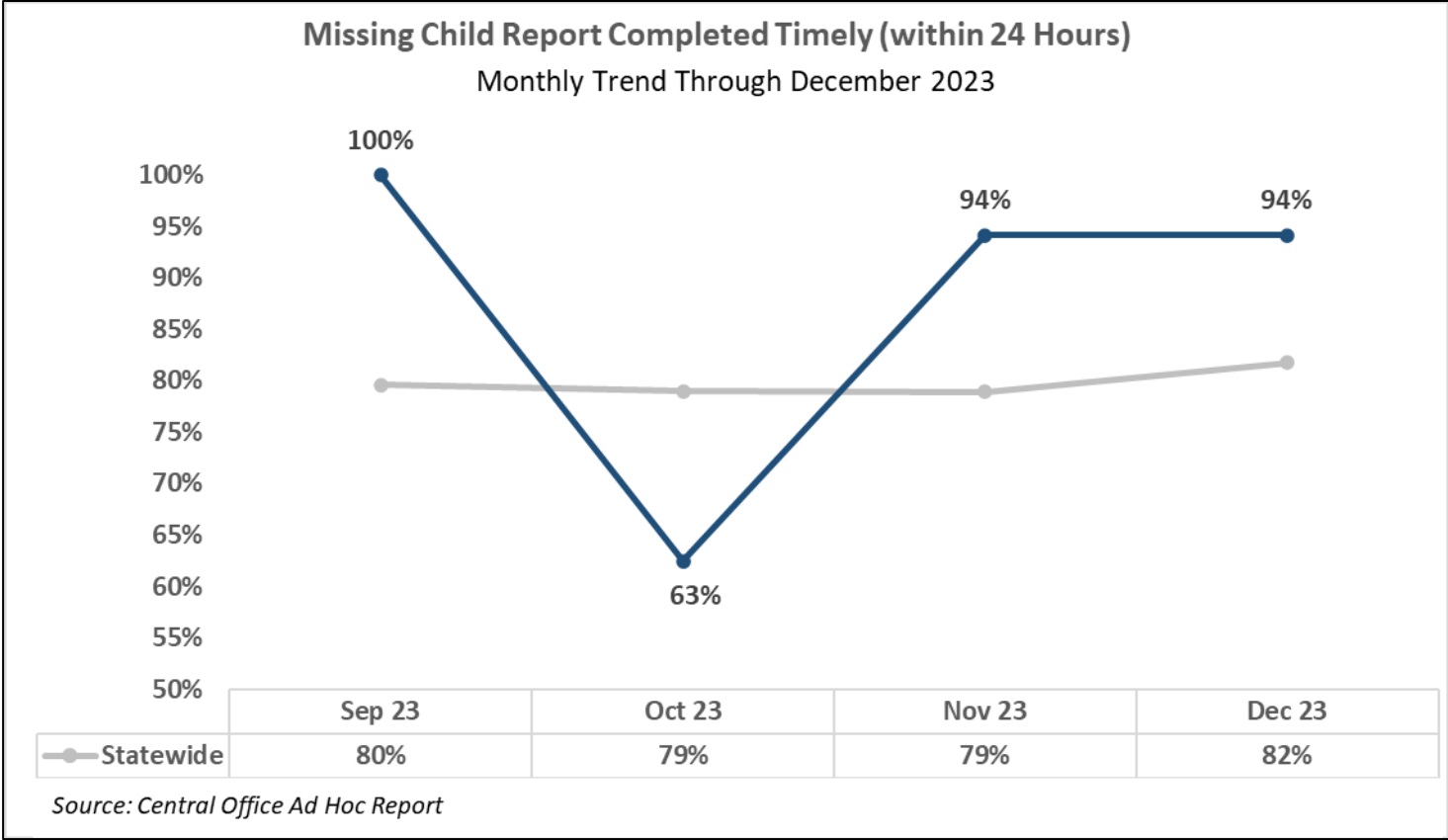


Missing Children in Out of Home Care

Children currently missing or recovered while in OHC


Heartland for Children Children in OHC who are Missing or Now Recovered Data as of 03/10/24					
	Current Missing	Late Reports	Late ATL	Recoveries	Late Debriefs
CHS	0	0	0	2	2
LSF	0	0	0	2	1
OHU	0	0	0	2	2
CPI	0	0	0	0	0
Total	1	0	0	6	5

Source: HFC MCR Tracking Log ATL = Attempts to Locate



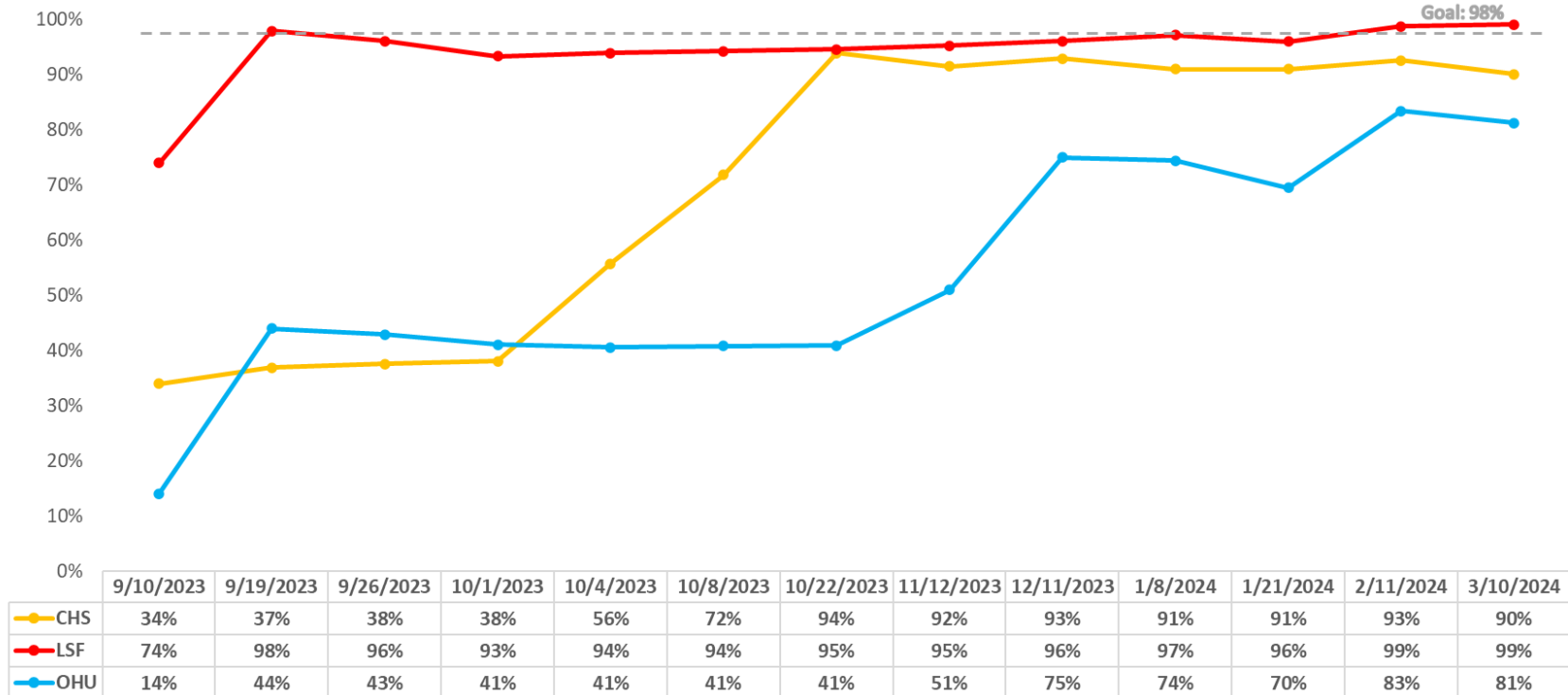
Yearly Project

School Enrollment for Children in Out-of-Home Care

School Enrollment Updated in FSFN for School Year 23/24			
CMO	Updated School Record	Eligible Children in OHC	Percent Updated
CHS	220	244	90%
LSF	240	242	99% 
OHU	187	230	81%
Total	647	716	90%

Percentage of Eligible Children in OHC and Enrolled in School, Year 23/24

Data as of 03/10/2024



Enrolled - Children in OHC who have been enrolled in schooling after 8/1/2023

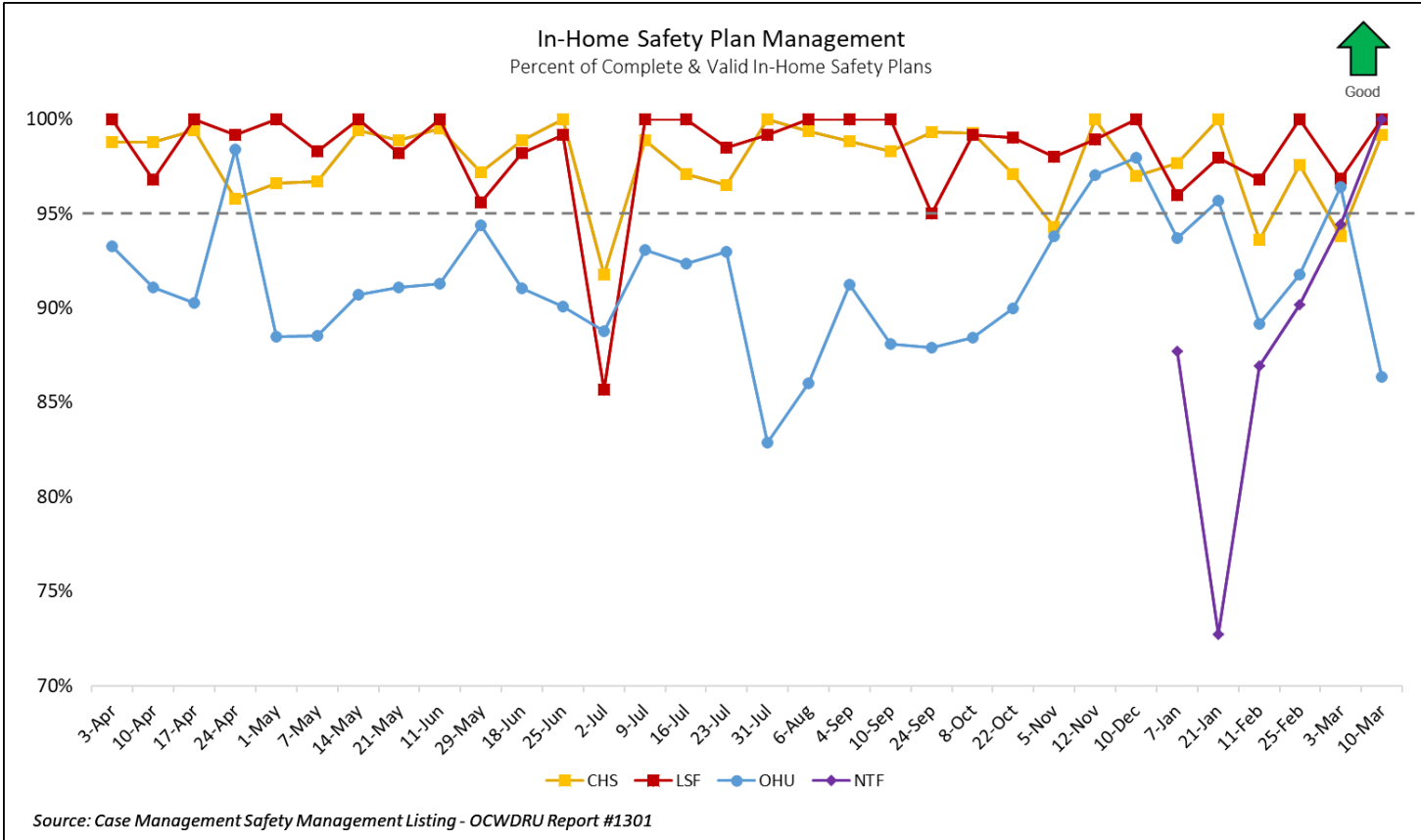
*Source Report: FSFN - School Enrollment Listing for Eligible Children and Young Adults in Out-of-Home Care - Report #1217

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				
Data as of 03/10/2024				
Agency	No -or- Expired Safety Plans	Complete & Valid Safety Plans	Total Required Safety Plans	Percentage Complete
CHS	1	124	125	99.2%
LSF	0	104	104	100.0%
OHU	12	76	88	86.4%
NTF	0	53	53	100.0%
HFC Total*	13	357	370	96.49%

Source Report: Case Management Safety Management Listing - OCWDRU Report #1301
Target of 95%



Unified Home Studies – Approval Status

Cases with a Pending or No UHS – 45+ Days Past Due; **Data-as-of: 03/10/2024**

Relative / Non-Relative Unified Home Study Approval Status 45 Days since Case Transfer - Past Due			
Agency	# of UHS	Status - Pending	Status - No UHS
CHS	3	0	3
LSF	3	2	1
OHU	12	3	9
Total	18	5	13

Child Placement Agreement Errors

Active CPA’s with errors and non-active CPA’s needing closure.

Child Placement Agreement Errors Data as of 03/10/2024								
The 10 active CPA's with errors contain the 15 total errors.								
Agency	Total CPA's Needing Correction	Non-Active CPA's Needing Closure	Total Active CPA's not Completed	New CPA Needed	Need to Upload Signed Agreement	Need Supervisor Approval	No Provider Listed	Total Errors
CHS	7	1	6	4	3	1	2	10
LSF	2	0	2	2				2
OHU	2	0	2		1	2		3
Total	11	1	10	6	4	3	2	15

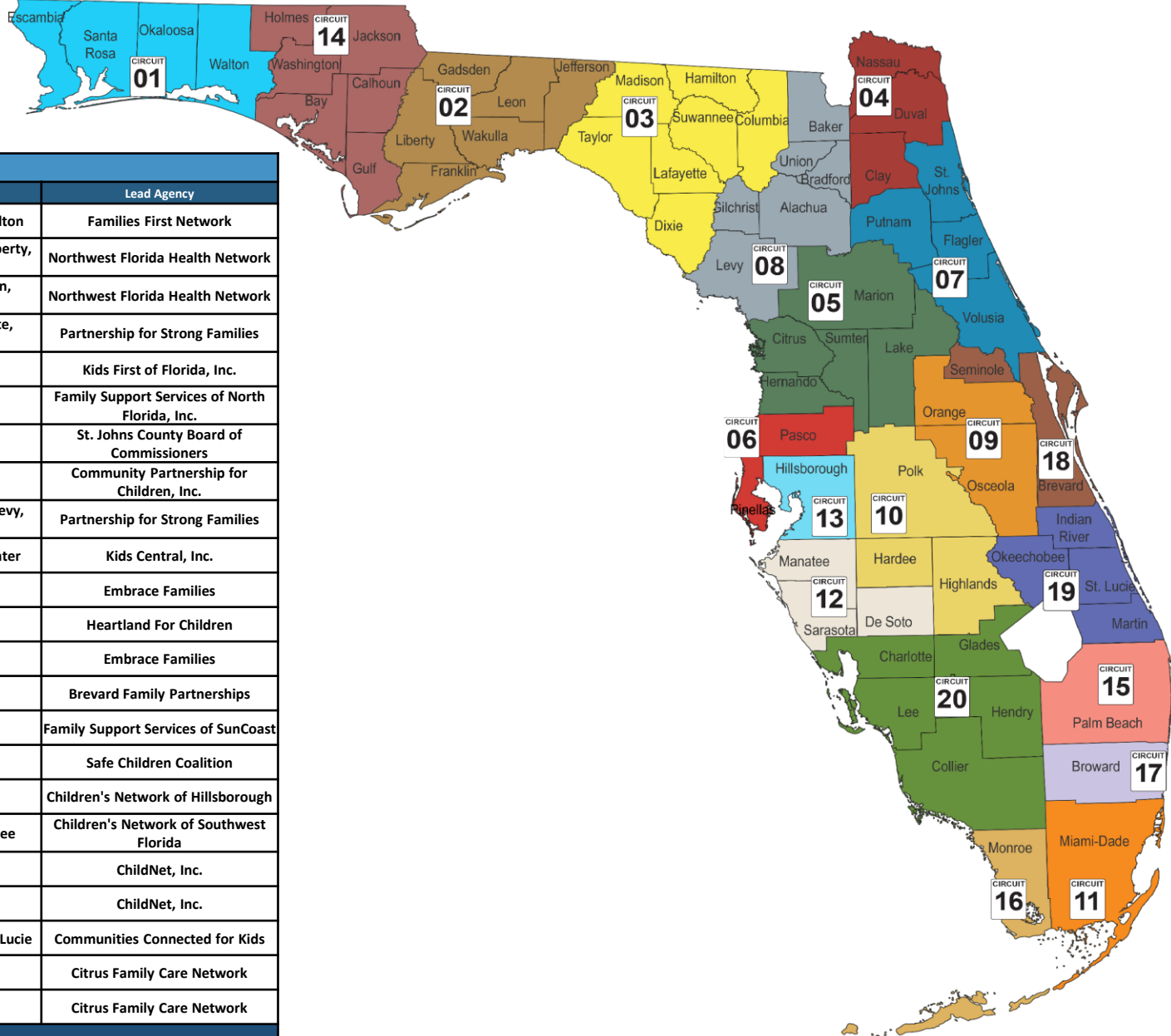
Source: FSFN - Child Placement Agreement Status for Children in Out-of-Home Care On-Demand Listing - OCWDRU Report #1256
Criteria: Children with a CPA Effective Date.

Percent of Children with an Active Completed CPA Data as of 03/10/2024			
Agency	Total Active CPA's	CPA's Fully Completed	% of Completed CPA's
CHS	31	25	81%
LSF	32	30	94%
OHU	7	5	71%
Total	70	60	86%

Source: FSFN - Child Placement Agreement Status - OCWDRU Report #1256
Criteria: Children with an CPA Effective Date.



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 MARCH

- National Social Work Month
- World Social Work Day 3/19

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

Project Prom - FREE Dresses & Suits

Saturdays - March 16, March 30,
& April 6 from 11AM-4PM
3800 US 98 N Lakeland, FL
(Use entrance to the right of Dillard's)
Questions: 863-802-0777

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

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 Figueroa2@usf.edu to register.

Circuit 10 Children's Mental & Behavioral Health Resources

<https://sites.google.com/view/floridac10/mhbhresources/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, April 23rd at 6:30PM
1239 E Main St. Bartow, FL 33830
(2nd Floor) Register: 863-519-8900 x 289

2024 Child Welfare Provider Fair

Thursday, April 25th from 10AM-4PM
Bartow Civic Center
2250 S Floral Ave, Bartow
RSVP:
<https://form.jotform.com/231225767485059>

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](#)

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/3AJqNz3>

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://explorefc.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
- Free Child Development Screenings (1st Wednesday and 3rd Monday each month)
- Infant Massage Classes

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.