



Community Based Care: Hardee, Highlands & Polk Counties

**CBC Performance and Quality Improvement Packet**  
Data for Week Ended Sunday, April 16, 2023



# Community Based Care Lead Agency Scorecard

## FY 22-23, 3rd Quarter: January 01, 2023 to March 31, 2023

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.
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	01/01/22 - 12/31/22	01/01/22 - 12/31/22	07/01/21 - 07/01/22	04/01/22 to 03/31/23	04/01/21 to 03/31/22	4/1/2022	04/01/20 to 03/31/21	04/01/22 to 03/31/23	3/31/2023	3/31/2023	04/01/22 to 03/31/23	3/31/2023
Brevard Family Partnership	8.86	95.94%	95.75%	99.79%	29.20%	52.48%	92.13%	4.19	96.30%	85.77%	83.87%	61.58%
ChildNet-Broward	6.3	95.75%	95.00%	99.70%	31.49%	57.09%	81.82%	3.87	96.13%	88.98%	80.30%	66.93%
ChildNet-Palm Beach	10.37	97.22%	97.32%	99.64%	34.90%	56.48%	95.45%	3.43	95.83%	87.68%	71.15%	58.76%
Childrens Network of SW Florida	5.05	96.49%	96.75%	99.96%	36.26%	59.30%	92.92%	5.88	97.56%	95.95%	85.71%	58.40%
Childrens Network-Hillsborough	7.26	96.40%	95.57%	97.91%	28.04%	28.53%	92.36%	7.39	84.06%	67.10%	59.21%	58.07%
Citrus Health Network	1.68	96.43%	98.21%	99.65%	25.00%	38.20%	91.27%	3.16	96.79%	96.95%	98.53%	60.61%
Communities Connected for Kids	9.53	93.94%	96.22%	99.85%	38.90%	65.91%	92.13%	3.77	98.17%	97.06%	81.82%	65.45%
Community Partnership for Children	9.34	95.68%	96.97%	99.63%	25.63%	56.37%	86.96%	4.06	90.04%	75.32%	93.94%	60.31%
Embrace Families	8.27	94.55%	97.95%	98.32%	29.36%	45.32%	92.47%	7.51	85.53%	68.59%	80.65%	54.52%
Family Integrity Program	0.00	94.70%	95.27%	99.63%	42.37%	80.00%	90.00%	4.49	100.00%	100.00%	100.00%	53.85%
Family Support Services of North Fla	5.17	95.71%	97.77%	99.79%	28.73%	60.26%	87.38%	5.00	94.93%	86.56%	92.31%	50.00%
FSS Suncoast	5.68	94.73%	95.69%	97.42%	25.79%	37.01%	92.52%	7.61	76.79%	42.90%	68.75%	61.80%
<b>Heartland for Children</b>	<b>7.20</b>	<b>94.56%</b>	<b>97.78%</b>	<b>99.81%</b>	<b>28.91%</b>	<b>43.57%</b>	<b>91.63%</b>	<b>4.07</b>	<b>98.38%</b>	<b>95.24%</b>	<b>97.30%</b>	<b>59.03%</b>
Kids Central, Inc.	2.74	95.39%	96.98%	98.46%	29.33%	35.85%	85.48%	6.55	77.59%	61.62%	81.58%	63.05%
Kids First of Florida, Inc.	4.40	99.28%	96.36%	99.89%	34.31%	48.81%	86.67%	5.59	97.46%	90.65%	53.33%	56.82%
NWF Health Network - East	4.21	97.37%	97.05%	99.60%	31.51%	53.44%	94.67%	4.80	94.20%	84.24%	79.17%	62.98%
NWF Health Network - West	11.64	94.23%	97.47%	99.70%	27.03%	48.00%	90.57%	6.29	86.24%	68.98%	80.56%	60.94%
Partnership for Strong Families	7.18	97.69%	97.84%	99.82%	26.11%	41.98%	95.45%	6.39	76.54%	55.30%	92.59%	52.19%
Safe Children Coalition	4.41	96.89%	95.51%	99.30%	35.90%	55.78%	91.52%	4.58	95.49%	82.61%	76.47%	66.67%
<b>Statewide</b>	<b>6.53</b>	<b>95.77%</b>	<b>96.67%</b>	<b>98.86%</b>	<b>30.00%</b>	<b>46.37%</b>	<b>90.62%</b>	<b>5.50</b>	<b>88.51%</b>	<b>74.99%</b>	<b>80.07%</b>	<b>59.89%</b>
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%

<b>Scorecard Measure #4 - Children Under Supervision Who Are Seen Every Thirty Days</b>		
Supervision between 04/01/23 - 04/30/23		
<b>Agency</b>	<b># of Children <u>Not</u> seen in 30 days</b>	<b>% of Children seen timely</b>
CHS	<b>11</b>	99.77%
LSF	<b>2</b>	99.97%
OHU	<b>11</b>	99.77%
<b>Total</b>	<b>24</b>	<b>99.83%</b>
<i>Source: "Children Under Supervision Who Are Seen Every Thirty Days - Report #1144" Data-as-of: 04/16/23</i>		



## Monthly Birth Parent Contacts

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

Birth Parent Contact Completed							
04/01/23 to 04/30/23							
AGENCY	# Moms Required	# Moms Completed	Mom % Completed	# Dads Required	# Dads Completed	Dad % Completed	Combined Average
CHS	192	33	17.2%	124	12	9.7%	13.4%
LSF	229	40	17.5%	177	13	7.3%	12.4%
OHU	192	50	26.0%	139	23	16.5%	21.3%
<b>TOTAL</b>	<b>613</b>	<b>123</b>	<b>20.1%</b>	<b>440</b>	<b>48</b>	<b>10.9%</b>	<b>15.5%</b>

### Mother Contact

Green: 70% or above, Yellow: 69% - 60%, Red: 59% or less

### Father Contact

Green: 50% or above, Yellow: 49% - 40%, Red: 39% or less

Birth Parent Contact Completed							
Month-end Data for March 2023							
AGENCY	# Moms Required	# Moms Completed	Mom % Completed	# Dads Required	# Dads Completed	Dad % Completed	Combined Average
CHS	186	78	41.9%	123	37	30.1%	36.0%
LSF	240	125	52.1%	181	69	38.1%	45.1%
OHU	189	94	49.7%	137	39	28.5%	39.1%
<b>TOTAL</b>	<b>615</b>	<b>297</b>	<b>48.3%</b>	<b>441</b>	<b>145</b>	<b>32.9%</b>	<b>40.6%</b>

Source: FSN Data Warehouse – Ad Hoc Report; Data-as-of: 04/14/23



## Scorecard Measures 5 & 6 - Children Achieving Permanency

SM05 - Percent of children exiting care to a permanent home within 12 months of entering care – **Target = 40.5%**

SM06 - Percent of children exiting care to a permanent home for children in care 12-23 months – **Target = 43.6%**

Reunifications Entered into FSFN: Week of 04/03/23 thru 04/16/23			
Agency	Timely	Un-Timely	Total
CHS	1	3	4
LSF	2	3	5
OHU	2	2	4
<b>Total</b>	<b>5</b>	<b>8</b>	<b>13</b>

Children Achieving Permanency within 0-12 Mths FY 22-23 - <u>4th Qtr</u> as of 04/16/23			
Agency	Permanency within 12 mths	Total Children out-of-home care	Percent Timely Reunification
CHS	59	234	25.2%
LSF	32	207	15.5%
OHU	77	240	32.1%
<b>HFC Total</b>	<b>168</b>	<b>681</b>	<b>24.67%</b>

SM05 - Percentage to reach **Yellow** = **36.5%**

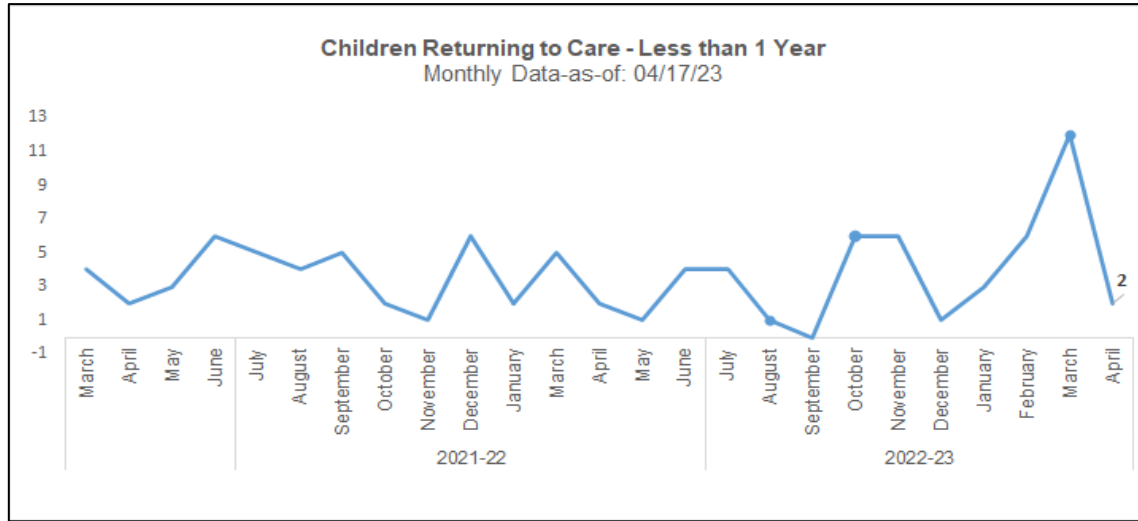
Scorecard Measure #6 - 07/01/22 Children Achieving Permanency within 12-23 Mths FY 22-23 - <u>4th Qtr</u> as of 04/16/23			
Agency	Permanency within 12-23 mths	Total Children LOS 12-23 mths	Percent Timely Reunification
CHS	31	103	30.1%
LSF	45	132	34.1%
OHU	36	96	37.5%
<b>HFC Total</b>	<b>112</b>	<b>331</b>	<b>33.8%</b>

SM06 - Percentage to reach **Yellow** = **39.4%**



# Children Returning to Care

Number of Children in a Recent Removal Episode Who Have Had a Prior Removal



Removal Episodes for Children with a Prior Removal								
Removals entered into FSFN between 04/04/23 - 04/17/23								
Current Agency	Current Removal Date	Prior Unit	Prior Removal	Prior Discharge	Length of Stay (months)	Length from Prior Discharge (months)	LOR Range	SM07 Cohort
OHU	4/4/2023	142856-OHU-POLK	9/30/2019	4/27/2021	19	23	1.0 - 2.9 yrs	N
OHU	4/4/2023	142856-OHU-POLK	9/30/2019	4/27/2021	19	23	1.0 - 2.9 yrs	N
OHU	2/8/2023	141036-GCCC	11/3/2013	1/26/2015	15	96	> 5.0 yrs	N
OHU	3/10/2023	142853-OHU-HARDEE	7/25/2018	11/7/2022	51	4	< 1.0 yr	N
OHU	3/10/2023	142853-OHU-HARDEE	7/25/2018	11/7/2022	51	4	< 1.0 yr	N

Source: FSFN Data Warehouse Ad Hoc Report, Rpt-as-of: 04/17/23

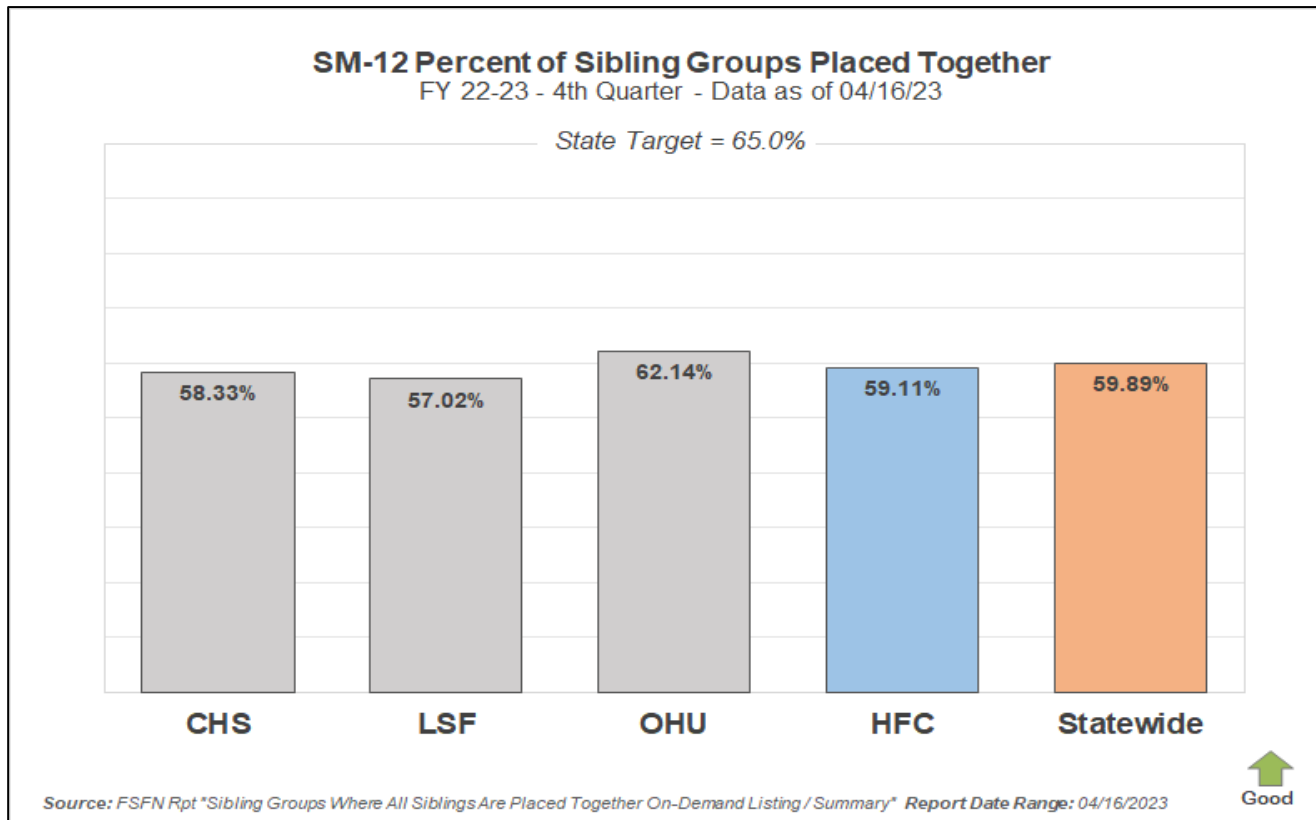


## Scorecard Measure 12 – Separated Siblings

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

SM12 - Percent of Sibling Groups Placed Together			
Agency	Number of Cases w/ Siblings Together	Total Cases Sibling Groups	Percent of Siblings Placed Together
CHS	56	96	58.33%
LSF	65	114	57.02%
OHU	64	103	62.14%
HFC	185	313	59.11%
<b>Statewide</b>			<b>59.89%</b>

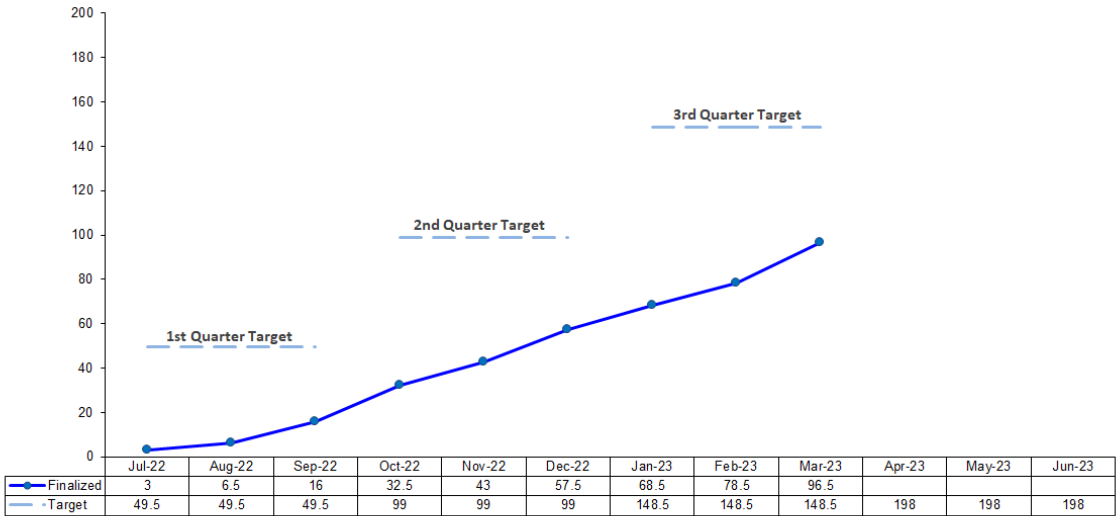
Number of sibling groups to achieve SM12 target – 20 Sibling Groups



# 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 22-23



Source: HFC Adoption Database; Data-as-of: March 24, 2023

FY 22-23 Target = 198

## Upcoming Finalization Dates

April 19, 2023

April 26, 2023

## Adoption Finalizations

FY 22-23 - 4th Quarter as of 04/17/23

CMO	Subsidy Files Submitted	Finalized Adoptions	Quarter Target	Quarter Target Met
CHS	4	0	28.5	0.0%
LSF	2	0	34	0.0%
OHU	4	0	39	0.0%
<b>Total</b>	<b>10</b>	<b>0</b>	<b>101.5</b>	<b>0.0%</b>

## Adoption Finalizations

Total Fiscal Year-to-Date

Total Finalized	HFC Target	% Met	% w/in 24 Mths
96.5	198	48.7%	20.5%





# Children's Legal Services – Shelter Report

CLS Weekly Shelter Report FY 2022-23 as of April 03, 2023

Children Previously Sheltered W/in Last 12 Mnths														
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	22/23 Totals	21/22 Totals
<b># of Shelter Hearings</b>														
Polk	29	24	18	34	18	28	26	21	28				226	315
Highlands	5	3	2	3	5	1	2	5	5				31	44
Hardee	0	0	1	0	1	0	0	2	1				5	23
Total	34	27	21	37	24	29	28	28	34				262	379
<b># Children Removed</b>														
Polk	50	55	29	73	39	48	42	39	61				436	551
Highlands	8	9	7	3	10	2	3	8	7				57	71
Hardee	0	0	5	0	2	0	0	4	1				12	43
Total	58	64	41	76	51	50	45	51	69				505	656
<b>Total Children Denied Shelter</b>														
Polk	0	0	0	0	0	0	0	0	0				0	0
Highlands	0	0	0	0	0	0	0	0	0				0	0
Hardee	0	0	0	0	0	0	0	0	0				0	0
Total	0	0	0	0	0	0	0	0	0				0	0
<b># Children Placed with Relative</b>														
Polk	28	43	18	31	26	22	23	17	34				242	285
Highlands	5	6	5	2	9	2	2	1	5				37	55
Hardee	0	0	5	0	2	0	0	2	1				10	26
Total	33	49	28	33	37	24	25	20	40				289	357
<b># Children Placed with Non Relative</b>														
Polk	5	10	4	22	4	3	4	2	6				60	80
Highlands	0	0	2	0	0	0	1	0	0				3	6
Hardee	0	0	0	0	0	0	0	2	0				2	3
Total	5	10	6	22	4	3	5	4	6				65	89
<b># Children Placed with Fictive Kin</b>														
Polk	1	0	0	0	0	0	0	0	0				1	6
Highlands	0	0	0	0	0	0	0	0	0				0	1
Hardee	0	0	0	0	0	0	0	0	0				0	1
Total	1	0	0	0	0	0	0	0	0				1	8
<b># Children Placed in Foster Care</b>														
Polk	16	2	7	20	9	23	15	20	18				130	180
Highlands	3	3	0	1	1	0	0	7	1				16	11
Hardee	0	0	0	0	0	0	0	0	4				4	11
Total	19	5	7	21	10	23	15	27	23				150	202

% of Children Sheltered Placed in Foster Care Data as of 04/03/23			
Month	20-21	21-22	22-23
Jul	28.6%	22.1%	32.8%
Aug	21.9%	43.5%	7.8%
Sep	27.3%	28.2%	17.1%
Oct	22.4%	28.9%	27.6%
Nov	20.4%	36.8%	19.6%
Dec	24.5%	19.4%	46.0%
Jan	25.0%	48.8%	33.3%
Feb	20.5%	15.6%	52.9%
Mar	21.7%	47.2%	33.3%
Apr	17.5%	26.9%	
May	23.4%	27.5%	
Jun	38.5%	32.4%	
<b>FY Total</b>	<b>24.9%</b>	<b>30.8%</b>	<b>29.7%</b>

Shelter Count for the Week of March 28 - April 03, 2023			
	Polk	Highlands	Hardee
Shelters	4	1	0
Children Removed	6	1	0
Placed w/ a Relative	1	0	0
Placed w/a Non-Rel	4	0	0
Placed w/a Fictive Kin	0	0	0
Placed in Foster Care	1	1	0



# Case Transfer Staffing Data

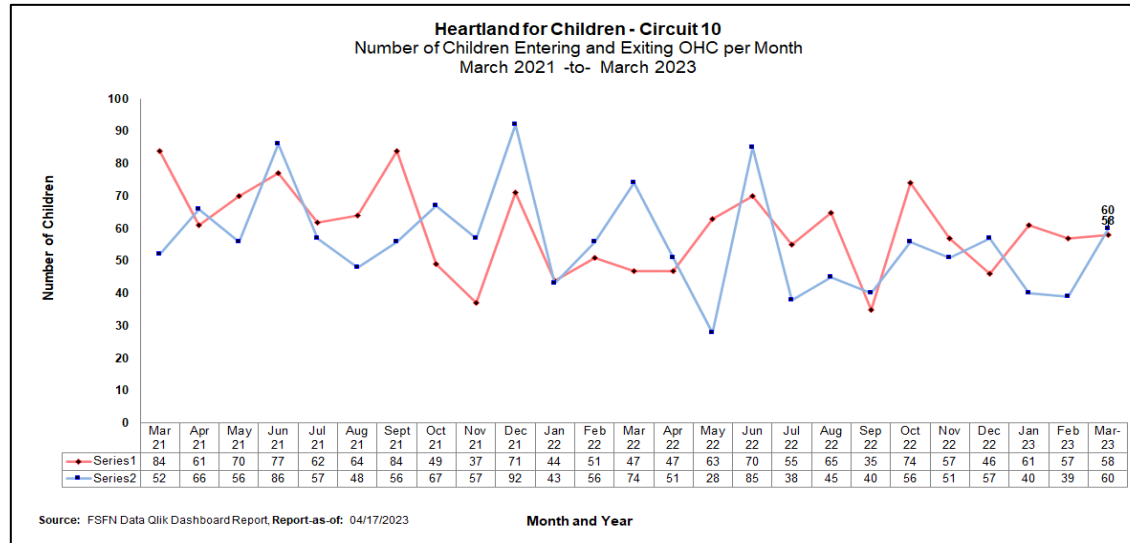
Case Transfer Data For Fiscal Year July 1, 2022 – June 30, 2023 - Data as of 04/17/23

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	22-23 Totals	21-22 Totals
<b>Number of Children</b>														
CHS	32	32	19	17	24	23	2	43	46	10			248	358
LSF	36	34	20	38	36	43	30	29	35	6			307	355
OHU Polk	12	18	13	7	12	16	27	14	5	3			127	147
One Hope	37	49	40	30	47	33	33	26	34	13			342	503
<b>Total</b>	<b>117</b>	<b>133</b>	<b>92</b>	<b>92</b>	<b>119</b>	<b>115</b>	<b>92</b>	<b>112</b>	<b>120</b>	<b>32</b>			<b>1024</b>	<b>1363</b>
<b>Out of Home Care</b>														
CHS	19	19	16	13	19	20	10	24	26	5			171	200
LSF	17	15	15	24	25	21	18	12	24	4			175	188
OHU Polk	8	9	12	7	9	14	8	10	5	2			84	103
One Hope	12	8	12	6	18	4	1	7	10	5			83	113
<b>Total</b>	<b>56</b>	<b>51</b>	<b>55</b>	<b>50</b>	<b>71</b>	<b>59</b>	<b>37</b>	<b>53</b>	<b>65</b>	<b>16</b>			<b>513</b>	<b>604</b>
<b>In - Home Judicial</b>														
CHS	5	0	0	0	0	0	2	1	0	0			8	4
LSF	2	1	0	2	0	0	2	0	0	0			7	16
OHU Polk	0	0	0	0	0	0	0	0	0	0			0	2
One Hope	0	2	0	0	0	2	2	0	0	0			6	6
<b>Total</b>	<b>7</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>			<b>21</b>	<b>28</b>

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	22-23 Totals	21-22 Totals
<b>Non-Judicial In - Home Services</b>														
CHS	6	8	3	3	3	3	2	7	19	5			59	116
LSF	10	10	5	8	8	18	3	10	7	2			81	95
OHU Polk	4	9	1	0	1	1	5	4	0	0			25	31
One Hope	3	3	0	3	12	12	6	0	0	0			39	35
<b>Total</b>	<b>23</b>	<b>30</b>	<b>9</b>	<b>14</b>	<b>24</b>	<b>34</b>	<b>16</b>	<b>21</b>	<b>26</b>	<b>7</b>			<b>204</b>	<b>277</b>
<b>OCS / ICPC Courtesy Supervision</b>														
CHS	0	0	0	0	0	0	0	0	0	0			0	0
LSF	0	0	0	0	0	0	0	0	0	0			0	0
OHU Polk	0	0	0	0	0	0	0	0	0	0			0	0
One Hope	22	29	28	21	17	15	24	18	24	8			206	338
<b>Total</b>	<b>22</b>	<b>29</b>	<b>28</b>	<b>21</b>	<b>17</b>	<b>15</b>	<b>24</b>	<b>18</b>	<b>24</b>	<b>8</b>			<b>206</b>	<b>338</b>
<b>Reinstatement of Protective Services Supervision (Notice of Hearings)</b>														
CHS	0	3	0	0	0	0	0	9	0	0			12	17
LSF	5	6	0	4	3	2	0	6	3	0			29	46
OHU Polk	0	0	0	0	0	0	0	0	0	0			0	2
One Hope	0	4	0	0	0	0	0	0	0	0			4	0
<b>Total</b>	<b>5</b>	<b>13</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>15</b>	<b>3</b>	<b>0</b>			<b>45</b>	<b>65</b>

## Children Entering & Exiting Care

Number of Children Entering and Exiting Out-of-Home Care per Month





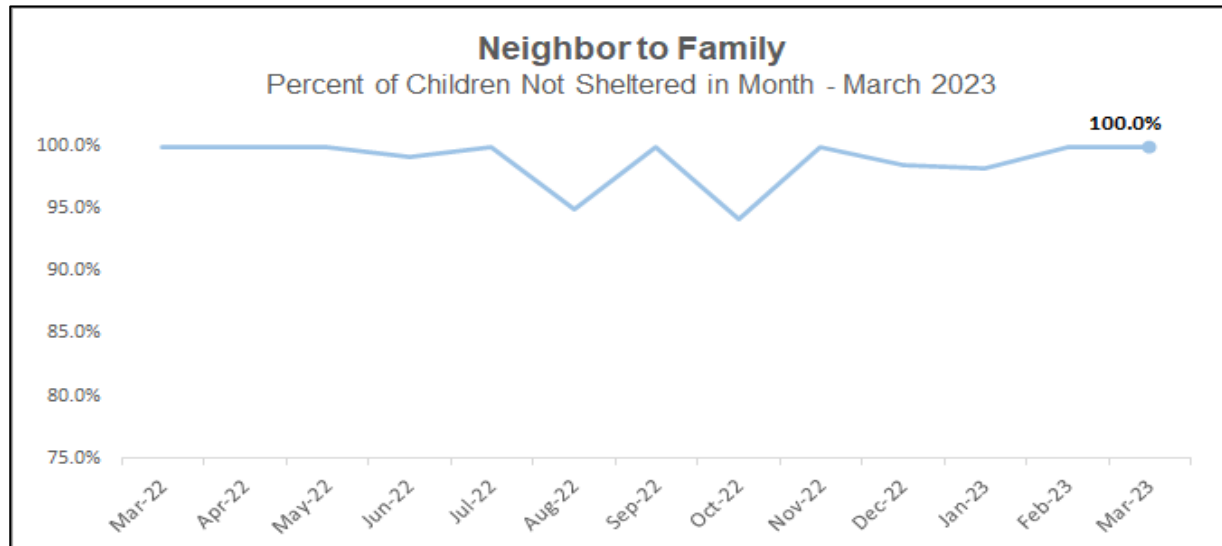
## Neighbor to Family – Weekly & Monthly Census

22-23 Fiscal Year to Month - Percentage of Children Not Sheltered: **95.9%**

*“Very supportive and extremely helpful when it came to asking questions.”*

*- NTF Parent Satisfaction Survey– Q: What we are doing well?*

Neighbor To Family - Weekly Census Numbers		
Data 04/11/23 through 04/17/23		
Referral Type	Number of Families	Number of Children
CPI - Safety Management	0	0
CPI - Family Support	26	66
Specialized - Family Support	4	14
Prevention - Comm. Referral	34	84
Special Conditions Report	6	14
Nurturing Parenting	12	16
<b>NTF - Total Services</b>	<b>82</b>	<b>194</b>

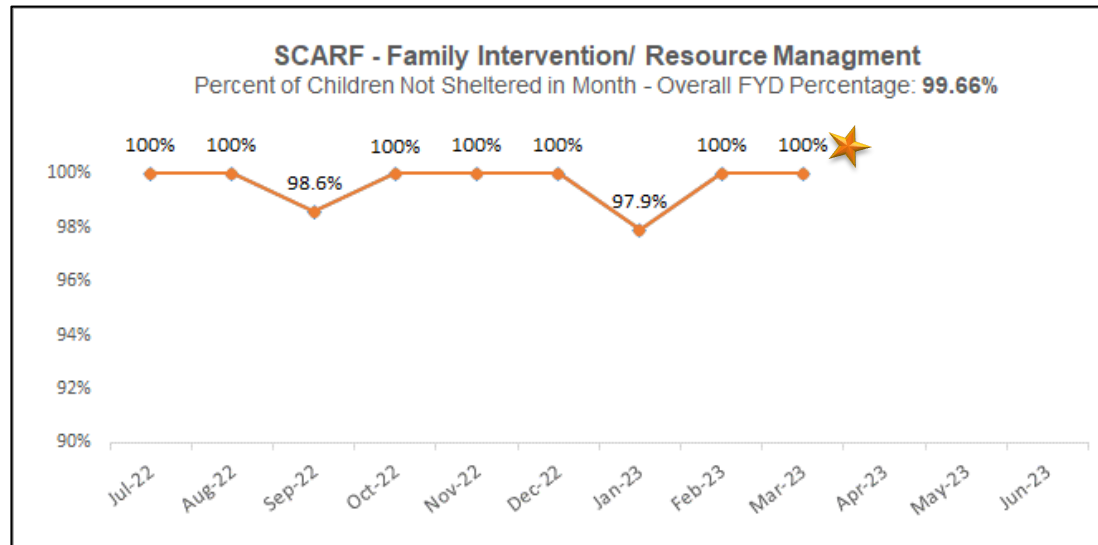


# SCARF – Family Intervention and Resource Management (FIRM)

Performance and Rate of Diversion - Fiscal Year to Date: **March 2023**

SCARF - FY 22-23 Census Numbers		
Fiscal Year to Date Report - March 2023		
Referral Type	Number of Families	Number of Children
Legal Referrals	91	164
Non-Legal Referrals	492	1031
Active Families as of Date	149	307
Discharged - Diversion	420	862
Discharged - MH TCM	13	24
Discharged - Sheltered	2	2
<b>SCARF - Total FYD Services</b>	<b>583</b>	<b>1195</b>

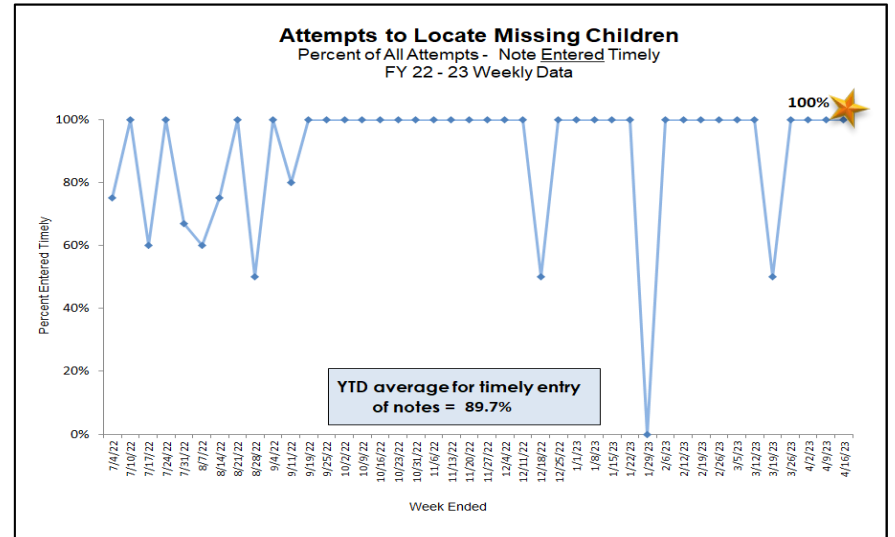
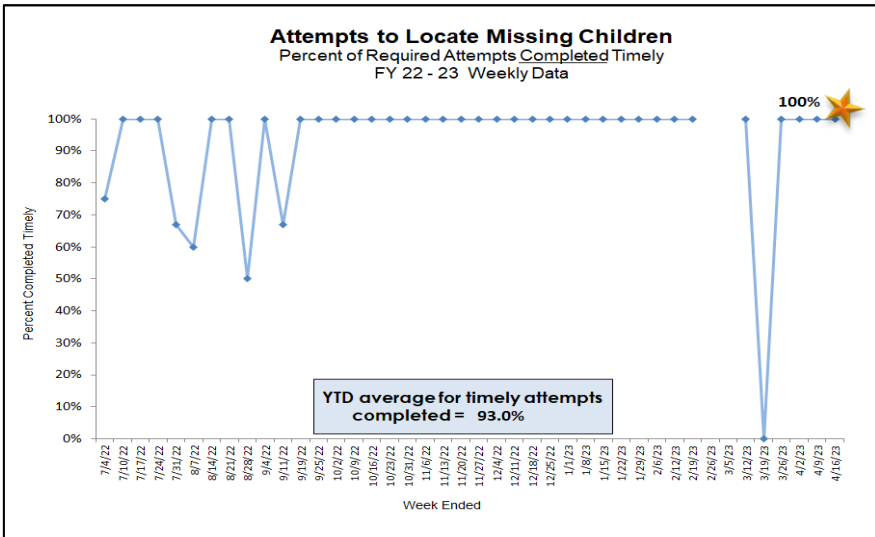
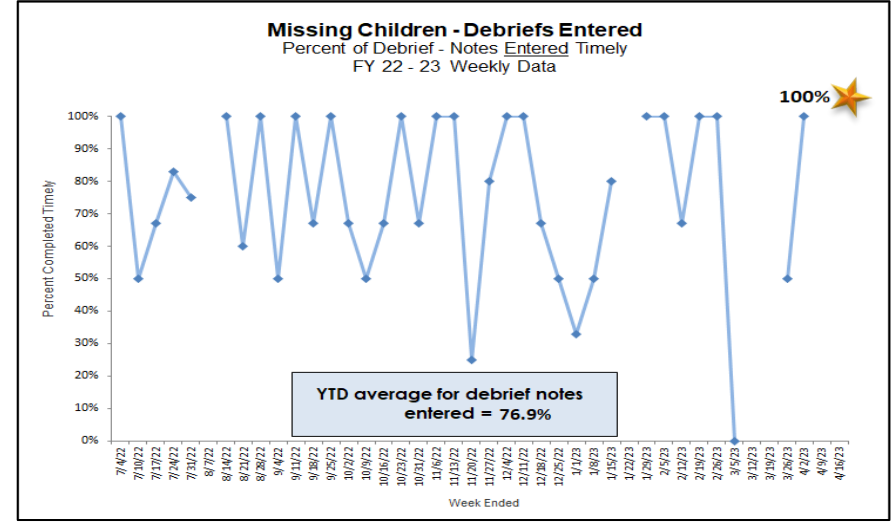
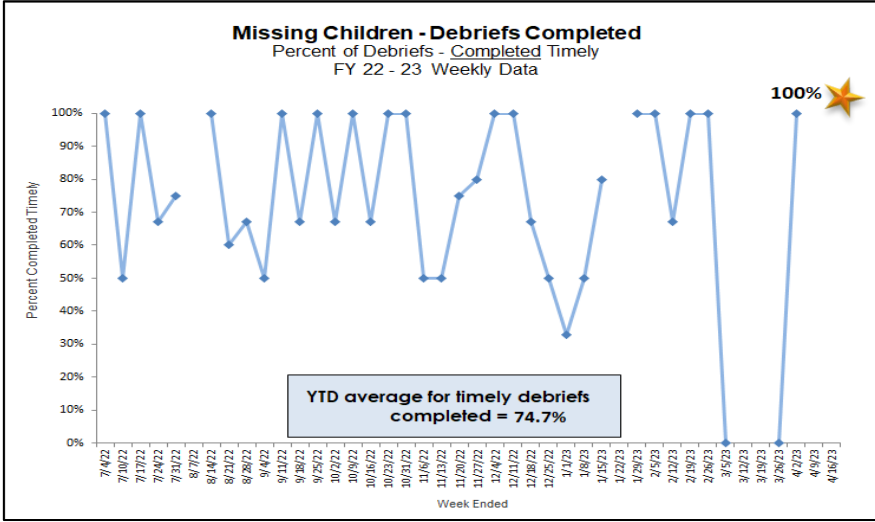
SCARF - Rate of Diversion by Service Center					
Month Performance - March 2023					
Service Center	Number of Referrals	Legal Aid Diversions	MH TCM Referrals	Families Sheltered	Rate of Diversion
Bartow	21	4	0	0	100.0%
Lake Wales - Highlands	24	4	0	0	100.0%
Lakeland	42	5	0	0	100.0%
<b>SCARF - Total</b>	<b>87</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>100.0%</b>



# Missing Children

HFC – DCF Circuit 10 Missing Youth Data as of Reporting Date

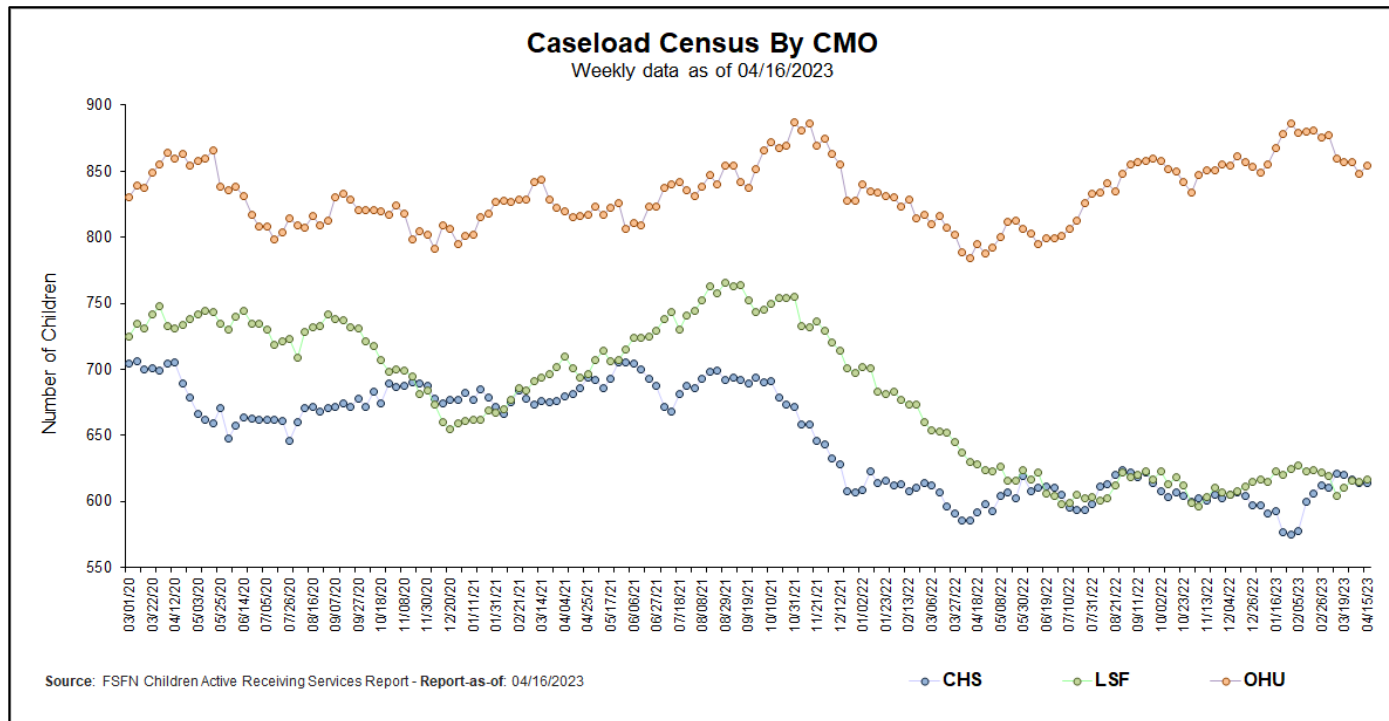
Weekly Data - Week ending 04/16/2023					
	Current Missing	Late Reports	Late ATL	Recoveries	Late Debriefs
CHS	2	0	0	1	0
LSF	0	0	0	0	0
OHU	1	0	0	0	0
CPI	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>



# Caseload Census Information

## CBC Services Weekly Caseloads By CMO

Number of Children by CMO Last 6 Reporting Periods						
Agency	3/5/2023	3/12/2023	3/19/2023	3/26/2023	4/2/2023	4/16/2023
CHS	610	621	620	617	614	614
LSF	619	604	610	616	615	617
OHU	877	860	857	857	848	854
<b>HFC Total</b>	<b>2106</b>	<b>2085</b>	<b>2087</b>	<b>2090</b>	<b>2077</b>	<b>2085</b>



# Caseload Census by Case Manager and Organization

Data as of 04/16/23

Caseload of 1 - 5 Children		
CMO	Case Workers	#
CHS	Williamson, Abigail	4
LSF	Collins, Sara	1
LSF	Forbes, Sabrina	1

Caseload of 16 - 24 Children		
CMO	Case Workers	#
LSF	Cruz, Veronica	24
LSF	Coleman, Tangela	24
OHU	Wall, Tasha	24
OHU	Mullis, Felicia	24
OHU	Claffey, Alexandra	24
LSF	Pierce, Pamela	24
OHU	Southall, Akeva	23
LSF	Lynch, Rodina	23
LSF	Renfro, Andrew	23
OHU	Ghant, Dante	22
LSF	McNulty, Andriea	22
OHU	Ventura, Armando	22
LSF	Bon-Fiol, Nikol	21
LSF	Burciaga, Cristina	21
LSF	Evans, Mikayla	21
LSF	Davis, Katelyn	21
LSF	Bickel, Sherry	21
LSF	Londono, Reina	21
LSF	Hettmansperger, Katelin	20
CHS	Forsman, Angela	20
CHS	Saimplice, Sherby	20
LSF	Ellis, Darren	19
LSF	Brown, Ciara	18
LSF	Hiraldo Guzman, Mireliz	18
CHS	Telleria, Jelitza	18
CHS	Dawes, Dominique	16
LSF	Ramnaugh, Shan	16
OHU	Mendez, Natalie	16

Caseload of 25 - 29 Children		
CMO	Case Workers	#
CHS	House, David	29
LSF	Nail, Demetria	29
LSF	Louis, Rachelle	28
OHU	Brutus, Marie	27
OHU	Willix, Amensha	27
LSF	Pamphile, Emmanuella	27
OHU	Pizarro, Frances	26
OHU	Nettles, Markisha	26
OHU	Mccoy, Ariana	26
LSF	Morris, Alundrea	26
OHU	Ryan, Shay	26
OHU	Pittard, Deangelo	25
OHU	Bello, Bianca	25
OHU	Dedrick, Dawn	25
CHS	White, Melinda	25
LSF	Willingham, Jadashia	25
LSF	Escartin Vega, Kathia	25
OHU	Cleveland, Tammy	25
OHU	Thompson, Wyshana	25

Caseload of 30+ Children		
CMO	Case Workers	#
OHU*	Bailon, Margarita	50
OHU*	Fuentes, Norma	44
OHU*	Washington, Woodrica	43
OHU*	Villegas, Anna	41
CHS	Mcphail, Allissa	40
CHS	Hiers, Katherine	39
CHS	Bain, Claire	39
OHU*	Simmons, Shannon	39
OHU*	Smith, Lorie	39
CHS	Luebke, Nicole	38
CHS	Sisk, Sarah	36
CHS	Harris, Tequila	33
OHU	Weathersby, Donald	33
CHS	Mcbride, Hannah	33
CHS	Fort, Angela	32
OHU	Kohn, Ludessa	31
CHS	Alves, Jordan	31
CHS	Taylor, Victoria	31
LSF	Lott, Carla	31
CHS	Hodges, Elaine	30

Caseload of 6 - 15 Children		
CMO	Case Workers	#
OHU	Daniel, Peyton	15
OHU	Azizi, Ellarie	15
LSF	Williams, Carlise	15
LSF	Johnson, Tania	14
CHS	Whiting, Kari	12
LSF	Pogu, Lydia	11
OHU	Howe, Danielle	10
OHU	Metelus, Getro	8

Transition Age Youth - Young Adults		
CMO	Case Workers	#
CHS	Nieves, Carlos	30
LSF	Peralta, Joshua	24
OHU	Vazquez, Roger	12
OHU	Sandbrook, Mary	6
LSF	Jones, Dane	2

FTC Facilitators Carrying Cases		
CMO	Case Workers	#
CHS	Cruz, Cheyleen	9
CHS	Mills, Clyatt	8

Unit Supervisors Carrying Cases		
CMO	Case Workers	#
CHS	Luskey, Taylor	34
OHU	Colon, Lisette	23
CHS	Cortes, Jennifer	6
OHU	Gonzalez, Jesus	3
OHU	Shackleford, India	2
CHS	Butler, Haveria	1
OHU	Willis, Markeisha	1
LSF	Williams Charlton, Jennifer	1
OHU	Gadson, Berlendah	1

\*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).



## Caseload Census Information

Case Manager Caseload Breakdown by Agency – Data as of 04/16/23

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	1	1	4	2	12	20	30.7
LSF	3	3	18	6	1	31	19.8
OHU	0	6	7	11	8	32	26.5
# of CMs	4	10	29	19	21	83	25.0

Percent of Case Managers That Are at or Under the National Caseload Standard of 15			
CMO	# Case Managers	# with Caseload at 15 or lower	Percent at 15 or lower
CHS	20	2	10.0%
LSF	31	6	19.4%
OHU	32	6	18.8%
HFC	83	14	16.9%

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

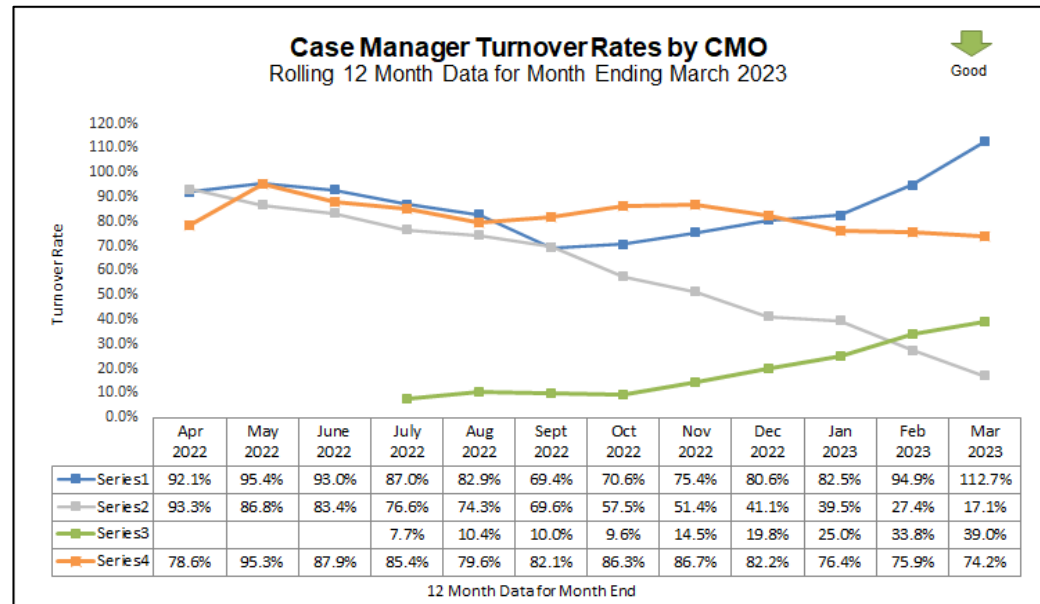
## Case Management Organization Turnover

12 Month Case Manager Turnover Rates by Agency

Employee Turnover Rates By CMO 12 Month Data for Month Ended March 2023		
CMO	Case Manager	Case Manager Supervisor
CHS	112.7%	53.3%
DEV*	17.1%	11.1%
LSF*	39.0%	26.1%
OHU	74.2%	80.0%

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)





## Healthcare Information

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




Health Information in FSFN for Children in OHC as of 04/16/23						
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	423	100.0%	98.8%	94.1%	97.6%	96.8%
LSF	465	100.0%	98.7%	93.1%	99.1%	97.0%
OHU	412	100.0%	97.1%	93.2%	97.6%	95.9%
<b>HFC</b>	<b>1300</b>	<b>100.0%</b>	<b>98.2%</b>	<b>93.4%</b>	<b>98.2%</b>	<b>96.6%</b>
Source: FSFN report "Healthcare Service Information for Children in Out-of-home Care Daily Listing - OCWDRU"						

Health Information in FSFN as of 04/16/23				
Agency	# of Missing Medical Records	# of Medical Appointments Needing Update	# of Dental Appointments Needing Update	# of Immunization Needing Update
CHS	0	5	16	10
LSF	0	6	21	4
OHU	0	12	20	10
<b>Total</b>	<b>0</b>	<b>23</b>	<b>57</b>	<b>24</b>
Source: "Healthcare Service Information for OHC - Daily Listing - OCWDRU"				

## 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 = 95.0%

SM 10 - Percent of children in out-of-home care who have received dental services in the last 7 months – Target = 95.0%

Scorecard Measure #9 - 06/30/2023 (snapshot) Children Receiving Medical Services Within Last 12 Mths FY 22-23 - 4th Qtr as of 04/16/23			
Agency	Appointment within last 12 mths	Total Children out-of-home care	Percent Medical Services Received
CHS	418	423	98.8% 
LSF	459	465	98.7% 
OHU	400	412	97.1% 
<b>Total</b>	<b>1277</b>	<b>1300</b>	<b>98.2%</b>

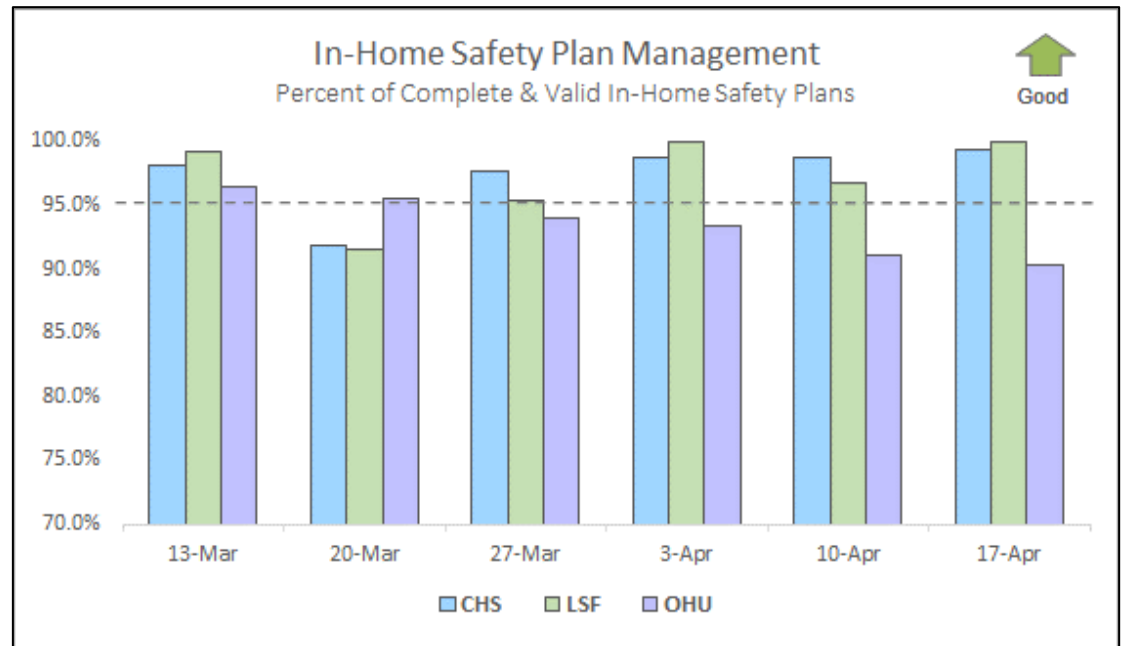
Scorecard Measure #10 - 06/30/23 (snapshot) Children Receiving Dental Services Within Last 7 Mths FY 22-23 - 4th Qtr as of 04/16/23			
Agency	Appointment within last 7 mths	Total Children out-of-home care	Percent Dental Services Received
CHS	255	271	94.0%
LSF	282	303	93.1%
OHU	273	293	93.2%
<b>Total</b>	<b>810</b>	<b>867</b>	<b>93.43%</b>



## 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				
Agency	No -or- Expired Safety Plans	Complete & Valid Safety Plans	Total Required Safety Plans	Percentage Complete
CHS	1	159	160	99.4% ★
LSF	0	122	122	100.0% ★
OHU	13	121	134	90.3%
<b>HFC Total*</b>	<b>14</b>	<b>402</b>	<b>416</b>	<b>96.63%</b>




Source: FSN Report "Case Management Safety Management Listing", Report-as-of: 04/17/23




## Unified Home Studies – Approval Status

Cases with a Pending or No UHS – 45+ Days Past Due; **Data-as-of:** 04/15/2023

Relative / Non-Relative Unified Home Study Approval Status			
45 Days since Case Transfer - <b>Past Due</b>			
Agency	# of UHS	Status - Pending	Status - No UHS
CHS	2	1	1
LSF	0	0	0 
OHU	1	1	0
<b>Total</b>	<b>3</b>	<b>2</b>	<b>1</b>

## Child Placement Agreement Errors – April 2023

Child Placement Agreement Errors					
Data as of 04/15/2023					
Agency	New CPA Needed	Need to Upload Signed Agreement	Need Supervisor Approval	Need to Close CPA	Total
CHS	2	4	3	1	10
LSF					0 
OHU	1	1	1		3
<b>Total</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>13</b>



## AWARENESS FOR APRIL

### Child Abuse Prevention Month

4/7 – Webinar: Building the Foundation: Critical Conversations About Child Abuse Prevention  
4/11 – Pinwheels in the Park  
4/14 – Webinar: Empowering Emotional Growth  
4/21 – Webinar: Supporting Diverse Families

Learn more: [heartlandforchildren.org/pinwheels](https://heartlandforchildren.org/pinwheels)

## HEALTH RESOURCES

For more COVID information specific to Florida, go to [floridahealthcovid19.gov](https://floridahealthcovid19.gov)

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

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

## SAFETY RESOURCES

### Internet Safety and Tips

- [SmartSocial.com - Digital Citizenship programs](https://www.smart-social.com/)
- [Information, Advice and Support to Keep Children Safe Online \(internetmatters.org\)](https://www.internetmatters.org/)
- [NetSmartz Home \(missingkids.org\)](https://www.net-smartz.com/)

### Safe Sleep

- [https://www.ounce.org/safe\\_sleep.html](https://www.ounce.org/safe_sleep.html)

### Swim Safety Tips

- [mcusercontent.com](https://www.mcusercontent.com)

## COMMUNITY RESOURCES

### Lakeland Mom's Summer Camp Guide

[lakelandmom.com/summer-camp-directory/](https://lakelandmom.com/summer-camp-directory/)

### United Way's 211

Call 211 or visit [211.org](https://www.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

[myffamilies.com/services/hope-florida](https://myffamilies.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/floridac10/mhbhresources/home>

On this site you will find:

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

### Food Distribution Schedule

Polk, Highlands and Hardee Counties  
Food Distribution Sites

[uwcf.org/initiatives/endhunger/schedule/](https://www.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](https://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

### FREE TAX PREP

January 23- April 14, 2023

Multiple Locations in Polk County

[MulberryCSC.org](https://www.mulberrycsc.org) or 863-425-1523

## HFC EVENTS

### 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

**Lakeland Mom's 20 Place for Swimming Lessons**  
[lakelandmom.com/guide/swimming-lessons/](http://lakelandmom.com/guide/swimming-lessons/)

### Peer Recovery Center

Center for Behavioral Health Annex  
 1501 1<sup>st</sup> 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://explorefcm.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](mailto:Kasey@preserversoflife.com) | (863) 420-5255

## 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](mailto:info@hardeehelpcenter.com) | 863-773-0034

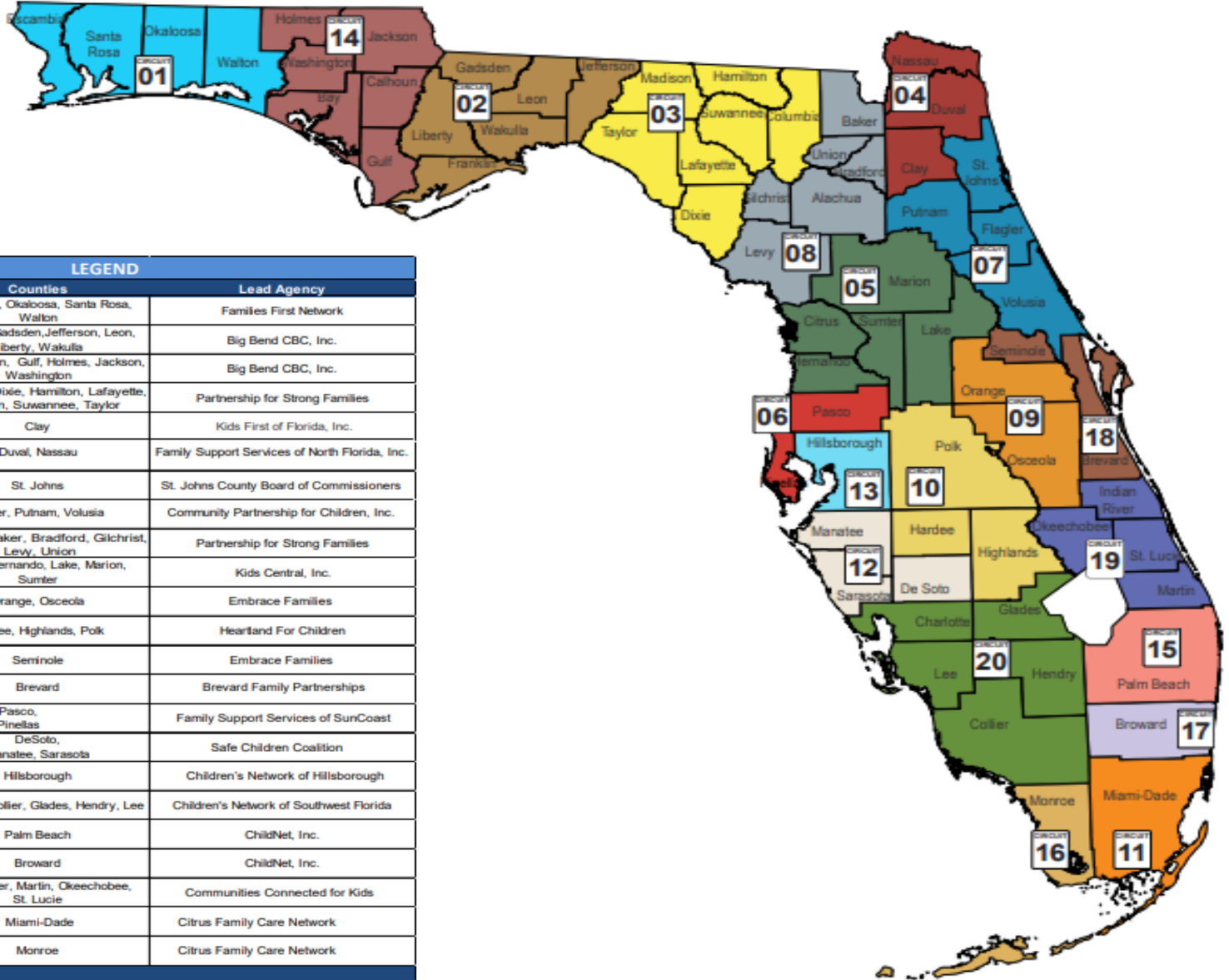
### Visit Hardee

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



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

# Community Based Care Lead Agency Map



LEGEND			
Circuit	Region	Counties	Lead Agency
1	Northwest	Escambia, Okaloosa, Santa Rosa, Walton	Families First Network
2		Franklin, Gadsden, Jefferson, Leon, Liberty, Wakulla	Big Bend CBC, Inc.
14		Bay, Calhoun, Gulf, Holmes, Jackson, Washington	Big Bend CBC, Inc.
3	Northeast	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	Central	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	Hearthand For Children
18	Central	Seminole	Embrace Families
18		Brevard	Brevard Family Partnerships
6	SunCoast	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	Southeast	Palm Beach	ChildNet, Inc.
17		Broward	ChildNet, Inc.
19	Southern	Indian River, Martin, Okeechobee, St. Lucie	Communities Connected for Kids
11		Miami-Dade	Citrus Family Care Network
16		Monroe	Citrus Family Care Network