

# Performance & Quality Improvement (PQI) Report

Data for week ended Sunday, November 05, 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 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	07/01/22 to 06/30/23	07/01/22 to 06/30/23	01/01/22 to 12/31/22	10/01/22 to 09/30/23	10/01/21 to 09/30/22	10/1/22	10/1/20 to 09/30/21	10/01/22 to 09/30/23	9/30/23	9/30/23	10/01/22 to 09/30/23	9/30/23
Brevard Family Partnership	11.13	94.93%	95.44%	99.76%	29.24%	53.39%	87.82%	4.70	97.21%	94.79%	80.65%	60.43%
ChildNet-Broward	5.97	95.86%	96.54%	99.71%	31.96%	50.33%	86.98%	4.42	95.37%	88.67%	71.23%	65.94%
ChildNet-Palm Beach	8.62	96.77%	97.54%	99.70%	35.87%	60.89%	95.53%	4.04	98.08%	92.86%	90.20%	62.72%
Childrens Network of SW Florida	4.70	97.08%	97.39%	99.85%	33.43%	59.68%	92.86%	7.16	98.33%	95.35%	88.64%	59.41%
Childrens Network-Hillsborough	6.05	97.20%	94.92%	98.38%	24.57%	32.73%	87.16%	9.52	88.64%	70.71%	65.57%	56.46%
Citrus Health Network	4.95	96.05%	98.43%	99.69%	23.93%	45.95%	90.08%	3.78	95.58%	96.88%	94.03%	59.65%
Communities Connected for Kids	10.35	93.96%	95.54%	99.89%	37.06%	67.54%	88.97%	4.57	98.37%	96.20%	88.46%	69.92%
Community Partnership for Children	6.82	97.28%	96.48%	99.75%	26.67%	53.67%	85.71%	3.94	97.71%	76.26%	94.12%	62.42%
Embrace Families	9.08	95.23%	97.83%	98.63%	27.38%	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%	27.27%	85.71%	76.00%	4.95	98.25%	95.00%	85.71%	40.00%
Family Support Services of North Fla	7.39	96.12%	96.85%	99.62%	23.33%	52.65%	95.26%	5.54	95.69%	82.52%	88.10%	51.30%
FSS Suncoast	7.08	96.53%	95.88%	99.00%	26.13%	45.85%	90.86%	6.93	75.62%	50.39%	59.49%	57.48%
<b>Heartland for Children</b>	<b>7.98</b>	<b>94.37%</b>	<b>98.08%</b>	<b>99.84%</b>	<b>28.75%</b>	<b>45.51%</b>	<b>93.05%</b>	<b>4.50</b>	<b>96.89%</b>	<b>91.11%</b>	<b>91.30%</b>	<b>54.87%</b>
Kids Central, Inc.	4.46	95.43%	97.30%	97.09%	25.41%	30.85%	88.58%	7.17	87.89%	64.23%	82.86%	64.34%
Kids First of Florida, Inc.	3.78	99.58%	97.42%	99.92%	21.79%	53.26%	96.15%	3.69	99.46%	84.33%	50.00%	60.47%
NWF Health Network - East	5.34	97.20%	98.10%	99.72%	34.26%	60.00%	94.57%	5.91	97.73%	90.96%	77.27%	53.69%
NWF Health Network - West	12.98	93.75%	95.95%	99.75%	27.76%	47.03%	92.22%	6.05	94.90%	83.83%	91.18%	58.82%
Partnership for Strong Families	9.06	97.72%	97.70%	99.65%	24.55%	44.03%	94.17%	7.22	88.95%	45.23%	78.26%	49.55%
Safe Children Coalition	4.95	97.38%	96.12%	99.32%	35.78%	49.37%	92.17%	4.62	97.62%	88.44%	72.73%	65.12%
<b>Statewide</b>	<b>7.19</b>	<b>96.14%</b>	<b>96.79%</b>	<b>98.88%</b>	<b>28.76%</b>	<b>46.70%</b>	<b>90.91%</b>	<b>5.81</b>	<b>90.97%</b>	<b>76.70%</b>	<b>79.90%</b>	<b>58.76%</b>
<b>Red Zone</b>	<b>8.85</b>	<b>92.9%</b>	<b>92.9%</b>	<b>98.9%</b>	<b>36.3%</b>	<b>39.2%</b>	<b>90.8%</b>	<b>4.54</b>	<b>89.9%</b>	<b>89.9%</b>	<b>69.9%</b>	<b>60.0%</b>

# 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 11/05/23		
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	1	99.99% ★
LSF	4	99.96% ★
OHU	15	99.70% ★
NTF	0	100.00% ★
HFC	20	99.86% ★
<b>Statewide</b>		<b>99.63%</b> ★
<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% ★
<b>Statewide</b>		<b>99.41%</b>
<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

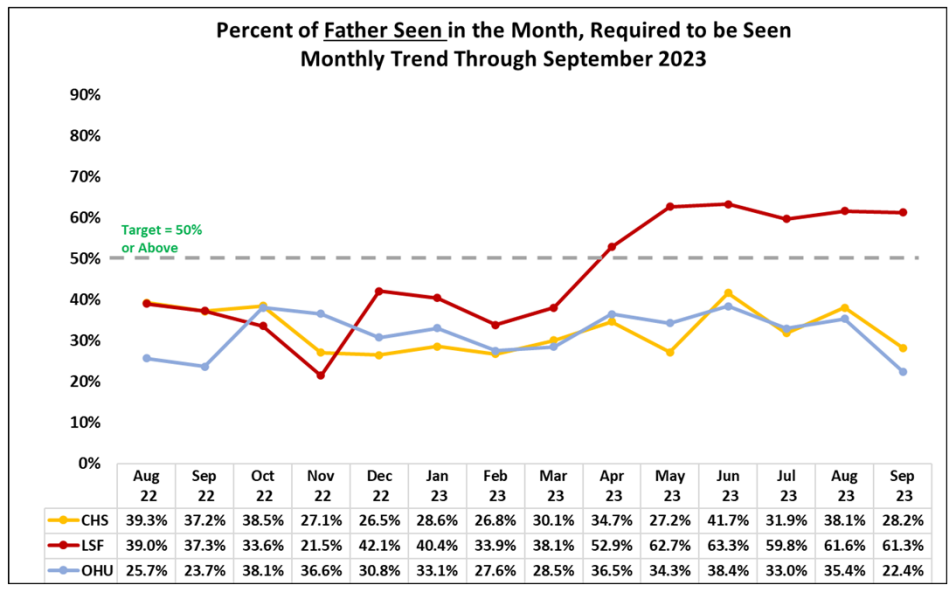
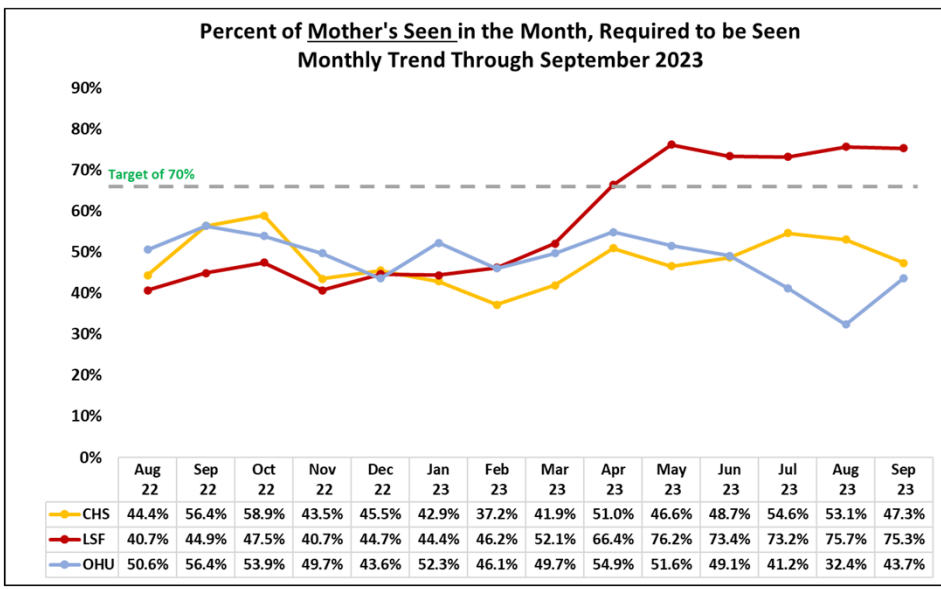
Birth Parent Contact Completed October 2023 as of 11/05/23 (Point in Time)						
AGENCY	# Moms Required	# Moms Completed	Mom % Completed	# Dads Required	# Dads Completed	Dad % Completed
CHS	196	118	60.2%	128	58	45.3%
LSF	228	167	73.2% ★	168	99	58.9% ★
OHU	158	79	50.0%	104	31	29.8%
<b>TOTAL</b>	<b>582</b>	<b>364</b>	<b>62.5%</b>	<b>400</b>	<b>188</b>	<b>47.0%</b>

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 November 05, 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
<b>Oct*</b>	7	2	6	15
<b>Total Referrals</b>	<b>30</b>	<b>19</b>	<b>21</b>	<b>70</b>
<b>Active Referrals</b>	<b>23</b>	<b>19</b>	<b>18</b>	<b>60</b>

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

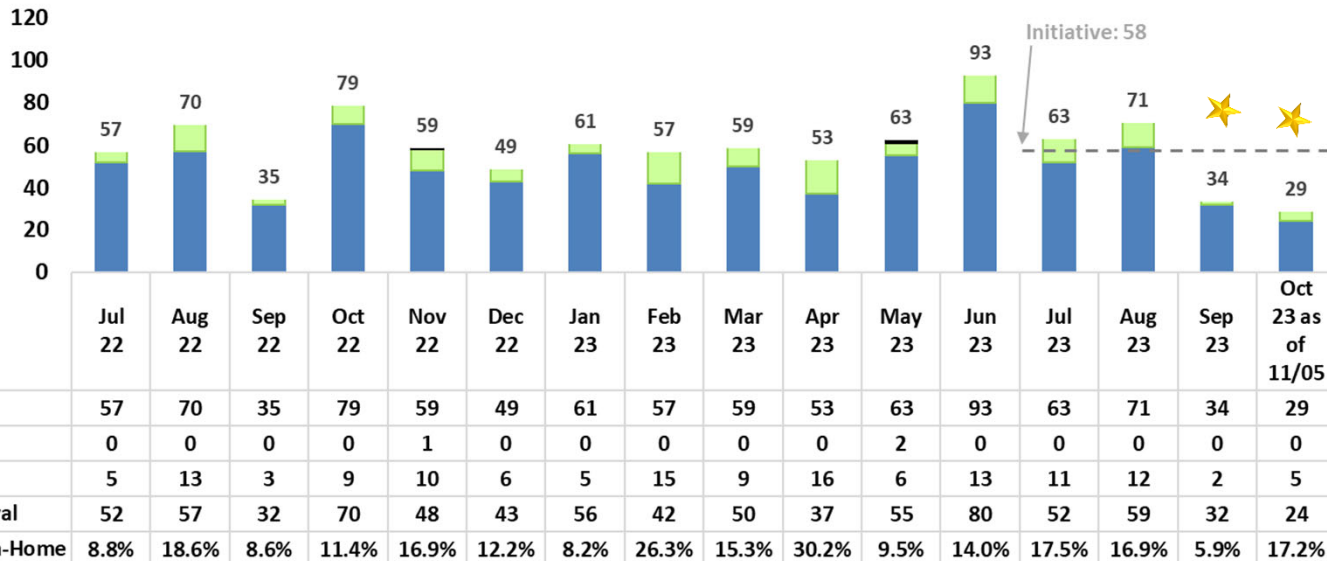


# Case Transfer Staffing Data

Case Transfer Data For Fiscal Year 2023/24 - Data as of 11/05/23

	JUL	AUG	SEPT	OCT	NOV	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		JUL	AUG	SEPT	OCT	NOV	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	
<b>Number of Children</b>																		<b>NON-JUDICIAL IN HOME SERVICES</b>																		
CHS	24	33	13	6	0	76	347	358	426	414	460	349	416	391	259	304	274	CHS	10	2	0	0	0	12	85	116	136	90	110	48	102	83	13	35	2	
LSF	22	32	12	14	0	80	401	355	443	439	482	349	442	403	251	303	274	LSF	6	8	2	0	0	16	98	95	97	112	93	66	119	82	16	34	3	
NTF	0	0	43	26	12	81	0	0	0	0	0	0	0	0	0	0	0	NTF	0	0	43	26	12	81	0	0	0	0	0	0	0	0	0	0	0	0
OHU Polk	10	4	2	12	2	30	141	147	162	177	196	253	426	388	253	312	285	OHU Polk	5	2	0	0	0	7	25	31	65	31	52	44	113	89	44	73	13	
One Hope	34	52	31	23	3	143	439	503	550	518	548	527	586	358	460	380	387	One Hope	0	0	0	0	0	0	53	35	45	32	41	49	67	52	23	17	0	
<b>Total</b>	<b>90</b>	<b>121</b>	<b>101</b>	<b>81</b>	<b>17</b>	<b>410</b>	<b>1328</b>	<b>1363</b>	<b>1581</b>	<b>1548</b>	<b>1686</b>	<b>1478</b>	<b>1870</b>	<b>1540</b>	<b>1223</b>	<b>1299</b>	<b>1220</b>	<b>Total</b>	<b>21</b>	<b>12</b>	<b>45</b>	<b>26</b>	<b>12</b>	<b>116</b>	<b>261</b>	<b>277</b>	<b>343</b>	<b>265</b>	<b>296</b>	<b>207</b>	<b>401</b>	<b>306</b>	<b>96</b>	<b>159</b>	<b>18</b>	
<b>Out of Home Care</b>																		<b>OCS / ICPC Courtesy Supervision</b>																		
CHS	11	30	13	6	0	60	229	200	220	240	262	226	253	230	176	153	143	CHS	0	0	0	0	0	0	0	0	0	0	2	1	28	0	2	0		
LSF	13	23	8	12	0	56	237	188	267	253	291	218	259	218	165	177	154	LSF	0	0	0	0	0	0	0	2	0	0	0	2	40	1	1	0		
OHU Polk	3	1	2	8	2	16	98	103	75	91	116	164	265	235	175	125	136	OHU Polk	0	0	0	0	0	0	0	0	0	0	1	29	0	0	1			
One Hope	16	18	10	0	3	47	102	113	150	106	125	133	136	71	130	48	68	One Hope	16	30	20	22	0	88	270	338	351	360	363	313	355	217	277	291	286	
<b>Total</b>	<b>43</b>	<b>72</b>	<b>33</b>	<b>26</b>	<b>5</b>	<b>179</b>	<b>666</b>	<b>604</b>	<b>712</b>	<b>690</b>	<b>794</b>	<b>741</b>	<b>913</b>	<b>754</b>	<b>646</b>	<b>503</b>	<b>501</b>	<b>Total</b>	<b>16</b>	<b>30</b>	<b>20</b>	<b>22</b>	<b>0</b>	<b>88</b>	<b>270</b>	<b>338</b>	<b>353</b>	<b>360</b>	<b>363</b>	<b>315</b>	<b>359</b>	<b>314</b>	<b>278</b>	<b>294</b>	<b>287</b>	
<b>IN - HOME JUDICIAL</b>																		<b>Reinstatement of Protective Services Supervision (Notice of Hearings)</b>																		
CHS	3	0	0	0	0	3	10	4	17	38	48	35	27	30	41	68	89	CHS	0	0	0	0	0	0	17	17	26	8	12	17	17	7	9	19	26	
LSF	2	1	0	0	0	3	10	16	23	40	37	27	24	37	23	52	72	LSF	0	0	0	1	0	1	35	46	36	10	41	18	20	16	17	29	24	
OHU Polk	0	0	0	0	0	0	0	2	10	40	20	20	29	11	12	63	90	OHU Polk	0	0	0	4	0	4	1	2	7	8	2	10	13	9	14	30	15	
One Hope	0	4	1	0	0	5	6	6	4	8	11	24	22	8	19	13	16	One Hope	0	0	0	1	0	1	4	0	0	0	7	2	4	9	10	6	8	
<b>Total</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>27</b>	<b>28</b>	<b>54</b>	<b>126</b>	<b>116</b>	<b>106</b>	<b>102</b>	<b>86</b>	<b>95</b>	<b>196</b>	<b>267</b>	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>57</b>	<b>65</b>	<b>69</b>	<b>26</b>	<b>62</b>	<b>47</b>	<b>54</b>	<b>41</b>	<b>50</b>	<b>84</b>	<b>73</b>	

Heartland for Children  
Number of Children Entering OHC by Type of Entry  
Monthly Trend Through November 05, 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 10/23/23 - 11/05/23									
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
102599122	104975477	LSF	141849 - LSF	10/23/2023	4/11/2023	6	< 1.0 yr	Yes	10/30/23

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

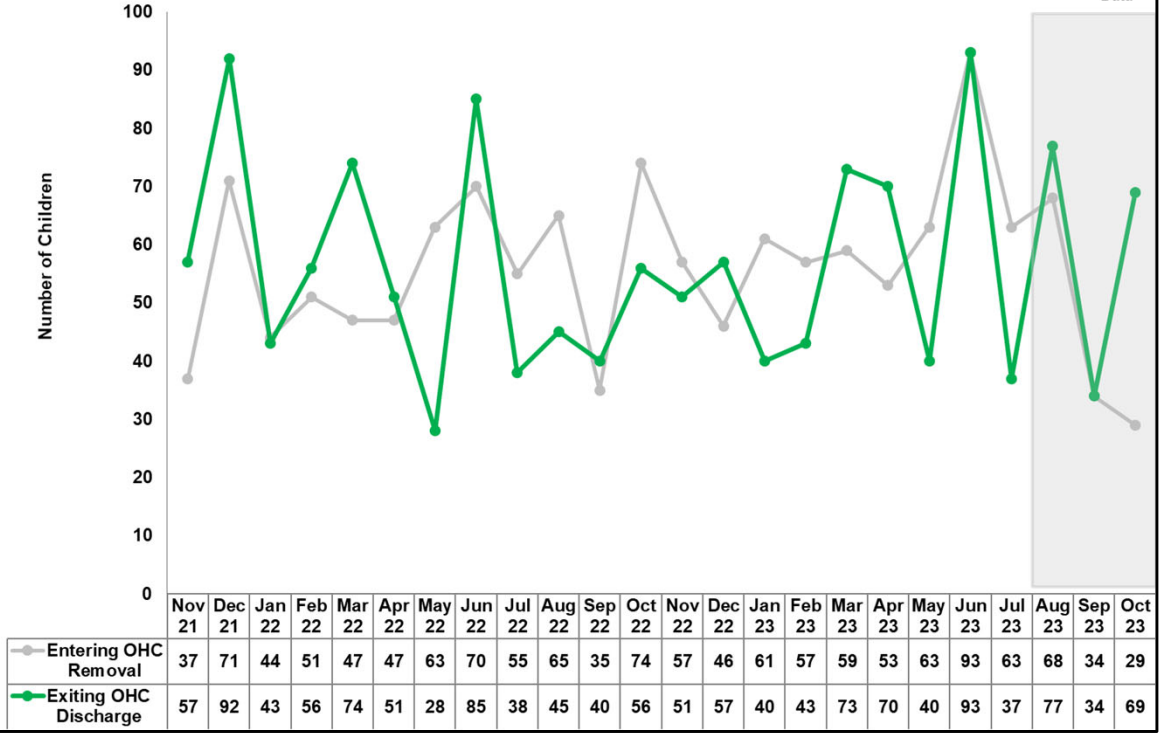
FY 23/24 as of 11/05/23			
Children Who Do <u>Not</u> Re-Enter Care within 12 Months for Children Achieving Permanency July 2021 - June 2022			
Agency	Maintained No Removal Episode	Total Children Permanency w/in 1 year	Percentage Permanency Maintained
CHS	52	62	83.9%
LSF	36	37	97.3%
OHU	92	93	98.9%
<b>HFC Total</b>	<b>180</b>	<b>192</b>	<b>93.75%</b>
<b>Statewide</b>	<b>2,827</b>	<b>3,075</b>	<b>91.93%</b>

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

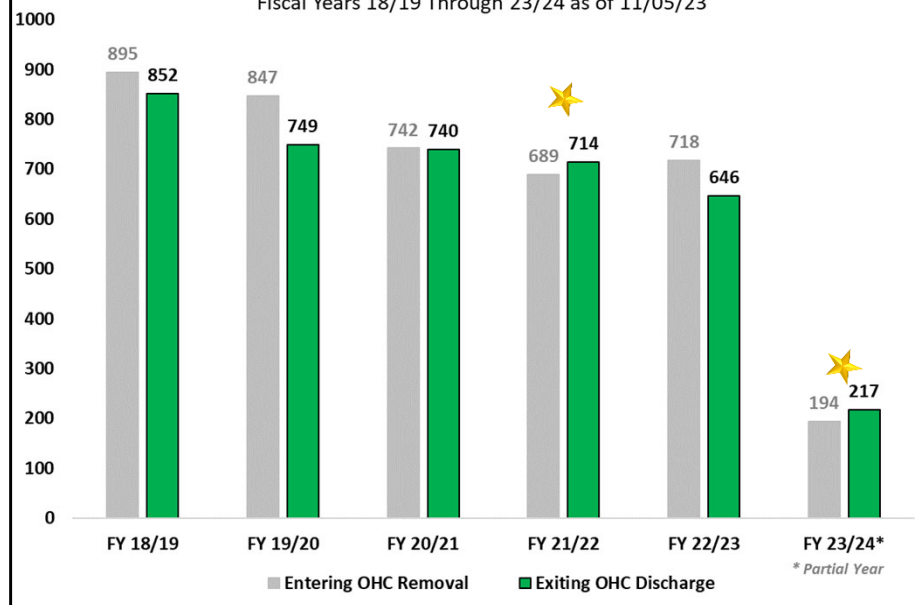




**Heartland for Children - Circuit 10**  
 Number of Children Entering and Exiting OHC per Month  
 Last 24 Months Trending Through 11/05/23



**Heartland for Children - Circuit 10**  
 Number of Children Entering and Exiting OHC per Month  
 Fiscal Years 18/19 Through 23/24 as of 11/05/23





# 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				Percent Timely FY 22/23 (last FY)	% Increase Since 9/24
Children Achieving Permanency within 0-12 Mths for Children Entering OHC July 2022 to June 2023 (as of 11/05/23)					
Agency	Permanency within 12	Total Children Entered OHC	Percent Timely		
CHS	70	254	27.6%	27.8%	7.9%
LSF	50	248	20.2%	18.8%	6.0%
OHU	50	232	21.6%	38.5%	1.7%
<b>HFC Total</b>	<b>170</b>	<b>734</b>	<b>23.16%</b>	<b>28.82%</b>	<b>5.3%</b>
<b>Statewide</b>	<b>1,982</b>	<b>10,176</b>	<b>19.48%</b>	<b>29.15%</b>	<b>3.1%</b>



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 : 11/5/2023				
Agency / Unit	Permanency within 12 mths	Total Children Entered OHC	Percent Timely Reunification	% Increase Since 9/24
CHS	70	254	27.6%	7.9%
141832-CHSFL	0	7	0.0%	0.0%
141834-CHSFL ★	12	27	44.4%	29.0%
141846-CHSFL	31	86	36.0%	14.0%
141839-CHSFL	9	58	15.5%	0.5%
141835-CHSFL	0	14	0.0%	0.0%
141852-CHSFL ★	16	35	45.7%	26.4%
14-HFC-CHS ADMIN UNIT	1	1	100.0%	0.0%
LSF	50	248	20.2%	6.0%
141828-LSF	3	12	25.0%	25.0%
141827-LSF	14	41	34.1%	0.0%
141836-LSF	4	31	12.9%	3.2%
141845-LSF	7	31	22.6%	6.5%
141848-LSF	5	29	17.2%	13.8%
141849-LSF	6	43	14.0%	4.7%
141850-LSF	1	21	4.8%	4.8%
141929-LSF	10	38	26.3%	5.3%
14-HFC-LSF ADMIN UNIT	0	2	0.0%	0.0%
OHU	50	232	21.6%	1.7%
142853-OHU-HARDEE	2	54	3.7%	0.0%
142854-OHU-HIGHLANDS ★	3	3	100.0%	0.0%
142855-OHU-HIGHLANDS	12	44	27.3%	4.5%
140121-OHU-HIGHLANDS	1	7	14.3%	-2.4%
142858 OHU-POLK	10	43	23.3%	0.5%
142852-OHU-POLK	7	25	28.0%	4.0%
142856-OHU-POLK	15	56	26.8%	1.8%
<b>HFC Total</b>	<b>170</b>	<b>734</b>	<b>23.2%</b>	<b>10.7%</b>
<b>Statewide</b>	<b>1,982</b>	<b>10,176</b>	<b>19.5%</b>	<b>6.7%</b>

# 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 9/24
Children Achieving Permanency within 12-23 Mths for Children in OHC 12-23 Months as of 07/01/23 (as of 11/05/23)					
Agency	Permanency within 12-23 mths	Total Children LOS 12-23 mths	Percent Timely Reunification		
CHS	17	104	16.3%	37.9%	6.8%
LSF	18	109	16.5%	41.7%	10.0%
OHU	24	99	24.2%	49.0%	1.0%
<b>HFC Total</b>	<b>59</b>	<b>312</b>	<b>18.9%</b>	<b>42.6%</b>	<b>6.1%</b>
<b>Statewide</b>	<b>895</b>	<b>5,444</b>	<b>16.4%</b>	<b>46.2%</b>	<b>6.2%</b>

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 9/24
Children Achieving Permanency within 12 Months for Children in OHC 24+ Months as of 07/01/23 (as of 11/05/23)					
Agency	Permanency within 12 months	Total Children in OHC 24+ Months	Percent Timely Reunification		
CHS	16	95	16.8%	51.4%	6.3%
LSF	16	128	12.5%	44.3%	5.5%
OHU	14	96	14.6%	42.0%	0.0%
<b>HFC Total</b>	<b>46</b>	<b>319</b>	<b>14.4%</b>	<b>46.2%</b>	<b>4.1%</b>
<b>Statewide</b>	<b>857</b>	<b>5,533</b>	<b>15.49%</b>	<b>42.88%</b>	<b>6.2%</b>

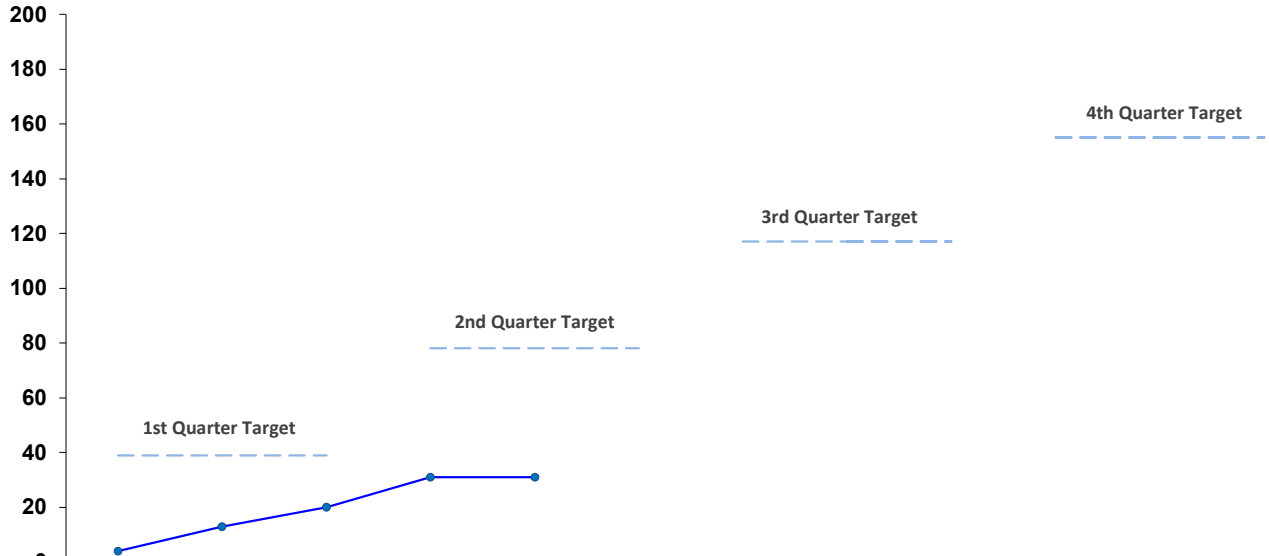
Source: Children Achieving Permanency w/ 12 Months for children in OHC 24 Months or Longer On-Demand Listing - Report #1197

# 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	<b>11</b>	11	11
LSF	15	<b>15</b>	15	14
OHU	13	<b>13</b>	13	13
Cumulative Total	39	<b>78</b>	117	155



	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
Finalized	4	13	20	31	31							
Target	39	39	39	78	78	78	117	117	117	155	155	155

**Upcoming Finalization Dates**

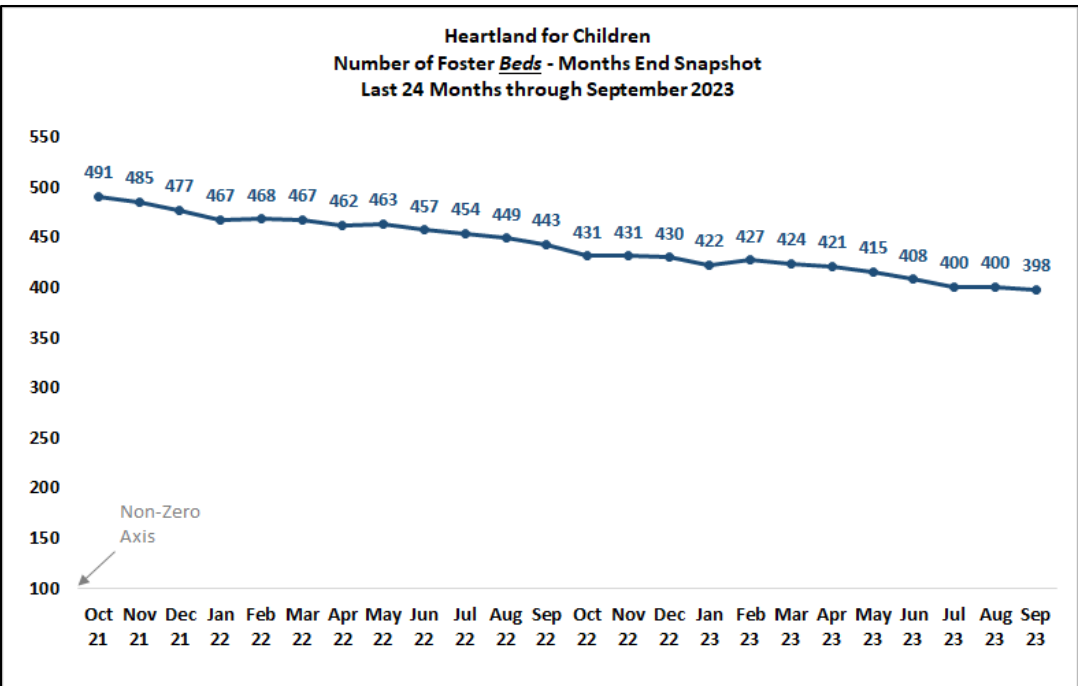
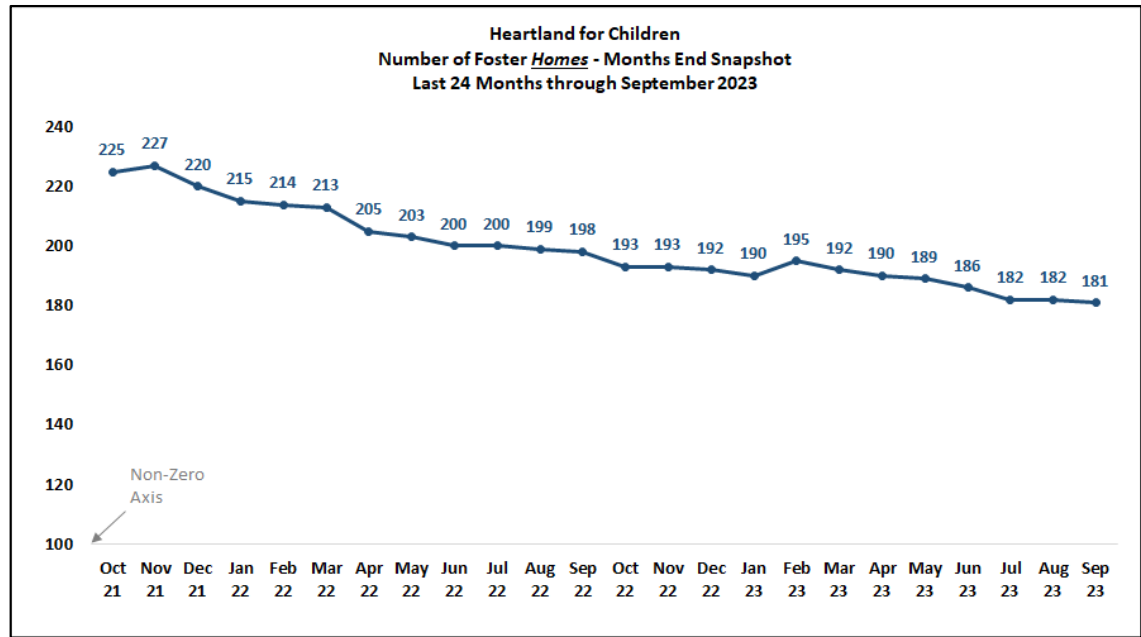
- November 8 & 29, 2023
- December 6 & 13, 2023

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

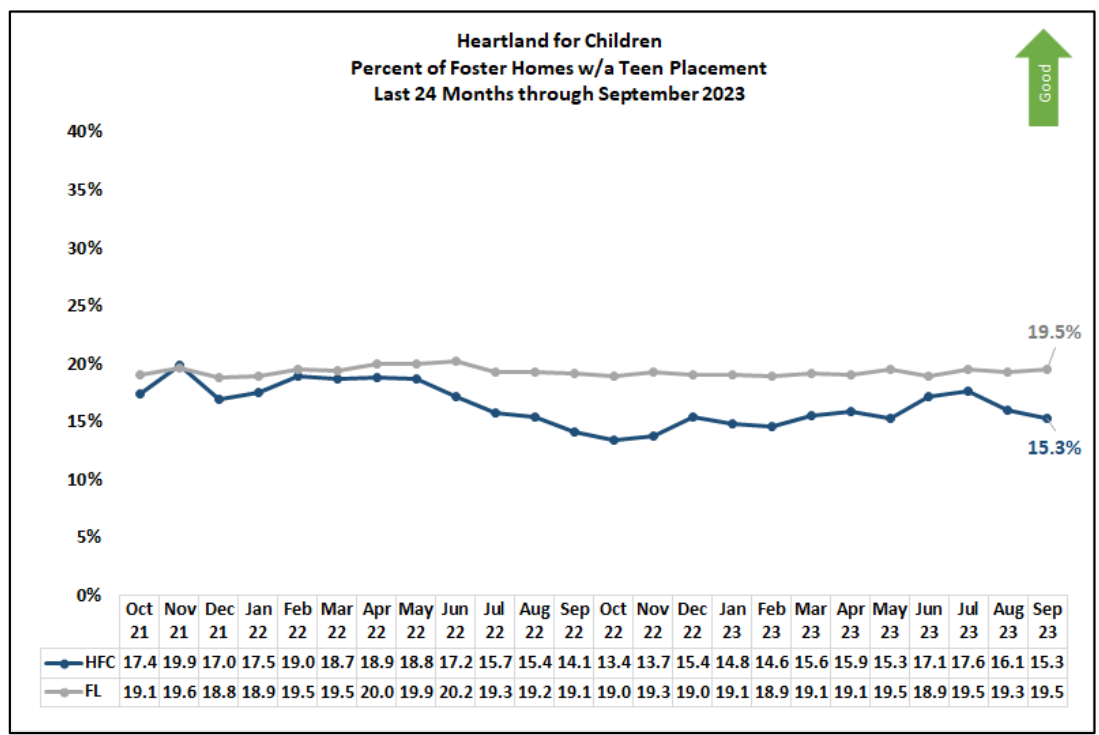
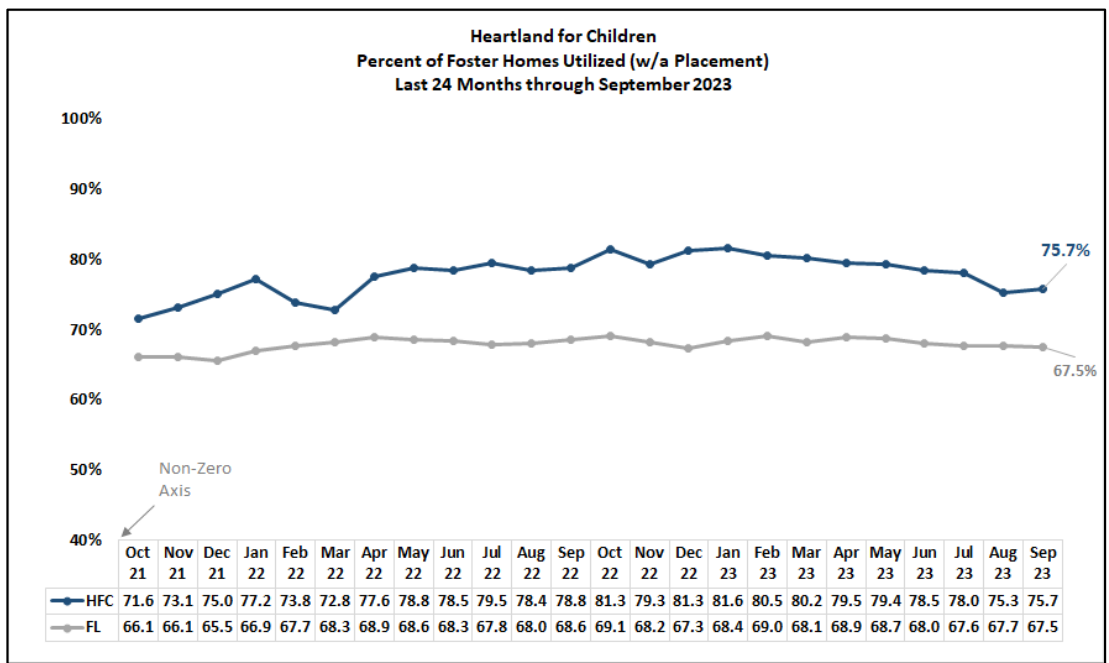
Adoption Finalizations FY 23-24 - <b>2nd Quarter</b> as of 11/05/23			
CMO	Finalized Adoptions YTD	Quarter Target	Quarter Target Met
CHS	12	22	<b>54.5%</b>
LSF	14	30	<b>46.7%</b>
OHU	5	26	<b>19.2%</b>
<b>Total</b>	<b>31</b>	78	<b>39.7%</b>

# Number of Foster Homes and Foster Bed Capacity

## 24 Month Trend

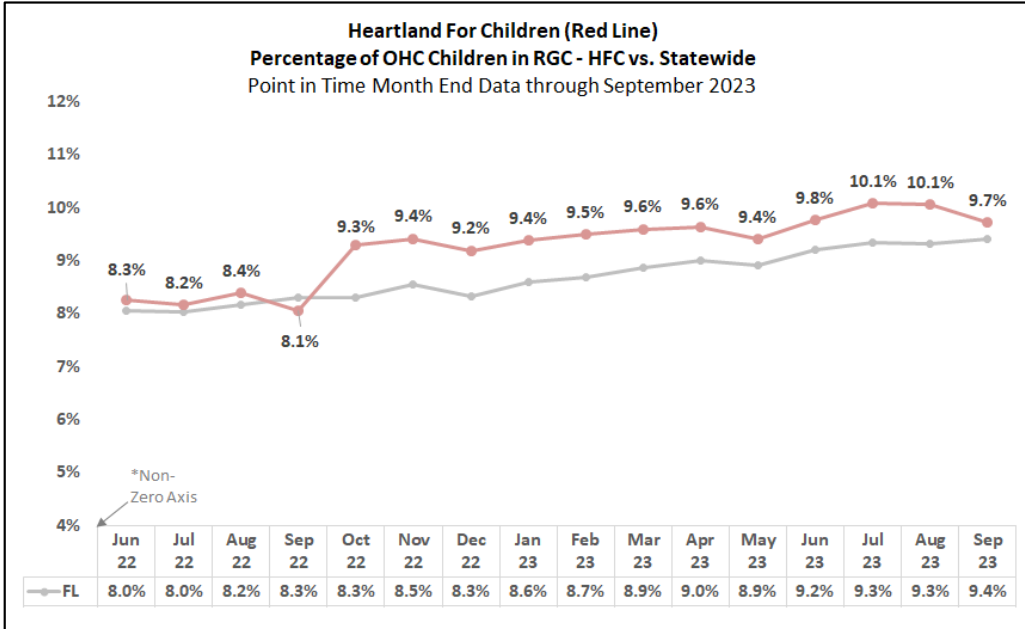
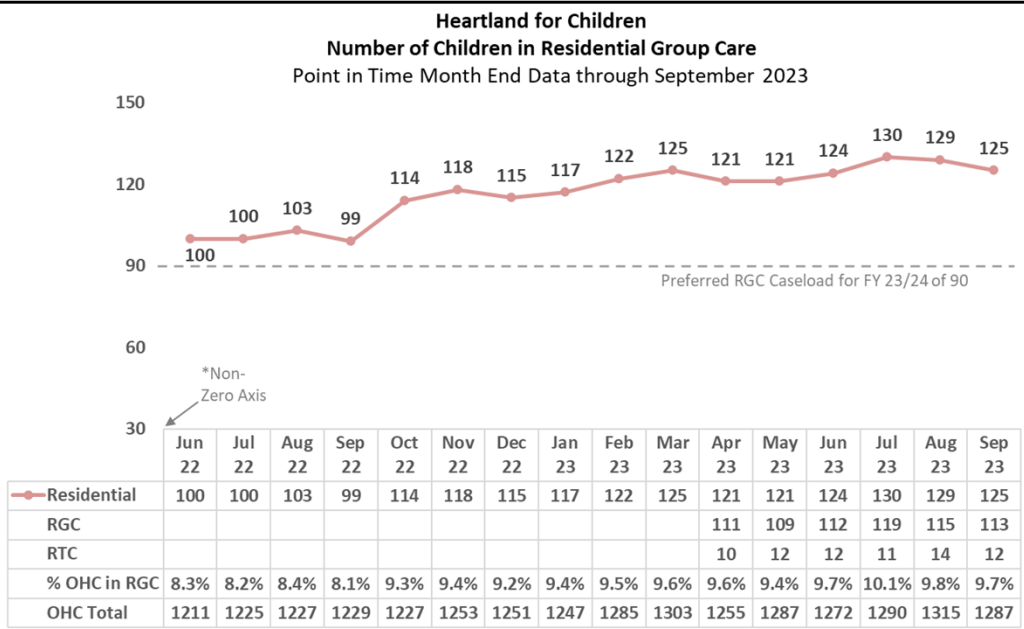
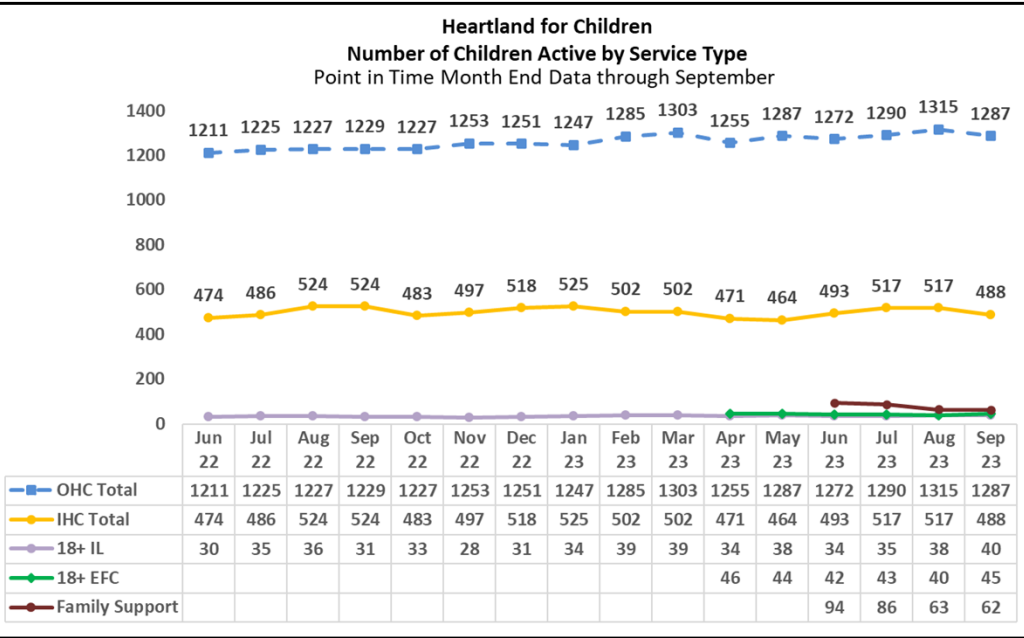


➤ **Percent of Foster Home Utilization**  
 ➤ **Teen Placement in a Foster Home**





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

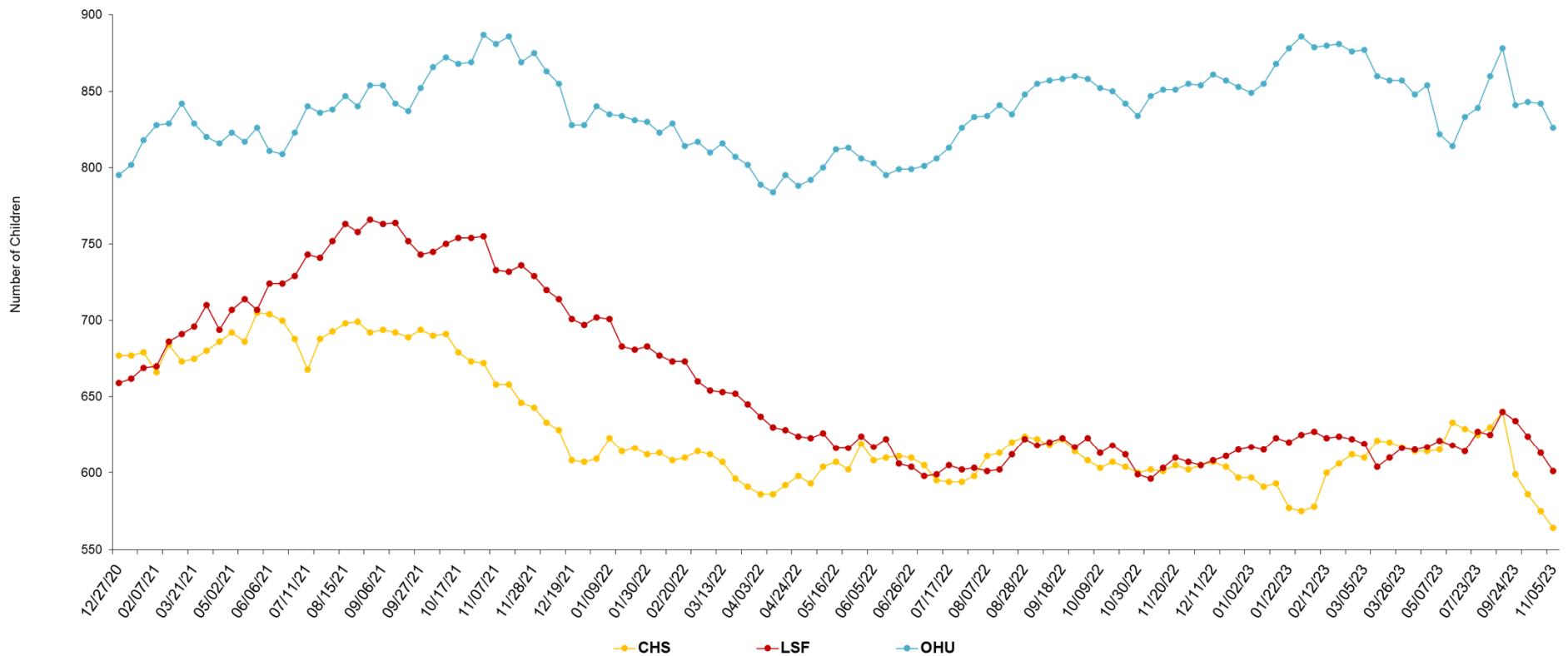


# Caseload Census Information

## CBC Services Weekly Caseloads By CMO

Number of Children by CMO Last 6 Reporting Periods						
Agency	8/20/2023	9/4/2023	9/24/2023	10/8/2023	10/22/2023	11/5/2023
<b>CHS</b>	630	640	599	586	575	<b>564</b>
<b>LSF</b>	625	640	634	624	613	<b>601</b>
<b>OHU Primary</b>	616	623	598	600	594	<b>579</b>
<b>OHU/OCS</b>	244	255	243	243	248	<b>247</b>
<b>OHU Total</b>	860	878	841	843	842	<b>826</b>
<b>NTF</b>		25	25	44	52	<b>50</b>
<b>HFC Total</b>	2,084	2,158	2,099	2,099	2,085	<b>2,042</b>

**Caseload Census By CMO**  
Primary and Out-of-County Assignments  
Weekly data as of 11/05/2023



Source: FSN Children Active Receiving Services Report

# Caseload Census Information

Case Manager Caseload Breakdown by Agency – Data as of 11/05/23

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	5	7	4	3	8	27	<b>24.4</b>
LSF	3	9	21	2	0	35	<b>20.3</b>
OHU	6	3	6	9	9	33	<b>30.8</b>
# of CMs	<b>14</b>	<b>19</b>	<b>31</b>	<b>14</b>	<b>17</b>	<b>95</b>	<b>25.1</b>

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	27	12	<b>44.4%</b>
LSF	35	12	<b>34.3%</b>
OHU	33	9	<b>27.3%</b>
<b>HFC</b>	<b>95</b>	<b>33</b>	<b>34.7%</b>

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

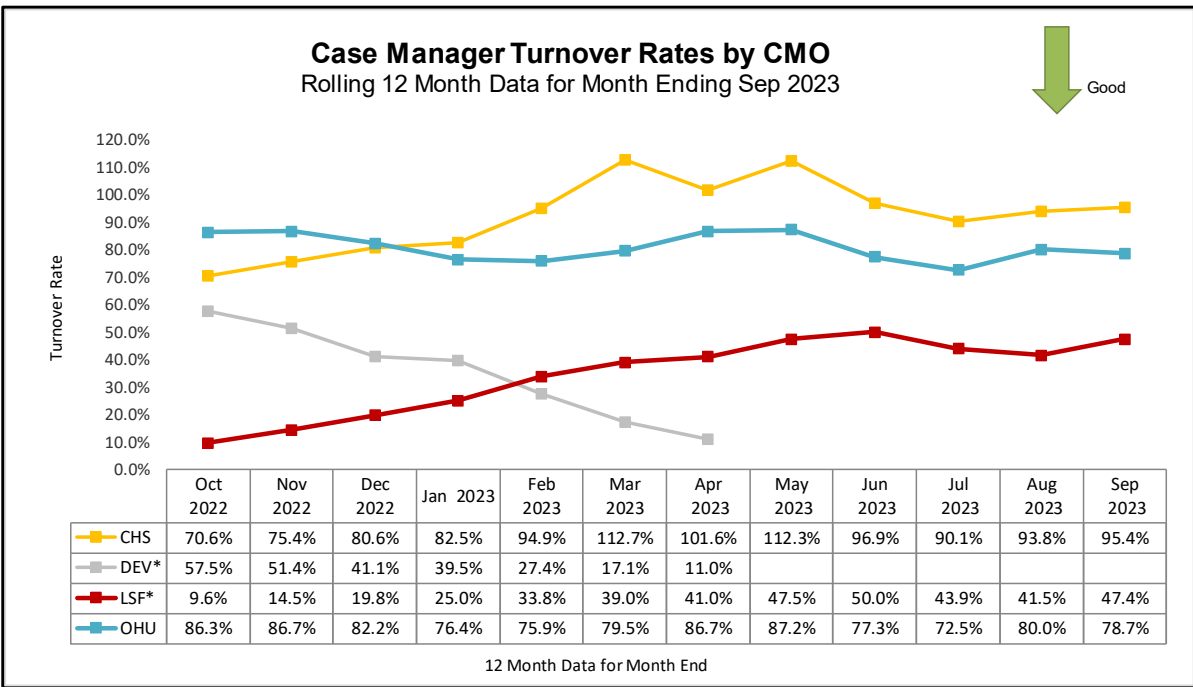
## Case Management Organization Turnover

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 11/05/23

Caseload of 1 - 5 Children (+4)		
CMO	Case Workers	#
CHS	Rodgers, Aleah-Faith	5
LSF	Franklin, Yoshika	5
CHS	Sawyer, Jonathan	5
OHU	Dellinger, Michael	4
OHU	Shay, Ryan	4
OHU	Valencia, Alejandro	3
CHS	Bunino, Giosue	3
CHS	Lopez, Lena	3
OHU	Sausaman, Allison	3
NTF	Buckley, Susan	2
OHU	Myers, Julieanne	1
CHS	Oneall, Tracy	1
OHU	Distler, Rebecca	1
LSF	Collins, Sara	1
LSF	Forbes, Sabrina	1

Caseload of 6 - 15 Children (+7)		
CMO	Case Workers	#
LSF	Ramnaugh, Shan	15
OHU	Young, Vanessa	15
OHU	Nettles, Markisha	15
LSF	Brown, Desiree	15
CHS	Dawes, Dominique	11
LSF	Lee, Tamar	11
CHS	Whiting, Kari	11
LSF	Davis, Katelyn	11
OHU	Board, Brianna	11
LSF	Williams, Careatha	11
NTF	Eplin, Sophia	11
LSF	Barrow, Steffanie	10
LSF	Owens, Guillermina	10
CHS	Harker, Aleah	10
CHS	Tobie, Shada	9
LSF	Blocker, Amanda	9
CHS	Hook, Kathryn	7
NTF	Mattison, Sharon	7
CHS	Simon, Widline	6
LSF	Blackwood, Sandra	6
CHS	Sales, Nura	6
NTF	Tetreault, Taylor	6
NTF	Cruz, Ana	6

Caseload of 16 - 24 Children (+1)		
CMO	Case Workers	#
LSF	Willingham, Jadashia	24
LSF	Londono, Reina	24
LSF	McNulty, Andriea	23
CHS	Beasley, Charlita	23
LSF	Bon-Fiol, Nikol	23
OHU	Mullis, Felicia	23
OHU	Southall, Akeva	22
LSF	Burciaga, Cristina	22
OHU	Price, Sydney	21
LSF	Escartin Vega, Kathia	20
CHS	Meola, Laura	20
LSF	Morris, Alundrea	20
LSF	Nail, Demetria	20
CHS	Bruce, Kortney	19
CHS	Green, Brejanna	19
LSF	Hettmansperger, Katelin	19
LSF	Pierce, Pamela	18
LSF	Ellis, Darren	18
LSF	Washington, Fontae	18
NTF	Bates, Brittany	18
OHU	Villa, Ana	18
OHU	Thompson, Wyshana	18
LSF	Johnson, Tania	18
OHU	Howe, Danielle	17
LSF	Brown, Ciara	17
LSF	Coleman, Tangela	17
LSF	Cruz, Veronica	17
LSF	Bickel, Sherry	17
LSF	Evans, Mikayla	17
LSF	Louis, Rachelle	17
LSF	Lott, Carla	16
LSF	Lynch, Rodina	16

Caseload of 25 - 29 Children (+2)		
CMO	Case Workers	#
OHU	Cleveland, Tammy	29
CHS	Fort, Angela	29
OHU	Bello, Bianca	28
CHS	Saimplice, Sherby	28
CHS	Pression, Alexa	28
OHU	Azizi, Ellarie	27
OHU	Reyes, Jasmine	27
OHU	Dedrick, Dawn	27
OHU	Johnson, Randi	26
LSF	Pamphile, Emmanuella	26
LSF	Renfro, Andrew	26
OHU	Brutus, Marie	25
OHU	Garcia, Anakeidie	25
OHU	Cherident, Camy	25

Caseload of 30+ Children (-3)		
CMO	Case Workers	#
OHU*	Bailon, Margarita	54
OHU*	Fuentes, Norma	54
OHU*	Washington, Woodrica	52
OHU*	Villegas, Anna	50
OHU*	Smith, Lorie	43
CHS	Mcphail, Allissa	38
CHS	Borden, Kayla	35
CHS	Kaina, Kelly	35
OHU	Kohn, Ludessa	34
OHU*	Simmons, Shannon	33
CHS	Mcbride, Hannah	33
CHS	Sisk, Sarah	33
CHS	White, Melinda	33
CHS	Bain, Claire	32
CHS	Hiers, Katherine	32
OHU	Pizarro, Frances	31
OHU	Ventura, Armando	30

Unit Supervisors Carrying Cases (+1)		
CMO	Case Workers	#
OHU	Gadson, Berlendah	6
OHU	Colon, Lisette	4
CHS	Luskey, Taylor	4
LSF	Newton, Kimberly	1

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

Data as of 11/05/23

Case Worker	Pri.	Sec.	OOC	Grand Total
Cruz, Cheyleen	3	0	0	3
Mills, Clyatt	12	0	0	12
<b>FTC - CHS</b>	15	0	0	15
Nieves, Carlos	16	11	0	27
Humber, John	15	16	0	31
<b>TAYS - CHS</b>	31	27	0	58
Peralta, Joshua	31	1	0	32
Jones, Dane	0	35	0	35
<b>TAYS - LSF</b>	31	36	0	67
Metelus, Getro	2	22	1	25
Sandbrook, Mary	8	24	0	32
Vazquez, Roger	7	32	2	41
<b>TAYS - OHU</b>	17	78	3	98
<b>Circuit 10 Total</b>	94	141	3	238

*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 11/05/23						
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	387	100.0%	98.7%	96.4%	99.5%	98.2%
LSF	462	100.0%	97.2%	96.7%	98.5%	97.5%
OHU	394	100.0%	94.9%	81.9%	98.2%	91.7%
<b>HFC</b>	<b>1243</b>	<b>100.0%</b>	<b>96.9%</b>	<b>92.1%</b>	<b>98.7%</b>	<b>95.9%</b>

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

Health Information in FSFN as of 11/05/23				
Agency	# of Missing Medical Records	# of Medical Appointments Needing Update	# of Dental Appointments Needing Update	# of Immunization Needing Update
CHS	0	5	9	2
LSF	0	13	10	7
OHU	0	20	45	7
<b>Total</b>	<b>0</b>	<b>38</b>	<b>64</b>	<b>16</b>

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 11/05/23			
Agency	Appointment within last 12 mths	Total Children out-of-home care	Percent Medical Services Received
CHS	382	387	98.7%
LSF	449	462	97.2%
OHU	374	394	94.9%
<b>HFC Total</b>	<b>1205</b>	<b>1243</b>	<b>96.9%</b>
<b>Statewide</b>	<b>17,594</b>	<b>19,370</b>	<b>90.8%</b>

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 11/05/23			
Agency	Appointment within last 7 mths	Total Children out-of-home care	Percent Dental Services Received
CHS	244	253	96.4%
LSF	295	305	96.7%
OHU	203	248	81.9%
<b>HFC Total</b>	<b>742</b>	<b>806</b>	<b>92.06%</b>
<b>Statewide</b>	<b>10,168</b>	<b>13,223</b>	<b>76.90%</b>

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



# Scorecard Measure 12 – Separated Siblings

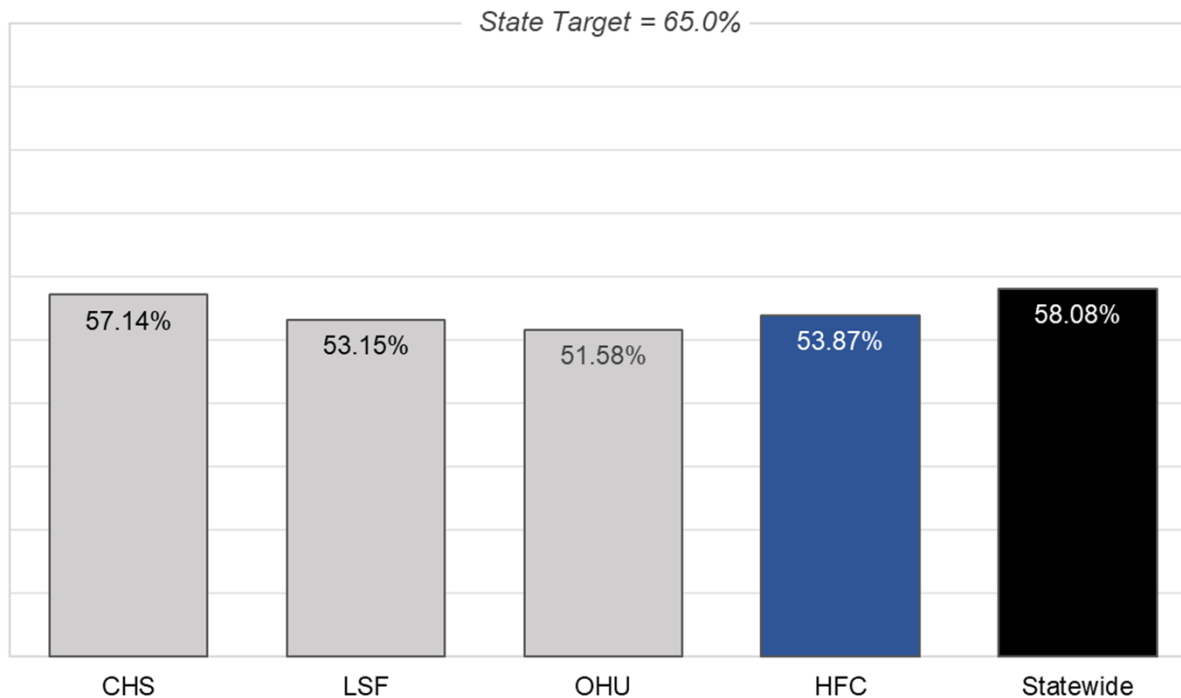
SM12 - Percentage of sibling groups in out-of-home care where all siblings are placed together – Target = 65.0%

**SM12 - Percent of Sibling Groups Placed Together  
FY 22-23 Snapshot data as of November 05, 2023**

Agency	Number of Cases w/ Siblings Together	Total Cases Sibling Groups	Percent of Siblings Placed Together
CHS	52	91	57.14%
LSF	59	111	53.15%
OHU	49	95	51.58%
<b>HFC</b>	<b>160</b>	<b>297</b>	<b>53.87%</b>
<b>Statewide</b>	<b>2,695</b>	<b>4,640</b>	<b>58.08%</b>

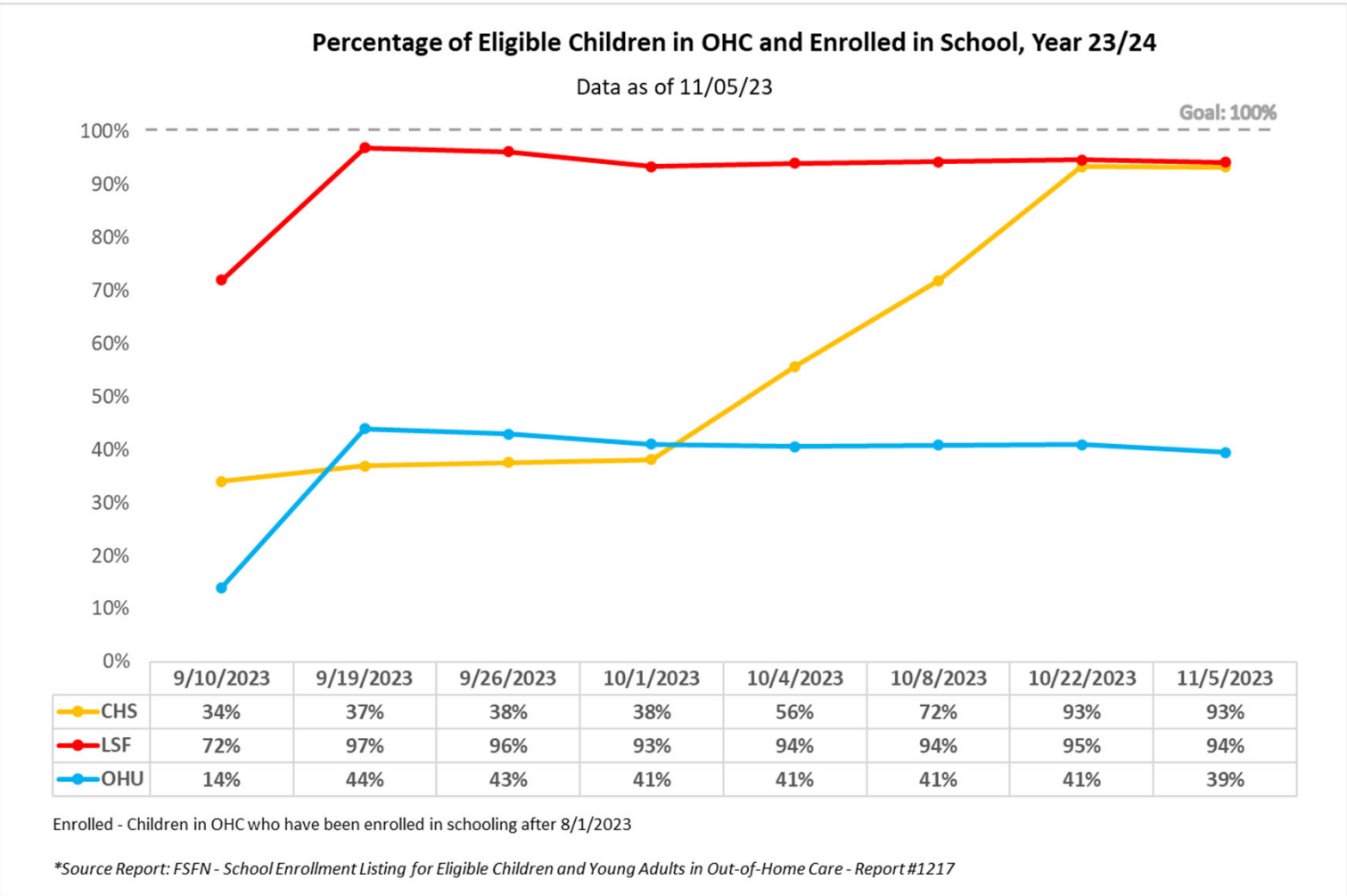
Number of sibling groups to achieve SM12 target – 28 Sibling Groups

SM-12 Percent of Sibling Groups Placed Together  
FY 22-23 Snapshot data as of 11/05/23



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

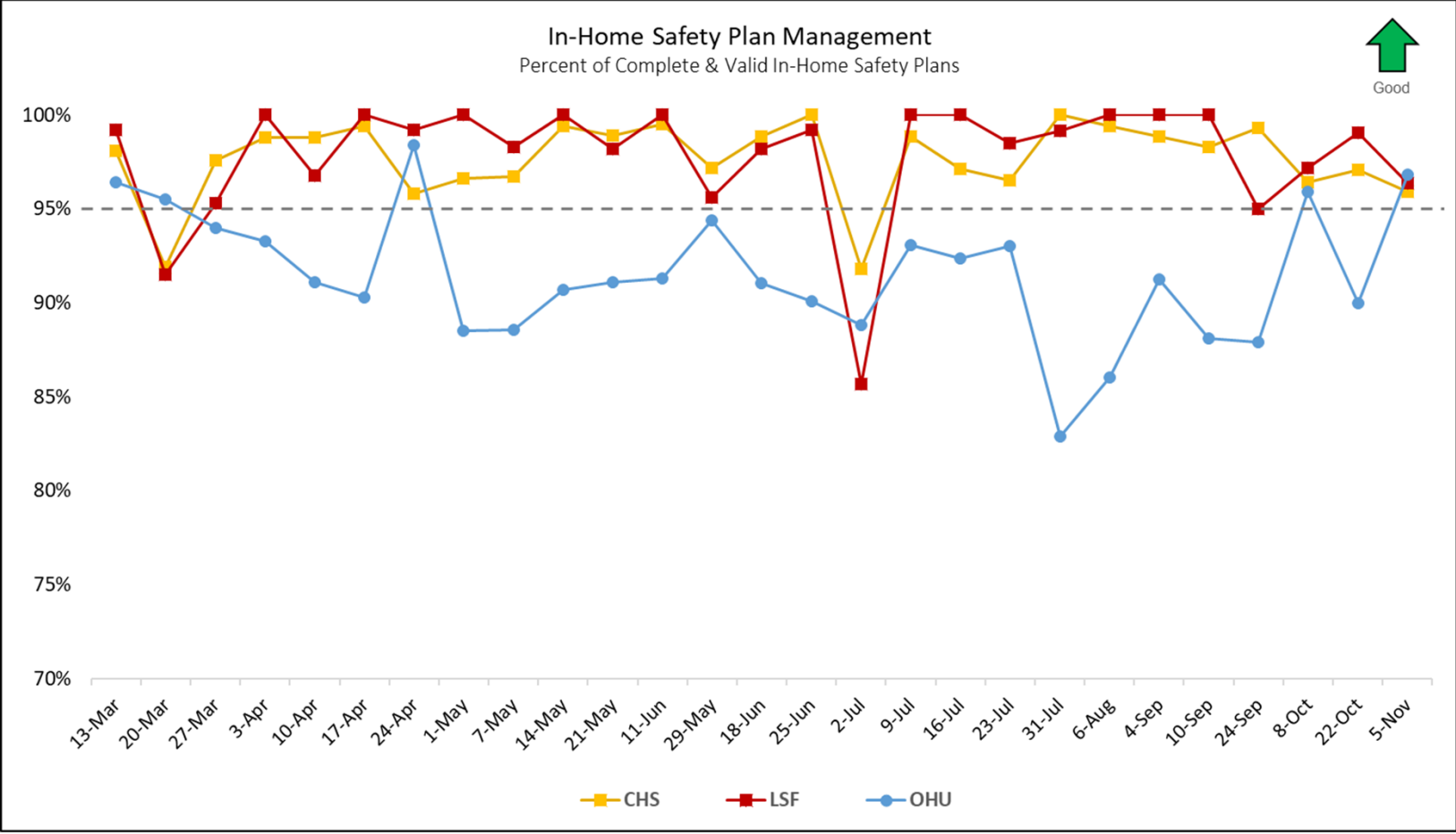
School Enrollment Updated in FSFN for School Year 23/24			
CMO	Updated School Record	Eligible Children in OHC	Percent Updated
CHS	221	237	93%
LSF	259	275	94%
OHU	203	514	39%
<b>Total</b>	<b>683</b>	<b>1026</b>	<b>67%</b>



# 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 as of 11/05/23				
Agency	No -or- Expired Safety Plans	Complete & Valid Safety Plans	Total Required Safety Plans	Percentage Complete
CHS	8	132	140	94.3%
LSF	2	100	102	98.0%
OHU	7	106	113	93.8%
HFC Total*	17	338	355	95.21%



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

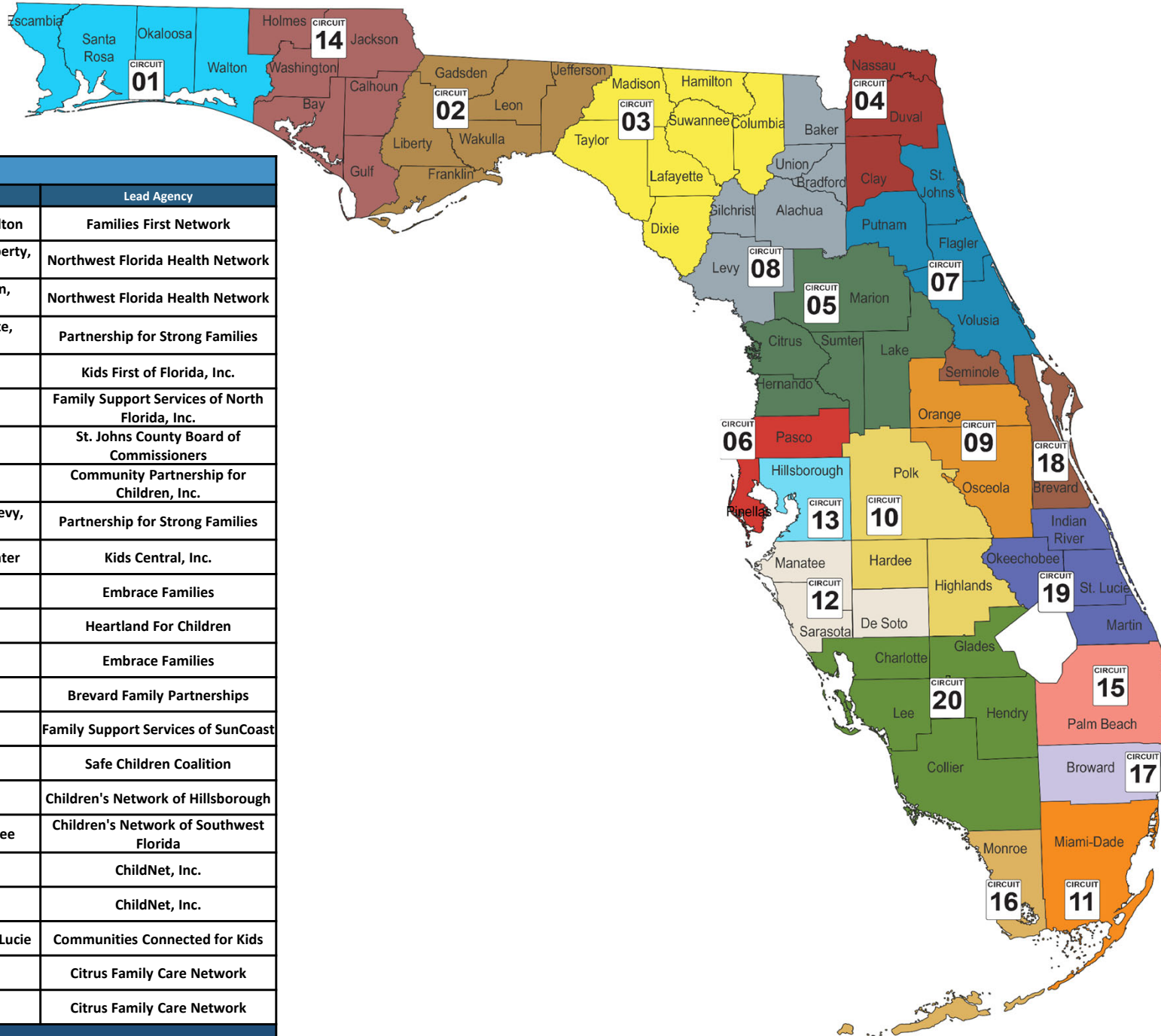
# Unified Home Studies – Approval Status

Cases with a Pending or No UHS – 45+ Days Past Due; **Data-as-of: 11/06/2023**

Relative / Non-Relative Unified Home Study Approval Status 45 Days since Case Transfer - <b><u>Past Due</u></b>			
Agency	# of UHS	Status - Pending	Status - No UHS
CHS	4	3	1
LSF	8	4	4
OHU	11	3	8
<b>Total</b>	<b>23</b>	<b>10</b>	<b>13</b>



# 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





# Resource News Flash | November 2023

## 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](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

- [Information, Advice and Support to Keep Children Safe Online \(internetmatters.org\)](https://www.fbi.gov/child-safety)
- [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

- Pool Party Water Safety Tips: <https://bit.ly/41UoFcY>
- Water Safety Tips: [https://www.ounce.org/water\\_safety.html](https://www.ounce.org/water_safety.html)

### Hot Car Safety Tips

- [https://www.nhtsa.gov/campaign/heat\\_stroke](https://www.nhtsa.gov/campaign/heat_stroke)

## COMMUNITY RESOURCES

### Co-Parenting Support Group

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

### 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

[mylifefamilies.com/services/hope-florida](https://mylifefamilies.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 [Efigueroa2@usf.edu](mailto:Efigueroa2@usf.edu) to register.

### Circuit 10 Children's Mental & Behavioral Health Resources

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

## HFC EVENTS

### Foster Care Info Night

Tuesday, November 7<sup>th</sup> at 6:30PM  
1239 E Main St. Bartow, FL 33830  
(2<sup>nd</sup> Floor) Register: 863-519-8900 x 289

### 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](https://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](https://applepodcasts.com/anchor/spotify/youtubelink)

### TBRI Caregiver Training

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

Contact Danielle Stolk [dstolk@anchor-house.org](mailto:dstolk@anchor-house.org)



# Resource News Flash | November 2023

## 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 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

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

### Visit Hardee

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

### FREE GED Prep & ESOL Classes

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Contact: Sari Crews  
863-784-7473 | [sari.crews@southflorida.edu](mailto:sari.crews@southflorida.edu)  
<https://www.southflorida.edu/future-students/general-educational-development-program-ged>



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