

Performance & Quality Improvement (PQI) Report

Data for week ended Sunday, January 5, 2025



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 24-25, Quarter 1 Performance

CBC Lead Agency Scorecard Performance Table	Safety	Permanency	Permanency	Permanency	Permanency	Safety	Safety	Well-Being	Permanency	Permanency	Permanency
Measures	1. Children with no recurrence of verified maltreatment within 12 months of a prior verified maltreatment	2.Children achieving permanency within 12 months of entering care.	3. Children achieving permanency within 12 months for children in Out-of-home care between 12 and 23 months.	4. Children achieving permanency within 12 months for children in out-of-home care for 24 months or more	5. Children who do not re-enter foster care within 12 months of moving to a permanent home.	6. Rate of children not abused or neglected while in out-of-home care.	7. Percent of children not abused or neglected while receiving in-home services.	8. Percent of children under supervision who are seen every 30 days.	9. Rate of children's placement moves per 1,000 days in foster care.	10. Percent of children placed with relatives or nonrelatives.	11. Percent of sibling groups where all siblings are placed together.
Quarterly Scheduled FSFN Listing Report #	1229	1159	1160	1237	1162	1272	1156	1158	1161	1325	1166
Standard	90.3%	35.2%	43.8%	37.9%	94.4%	9.07	95.0%	99.5%	4.50	60.0%	65.0%
Reporting Period	07/01/22 to 06/30/23	10/01/22 to 09/30/23	10/01/23	10/01/23	10/01/21 to 09/30/22	07/01/23 to 06/30/24	07/01/23 to 06/30/24	10/01/23	10/01/23	09/30/24	09/30/24
ChildNet-Broward	93.66%	32.67%	56.65%	39.02%	95.16%	6.90	95.44%	99.82%	4.27	54.11%	64.08%
ChildNet-Palm Beach	96.38%	40.12%	54.84%	41.26%	92.82%	4.40	96.31%	99.80%	3.70	51.30%	66.92%
Childrens Network of SW Florida	95.63%	42.23%	66.55%	53.56%	94.37%	4.50	97.86%	99.91%	6.15	50.57%	56.38%
Childrens Network-Hillsborough	93.72%	20.95%	39.17%	50.43%	96.39%	7.96	98.08%	99.72%	4.15	51.56%	54.01%
Citrus Health Network	95.73%	20.21%	46.76%	40.42%	90.07%	6.21	98.07%	99.76%	5.65	48.51%	60.32%
Communities Connected for Kids	93.02%	36.36%	71.63%	42.19%	94.29%	13.43	95.07%	99.93%	4.09	55.01%	68.82%
Community Partnership for Children	95.10%	25.37%	60.19%	51.38%	86.46%	6.20	97.68%	99.91%	3.94	41.43%	52.76%
Family Integrity Program	96.31%	37.50%	80.00%	28.57%	91.67%	10.38	97.85%	99.87%	4.27	57.45%	55.56%
Family Partnerships of Central Florida	94.13%	24.55%	46.41%	45.93%	90.38%	7.66	95.37%	99.35%	4.68	54.22%	57.29%
Family Support Services of North Fla	94.93%	25.69%	51.52%	45.26%	95.45%	3.96	97.10%	99.75%	5.18	42.06%	46.29%
FSS Suncoast	94.37%	33.23%	49.91%	51.15%	91.44%	4.14	96.11%	99.78%	4.55	44.14%	56.37%
Heartland for Children	97.30%	34.82%	49.01%	45.45%	93.85%	5.75	96.56%	99.72%	3.23	63.37%	61.96%
Kids Central, Inc.	94.86%	28.51%	34.87%	41.77%	93.50%	4.47	96.22%	99.19%	8.64	55.68%	61.71%
Kids First of Florida, Inc.	95.12%	22.09%	46.67%	57.58%	87.50%	3.21	100.00%	99.71%	4.01	53.21%	44.74%
NWF Health Network - East	93.03%	36.16%	53.45%	45.95%	88.61%	7.01	95.90%	99.89%	4.91	56.58%	59.06%
NWF Health Network - West	90.78%	31.21%	61.63%	58.01%	96.21%	9.30	95.14%	99.84%	7.10	48.62%	53.44%
Partnership for Strong Families	94.38%	23.59%	58.08%	53.11%	95.05%	6.90	95.77%	99.61%	6.28	51.74%	49.72%
Safe Children Coalition	94.74%	38.70%	54.04%	52.91%	88.52%	7.89	96.34%	99.58%	4.88	53.55%	63.39%
Statewide	94.05%	30.53%	50.56%	48.19%	92.60%	6.46	96.59%	99.15%	5.18	51.73%	57.56%

Contract Measure – Children Seen Every Thirty Days

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

Prior Month End

Scorecard Measure #4 - Children Under Supervision Who Are Seen Every Thirty Days
November 2024 as of 12/08/2024
Report Date Range: 11/01/2024 to 11/30/2024

Agency	# of Children <u>Not</u> seen in 30 days	% of Children seen timely
CHS	3	99.90% ★
LSF	0	99.94% ★
OHU	1	99.99% ★
NTF	1	99.58% ★
HFC	5	99.93% ★
Statewide		99.80%

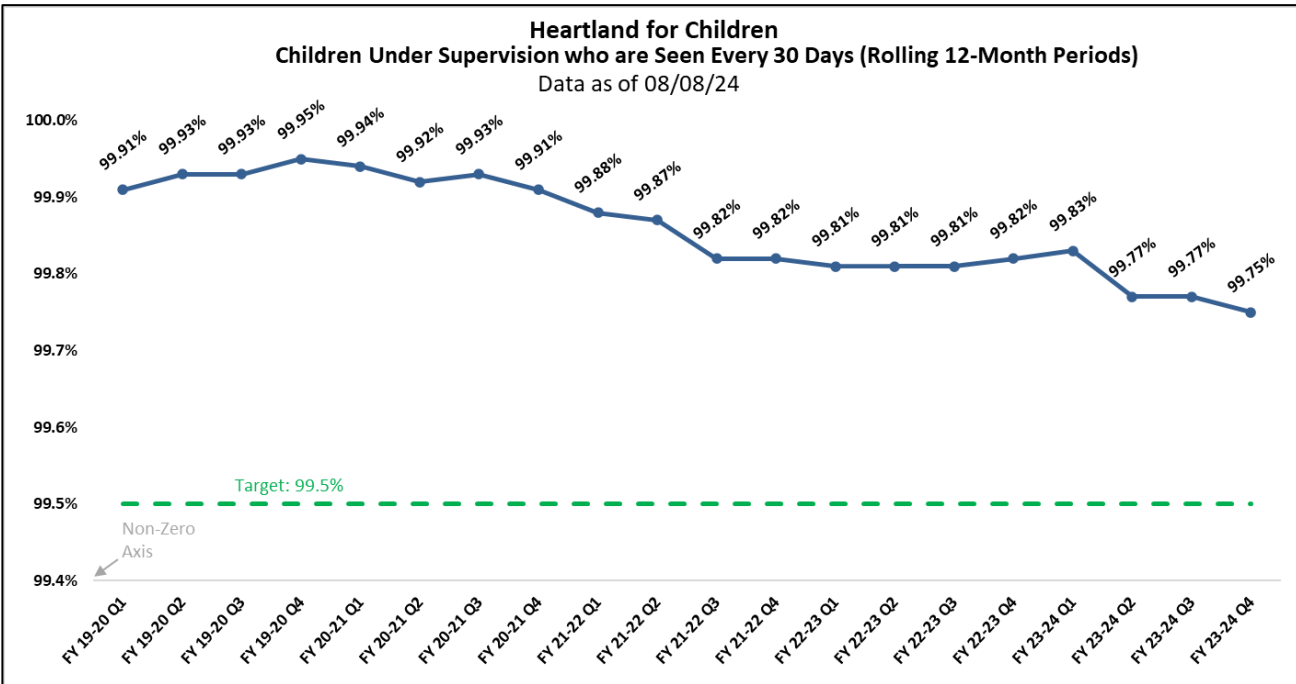
Source Monthly: "Children Under Supervision Who Are Seen Every Thirty Days - Report #1144"
Target of 99.5%

Current Month

Scorecard Measure #4 - Children Under Supervision Who Are Seen Every Thirty Days
December 2024 as of 01/05/2025
Report Date Range: 12/01/2024 to 12/31/2024

Agency	# of Children <u>Not</u> seen in 30 days	% of Children seen timely
CHS	5	99.83% ★
LSF	3	99.91% ★
OHU	2	99.95% ★
NTF	3	99.65% ★
HFC	13	99.89% ★
Statewide		99.70%

Source Monthly: "Children Under Supervision Who Are Seen Every Thirty Days - Report #1144"
Target of 99.5%



Source: Children Under Supervision Who Are Seen Every Thirty Days On-Demand Listing - FSN Report #1144

Monthly Birth Parent Contacts

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

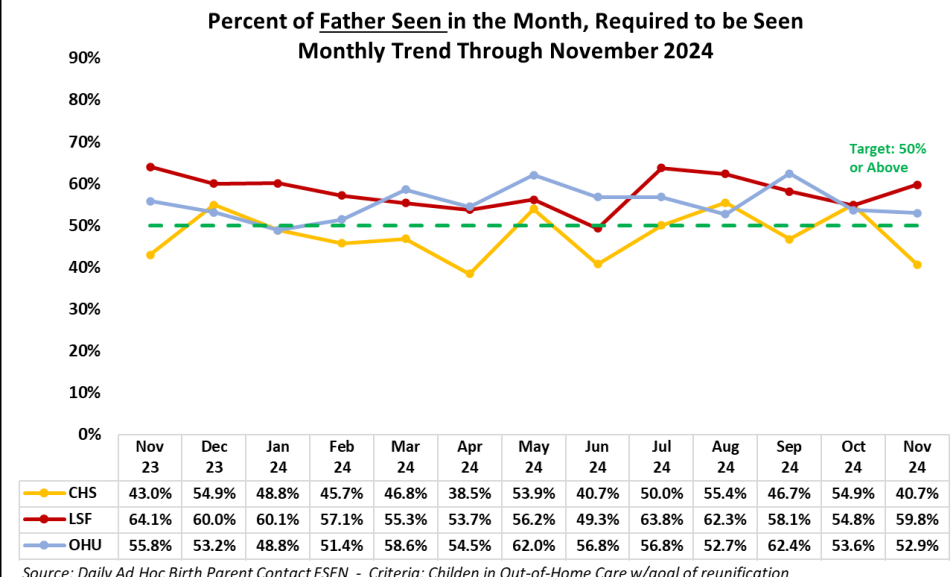
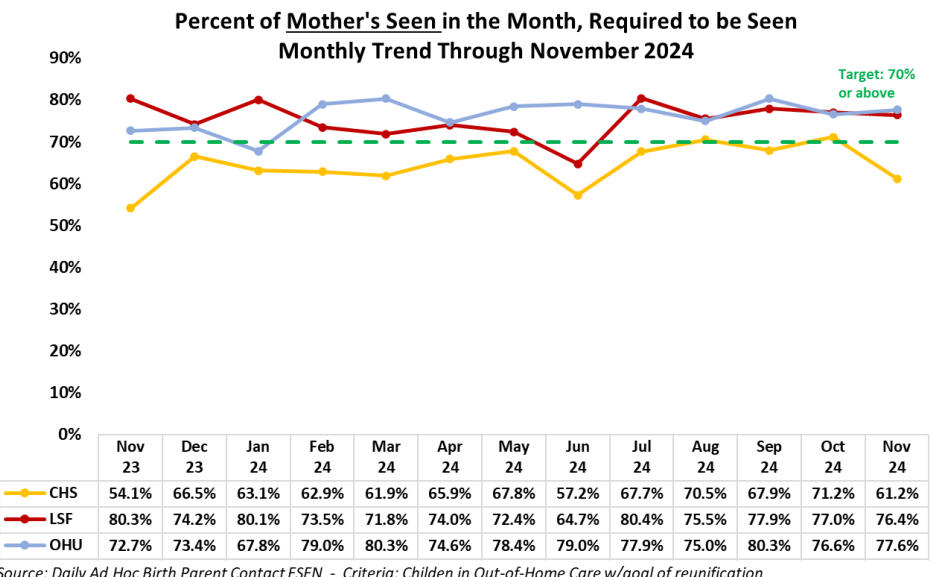
Current Month

Birth Parent Contact Completed						
December 2024 as of 01/05/2024 (Point in Time)						
AGENCY	# Moms Required	# Moms Completed	Mom % Completed	# Dads Required	# Dads Completed	Dad % Completed
CHS	105	62	59.0%	78	35	44.9%
LSF	130	90	69.2%	92	51	55.4%
OHU	146	106	72.6%	103	50	48.5%
TOTAL	381	258	67.7%	273	136	49.8%

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

Mothers Seen Target: 70%
 Fathers Seen Target: 50%

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



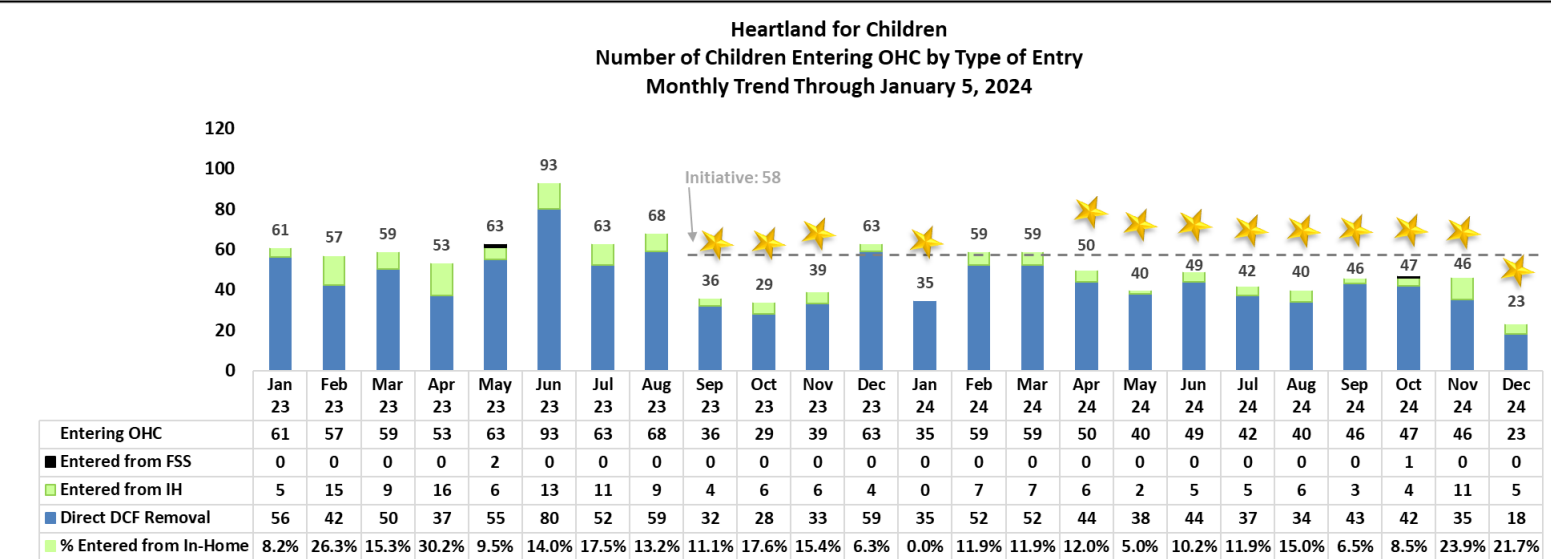
Case Transfer Staffing Data

Case Transfer Data For Fiscal Year 2023/24 - Data as of 01/05/2025

	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	24-25 Totals	23-24 Totals	22-23 Totals	21-22 Totals	20-21 Totals	19-20 Totals		JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	24-25 Totals	23-24 Totals	22-23 Totals	21-22 Totals	20-21 Totals	19-20 Totals															
Number of Children																		NON-JUDICIAL IN HOME SERVICES																																		
CHS	17	13	6	17	10	3	0	0	0	0	0	0	66	204	347	358	426	414	CHS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	85	116	136	90
LSF	14	20	25	13	12	13	0	0	0	0	0	0	97	212	401	355	443	439	LSF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	16	98	95	97	112
NTF	29	14	27	30	14	10	0	0	0	0	0	0	124	185	0	0	0	0	NTF	29	21	27	30	12	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	129	173	0	0	0	0	
OHU Polk	2	21	3	4	10	1	0	0	0	0	0	0	41	78	141	147	162	177	OHU Polk	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	25	31	65	31	
One Hope	28	27	30	30	16	4	0	0	0	0	0	0	135	479	439	503	550	518	One Hope	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	53	35	45	32
Total	90	95	91	94	62	31	0	0	0	0	0	0	463	1158	1328	1363	1581	1548	Total	29	21	27	30	12	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	129	208	261	277	343	265			
Out of Home Care																		OCS / ICPC Courtesy Supervision																																		
CHS	13	12	3	17	10	2	0	0	0	0	0	0	57	141	229	200	220	240	CHS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LSF	10	12	14	12	12	12	0	0	0	0	0	0	72	151	237	188	267	253	LSF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	
OHU Polk	2	15	3	4	3	1	0	0	0	0	0	0	28	47	98	103	75	91	OHU Polk	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
One Hope	2	0	7	10	2	2	0	0	0	0	0	0	23	164	102	113	150	106	One Hope	24	25	23	18	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	104	292	270	338	351	360	
Total	27	39	27	43	27	17	0	0	0	0	0	0	180	503	666	604	712	690	Total	24	25	23	18	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	106	292	270	338	353	360			
IN - HOME JUDICIAL																		Reinstatement of Protective Services Supervision (Notice of Hearings)																																		
CHS	0	0	0	0	0	0	0	0	0	0	0	0	0	17	10	4	17	38	CHS	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	17	17	17	26	8	
LSF	0	6	6	0	0	1	0	0	0	0	0	0	13	9	10	16	23	40	LSF	3	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	12	35	46	36	10	
OHU Polk	0	1	0	0	0	0	0	0	0	0	0	0	1	7	0	2	10	40	OHU Polk	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	1	2	7	8	
One Hope	0	0	0	0	0	0	0	0	0	0	0	0	0	8	6	6	4	8	One Hope	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	4	4	0	0	0	
Total	0	7	6	0	0	1	0	0	0	0	0	0	14	49	27	28	54	126	Total	4	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	41	57	65	69	26				

Children Entering Out of Home Care

The percentage of cases that were converted from non-judicial to judicial for the previous month



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

No new re-entry into OHC entered into FSFN in the current reporting period.

Source: FSFN Data Warehouse Ad Hoc Report,

Scorecard Measures 5 – Children Who Do Not Re-Enter into OHC after Achieving Permanency

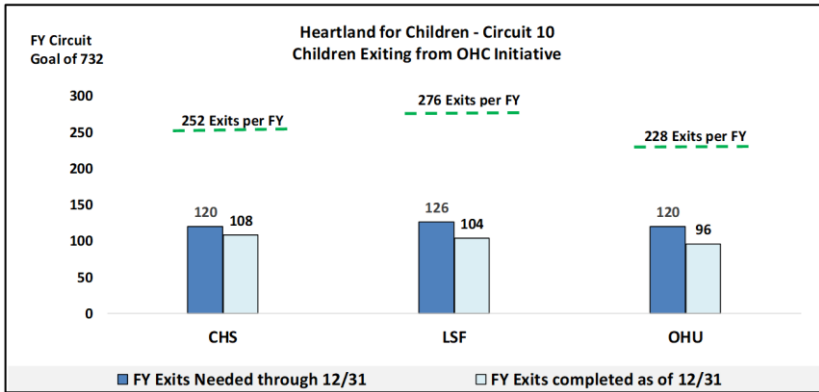
SM05 - Percent of children exiting care to a permanent home within 12 months of entering care – Target = 94.4% or Greater

FY 24/25
Contract Measure – Target = 94%

FY 24/25 as of 01/05/2025			
Children Who Do <u>Not</u> Re-Enter Care within 12 Months for Children Achieving Permanency July 2023 - June 2024			
Agency	Maintained No Removal Episode	Total Children Permanency w/in 1 year	Percentage Permanency Maintained
CHS	85	92	92.39%
LSF	87	87	100.00%
OHU	69	73	94.52%
HFC Total	242	253	95.65%
Statewide	2,610	2,792	93.48%

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 2024-2025 Exiting Out-of-Home Care Initiative

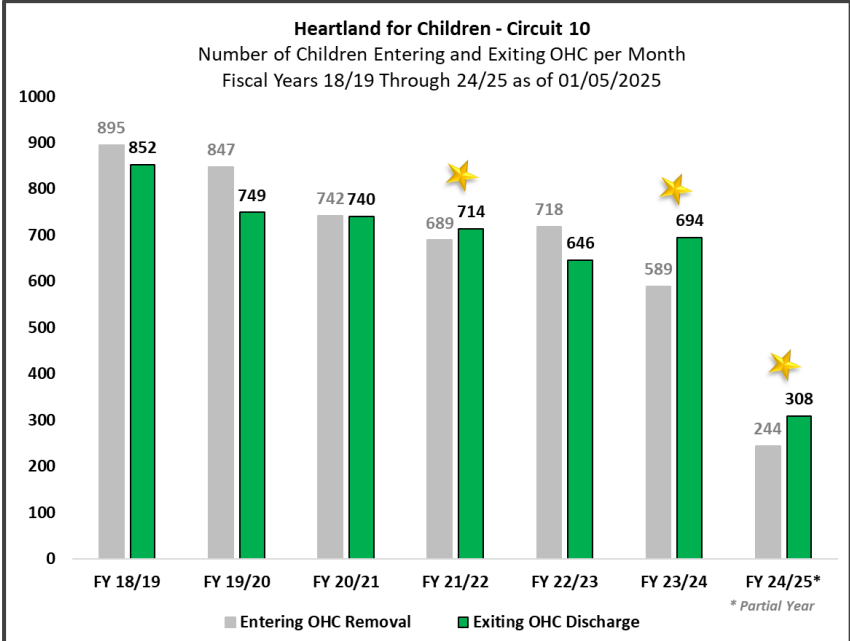
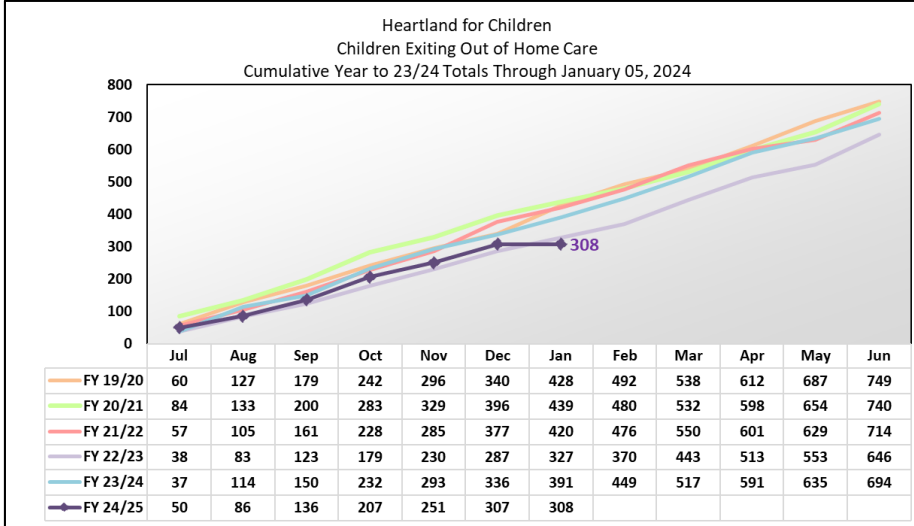
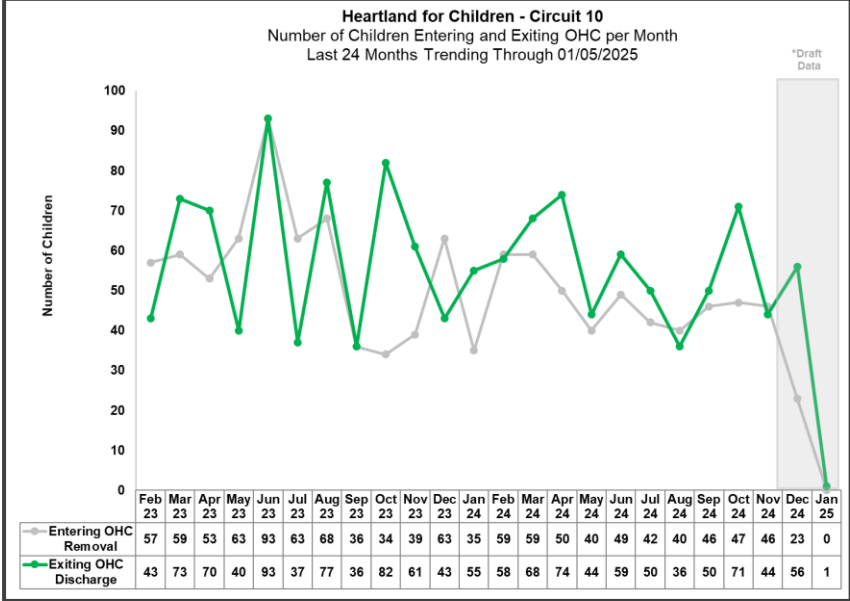


Children Exiting Out-of-Home Care as of 01/05/2025

Green: Month's CMO or Circuit reached their monthly exits
Orange: Adoptions exceed 25% of exits

Monthly Need Rest of FY	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
CHS	19	20	12	14	32	8	22	0				
LSF	21	11	14	19	18	22	19	1				
OHU	21	19	10	17	21	14	15	0				
HFC	61	50	36	50	71	44	56	1				
Adoptions of Exits	12 of 50	6 of 36	19 of 50	14 of 71	22 of 44	21 of 56	0 of 1					
% of Adoptions	24.0%	16.7%	38.0%	19.7%	50.0%	37.5%	0.0%					

*Partial Month
★ Total of 61 of more exits from OHC in a month
Source: FSN Report 1182, excluding 18*, EFC



Children Achieving Permanency within 12 Months for Children in Out-of-Home Care

Less than 12 Months

FY 24/25 Target is 35%

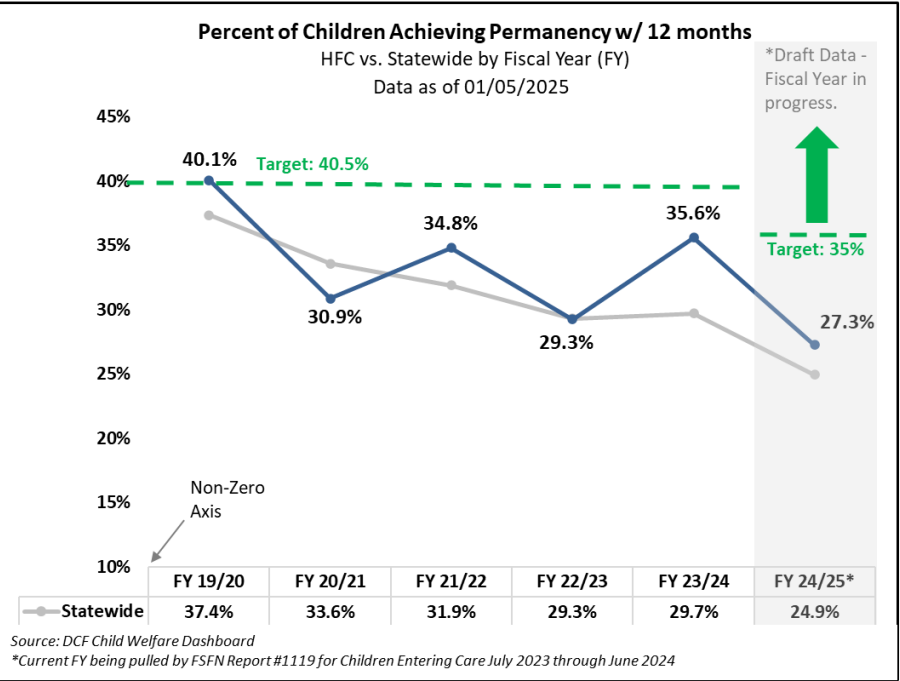
FY 24/25, Target 35%				Percent Timely FY 23/24 (last FY)
Children Achieving Permanency within 0-12 Mths for Children Entering OHC July 2023 to June 2024 (as of 01/05/2025)				
Agency	Permanency within 12 mths	Total Children Entered OHC	Percent Timely Permanency	
CHS	54	179	30.2%	36.8%
LSF	50	197	25.4%	36.1%
OHU	59	222	26.6%	33.8%
HFC Total	163	598	27.3%	35.6%
Statewide	1,993	7,989	24.9%	29.7%

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



FY 2024 / 2025, Target 35%			
Children Achieving Permanency within 0-12 Mths for Children Entering OHC July 2023 - June 2024 (as of 01/05/2025)			
Agency / Unit (Actual)	Permanency within 12 mths	Total Children Entered OHC	Percent Timely Permanency
CHS	54	179	30.2%
141834-CHSFL	7	13	53.8%
141846-CHSFL	4	19	21.1%
141839-CHSFL	9	51	17.6%
141835-CHSFL (Adop)	7	20	35.0%
141852-CHSFL	24	51	47.1%
LSF	50	197	25.4%
141828-LSF	9	34	26.5%
141827-LSF	7	37	18.9%
141836-LSF	4	14	28.6%
141845-LSF	6	15	40.0%
141848-LSF	4	18	22.2%
141849-LSF	10	46	21.7%
141850-LSF (Adop)	6	10	60.0%
141929-LSF	4	21	19.0%
14-HFC-LSF ADMIN (IL)	0	2	0.0%
OHU	59	222	26.6%
142853-OHU-HARDEE	4	23	17.4%
142854-OHU-HIGHLANDS (IL)	0	1	0.0%
142855-OHU-HIGHLANDS	19	90	21.1%
140121-OHU-HIGHLANDS (Adop)	4	17	23.5%
142858 OHU-POLK	16	41	39.0%
142852-OHU-POLK	9	31	29.0%
142856-OHU-POLK	7	19	36.8%
HFC Total	163	598	27.3%
Statewide	1,993	7,989	24.9%

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



Children Achieving Permanency in 12 Months for Children in Out-of-Home Care between 12-23 month FY 24/25 Target is 43.8%

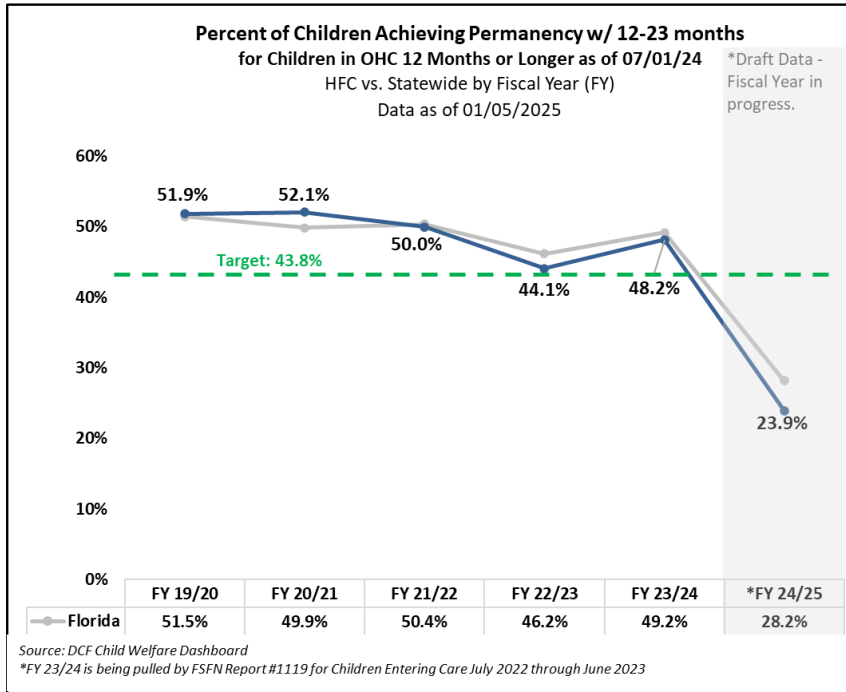
FY 24/25, Target 43.8%				Percent Timely FY 23/24 (last FY)
Children Achieving Permanency within 12-23 Mths for Children in OHC 12-23 Months as of 07/01/24 (as of 01/05/2025)				
Agency	Permanency within 12-23 mths	Total Children LOS 12-23 mths	Percent Timely Permanency	
CHS	26	118	22.0%	52.4%
LSF	30	110	27.3%	49.5%
OHU	23	102	22.5%	42.4%
HFC Total	79	330	23.9%	48.2%
Statewide	1,372	4,868	28.2%	49.2%

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



FY 24/25, Target 43.8%			
Children Achieving Permanency within 12-23 Mths for Children in OHC 12-23 Months as of 07/01/24 (as of 01/05/2025)			
Agency / Unit	Permanency within 12 mths	Total Children Entered OHC	Percent Timely Permanency
CHS	26	118	22.0%
141846-CHSFL	5	16	31.3%
141839-CHSFL	4	22	18.2%
141835-CHSFL (Adop)	4	23	17.4%
141852-CHSFL	10	23	43.5%
LSF	30	110	27.3%
141828-LSF	1	17	5.9%
141827-LSF	2	14	14.3%
141836-LSF	★ 5	8	62.5%
141845-LSF	★ 4	6	66.7%
141848-LSF	3	10	30.0%
141849-LSF	6	27	22.2%
141850-LSF (Adop)	★ 5	10	50.0%
141929-LSF	4	17	23.5%
OHU	23	102	22.5%
142853-OHU-HARDEE	4	21	19.0%
142855-OHU-HIGHLANDS	1	13	7.7%
140121-OHU-HIGHLANDS (Adop)	6	15	40.0%
142858 OHU-POLK	5	16	31.3%
142852-OHU-POLK	5	13	38.5%
142856-OHU-POLK	2	23	8.7%
HFC Total	79	330	23.9%
Statewide	1,372	4,868	28.2%

Children Exiting Out-of-Home Care to a Permanent Home within Twelve Months for Children in Out-of-Home Care Twelve to Twenty-Three Months On-Demand Listing - Report #1138



Federal Measure - Children Achieving Permanency within 12 Months for Children in Out-of-Home Care

24 Months or More

FY 23/24 Target is 37.3%

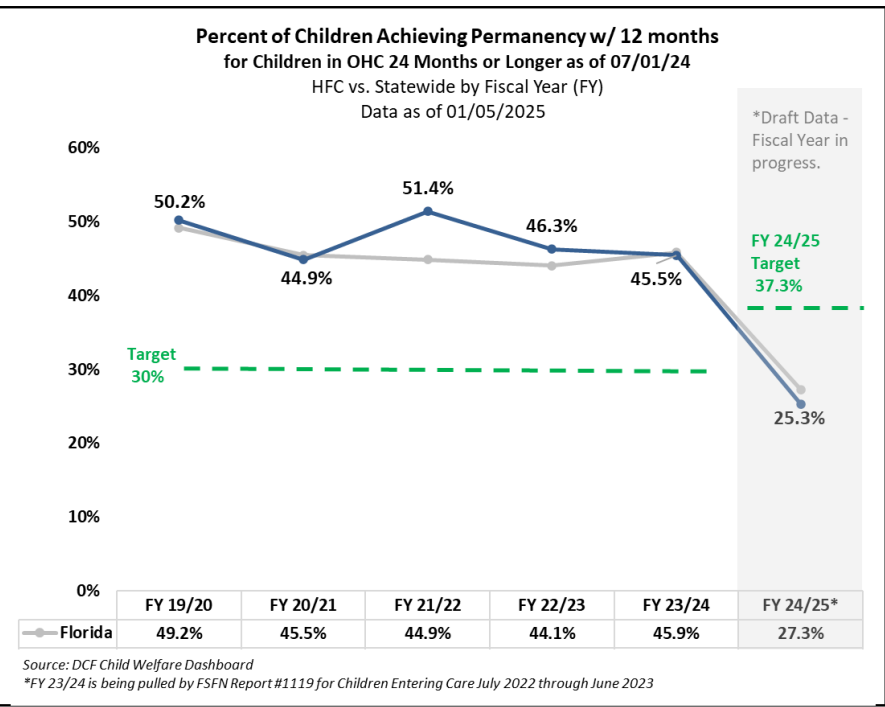
Statewide Measure - FY 24/25, Target 37.3%				Percent Timely FY 24/25 (last FY)
Children Achieving Permanency within 12 Months for Children in OHC 24+ Months as of 07/01/24 (as of 01/05/2025)				
Agency	Permanency Since July 1st	Total Children in OHC 24+ Months	Percent Timely Permanency	
CHS	22	92	23.9%	43.6%
LSF	24	113	21.2%	46.1%
OHU	32	103	31.1%	46.4%
HFC Total	78	308	25.3%	45.5%
Statewide	1,397	5,115	27.31%	45.9%

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



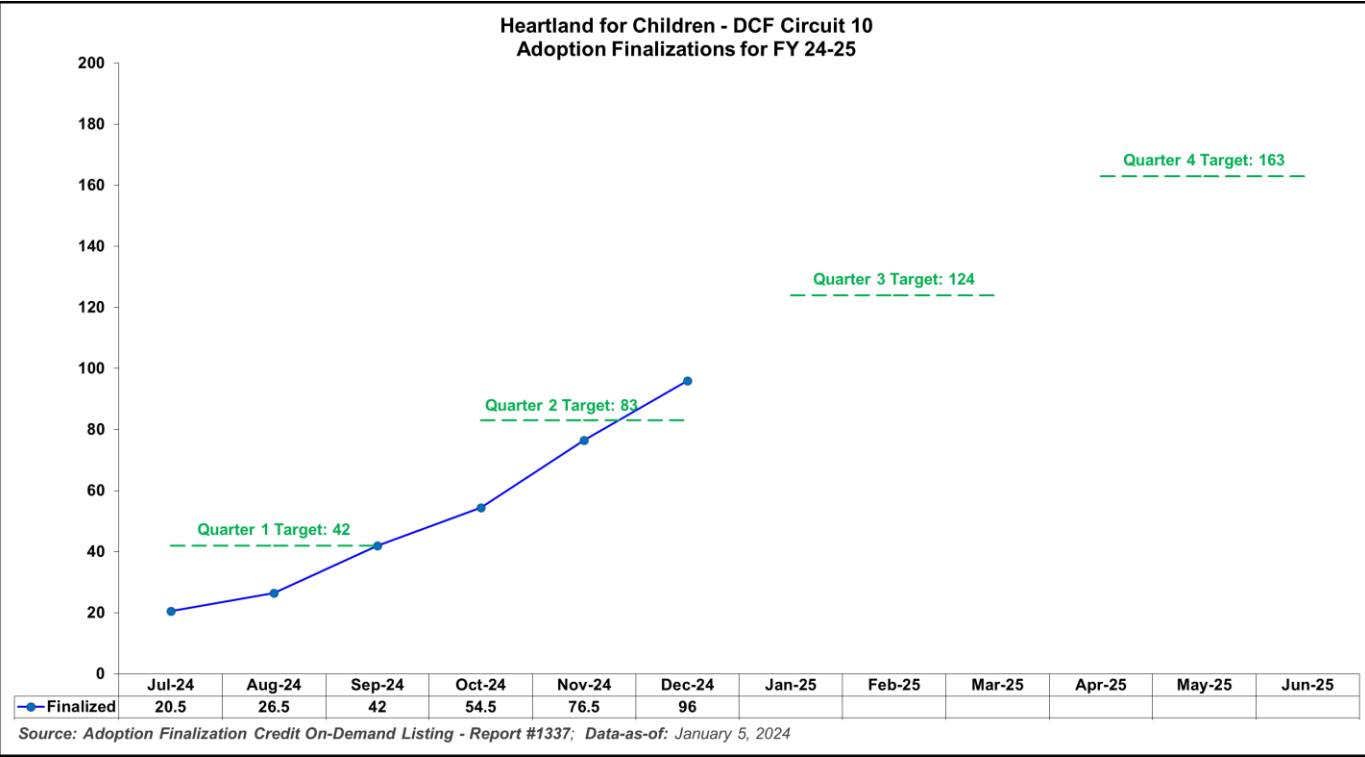
Statewide Measure - FY 24/25, Target 37.3%			
Children Achieving Permanency within 12 Months for Children in OHC 24+ Months as of 07/01/24 (as of 01/05/2025)			
Agency / Unit	Permanency Since July 1st	Total Children in OHC 24+ Months	Percent Timely Permanency
CHS	22	92	23.9%
141832-CHSFL (IL)	0	5	0.0%
141846-CHSFL	2	6	33.3%
141839-CHSFL	2	15	13.3%
141835-CHSFL (Adop) ★	17	41	41.5%
141852-CHSFL	1	10	10.0%
LSF	24	113	21.2%
141828-LSF	6	33	18.2%
141827-LSF	0	6	0.0%
141836-LSF ★	7	16	43.8%
141845-LSF	3	9	33.3%
141848-LSF	1	8	12.5%
141849-LSF	1	9	11.1%
141850-LSF (Adop)	0	2	0.0%
141929-LSF	6	25	24.0%
OHU	32	103	31.1%
142853-OHU-HARDEE	2	12	16.7%
142855-OHU-HIGHLANDS	0	17	0.0%
140121-OHU-HIGHLANDS (Adop) ★	25	41	61.0%
142858 OHU-POLK	0	12	0.0%
142852-OHU-POLK	1	4	25.0%
142856-OHU-POLK	4	14	28.6%
HFC Total	78	308	25.3%
Statewide	1,397	5,115	27.3%

Children Exiting Out-of-Home Care to a Permanent Home within Twelve Months for Children in Out-of-Home Care Twenty-Four Months or More On-Demand Listing - Report #1197



Adoption Finalizations

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



Upcoming Finalization
Dates FY(24/25)

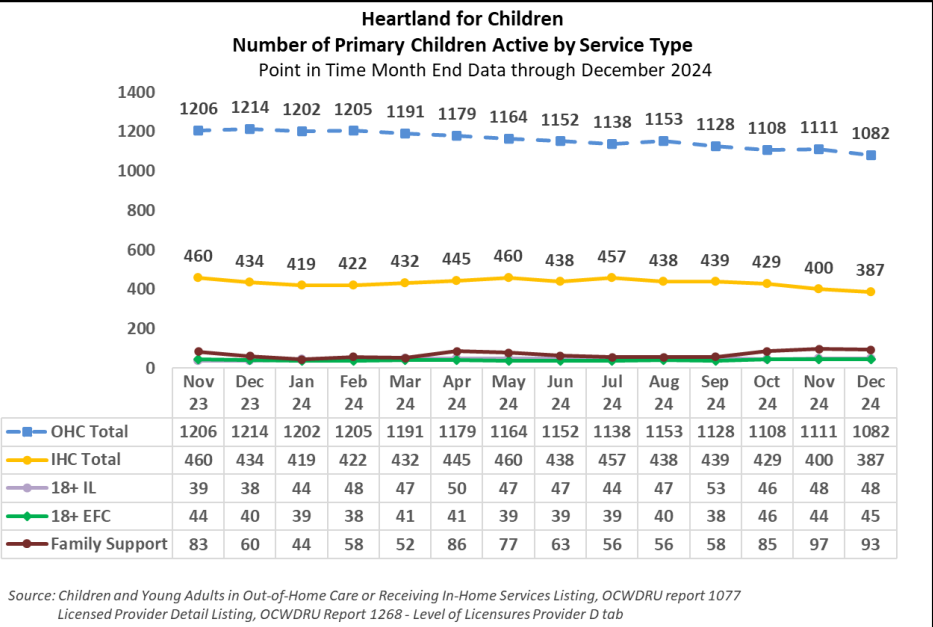
- January 15 & 22, 2025
- February 12 & 19, 2025
- March 12 & 19, 2025

Adoption Finalizations (YTD) FY 24-25 - 2nd Quarter Data as of 01/05/25	
CMO	Finalized Adoptions YTD
CHS	21
LSF	33.5
OHU	41.5
Total	96

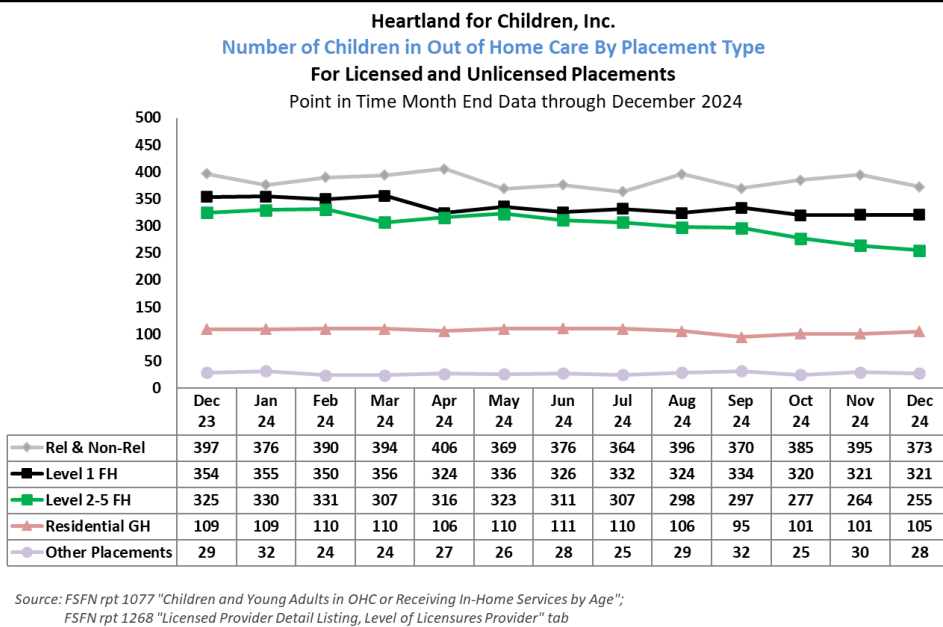
FY 2024-2025 (Q2 Update) Quarterly Adoption Target Data as of 01/05/25		
CMO	Q2 Needed	Q2 Actuals
CHS	23.5	18.5
LSF	21.5	22
OHU	0	13.5
Quarterly Total	45	54

Children and Families being Served for In-Home, Out-of-Home and Family Support - 12 months prior

Children Served at Month End by Service Type



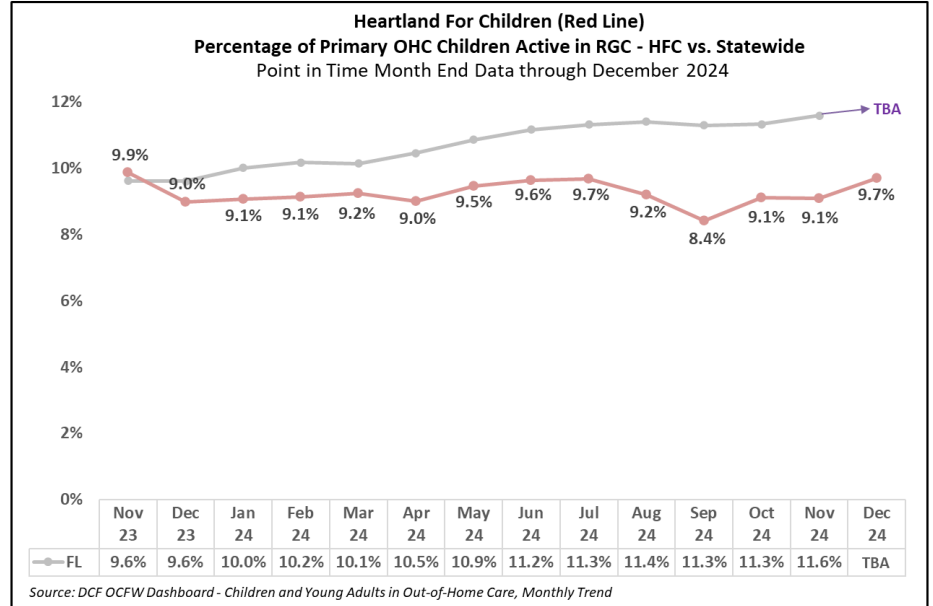
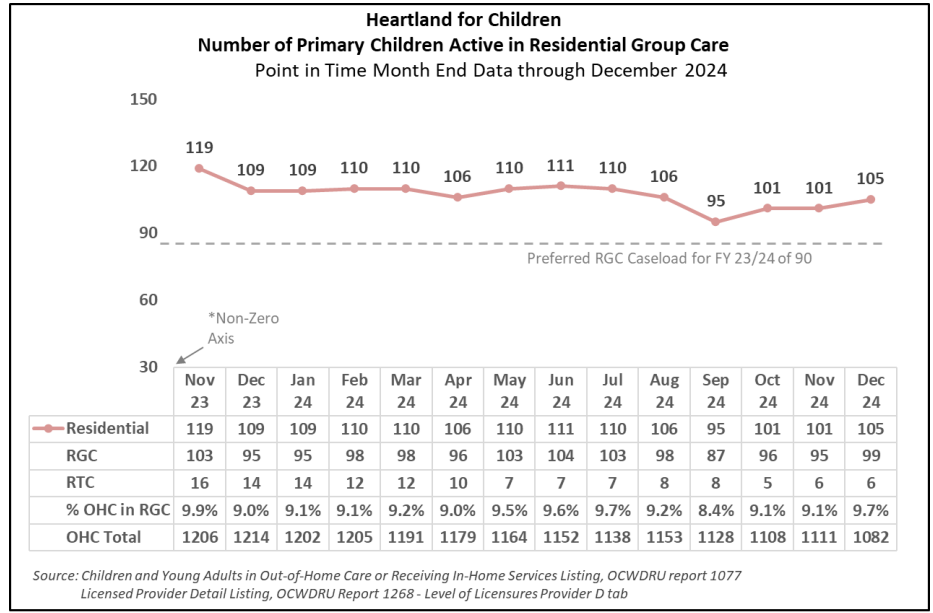
Source: Children and Young Adults in Out-of-Home Care or Receiving In-Home Services Listing, OCWDRU report 1077
Licensed Provider Detail Listing, OCWDRU Report 1268 - Level of Licensures Provider D tab



Source: FSFN rpt 1077 "Children and Young Adults in OHC or Receiving In-Home Services by Age";
FSFN rpt 1268 "Licensed Provider Detail Listing, Level of Licensures Provider" tab

Children and Families being Served for In-Home, Out-of-Home and Family Support - 12 months prior

➤ Number and Percent of Children Serviced in Residential Care



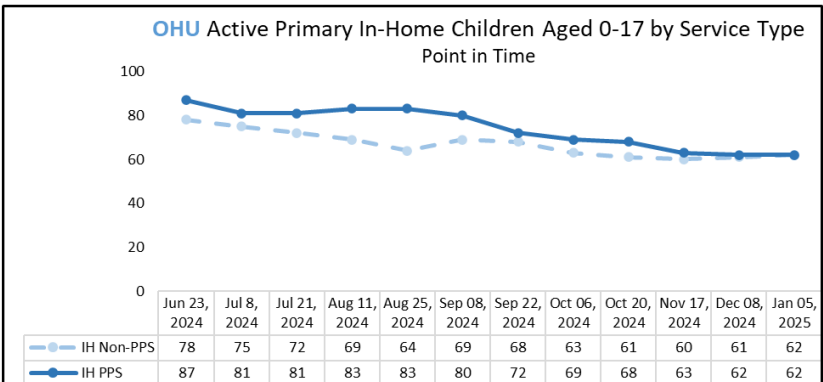
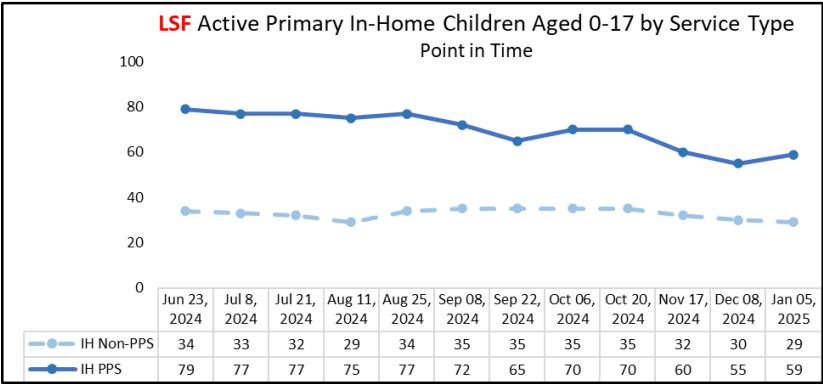
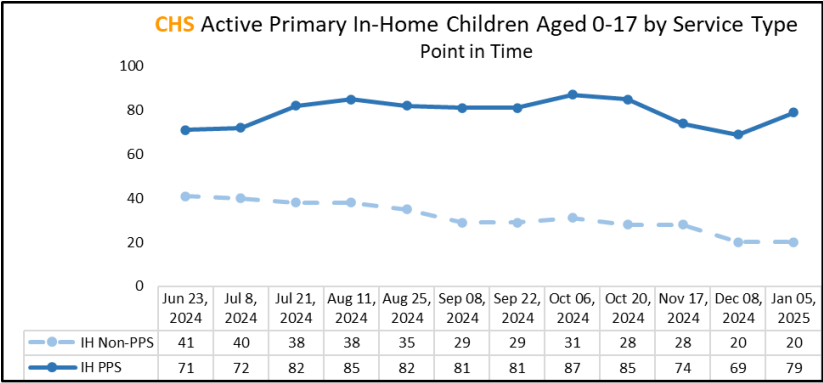
Circuit 10
Percent of Group Homes, Percent of Beds Licensed and Utilized
Point in Time as of November 2024 Month End

Group Home / Shelter Type	Currently licensed beds	% utilized previous month	Number of beds on the horizon for development
Shelter - NFI	12	55.0%	0
Shelter – YFA George Harris	24	66.7%	0
At-Risk: Anchor House	12	51.3%	17
At-Risk: Anchor’s Haven House	-	-	-
At-Risk: Anchor’s Girls Home	-	-	-
At-Risk: A Second Chance	6	55.4%	0
At-Risk: Serenity Place-Chandler	6	80.7%	0
At-Risk: Serenity Place-Julius	6	95.1%	0
At-Risk: Serenity Place-Villa	12	70.2%	0
At-Risk: Integrity Care - Kaley	6	94.6%	0
At-Risk: Integrity Care - Kittansett	6	48.4%	0
At-Risk: Integrity Care - Sunset	6	74.2%	0
At-Risk: Integrity Care - Whispering	6	90.9%	0

FY 2024-2025 Children In-Home Care Closures Initiative

PPS: Post Placement Supervision (Children Reunified with the Removal Parent)

Non-PPS: Children Receiving In-Home Services the entire time from Case Transfer from DCF to CMO (*Also includes ICPC)



Heartland for Children Active Primary Children Aged 0-17 Receiving In-Home Services - PPS and Non-PPS Data as of 01/05/25												
CMO	In-Home Service Type	0-4 Months	5 Months	6 Months	7-9 Months	10 Months	11 Months	12-15 Months	16-23 Months	24-35 Months	36+ Months	CMO Total
CHS	Non-PPS	2	0	0	13	2	0	0	3	0	0	20
	PPS	38	9	14	10	0	1	5	2	0	0	79
CHS Total		40	9	14	23	2	1	5	5	0	0	99
LSF	Non-PPS	10	3	0	4	6	0	0	5	1	0	29
	PPS	33	8	3	11	0	1	3	0	0	0	59
LSF Total		43	11	3	15	6	1	3	5	1	0	88
OHU	Non-PPS	22	1	9	7	3	2	3	6	1	8	62
	PPS	37	7	2	12	0	0	3	1	0	0	62
OHU Total		59	8	11	19	3	2	6	7	1	8	124
NTF	Non-PPS	75	2	4	0	0	0	0	0	0	0	81
	PPS	75	2	4	0	0	0	0	0	0	0	81
NTF Total		75	2	4	0	0	0	0	0	0	0	81
HFC	Non-PPS	109	6	13	24	11	2	3	14	2	8	192
	PPS	108	24	19	33	0	2	11	3	0	0	200
HFC Total		221	30	32	57	11	4	14	17	2	8	396

Source: Children and Young Adults Actively Receiving IH Services or in OHC Care Daily Listing - FSN Report #1329
PPS = Post Placement Supervision; Non-PPS = DCF Case Transfer to CMO, In-Home Services

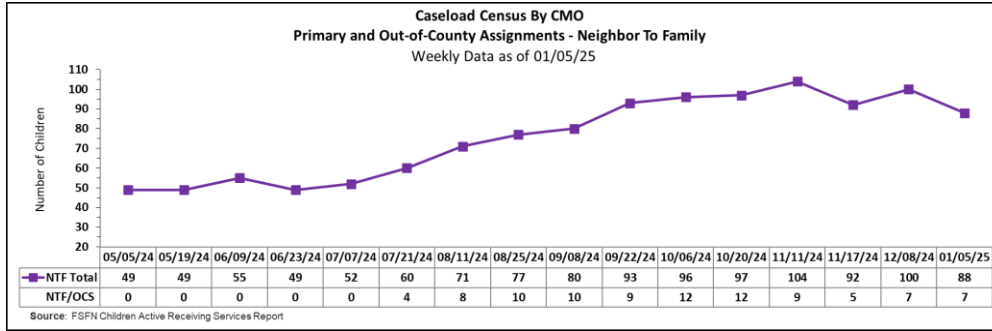
In-Home Service Providers Caseload and Referrals Received

Point-in-Time as of January 5, 2024				
In-Home Provider/Service	Current Census	Immediate Openings	Projected Openings within next 3 weeks (need Referrals to fill)	Mindshare Referrals from Oct 21 to Nov 17 (Referrals Since the last PQI date)
Youth Villages	36	7	4	5
Neighbor To Family (Safety Mgmt)	28	1	12	7
PRC Home to Stay (Reunification)	-	-	-	5
PRC Home to Stay (Prevention)	-	-	-	6
SCARF (Family Support)	51	0	6	38
SCARF (Legal)	15	2	2	-
UW Supervised Visitation	2	7	0	-
CHS BSFT	13	4	4	-
CHS CPP	12	0	0	-
NFI FFT- Traditional	23	10	10	26
NFI FFT- Prevention	9	1	1	-
NFI FFT- Foster Care	33	1	1	3
Chosen	3	7	7	1

Source: HFC Quality & Contract Management Department Reports

Caseload Census Information

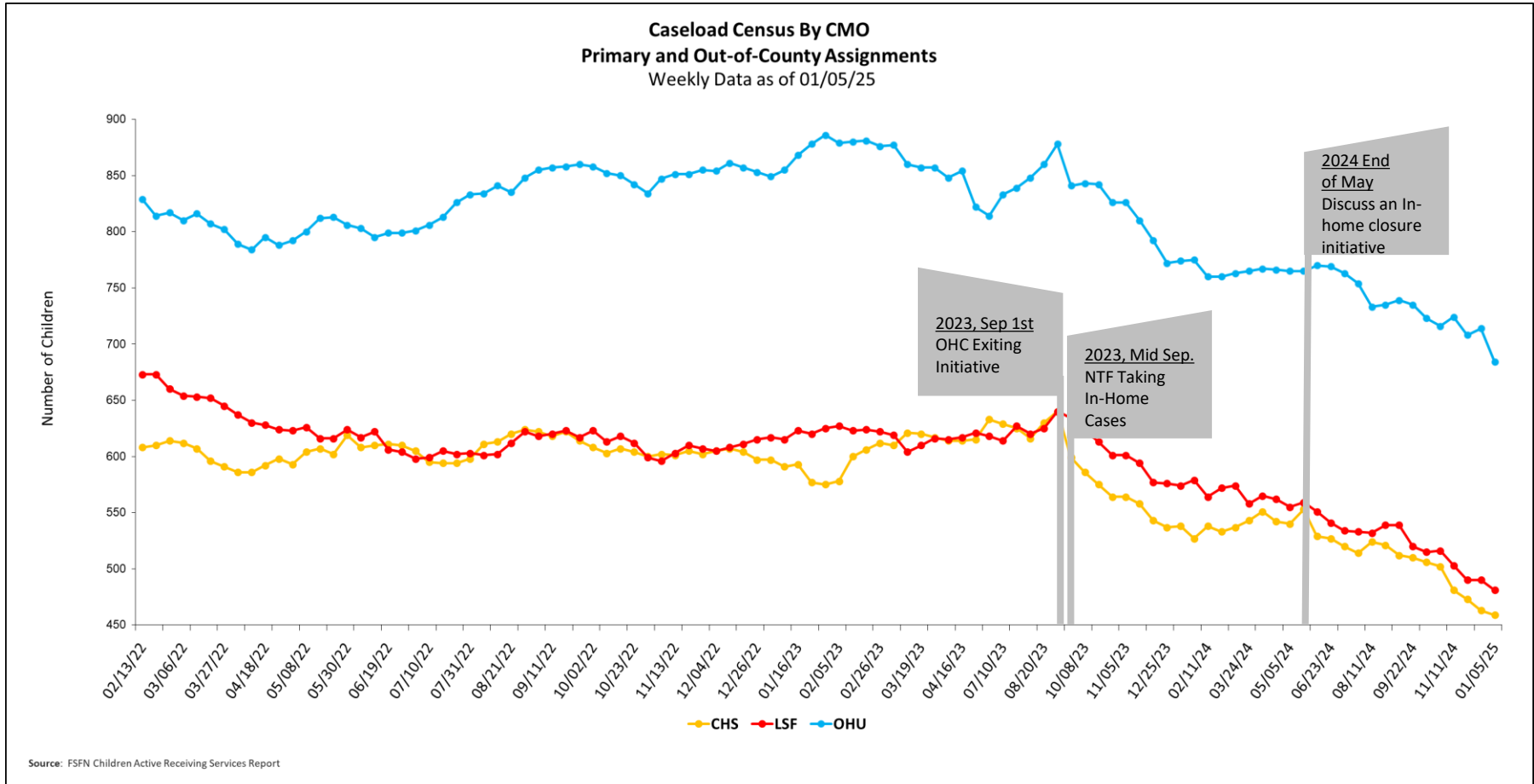
CBC Services Weekly Caseloads By CMO



Number of Children by CMO

Last 6 Reporting Periods

Agency	9/22/2024	10/6/2024	10/20/2024	11/11/2024	11/17/2024	12/8/2024	1/5/2025
CHS	510	506	502	481	473	463	459
LSF	520	515	516	503	490	490	481
OHU Primary	557	541	538	542	530	536	519
OHU/OCS	178	182	178	182	178	178	165
OHU Total	735	723	716	724	708	714	684
NTF Primary	84	84	85	95	87	93	81
NTF/OCS	9	12	12	9	5	7	7
NTF Total	93	96	97	104	92	100	88
HFC Total	1,859	1,860	1,850	1,836	1,784	1,790	1,738



Average Caseload of Case Managers

Case Manager Caseload Breakdown by Agency – Data as of 1/5/2024

Average Caseload of Case Managers							
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	4	8	6	0	8	26	17.7
LSF	3	1	17	3	1	25	19.2
OHU	5	6	6	6	9	32	21.4
NTF	0	3	3	0	0	6	14.7
# of	12	18	32	9	18	89	19.2

Percent of Case Managers That Are at or Under the National Caseload Standard of 15			
CMO	# Case Managers w/ Primary Caseload	# with Caseload at 15 or lower	Percent at 15 or lower
CHS	26	12	46.2%
LSF	25	4	16.0%
OHU	32	11	34.4%
NTF	6	3	50.0%
HFC	89	30	33.7%

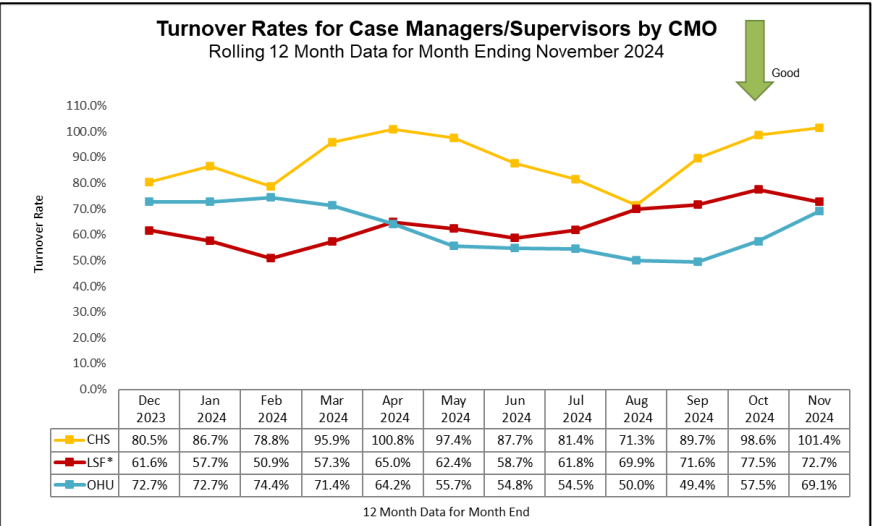
Caseload = Number of Children with Primary or Out of County assignment.

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

Turnover Rates for Case Managers/Supervisors

12 Month Case Manager Turnover Rates by Agency

Employee Turnover Rates By CMO		
12 Month Data for Month Ended November 2024		
CMO	Case Manager	Case Manager Supervisor
CHS	101.4%	30.0%
LSF*	72.7%	23.1%
OHU	69.1%	66.7%



Caseload Census by Case Manager and Organization

Data as of 1/5/2025

Caseload of 1 - 5 Children (+5)		
CMO	Case Workers	#
CHS	Jimenez, Jeannette	5
OHU	Bellanfante, Jamie	5
CHS	Wiggs, Sunni	5
LSF	Moran, Bernice	4
CHS	Washington, Victoria	2
OHU	Colatori, Jeannine	2
CHS	Denmark, Sandi	1
LSF	Hayes, Tiffani	1
OHU	Thompson, Wyshana	1

Caseload of 16 - 24 Children (-2)		
CMO	Case Workers	#
CHS	Carter, Maria	24
LSF	Blocker, Amanda	24
LSF*	Escartin Vega, Kathia	24
OHU	Franklin, Kyra	23
NTF	Mattison, Sharon	23
LSF	Bon-Fiol, Nikol	23
OHU	Stoudemire, Jamesia	23
LSF	Coleman, Tangela	22
LSF	Gonzalez, Jelitza	22
LSF	Koons, Brittny	22
CHS	Bouzi, Marie Edwige	21
CHS	Bennett, Brianna	21
LSF	Morris, Alundrea	21
LSF	Lynch, Rodina	21
LSF	Walker, Alicia	21
LSF	Franklin, Yoshika	21
LSF	Bickel, Sherry	20
OHU	Nerove, Rachel	20
LSF	Thomas, Tracy	20
LSF	Malave, Luis	19
CHS	Brown, Annie	19
LSF	Willingham, Jadashia	19
LSF	Durant, Paris	19
OHU	Valencia, Alejandro	18
LSF	Pamphile, Emmanuella	18
OHU	Nelson, Chelsea	18
CHS	Williams, Omisha	17
NTF	Cruz, Ana	17
NTF	Jones, Gwendolyn	17
CHS	Richey, Amy	17
LSF	Townes, Rachel	16
LSF	Jefferson, Alana	16

Caseload of 25 - 29 Children (-2)		
CMO	Case Workers	#
OHU	Neal, Rainbow	28
LSF	Diamond, Savannah	28
LSF	Ellis, Darren	27
OHU	Kilbey, Alexis	27
LSF	Hockenberry, Matthew	27
OHU	Mcgahee, Timika	27
OHU	Dziekhan, Tiffany	26
OHU	Cruz, Michelle	25
OHU	Beach-Solmo, Amber	25

Unit Supervisors Carrying Cases (+2)		
CMO	Case Workers	#
OHU*	Respress, Johnathan	59
LSF	Newton, Kimberly	15
CHS	Luskey, Taylor	8
CHS	Cortes, Jennifer	6
CHS	Washington, Victoria	2
CHS	Denmark, Sandi	1
LSF	Hayes, Tiffani	1

Caseload of 6 - 15 Children (+6)		
CMO	Case Workers	#
LSF	Newton, Kimberly	15
NTF	Conklin, Danielelle	13
OHU	Shay, Ryan	13
OHU	Bowen, Kendall	12
CHS	Joseph, Ketty	9
NTF	Boule, Adriana	9
NTF	Bates, Brittany	9
CHS	Henry, Jayden	8
CHS	Luskey, Taylor	8
CHS	Olivas, Hope	7
CHS	Clemmons, Sabrina	7
CHS	Whetsell-Thorpe, Tavayah	7
OHU	Johnson, Sharon	6

Caseload of 30+ Children (+2)		
CMO	Case Workers	#
OHU*	Respress, Johnathan	59
OHU*	Fuentes, Norma	41
OHU*	Villegas, Anna	39
CHS	Hook, Kathryn	36
OHU*	Washington, Woodrica	35
CHS	Angulo, Kayla	34
CHS	Hiers, Katherine	34
OHU	Johnson, Randi	33
OHU	Kohn, Ludessa	33
CHS	Standen, Brayden	31
OHU*	Simmons, Shannon	31
CHS	Vegter, Hope	31
CHS	Bain, Claire	31
OHU	Brutus, Marie	31
CHS	Covington, Walter	30
OHU	Garcia, Anakeidie	30

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

Data as of 01/05/25

Case Worker	Pri.	Sec.	OOC	Grand Total
Nieves, Carlos	42	2	0	44
TAYS - CHS	42	2	0	44
FTC - CHS	0	0	0	0
Cortes, Jennifer	6	37	0	43
Daves, Dominique	6	8	0	14
James, Aleah	0	13	0	13
Whiting, Kari	0	0	0	0
Adoptions - CHS	12	58	0	70
Peralta, Joshua	34	0	0	34
Jones, Dane	0	27	0	27
TAYS - LSF	34	27	0	61
Collins, Sara	1	64	0	65
Hampton, Sharday	0	58	0	58
Adoptions - LSF	1	122	0	123
Metelus, Getro	5	23	1	29
Sandbrook, Mary	6	24	0	30
Vazquez, Roger	4	114	0	118
TAYS - OHU	15	161	1	177
Sherwood, Drake	0	1	0	1
FTC - OHU	0	1	0	1
Howe, Danielle	0	0	0	0
Nettles, Markisha	17	4	0	21
Southall, Akeva	13	2	0	15
Ventura, Armando	8	3	2	13
Brody, Jessica	0	4	0	4
Adoptions - OHU	38	13	2	53
TAYS Total	91	190	1	282
FTC Total	0	1	0	1
Adoptions Total	51	193	2	246

Pri. = Primary - Sec. = Secondary - OOC = Out of County
Data Source: FSFN 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).

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

Healthcare Information (Medical, Dental, Immunization, and Psychotropic Medications)

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

Health Information in FSFN for Children in OHC as of 01/05/2025

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
CHS	317	100.0%	93.4%	76.5%	89.0%
LSF	382	100.0%	99.5%	90.4%	97.9%
OHU	377	100.0%	88.3%	83.3%	95.5%
HFC	1076	100.0%	93.8%	83.5%	94.4%
Statewide	15409	99.9%	93.3%	82.5%	77.4%

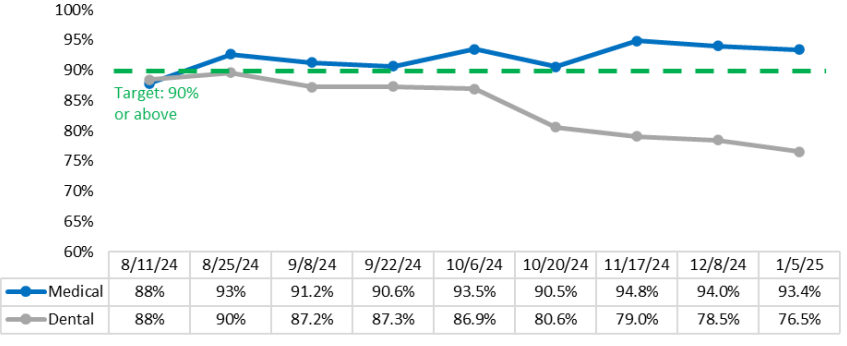
Source: FSFN report 1009 "Source: "Healthcare Service Information for OHC"

Health Information in FSFN as of 01/05/2025

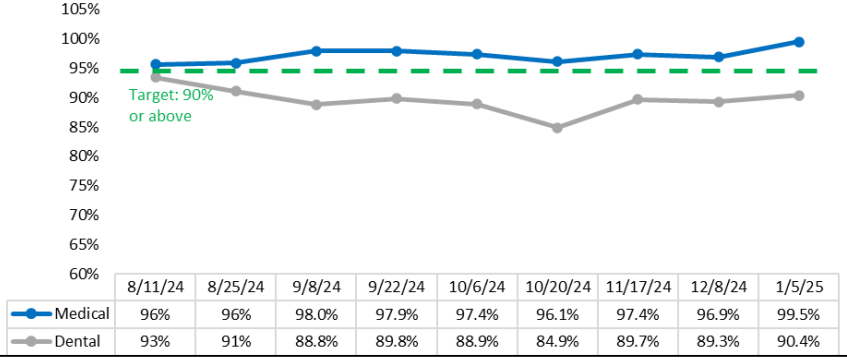
Agency	# of Missing Medical Records	# of Medical Appointments Needing Update	# of Dental Appointments Needing Update	# of Immunization Needing Update
CHS	0	21	54	35
LSF	0	2	23	8
OHU	0	44	43	17
HFC	0	67	120	60
Statewide	13	1035	1896	3483

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

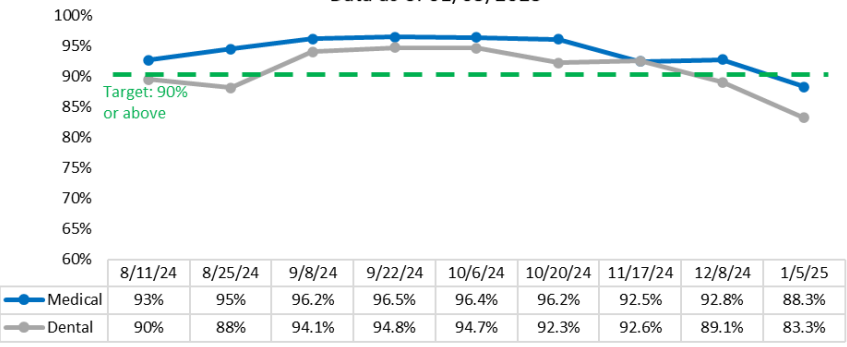
CHS Percent of Active Primary Children in OHC with Medical Service in Last 12 Months & Dental Service in Last 7 Months
Data as of 01/05/2025



LSF Percent of Active Primary Children in OHC with Medical Service in Last 12 Months & Dental Service in Last 7 Months
Data as of 01/05/2025



OHU Percent of Active Primary Children in OHC with Medical Service in Last 12 Months & Dental Service in Last 7 Months
Data as of 01/05/2025



Psychotropic Medications

Children with Psychotropic Medications Prescriptions

Heartland For Children Number of Children in Out-of-Home Care with at Least one Psyc. Medication and Percent of Children w/ a Valid Consent Data as of 01/05/2025					
Agency	All Children in OHC	% of Children in OHC w/ Psyc Meds	All Children with Psyc Meds	# of children w/ a current parent or court order	% w/ a current parent or court order
CHS	337	12.2%	41	41	100.0%
LSF	395	10.1%	40	40	100.0%
OHU	383	8.1%	31	31	100.0%
HFC	1,116	10.0%	112	112	100.0%
DCF	0	0.0%	0	0	0.0%
Statewide	16,376	14.8%	2,430	2,396	98.6%

Source: Children in OHC with One or More Current Prescriptions for a Psychotropic Medication, Ages 0 to 17 - #1002
Source: Children and Young Adults in Out-of-Home Care or Receiving In-Home Services Listing - #1077
Valid = Children with a parent consent and the parents are TPR'd are not considered valid consents

Education for Children in OHC – School Enrollment

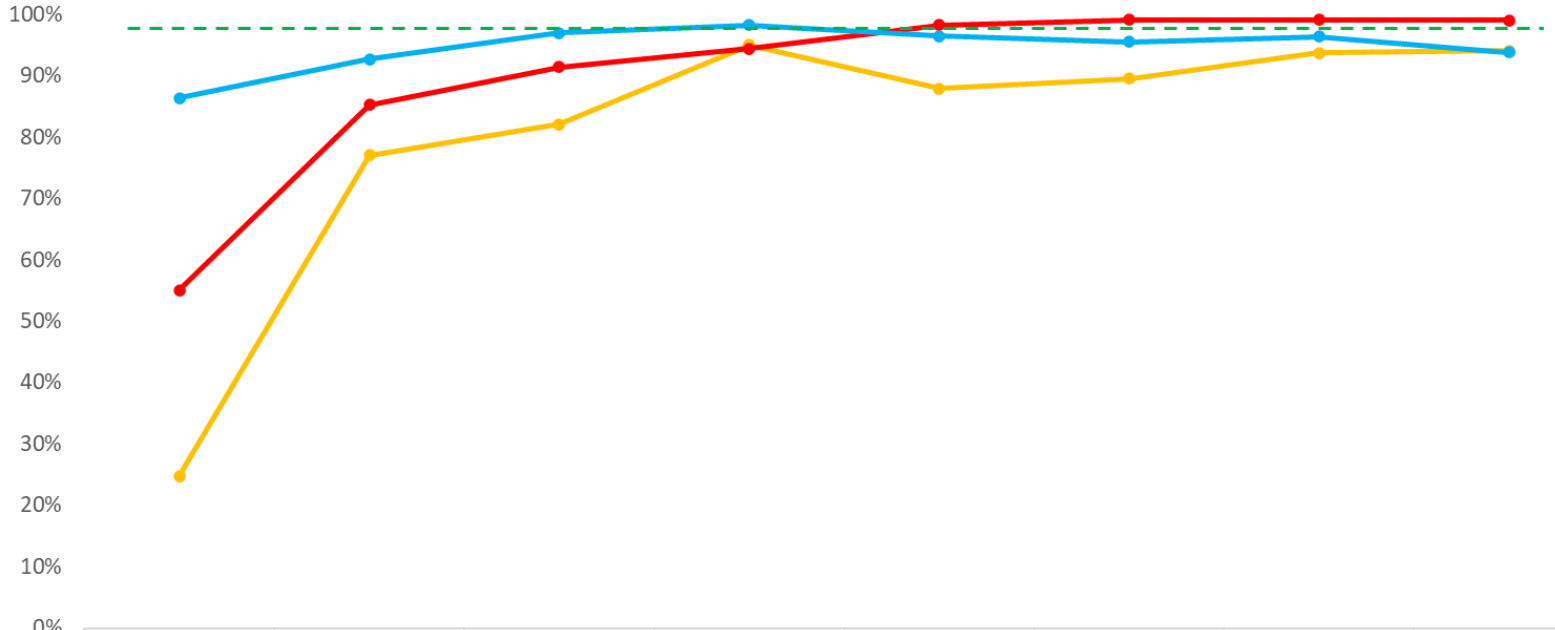
School Enrollment for Children in Out-of-Home Care

School Enrollment Updated in FSN for School Year 24/25			
CMO	Updated School Record	Eligible Children in OHC	Percent Updated
CHS	205	218	94%
LSF	208	210	99% ★
OHU	225	240	94%
Total	639	669	96%

Percentage of Eligible Children in OHC and Enrolled in School, Year 24/25

Data as of 01/05/2025

Goal: 98%



	8/19/2024	8/25/2024	9/9/2024	9/22/2024	10/20/2024	11/17/2024	12/8/2024	1/5/2025
—●— CHS	25%	77%	82%	95%	88%	89%	94%	94%
—●— LSF	55%	85%	91%	94%	98%	99%	99%	99%
—●— OHU	86%	93%	97%	98%	96%	95%	96%	94%

*Source Report: FSN - School Enrollment Listing for Eligible Children and Young Adults in Out-of-Home Care - Report #1217
Filter - Lead Agency: Heartland for Children

Enrolled - Children in OHC who have been enrolled in schooling after 8/1/2024

Scorecard Measure 11 – Separated Siblings

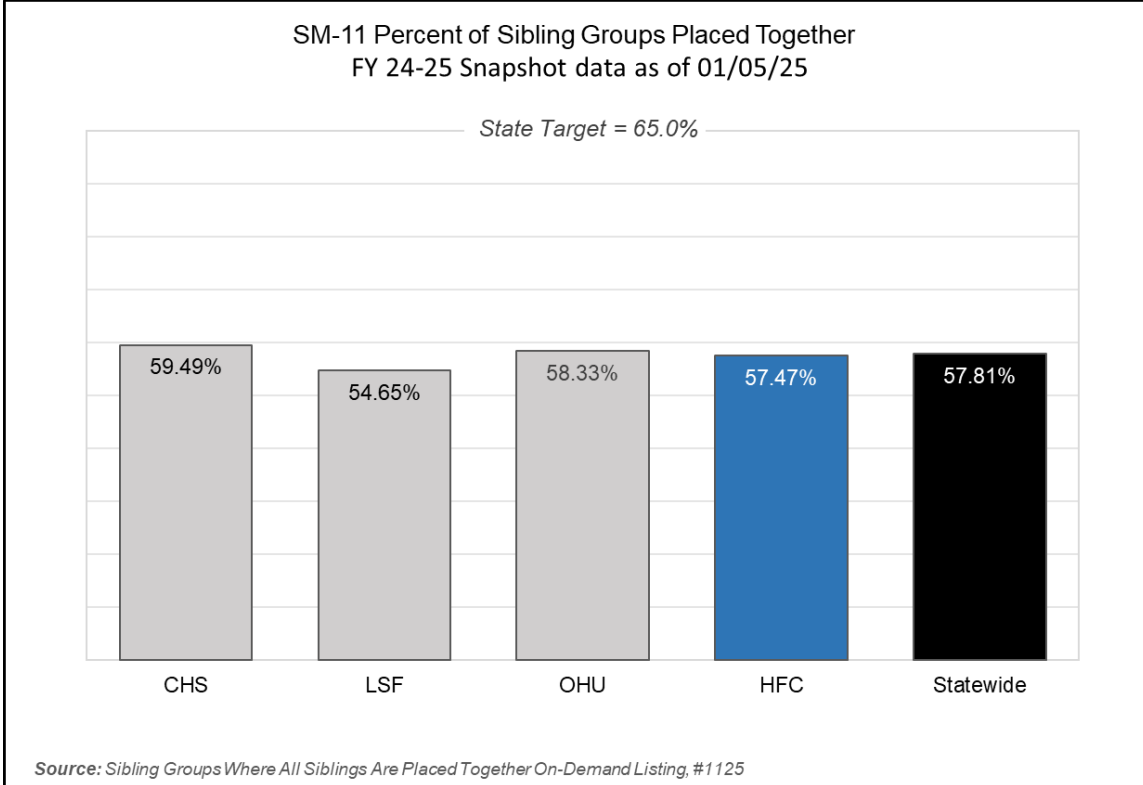
SM11 - Percentage of sibling groups in out-of-home care where all siblings are placed together – Target = 65.0%

**SM11 - Percent of Sibling Groups Placed Together
FY 24-25 Snapshot data as of January 05, 2025**

Agency	Number of Cases w/ Siblings Together	Total Cases Sibling Groups	Percent of Siblings Placed Together
CHS	47	79	59.49%
LSF	47	86	54.65%
OHU	56	96	58.33%
HFC	150	261	57.47%
Statewide	2,157	3,731	57.81%

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

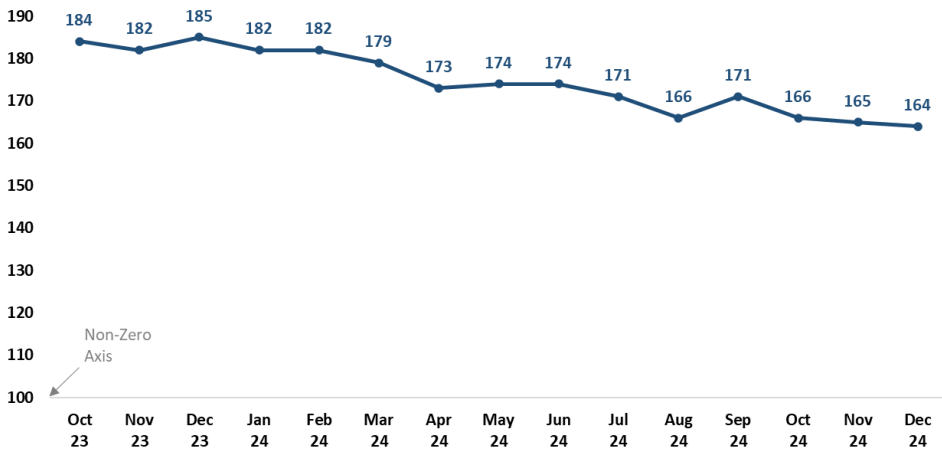
Number of sibling groups to achieve SM11 target – 28 Sibling Groups



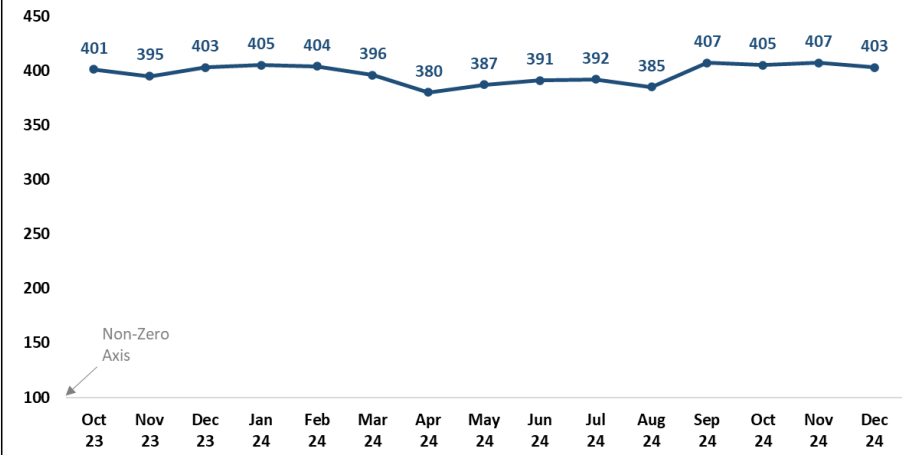
Trends for Foster Parent Recruitment

Number of Foster Homes and Foster Bed Capacity
Percent of Foster Home Utilization and Teen Placement in a Foster Home

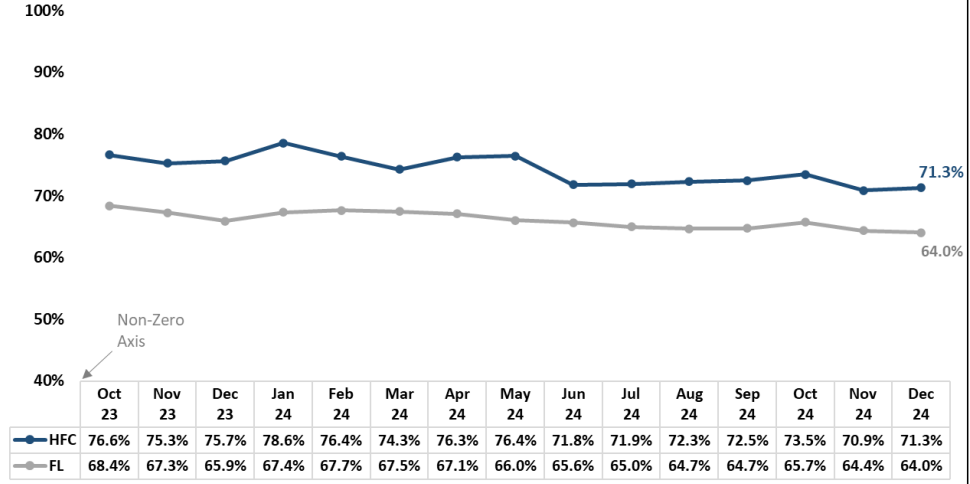
Heartland for Children
Number of Foster *Homes* - Months End Snapshot
Last 15 Months through December 2024



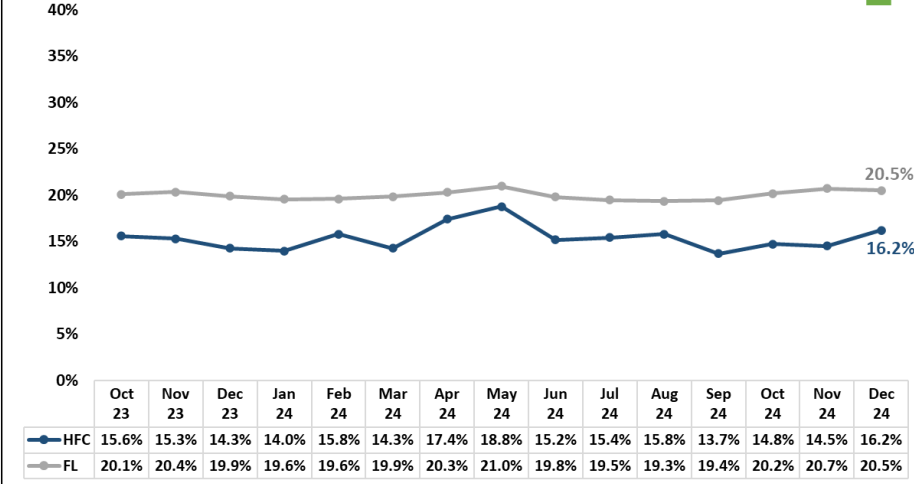
Heartland for Children
Number of Foster *Beds* - Months End Snapshot
Last 15 Months through December 2024



Heartland for Children
Percent of Foster Homes Utilized (w/a Placement)
Last 15 Months through December 2024



Heartland for Children
Percent of Foster Homes w/a Teen Placement
Last 15 Months through December 2024



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					
1/5/2025					
	Current Missing	Late Reports	Late ATL	Recoveries	Late Debriefs
CHS	2	0	0	1	0
LSF	1	0	0	0	0
OHU	1	0	0	0	0
CPI	1	1	0	2	0
Total	5	1	0	3	0
Source: HFC MCR Tracking Log			ATL = Attempts to Locate		

In-Home Safety Plan Management

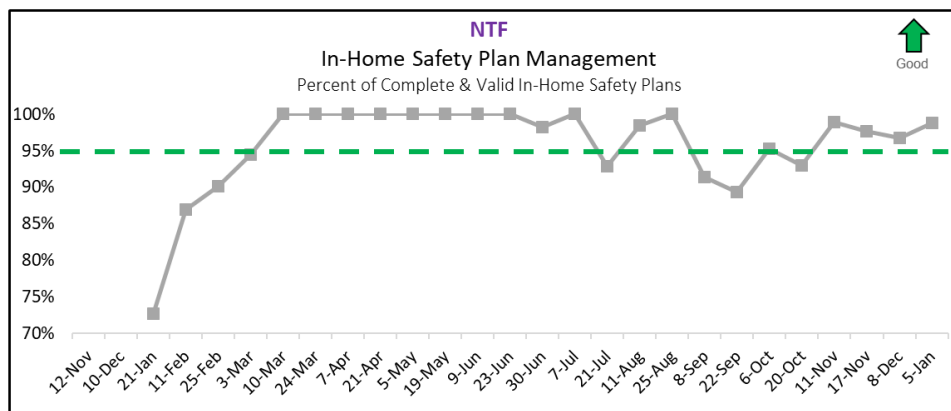
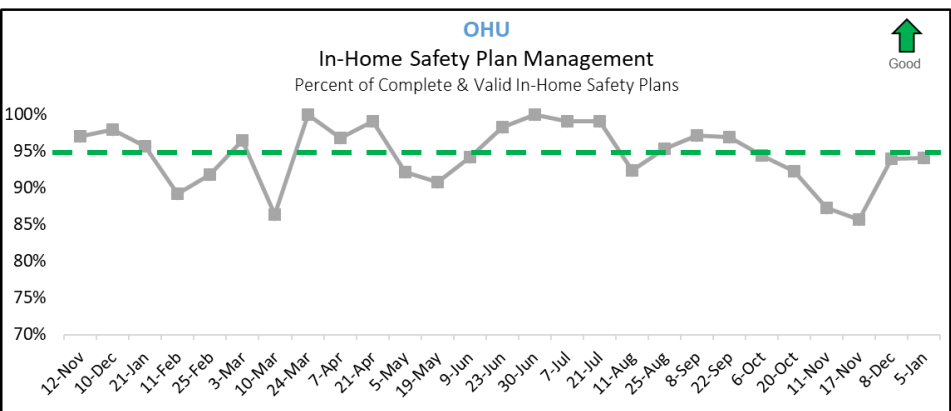
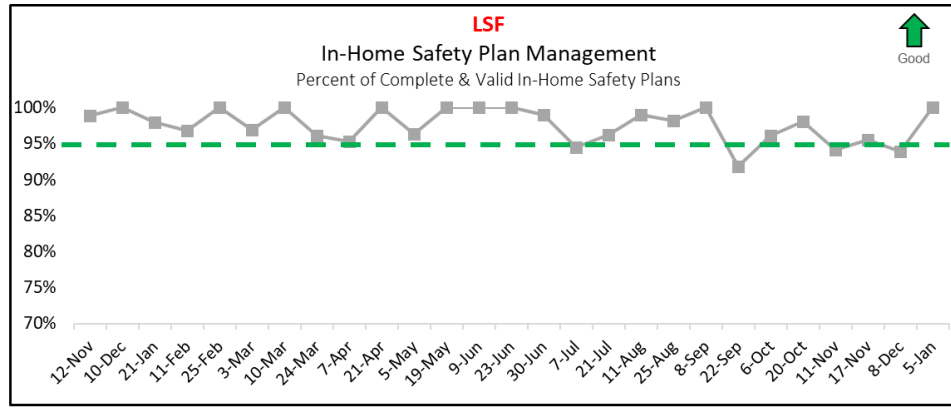
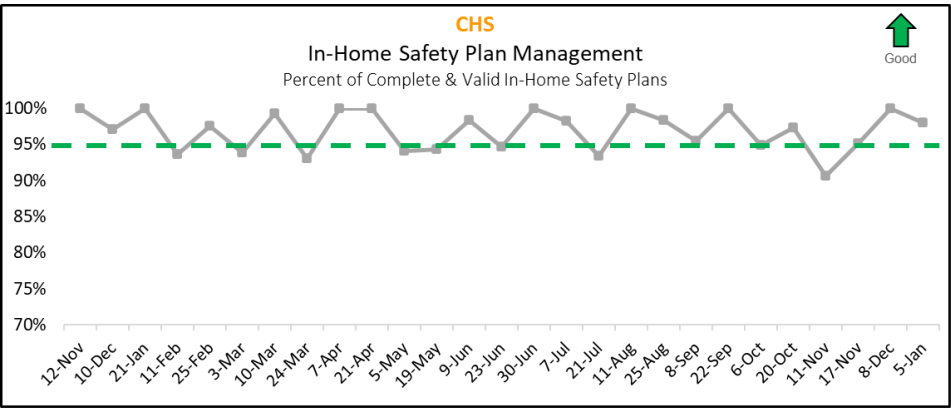
Percent of Completed In-Home Safety Plans under 180 Effective Days – Target: 95.0%

In-Home Safety Plan Management				
Percent of <u>Completed</u> In-Home Safety Plans under 180 <u>Effective</u> Days				
Data as of 01/05/2025				
Agency	No -or- Expired Safety Plans	Complete & Valid Safety Plans	Total Required Safety Plans	Percentage Complete
CHS	2	97	99	98.0%
LSF	0	86	86	100.0%
OHU	5	79	84	94.0%
NTF	1	80	81	98.8%
HFC Total*	8	342	350	97.71%
Statewide	485	6658	7143	93.21%

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

Of the 342 completed safety plans, 33 will expire in the next 30 or 60 days			
Agency	Expires in 30 Days	Expires in 60 Days	Total
CHS	2	8	10
LSF	1	2	3
OHU	3	17	20
NTF	0	0	0
HFC Total	6	27	33

Source report 1301 'Case Management Safety Management Listing'- Data as of 01/05/2025



Child Placement Agreement Errors

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

Child Placement Agreement Errors								
Data as of 01/05/2025								
The 17 active CPA's with errors contain the 26 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	17	4	13	8	6	3	3	20
LSF	4	3	1	1		1		2
OHU	3	0	3	1	2		1	4
Total	24	7	17	10	8	4	4	26

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 01/05/2025			
Agency	Total Active CPA's	CPA's Fully Completed	% of Completed CPA's
CHS	38	25	66%
LSF	23	22	96%
OHU	8	5	63%
Total	69	52	75%

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

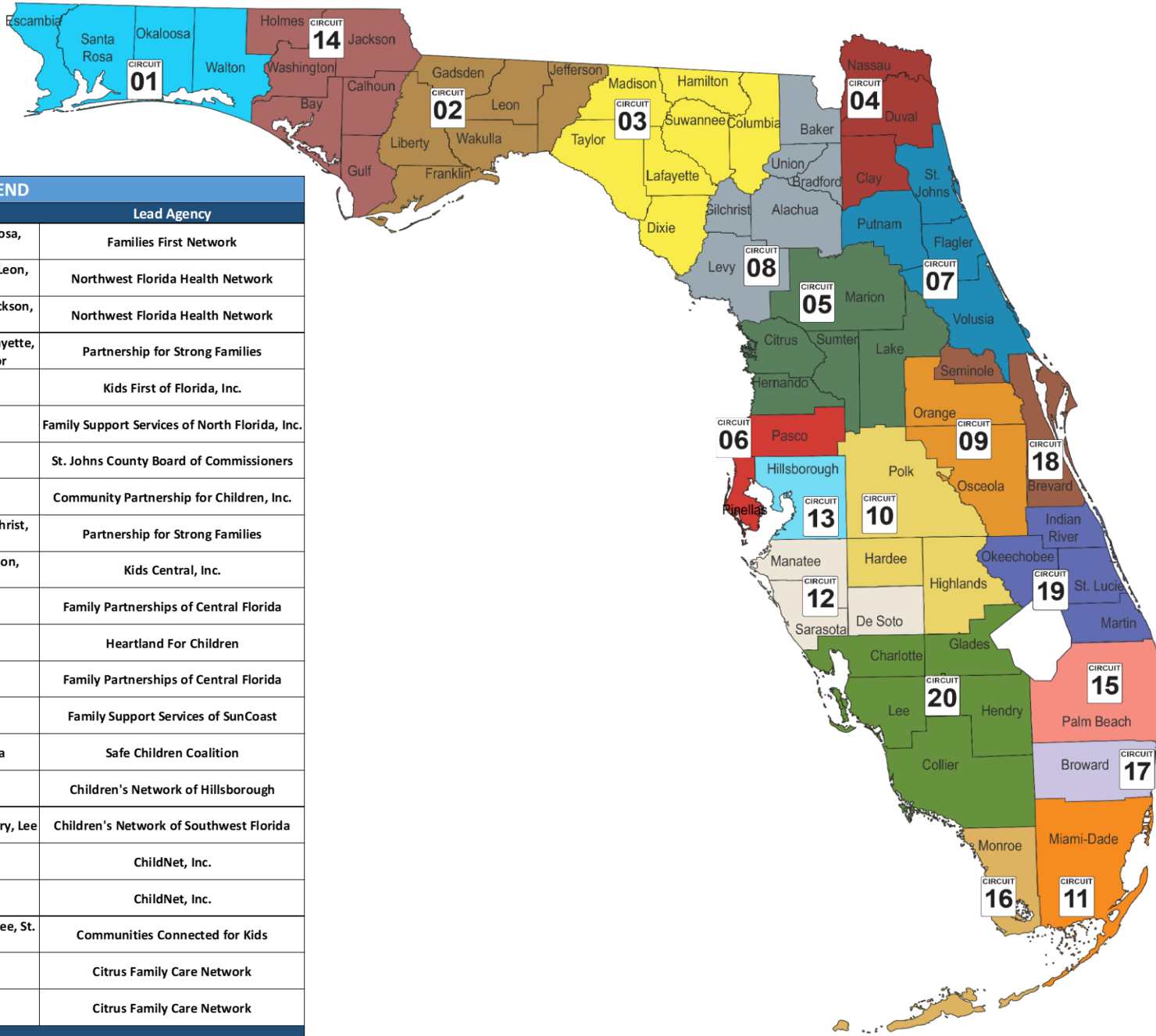
Unified Home Studies – Approval Status

Cases with a Pending or No UHS – 45+ Days Past Due; Data-as-of: 01/02/2025

Relative / Non-Relative Unified Home Study Approval Status			
45 Days since Case Transfer - Past Due			
Agency	# of UHS	Status - Pending	Status - No UHS
CHS	4	1	3
LSF	8	4	4
OHU	8	1	7
Total	20	6	14



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	Central	Alachua, Baker, Bradford, Gilchrist, Levy, Union	Partnership for Strong Families
5		Citrus, Hernando, Lake, Marion, Sumter	Kids Central, Inc.
9		Orange, Osceola	Family Partnerships of Central Florida
10		Hardee, Highlands, Polk	Heartland For Children
18		Seminole, Brevard	Family Partnerships of Central Florida
6		Pasco, Pinellas	Family Support Services of SunCoast
12		DeSoto, Manatee, Sarasota	Safe Children Coalition
13	Sun Coast	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

DATES FOR JANUARY

- 1/1 – Happy New Year!
- Human Trafficking Prevention Month
- National Mentoring Month

SAFETY RESOURCES

Internet Safety and Tips

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

Safe Sleep

- www.ounce.org/safe_sleep.html

Swim Safety Tips

- Pool Party Water Safety Tips: bit.ly/41UoFcY
- Water Safety Tips: ounce.org/water_safety.html
- **Hot Car Safety Tips**
- nhtsa.gov/campaign/heatstroke

COMMUNITY RESOURCES

Hurricane Resources

- heartlandforchildren.org/hurricane
- Local info: www.uwcf.org/hurricane
- Storm updates: <https://www.floridadisaster.org/updates/>
- Shelter Information: floridadisaster.org/shelter-status/
- Evacuation Orders: floridadisaster.org/evacuation-orders/
- Power Outages: psc.state.fl.us/hurricane-report

Polk County Free Things To Do

<https://lakelandmom.com/free-things-to-do-in-lakeland/>

Polk Plays

- Does your child use a school readiness voucher through the Early Learning Coalition of Polk County?
- Are you a Polk County resident with an EBT SNAP card?

If you answer yes to EITHER of these questions, you can receive a FREE one-year membership to Florida Children's Museum. Membership includes all members of your household. Learn more and sign up at polkplays.org

Free Books for Children 0-5

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.

Take the All4Health FL Community Survey

<https://www.surveymonkey.com/r/All4HealthFL25>

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 Efigueroa2@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 Nights

Monday, January 13th at 6:30PM
Virtual – Register to receive link.

Tuesday, January 28th at 6PM
Historic Train Depot
120 W Park St. Auburndale

Register: 863-519-8900 x 289

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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