



Northwest Region Quality Assurance Review

Circuit 1
Child Protective Investigations
Semi-Annual Report
November 2009

Circuit One Child Protective Investigations Semi-Annual Review November 2009

Region: Northwest

Circuit: 01

Date of Review: October 26 – November 4, 2009

Sample Period: Investigations closed during August and September 2009

Methodology: The review process included detailed reviews of randomly selected Child Protective Investigation (CPI) cases, analysis of data from the Florida Safe Families Network (FSFN) and surveys completed by key stakeholders in the community. The sample was pulled from FSFN “Child Investigations and Special Conditions Status Report District – Monthly” report. The special conditions, institutional, duplicate, non-jurisdiction, open and reopened reports were removed from the sample.

The combined master listing from which the sample was taken included investigations closed between August 1, 2009 and September 30, 2009. A sample size calculator was used to determine the sample size of sixty-four cases, based on a 90% confidence level and 10% confidence interval. One-half of the 90/10 sample, thirty-two cases, were randomly selected for the review. The sample was stratified to determine the number of cases to be selected from each unit and ensure that investigations involving an emergency removal were included. Three emergency shelter cases were randomly selected from local shelter tracking reports to be included in the sample.

1. List of standard and roll-up of data for the Circuit:

A. Investigations (Standards 1 – 28)

See Attachment 1 for the data roll-up by standard.

B. Emergency Removal (Standards 29 - 37)

See Attachment 1 for the data roll-up by standard.

2. Analysis of Investigative File Review Data

A. Overall Performance in Achieving Safety

This review reflects the initial use of the tool based on the Quality of Practice Standards for Child Protective Investigators, revised in September 2009. The standards focus on quality rather than compliance.

Two new standards were added to the *Emergency Response* domain this fiscal year in an attempt to assess quality performance in additional critical activities to include: Actions taken if a child was removed and on psychotropic medications; and whether or not the CPI visited the child in shelter care on a weekly basis.

This review also reflects the statewide inaugural use of the Web-based system for capturing review data and scoring the data. The Web-based system uses a new method of scoring. Each standard is assigned a score of 9-Achieved, 7-Mostly Achieved, 5-Partially Achieved, 0-Not Achieved, or NA-Not Applicable. Scoring using the new method is based on the percentage of standards that are 9-Achieved. The method of scoring for previous reviews was a percentage based on the total possible points divided by the total points received for each standard.

An example of the difference between the old scoring method and the new scoring method for an individual standard using a sample of four cases is demonstrated in the table below:

OLD SCORING METHOD							
STANDARD	Case 1	Case 2	Case 3	Case 4	Total points possible	Total points received	Score
1.1	9	5	7	0	36	21	58%

NEW SCORING METHOD							
STANDARD	Case 1	Case 2	Case 3	Case 4	Total cases	Cases rated Achieved	Score
1.1	9	5	7	0	4	1	25% Achieved

An *Achieved* rating indicated the specific requirements were met and would receive a score of “9”. A *Mostly Achieved* rating indicates the specific requirements of the review element were met with some deficiencies or omissions noted that did not negatively impact ability to assess the safety of the child or the disposition of the case and would receive a score of “7”. A *Partially Achieved* rating indicates the specific requirements of the review element were met with some significant discrepancies or omissions that negatively impacted the ability to conduct a complete assessment of the child’s safety or the disposition of the case and would receive a score of “5”. A rating of *Not Achieved* indicated the specific requirements of the review element were not met and would receive a score of “0”. A *Not Applicable* rating indicated the review element was not required in the case under review. *Not Applicable* ratings are not considered in determining the overall level of compliance.

Circuit 1 achieved an overall score of 80% “Achieved” for the twenty-eight standards related to the Investigative Response Domain. The total score for the

nine standards assigned to the Emergency Removal Domain was 85% “Achieved” for the three removal cases reviewed. The overall total for the thirty-seven standards rated an 80% “Achieved”.

B. Areas of Excellence

B.1 Investigative Response

Percentage of cases rating a “9”

- The investigator and supervisor identified appropriate factors requiring the completion of second party review and such review was completed and completed within 72 hours. (100%)
- Consideration of other professionals' assessment findings and recommendations in the determination of child safety and ongoing protective interventions was documented in the investigation record or automated information system. (100%)
- The correct Incident Date was entered in the investigation report with verified findings. (100%)
- If at any point during the investigation placement of the child outside of the home was a possibility, the CPI requested Early Services Intervention (ESI) to determine if the Community Based Care could provide family preservation services that would allow the child to remain safely in the home. (100%)
- Pertinent information was obtained from the collateral contacts and was considered when assessing the overall safety of the child and/or the need for services. (97%)
- The case file documents CPI's discussion with the parents or legal custodian as to whether or not they are of American Indian/Native Alaskan descent. (97%)
- Based on the child/family needs, the immediate service and/or ongoing service needs were appropriately identified for the child, mother, father, other caregiver and/or caretaker responsible, if other than the mother or father. (95%)
- All maltreatment findings were supported by the information gathered and appropriately documented in the investigative record. (94%)
- All “other” children named in the report and/or residing in the home were seen timely. (92%)
- The initial safety assessment process was completed with sufficient thoroughness to identify risks and develop a safety plan. (91%)
- Appropriate supervisory guidance and direction were provided that ensured a thorough investigation was being completed. (91%)
- The Results Determination (closure options) documented in the automated information system is the appropriate choice based on the information obtained during the investigation. (91%)
- A Children's Legal Services staffing was held when required, and when the investigation was legally sufficient, a petition was filed or a valid reason for not filing a petition was documented. (90%)

- If immediate services or ongoing supervision were needed, referrals for these services were documented for the child, mother, father and other caregiver or caretaker responsible (if other than the mother or father). (89%)
- Interviews that addressed all maltreatments were conducted with the mother, father, other caregiver and alleged caretaker responsible (alleged perpetrator, if other than the mother or father), and other adult household members. (88%)
- Relevant collateral contacts were completed during the course of the investigation. (81%)
- If documentation reflects the need for immediate services and/or ongoing supervision, the investigation record contained evidence the services were engaged. (75%)

B.2 Emergency Removal

There were three removal cases in the random sample for this review period.

Percentage of cases rating a "9".

- Prior to the removal, the CPI made concerted efforts to provide appropriate services that would allow the child to remain safely in his/her own home. (100%)
- The investigation file documented compliance with the Indian Child Welfare Act (ICWA) through timely initiation of the search process, completing the required ICWA eligibility form, and by notifying the court when required. (100%)
- Once the decision was made to remove the child, placement priority was given to responsible relatives/non-relatives rather than licensed care. (100%)
- When the CPI placed the child with relatives/non-relatives investigation file contained evidence of required background checks and a physical inspection of the home prior to the child's placement. (100%)
- If removal involved a sibling group, the siblings were placed together with a relative or non-relative caregiver (not in licensed care) when it was in their best interest. (100%)
- If the child was removed and placed in a licensed home or with a relative or non-relative caregiver, a Child Health Check-Up was completed within 72 hours of removal. (100%)

C. Opportunities for Improvement

C.1 Investigative Response

Percentage of cases rating a "9"

- Diligent attempts were made at least daily when a child victim was not seen immediately or within 24 hours of report receipt. If the initial attempt to contact the child victim was unsuccessful, regular attempts (daily and at varying locations and times). (67%)

Six cases were applicable for a rating on this standard. In four of the six cases daily attempts were made to see the child. Documentation was not present that the CPI made diligent attempts to locate the child in two of the cases. These two cases had a delay of one to three days in attempts to locate the child.

- When the report met mandatory Child Protection Team referral criteria and a face-to-face medical evaluation was not done, the investigation record documented the supervisor approved the exception decision. (67%)

This standard was applicable in three cases. Although the exception was appropriate and well documented by the CPI the form was not signed by the supervisor in one of the applicable cases.

- Required background checks were completed timely and the information was appropriately used to assess risk to each child. (66%)

This element was relevant to all cases reviewed. Twenty-five of the thirty-two cases had all necessary background checks completed. The issue with the remaining seven cases concerned additional household members which were identified later in the investigation. Updated background checks were not timely in eleven of the thirty-two cases.

- An interview was conducted and addressed all maltreatments with the alleged child victim(s) and "other" child(ren) named in the report and/or residing in the home. (62%)

This standard was relevant to twenty-six cases. Interviews in ten of the cases failed to document that the one or more of the maltreatments were addressed. Four of these cases involved children age three to six years of age. There were no documented attempts to engage them or indicate they were not verbal. In two cases, additional maltreatments were added and the children were not interviewed on these maltreatments. The other four cases reflected generalized interviews which failed to document a discussion related to all maltreatments.

- The investigation was thorough and appropriate steps were taken to ensure child safety. (59%)

The “critical few” elements which effected the rating in this question involved timeliness of background screening, interviews that addressed all maltreatments, using pertinent information from collaterals and ensuring that services are engaged. If any of the five “critical few” standards scores a “5” or “0”, the score for this standard should not receive a rating of “9” or “7”. Nineteen of the thirty-two cases received an 9-achieved rating.

- Follow through occurred on supervisory guidance and direction provided or there was documentation that it was no longer necessary. (53%)

In seventeen of the thirty-two cases reviewed the supervisor ensured that all guidance and directions were completed. In the other fifteen cases justification that the actions were no longer necessary was not documented. Ten of these cases involved the directions to obtain additional collateral information. The other cases involved the addition of household members to the report where relevant actions were not completed.

- The alleged child victim(s) was referred to the Child Protection Team and the referral was made timely when required. (50%)

This review element was applicable to two cases. In one of the cases there was a delay in the referral to CPT. The referral to CPT was made in close proximity to the closure date. The case was ultimately determined to not meet the criteria for a CPT interview.

- Specific and relevant observations and interactions of the children with family members were completed and documented during the course of the investigation. (38%)

Twelve of the thirty-two cases contained documentation of relevant observations and interactions. Fifteen of the cases documented some interactions and observations but lacked specificity or relevancy. Documentation of observations and interactions was not present in five of the cases. Generally contacts with the children are with the parents present. Opportunities for documentation of interaction are available. Frequently these children are young children and observations of developmental progress, behavioral indicators and interaction with others in the household is vital in assessing child safety.

C.2 Emergency Removal

Percentage of cases rating a “9”

- The Emergency Intake Form was completed and accurately identified the current medical information and/or needs of the child as known by the parent, guardian or legal custodian. (67%)

This review element was applicable to three cases. One of the Emergency Intake forms failed to document information on the current medical provider information.

- The CPI visited the child in shelter care on a weekly basis until the case was transferred to and accepted by Community Based Care who subsequently agreed to conduct the required visits. (33%)

This review element was applicable to three cases. One child was seen in eight days. The other child was seen at a visit with his mother within three days. The CPI was not present at this visit and there was no documentation that a transfer of responsibility for the visit occurred in the ESI staffing.

3. Request for Action

A Request for Action (RFA), either administrative or child safety, is generated when there is an unresolved concern related to the child’s permanency, safety, or well-being. There were no RFA’s generated during the Circuit 1 review.

4. Overall Performance Based on FSFN Data

In the quality assurance redesign, standards were removed if performance data was available through FSFN. FSFN data was reviewed for August 2009 through September 2009 period under review.

The Child Protective Investigations and Child Welfare Services Trend Reports available on the Department’s intranet site, as well as FSFN performance reports, were utilized in determining the overall performance for Circuit 1.

A. The table below reflects the number of investigations, including additional investigations, received during August 2009 as compared to the same 2008 time period. The data for September 2009 is unavailable at this time.

Initial Plus Additional Investigations Received			
August 2008	774	August 2009	698
September 2008	831	September 2009	Unavailable
Total	1605	Total	----

* Source: Center for Child Welfare CBC Trend Reports (Spinner Reports)

B. The statewide performance goal for seeing the child victim within 24 hours is 85%.

% of Child Victims Seen within 24 Hours			
August 2009		September 2009	
Circuit 1	Statewide	Circuit 1	Statewide
76.94%	86.79%	79.71%	89.54%

* Source: FSFN Performance Report, "Child Investigation Alleged Victims Seen by Time."

C. The chart below documents the monthly percentages of closed investigations documenting No Indicator, Some Indicator, or Verified findings for August through September 2009 for Florida statewide and Circuit 1. Modification of the descriptor for indeterminate findings from *Some Indicators* to *Unsubstantiated* is not reflected, as data collected was for reports closed prior to implementation.

Investigation Findings				
	August 2009		September 2009	
	Circuit 1	Statewide	Circuit 1	Statewide
No Indicator	54.74%	45.76%	55.26%	47.41%
Some Indicator	18.79%	29.46%	21.37%	28.63%
Verified	23.20%	21.62%	21.20%	21.06%

* Source: FSFN Performance Report, "Child Investigation Most Serious Findings on Closed Investigations."

D. The chart below documents the number of removals in Circuit 1 during August 2009 through September 2009 as compared to the same 2008 time period.

Number and Rate of Child Removals				
	August 2008	September 2008	August 2009	September 2009
Number of Children Removed	77	60	74	45
Removal Rate per 100 Reports Received	9.95	7.22	10.60	6.54

* Source: Child Welfare Services Trend Reports, "Removal Rates (per 100 Reports Received)"

5. Results from Stakeholder Interviews

Ten stakeholder interviews were completed with representation from agencies and providers that work with Circuit 1 Child Protective Investigators including Healthy Start, FamiliesFirst Network staff, Child Advocacy Centers, Infant Mental Health and providers of substance abuse treatment. All of those interviewed agreed that they were satisfied with the Circuit 1 CPI program. (See Attachment 2 with specific data for each of the survey items.)

General information was asked of all respondents regarding the CPI staff and administration with eight statements being discussed. Seven of these items received 100% Agree / Strongly Agree from all participants. These areas included the following: The CPI program has a good working relationship with

my organization; CPI staff meet as often as necessary with my organization; CPI staff listen and consider my ideas and information; CPI staff do a good job identifying children at risk; Circuit Administration resolves issues in a timely and satisfactory manner; Circuit Administration and CPI staff has an effective partnership with my organization at the direct services level; and CPI staff are accessible to my organization. There was 89% agreement with the item that the CPI staff is accessible to their organization. There was concern by one provider that some CPIs fail to return phone call timely.

The stakeholders completed the responses to Part IV of the Survey – CPT, CBC Agencies and other service providers. All of the Stakeholders responded that the CPIs make timely referrals, follow-up to determine whether the services were initiated and that CPIs have a good working knowledge of available services and make appropriate referrals. Of those interviewed, 75% state that the CPIs give pertinent information during the referral process including the case transfer process (ESI). One provider stated that they prefer to talk directly to the CPI as they obtain more in-depth information by talking with the CPI.

A number of the providers are aware of the Family Centered Practice process that has been implemented in the Circuit. They state that it is making a difference in working with families and provision of services. It is a successful program that has reduced re-entry. Through the Family Centered Practice the providers have developed better working relationship with the CPI's. In many areas the case managers are going out with the CPIs as soon as service needs are identified which assist in provision of services. The CPIs are very responsive when they are called and provide information as needed. Circuit Administration is very responsive to issues. They are visible in the community and resolve issues immediately.

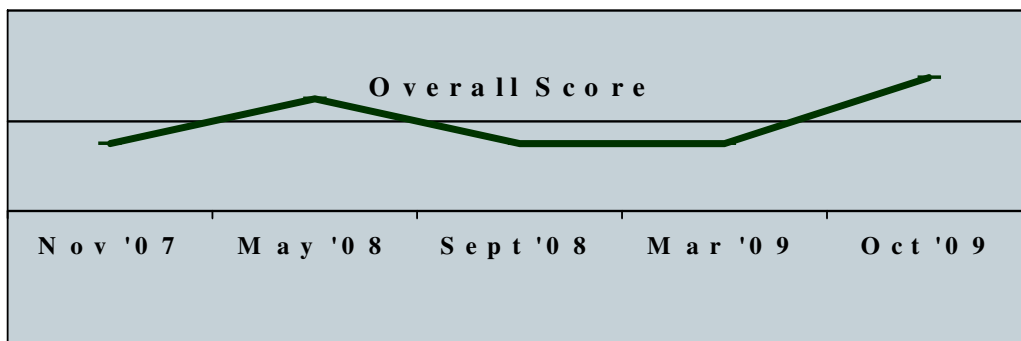
The providers recognize a need for additional funding for programs to address issues for the family as a whole unit. The needed services specified are for more mental health providers, age appropriate parenting, in-home family preservation interventions services and education resources for alcohol/drug abuse issues.

6. Comparison of Current Findings and Prior Review Findings.

Because the CPI quality assurance scoring method and review tool underwent some significant changes, caution should be used when comparing previously gathered performance data to current data. In order to compare data from the current review to data from prior reviews, the overall score and scores from individual standards were converted to the old scoring method to show trends from past reviews to present.

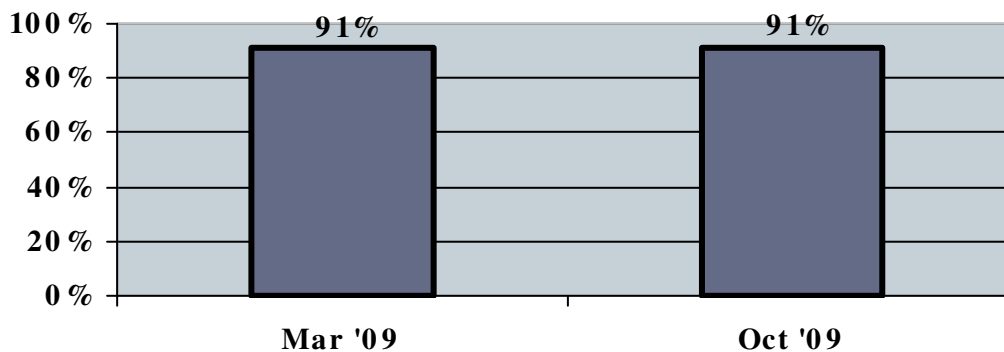
Quality Review Domains	March 2009 CPI Review	October 2009 CPI Review
I. Investigative Response	89%	92%
II. Emergency Removal	78%	93%
Overall Performance	89%	92%

Circuit 1 has an overall score of 92% (using the old scoring method) for this most recent review which places them in the *Achieved* range. There has been a 3% increase in the current review as compared to the March 2009 review in the Overall Performance. The chart below reflects the Overall Score for last five reviews.

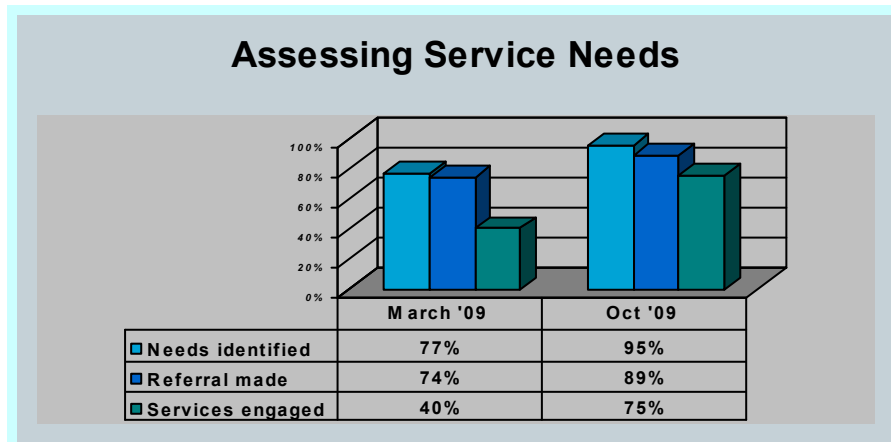


The following charts and data from the individual standards use the current method of rating the 9-Achieved responses.

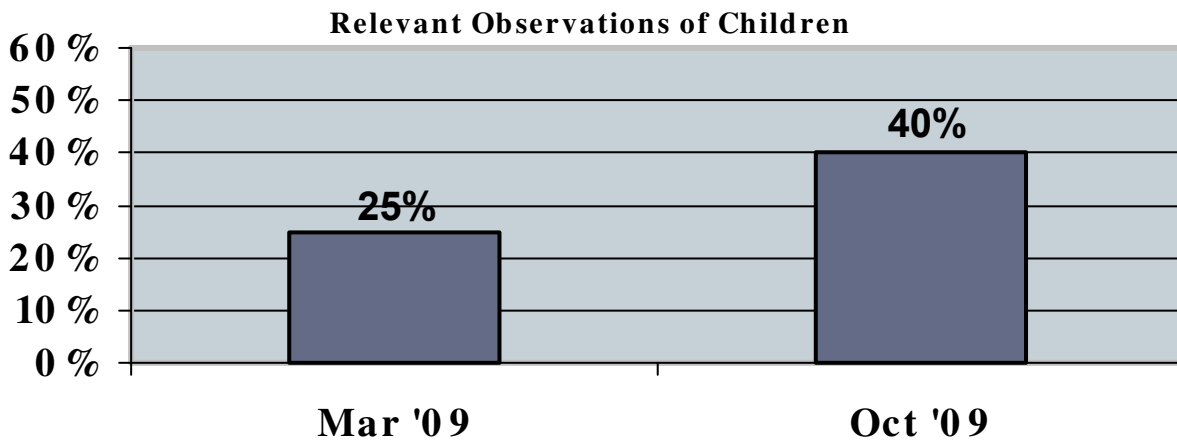
Appropriate Supervisory Guidance and Direction Provided



Overall score for standards related to supervisory guidance has remained at 91% for the last two reviews. The rating for initial supervisory and second party review guidance during this review was 100%. The rating for on-going supervisory guidance was 71%. Interim reviews are essential to the success of the overall investigation. The rating for on-going supervisory guidance appears to be directly related to the follow through on supervisory guidance which is rated at 53% during this review.

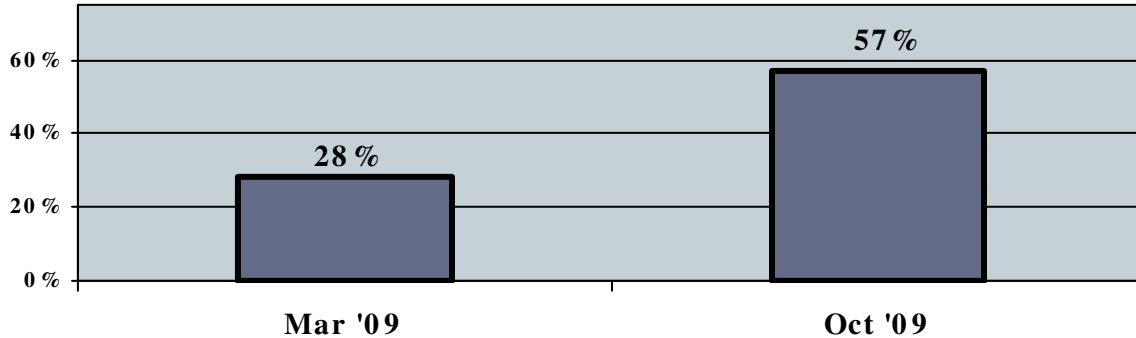


Standards relating to assessing service needs have increased since the last review. Identification of service needs, referrals made for services and engagement of services has increased significantly. Documentation is needed for the reason that a referral was not made. There remains an issue of the CPI contacting the providers to ensure that engagement has occurred.



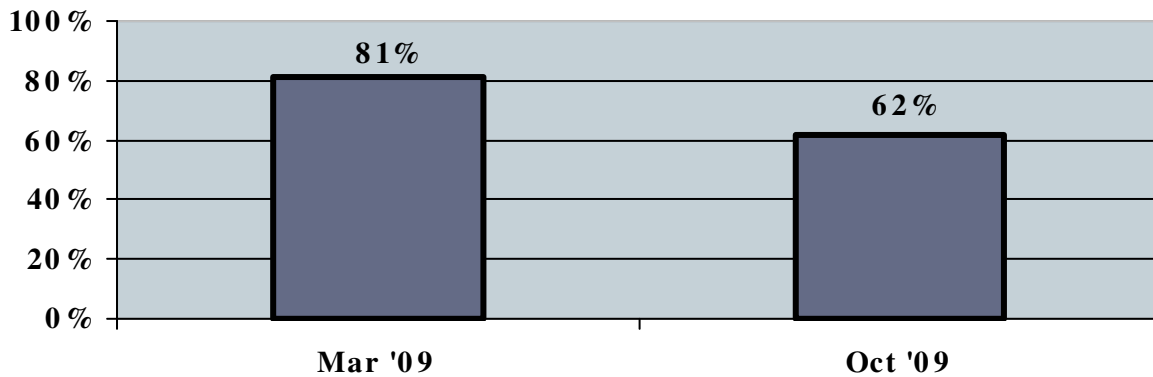
Documentation of specific and relevant observations and interactions of the children with family members has improved since the last review. The documentation is frequently generalized lacking the specific description of developmental progress, behavioral indicators and interactions with others in the household that are needed to fully assess child safety. For example, statements such as child “interacted appropriately” or “appeared developmentally on target” were documented and do not provide individualized information of specific, relevant observations. In this review there are some examples of excellent documentation of observations which demonstrate progress in this area.

Thorough Investigation and Appropriate Steps to Ensure Safety



The increase in the rating for the question of the thoroughness of the investigation and appropriateness of steps to ensure safety is reflective of the improvement in the scores for each of the five “critical few” questions.

Interviews with Victims and Other Children



Documentation that all maltreatments were addressed with the victim and other children has declined since the last review. In this review the rating for interviews with the child victim was 79% whereas the rating for interviews with other children was rated at 58%.

1. Summary and Recommendation

This review reflects the statewide inaugural use of the Web-based system for capturing review data and scoring data. The scoring gives an overall rating of the 9-achieved responses. The overall total rating for this review is an 80% of 9's. The review noted improvements in the quality of the investigations completed in the Circuit. The training and changes in procedures are reflected in many areas of the review.

The Circuit is encouraged to address the areas identified in this report as “Opportunities for Improvement” with particular focus on the following:

1. Implement a training process to educate the CPI’s on identification of and the need to document specific and relevant observations and interactions of the children. The ongoing Family Centered Practice training gives the framework for more in-depth training involving the need and usage of observations of behaviors and interactions as part of the assessment of child safety.
2. Identify and resolve barriers to completion of background checks within the required timeframes with a focus on household members who are added during the course of the investigation.
3. Review the current process and identify methods to assist with ensuring interviews address all maltreatments with victims and “other” children named in the report and/or residing in the home. Training on techniques to engage young children would assist in addressing this issue.
4. Review or develop a supervisory process to ensure that ongoing supervisory review is completed and follow through occurs on the supervisory guidance and direction provided, or there was documentation that it was no longer necessary.
5. Develop a process to ensure that diligent attempts are made at least daily when a child victim was not seen immediately or within 24 hours of report receipt.

Signed by:

Operations Review Specialist

Date

Quality Assurance Manager

Date

Family Safety Program Manager

Date

Attachment 1

Quality of Practice Standards

Question	9	9%	7	7%	5	5%	0	0%	NA
1 Required background checks were completed timely and the information was appropriately used to assess risk to each child.	21	66%	10	31%	1	3%	0	0%	0
1.1 Background checks were completed on all household members and report subjects age 12 and older.	25	78%	6	19%	1	3%	0	0%	0
1.1.1 Prior Abuse Reports.	29	91%	2	6%	1	3%	0	0%	0
1.1.2 DJJ. (ages 12-26)	24	96%	0	0%	0	0%	1	4%	7
1.1.3 Local Law Enforcement.	29	91%	2	6%	1	3%	0	0%	0
1.1.4 FDLE.	29	91%	2	6%	1	3%	0	0%	0
1.1.5 Department of Corrections.	30	94%	1	3%	1	3%	0	0%	0
1.1.6 Child Welfare Out of State. (if the record reflects the family resided in another state)	9	69%	0	0%	0	0%	4	31%	19
1.1.7 Prior Case Management Records	7	100%	0	0%	0	0%	0	0%	25
1.1.8 911 Calls or Calls for Service	21	88%	1	4%	0	0%	2	8%	8
1.1.9 Other	17	100%	0	0%	0	0%	0	0%	15
1.2 Background checks were completed within the established timeframes on all household members and report subjects age 12 and older.	21	66%	9	28%	2	6%	0	0%	0
1.3 Information obtained from the background checks was used to appropriately assess risk to each child.	29	91%	2	6%	1	3%	0	0%	0
2 Diligent attempts were made at least daily when a child victim was not seen immediately or within 24 hours of report receipt. If the initial attempt to contact the child victim was unsuccessful, regular attempts (daily and at varying locations and times of the day) are required until all child victims were seen.	4	67%	1	17%	0	0%	1	17%	26
3 All "other" children named in the report and/or residing in the home were seen timely.	11	92%	0	0%	0	0%	1	8%	20
4 An interview was conducted and addressed all maltreatments with the alleged child victim(s) and "other" child(ren) named in the report and/or residing in the home.	16	62%	8	31%	1	4%	1	4%	6
4.1 Interviews with child victim(s).	19	79%	4	17%	0	0%	1	4%	8
4.2 Interviews with "other" child (ren).	7	58%	3	25%	1	8%	1	8%	20
5 Interviews that addressed all maltreatments were conducted with the mother, father, other caregiver and alleged caretaker responsible (alleged perpetrator, if other than the mother or father), and other adult household members.	28	88%	4	13%	0	0%	0	0%	0
5.1 Interview with mother	28	97%	0	0%	1	3%	0	0%	3
5.2 Interview with father	18	90%	0	0%	1	5%	1	5%	12
5.3 Interview with alleged caretaker responsible. (if not the mother or father)	4	100%	0	0%	0	0%	0	0%	28
5.4 Interviews with other adult household members.	8	80%	1	10%	1	10%	0	0%	22

Question	9	9%	7	7%	5	5%	0	0%	NA
6 Specific and relevant observations and interactions of the children with family members were completed and documented during the course of the investigation.	12	38%	8	25%	7	22%	5	16%	0
7 The initial safety assessment process was completed with sufficient thoroughness to identify risks and develop a safety plan if needed.	29	91%	2	6%	1	3%	0	0%	0
8 The investigator and supervisor identified appropriate factors requiring the completion of second party review and such review was completed and completed within 72 hours.	17	100%	0	0%	0	0%	0	0%	15
9 Relevant collateral contacts were completed during the course of the investigation.	26	81%	4	13%	2	6%	0	0%	0
10 Pertinent information was obtained from the collateral contacts and was considered when assessing the overall safety of the child and/or the need for services.	31	97%	1	3%	0	0%	0	0%	0
11 Consideration of other professionals' assessment findings and recommendations in the determination of child safety and ongoing protective interventions was documented in the investigation record or automated information system.	4	100%	0	0%	0	0%	0	0%	28
12 A Children's Legal Services staffing was held when required, and when the investigation was legally sufficient, a petition was filed or a valid reason for not filing a petition was documented.	9	90%	0	0%	0	0%	1	10%	22
12.1 A Children's Legal Services staffing was held when required.	8	89%	0	0%	0	0%	1	11%	23
12.2 A dependency petition was filed or a valid reason for not pursuing dependency was documented, when the Children's Legal Services staffing documented legal sufficiency.	9	100%	0	0%	0	0%	0	0%	23
13 The alleged child victim(s) was referred to the Child Protection Team and the referral was made timely when required.	1	50%	0	0%	1	50%	0	0%	30
13.1 A referral was made to the Child Protection Team (CPT) when required.	1	100%	0	0%	0	0%	0	0%	31
13.2 The referral was timely.	0	0%	0	0%	0	0%	1	100%	31
14 The date, time, and specific information discussed with the Child Protection Team (CPT) at the time of initial referral were documented in the investigation file.	0	0%	0	0%	1	100%	0	0%	31
15 CPT assessment findings and recommendations related to child safety were followed or the rationale for not following the assessment/recommendations was documented.	0	-	0	-	0	-	0	-	32

Question	9	9%	7	7%	5	5%	0	0%	NA
16 When the report met mandatory Child Protection Team referral criteria and a face-to-face medical evaluation was not done, the investigation record documented the supervisor approved the exception decision.	2	67%	0	0%	0	0%	1	33%	29
17 The correct Incident Date was entered in the investigation report with verified findings.	10	100%	0	0%	0	0%	0	0%	22
18 All maltreatment findings were supported by the information gathered and appropriately documented in the investigative record.	30	94%	1	3%	1	3%	0	0%	0
19 If at any point during the investigation placement of the child outside of the home was a possibility, the CPI requested Early Services Intervention (ESI) to determine if the Community Based Care could provide family preservation services that would allow the child to remain safely in the home.	1	100%	0	0%	0	0%	0	0%	31
20 Based on the child/family needs, the immediate service and/or ongoing service needs were appropriately identified for the child, mother, father, other caregiver and/or caretaker responsible, if other than the mother or father.	21	95%	1	5%	0	0%	0	0%	10
20.1 Child. (Not restricted to focus child or child identified as the victim in the abuse hotline report.)	18	95%	0	0%	1	5%	0	0%	13
20.2 Mother	17	94%	1	6%	0	0%	0	0%	14
20.3 Father	8	89%	1	11%	0	0%	0	0%	23
20.4 Other Caregiver or Caretaker Responsible. (if other than the mother or father and has access or ongoing contact with the child.)	4	100%	0	0%	0	0%	0	0%	28
21 If immediate services or ongoing supervision were needed, referrals for these services were documented for the child, mother, father and other caregiver or caretaker responsible (if other than the mother or father).	16	89%	1	6%	1	6%	0	0%	14
21.1 Child. (Not restricted to the focus child or child identified as the victim in the abuse hotline report.)	12	92%	0	0%	1	8%	0	0%	19
21.2 Mother	14	93%	1	7%	0	0%	0	0%	17
21.3 Father	4	100%	0	0%	0	0%	0	0%	28
21.4 Other Caregiver or Caretaker Responsible. (if someone other than the mother or father and has access or ongoing contact with the child.)	4	100%	0	0%	0	0%	0	0%	28
22 If documentation reflects the need for immediate services and/or ongoing supervision, the investigation record contained evidence the services were engaged.	12	75%	3	19%	0	0%	1	6%	16
23 If there was an active services case when the report was received, timely and appropriate communication and collaboration between the CPI and Case Manager occurred to assure mutual understanding of history and current events.	0	-	0	-	0	-	0	-	32

Question	9	9%	7	7%	5	5%	0	0%	NA
24 The investigation was thorough and appropriate steps were taken to ensure child safety.	19	59%	9	28%	4	13%	0	0%	0
25 The case file documents CPI's discussion with the parents or legal custodian as to whether or not they are of American Indian/Native Alaskan descent.	31	97%	0	0%	0	0%	1	3%	0
26 Appropriate supervisory guidance and direction were provided that ensured a thorough investigation was being completed.	29	91%	3	9%	0	0%	0	0%	0
26.1 Initial supervisor guidance	32	100%	0	0%	0	0%	0	0%	0
26.2 Second party review guidance	17	100%	0	0%	0	0%	0	0%	15
26.3 On-going supervisor guidance	15	71%	4	19%	2	10%	0	0%	11
27 Follow through occurred on the supervisory guidance and direction provided, or there was documentation that it was no longer necessary.	17	53%	12	38%	3	9%	0	0%	0
27.1 The CPI followed through on the supervisory guidance and direction.	17	53%	12	38%	3	9%	0	0%	0
27.2 The CPI supervisor ensured CPI followed through on supervisory guidance and direction provided or the reason (s) the guidance and direction provided was no longer necessary was documented.	18	56%	11	34%	3	9%	0	0%	0
27.3 The CPI supervisor ensured the CPI followed through on the 2nd party reviewer guidance and direction, or documented justification that actions were no longer necessary.	10	56%	6	33%	1	6%	1	6%	14
28 The Results Determination (closure options) documented in the automated information system is the appropriate choice based on the information obtained during the investigation.	29	91%	0	0%	0	0%	3	9%	0
29 Prior to the removal, the CPI made concerted efforts to provide appropriate services that would allow the child to remain safely in his/her own home.	2	100%	0	0%	0	0%	0	0%	30
30 The investigation file documented compliance with the Indian Child Welfare Act (ICWA) through timely initiation of the search process, completing the required ICWA eligibility form, and by notifying the court when required.	3	100%	0	0%	0	0%	0	0%	29
30.1 The investigation file contained a completed ICWA Eligibility form.	3	100%	0	0%	0	0%	0	0%	29
30.2 The ICWA checklist was completed if the child reported to be a member of a tribe or was eligible to be a member of a tribe.	0	-	0	-	0	-	0	-	32
30.3 If American Indian or Native Alaskan heritage was claimed, the search process was initiated timely by contacting the designated tribe or Bureau of Indian Affairs.	0	-	0	-	0	-	0	-	32
30.4 The court was advised if the child was determined to be a member of a tribe or eligible to be a member.	0	-	0	-	0	-	0	-	32

Question	9	9%	7	7%	5	5%	0	0%	NA
31 Once the decision was made to remove the child, placement priority was given to responsible relatives/non-relatives rather than licensed care.	3	100%	0	0%	0	0%	0	0%	29
32 When the CPI placed the child with relatives/non-relatives the investigation file contained evidence of required background checks and a physical inspection of the home prior to the child's placement.	2	100%	0	0%	0	0%	0	0%	30
32.1 The required background checks were completed prior to the child's placement.	2	100%	0	0%	0	0%	0	0%	30
32.1.1 Prior abuse reports	2	100%	0	0%	0	0%	0	0%	30
32.1.2 Department of Juvenile Justice (ages 12-26)	1	100%	0	0%	0	0%	0	0%	31
32.1.3 Local Law Enforcement	2	100%	0	0%	0	0%	0	0%	30
32.1.4 Florida Department of Law Enforcement (FDLE)	2	100%	0	0%	0	0%	0	0%	30
32.1.5 NCIC	2	100%	0	0%	0	0%	0	0%	30
32.1.6 Department of Corrections	2	100%	0	0%	0	0%	0	0%	30
32.1.7 Child Welfare Out of State (if the record reflects the family resided in another state)	0	-	0	-	0	-	0	-	32
32.1.8 911 calls or calls for service	0	-	0	-	0	-	0	-	32
32.1.9 Prior case management records	0	-	0	-	0	-	0	-	32
32.1.10 Other (for example, military records as needed)	0	-	0	-	0	-	0	-	32
32.2 A physical inspection of the home was completed during the home study process prior to the child's placement.	1	50%	1	50%	0	0%	0	0%	30
32.3 An evaluation of the prospective caregiver's capacity to protect was completed prior to the child's placement.	2	100%	0	0%	0	0%	0	0%	30
33 If removal involved a sibling group, the siblings were placed together with a relative or non-relative caregiver (not in licensed care) when it was in their best interest.	2	100%	0	0%	0	0%	0	0%	30
34 If the child was removed and placed in a licensed home or with a relative or non-relative caregiver, a Child Health Check-Up was completed within 72 hours of removal.	3	100%	0	0%	0	0%	0	0%	29
34.1 The Child Health Check-Up was completed within 72 hours of the child's removal and a copy is in the investigation file.	1	33%	0	0%	0	0%	1	33%	29
34.2 If the Child Health Check-Up was not completed within 72 hours of the child's removal, the Child Health Check-Up was completed at some point thereafter and a copy was in the investigation file.	1	100%	0	0%	0	0%	0	0%	31
35 The Emergency Intake Form was completed and accurately identified the current medical information and/or needs of the child as known by the parent, guardian or legal custodian.	2	67%	1	33%	0	0%	0	0%	29

Question	9	9%	7	7%	5	5%	0	0%	NA
36 If the removed child was prescribed psychotropic medications prior to case responsibility being transferred to the case management agency, the CPI initiated the process to obtain written express and informed consent by the parents, or absent of that, a court order.	0	-	0	-	0	-	0	-	32
37 The CPI visited the child in shelter care on a weekly basis until the case was transferred to and accepted by Community Based Care who subsequently agreed to conduct the required visits.	1	33%	1	33%	0	0%	1	33%	29
Totals									
Outcome	9	9%	7	7%	5	5%	0	0%	NA
	443	80%	70	13%	23	4%	17	3%	631

Attachment 2

Stakeholder Interviews

PART I - General Information (All Interviews)	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	N/A	Neutral	% Strongly Disagree/ Disagree	% Strongly Agree/ Agree
1. CPI staff are accessible to my organization (i.e. easy to locate, return telephone calls timely, etc.)	0	1	3	5	0	0	1	11%	89%
2. CPI staff meet as often as necessary with me or members of my organization, e.g. participate in staffings or community work groups/meetings.	0	0	4	3	0	2	1	0%	100%
3. CPI staff listen and consider my ideas and information.	0	0	5	3	0	0	2	0%	100%
4. CPI staff have an effective partnership with my organization at the direct services level.	0	0	5	4	0	0	1	0%	100%
5. CPI staff do a good job identifying children at risk and provide emergency services or removal and placement when warranted.	0	0	5	2	0	0	3	0%	100%
6. Circuit administration has an effective partnership with my organization at the administrative/management level.	0	0	5	4	1	0	0	0%	100%
7. Circuit administration resolves issues or disagreements between our respective organizations in a timely and satisfactory manner.	0	0	4	4	2	0	0	0%	100%
8. Overall, the CPI program has a good working relationship with my organization.	0	0	6	4	0	0	0	0%	100%
PART IV - CPT, CBC Agencies and other service providers									
1. Referral information provided by the CPs gives us the needed information to understand the Case situation and arrange for CPT service provision.	0	2	3	3	0	1	1	25%	75%
2. The referrals provided by CPs are timely (based on the families' situations and the timeliness of services needed).	0	0	2	4	0	0	4	0%	100%

3. The CPIs follow-up with us to determine whether our services were initiated with the children/families referred.	0	0	4	2	0	1	3	0%	100%
4. CPIs involve us in decision-making on mutually assigned cases when appropriate.	0	1	4	3	0	1	1	13%	88%
5. CPIs have a good working knowledge of the services we provide to children and families and make appropriate referrals.	0	0	6	3	0	0	1	0%	100%
6. CPIs keep us informed about our mutual cases and notify us before they close or transfer their cases.	1	2	3	2	0	1	1	38%	63%
PART V - General Information									
1. Overall, I am satisfied with our CPI program	0	0	5	4	0	0	1	0%	100%