



Community Based Care: Hardee, Highlands & Polk Counties

**CBC Performance and Quality Improvement Packet**  
Data for Week Ended Sunday, May 21, 2023



# Community Based Care Lead Agency Scorecard

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

CBC Lead Agency Scorecard Performance Table	Safety				Permanency				Well-Being			
Measures	1. Rate of Abuse per 100,000 days while in foster care.	2. Percent of children who are not neglected or abused during in-home services.	3. Children who are not neglected or abused after closure of services.	4. Children under supervision who are seen every 30 days.	5. Children exiting foster care to a permanent home within 12 months of entering care.	6. Children achieving permanency in 12 months for children in foster care 12 to 23 months.	7. Children who do not re-enter foster care within 12 months of moving to a permanent home.	8. Children's placement moves per 1,000 days in foster care.	9. Children in out-of-home care who have received medical services in the last 12 months.	10. Children in out-of-home care who received dental services within the last 7 months.	11. Young adults in foster care at age 18 that have completed or are enrolled in secondary education.	12. Children placed with all of their siblings who are in out of home care.
Standard	8.5	95.0%	95.0%	99.5%	40.5%	43.6%	91.7%	4.12	95.0%	95.0%	80.0%	65.0%
Reporting Period	01/01/22 - 12/31/22	01/01/22 - 12/31/22	07/01/21 - 07/01/22	04/01/22 to 03/31/23	04/01/21 to 03/31/22	4/1/2022	04/01/20 to 03/31/21	04/01/22 to 03/31/23	3/31/2023	3/31/2023	04/01/22 to 03/31/23	3/31/2023
Brevard Family Partnership	8.86	95.94%	95.75%	99.79%	29.20%	52.48%	92.13%	4.19	96.30%	85.77%	83.87%	61.58%
ChildNet-Broward	6.3	95.75%	95.00%	99.70%	31.49%	57.09%	81.82%	3.87	96.13%	88.98%	80.30%	66.93%
ChildNet-Palm Beach	10.37	97.22%	97.32%	99.64%	34.90%	56.48%	95.45%	3.43	95.83%	87.68%	71.15%	58.76%
Childrens Network of SW Florida	5.05	96.49%	96.75%	99.96%	36.26%	59.30%	92.92%	5.88	97.56%	95.95%	85.71%	58.40%
Childrens Network-Hillsborough	7.26	96.40%	95.57%	97.91%	28.04%	28.53%	92.36%	7.39	84.06%	67.10%	59.21%	58.07%
Citrus Health Network	1.68	96.43%	98.21%	99.65%	25.00%	38.20%	91.27%	3.16	96.79%	96.95%	98.53%	60.61%
Communities Connected for Kids	9.53	93.94%	96.22%	99.85%	38.90%	65.91%	92.13%	3.77	98.17%	97.06%	81.82%	65.45%
Community Partnership for Children	9.34	95.68%	96.97%	99.63%	25.63%	56.37%	86.96%	4.06	90.04%	75.32%	93.94%	60.31%
Embrace Families	8.27	94.55%	97.95%	98.32%	29.36%	45.32%	92.47%	7.51	85.53%	68.59%	80.65%	54.52%
Family Integrity Program	0.00	94.70%	95.27%	99.63%	42.37%	80.00%	90.00%	4.49	100.00%	100.00%	100.00%	53.85%
Family Support Services of North Fla	5.17	95.71%	97.77%	99.79%	28.73%	60.26%	87.38%	5.00	94.93%	86.56%	92.31%	50.00%
FSS Suncoast	5.68	94.73%	95.69%	97.42%	25.79%	37.01%	92.52%	7.61	76.79%	42.90%	68.75%	61.80%
<b>Heartland for Children</b>	<b>7.20</b>	<b>94.56%</b>	<b>97.78%</b>	<b>99.81%</b>	<b>28.91%</b>	<b>43.57%</b>	<b>91.63%</b>	<b>4.07</b>	<b>98.38%</b>	<b>95.24%</b>	<b>97.30%</b>	<b>59.03%</b>
Kids Central, Inc.	2.74	95.39%	96.98%	98.46%	29.33%	35.85%	85.48%	6.55	77.59%	61.62%	81.58%	63.05%
Kids First of Florida, Inc.	4.40	99.28%	96.36%	99.89%	34.31%	48.81%	86.67%	5.59	97.46%	90.65%	53.33%	56.82%
NWF Health Network - East	4.21	97.37%	97.05%	99.60%	31.51%	53.44%	94.67%	4.80	94.20%	84.24%	79.17%	62.98%
NWF Health Network - West	11.64	94.23%	97.47%	99.70%	27.03%	48.00%	90.57%	6.29	86.24%	68.98%	80.56%	60.94%
Partnership for Strong Families	7.18	97.69%	97.84%	99.82%	26.11%	41.98%	95.45%	6.39	76.54%	55.30%	92.59%	52.19%
Safe Children Coalition	4.41	96.89%	95.51%	99.30%	35.90%	55.78%	91.52%	4.58	95.49%	82.61%	76.47%	66.67%
<b>Statewide</b>	<b>6.53</b>	<b>95.77%</b>	<b>96.67%</b>	<b>98.86%</b>	<b>30.00%</b>	<b>46.37%</b>	<b>90.62%</b>	<b>5.50</b>	<b>88.51%</b>	<b>74.99%</b>	<b>80.07%</b>	<b>59.89%</b>
Red Zone	8.85	92.9%	92.9%	98.9%	36.3%	39.2%	90.8%	4.54	89.9%	89.9%	69.9%	60.0%



## Scorecard Measure 4 – Children Seen Every Thirty Days

SM04 - Percent of children under supervision who are required to be seen every 30 days – Target = 99.5%

Scorecard Measure #4 - Children Under Supervision Who Are Seen Every Thirty Days		
May 2023 as of 05/21/23		
Agency	# of Children <u>Not</u> seen in 30 days	% of Children seen timely
CHS	22	99.52%
LSF	4	99.94%
OHU	10	99.79%
<b>Total</b>	<b>36</b>	<b>99.75%</b>
<i>Source: "Children Under Supervision Who Are Seen Every Thirty Days - Report #1144" Data-as-of: 05/21/23</i>		



## Monthly Birth Parent Contacts

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

Birth Parent Contact Completed							
May 2023 as of 05/22/23 (Point in Time)							
AGENCY	# Moms Required	# Moms Completed	Mom % Completed	# Dads Required	# Dads Completed	Dad % Completed	Combined Average
CHS	207	49	23.7%	124	13	10.5%	18.73%
LSF	215	106	49.3%	165	61	37.0%	43.95%
OHU	179	72	40.2%	134	34	25.4%	33.87%
<b>TOTAL</b>	<b>601</b>	<b>227</b>	<b>37.8%</b>	<b>423</b>	<b>108</b>	<b>25.5%</b>	<b>32.71%</b>

### Mother Contact

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

### Father Contact

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

Birth Parent Contact Completed							
April 2023 as of 05/07/23 (Point in Time)							
AGENCY	# Moms Required	# Moms Completed	Mom % Completed	# Dads Required	# Dads Completed	Dad % Completed	Combined Average
CHS	196	100	51.0%	121	42	34.7%	42.9%
LSF	217	144	66.4%	170	90	52.9%	59.7%
OHU	184	101	54.9%	137	50	36.5%	45.7%
<b>TOTAL</b>	<b>597</b>	<b>345</b>	<b>57.8%</b>	<b>428</b>	<b>182</b>	<b>42.5%</b>	<b>50.2%</b>

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



## Scorecard Measures 5 & 6 - Children Achieving Permanency

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

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

Reunifications Entered into FSN: Week of 05/08/23 thru 05/21/23			
Agency	Timely	Un-Timely	Total
CHS	6		6
LSF	11	3	14
OHU		2	2
<b>Total</b>	<b>17</b>	<b>5</b>	<b>22</b>

SM05 - Percentage to reach Yellow = 36.5%

Scorecard Measure #5 - 07/01/21 to 06/30/22 Children Achieving Permanency within 0-12 Mths FY 22-23 - 4th Qtr as of 05/21/23			
Agency	Permanency within 12 mths	Total Children out-of-home care	Percent Timely Reunification
CHS	62	234	26.5%
LSF	34	207	16.4%
OHU	86	239	36.0%
<b>HFC Total</b>	<b>182</b>	<b>680</b>	<b>26.76%</b>

Source: Children Exiting Out-of-Home Care to a Permanent Home within Twelve Months of Entering Care On-Demand Listing - Report #1119

SM06 - Percentage to reach Yellow = 39.4%

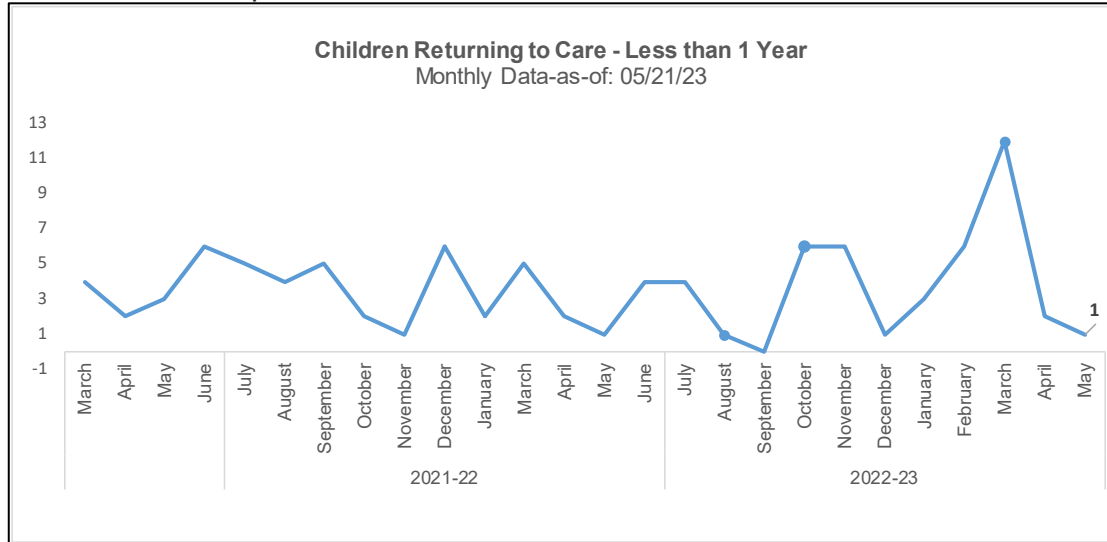
Scorecard Measure #6 - 07/01/22 Children Achieving Permanency within 12-23 Mths FY 22-23 - 4th Qtr as of 05/21/23			
Agency	Permanency within 12-23 mths	Total Children LOS 12-23 mths	Percent Timely Reunification
CHS	32	103	31.1%
LSF	45	132	34.1%
OHU	42	96	43.8%
<b>HFC Total</b>	<b>119</b>	<b>331</b>	<b>36.0%</b>

Source: Children Exiting Out-of-Home Care to a Permanent Home within Twelve Months of Entering Care On-Demand Listing - Report #1119



# Children Returning to Care

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



Removal Episodes for Children with a Prior Removal								
Removals entered into FSFN between 05/08/23 - 05/21/23								
Current Agency	Current Removal Date	Prior Unit	Prior Removal	Prior Discharge	Length of Stay (months)	Length from Prior Discharge (months)	LOR Range	SM07 Cohort
CHS	5/3/2023	141852-CHSFL	5/7/2020	10/2/2020	5	30	1.0 - 2.9 yrs	N
CHS	5/3/2023	141839-CHSFL	7/22/2021	10/1/2021	2	19	1.0 - 2.9 yrs	N
CHS	5/2/2023	141852-CHSFL	5/7/2020	10/2/2020	5	30	1.0 - 2.9 yrs	N
CHS	5/2/2023	141852-CHSFL	5/7/2020	9/11/2020	4	31	1.0 - 2.9 yrs	N
CHS	5/3/2023	141839-CHSFL	7/22/2021	10/1/2021	2	19	1.0 - 2.9 yrs	N
CHS	5/3/2023	141839-CHSFL	7/22/2021	10/1/2021	2	19	1.0 - 2.9 yrs	N
CHS	5/2/2023	141852-CHSFL	5/7/2020	9/11/2020	4	31	1.0 - 2.9 yrs	N
CHS	5/3/2023	141839-CHSFL	7/22/2021	9/14/2021	2	19	1.0 - 2.9 yrs	N
CHS	4/12/2023	141846-CHSFL	3/25/2011	11/10/2011	8	137	> 5.0 yrs	N
CHS	4/26/2023	141846-CHSFL	2/5/2021	6/22/2021	5	22	1.0 - 2.9 yrs	N
CHS	4/26/2023	141846-CHSFL	2/5/2021	6/22/2021	5	22	1.0 - 2.9 yrs	N
CHS	5/2/2023	141852-CHSFL	5/7/2020	9/11/2020	4	31	1.0 - 2.9 yrs	N
CHS	5/2/2023	141852-CHSFL	5/7/2020	9/11/2020	4	31	1.0 - 2.9 yrs	N
OHU	4/5/2023	142853-OHU-HARDEE	12/15/2015	3/1/2017	15	73	> 5.0 yrs	N

Source: FSFN Data Warehouse Ad Hoc Report, Rpt-as-of: 05/21/23

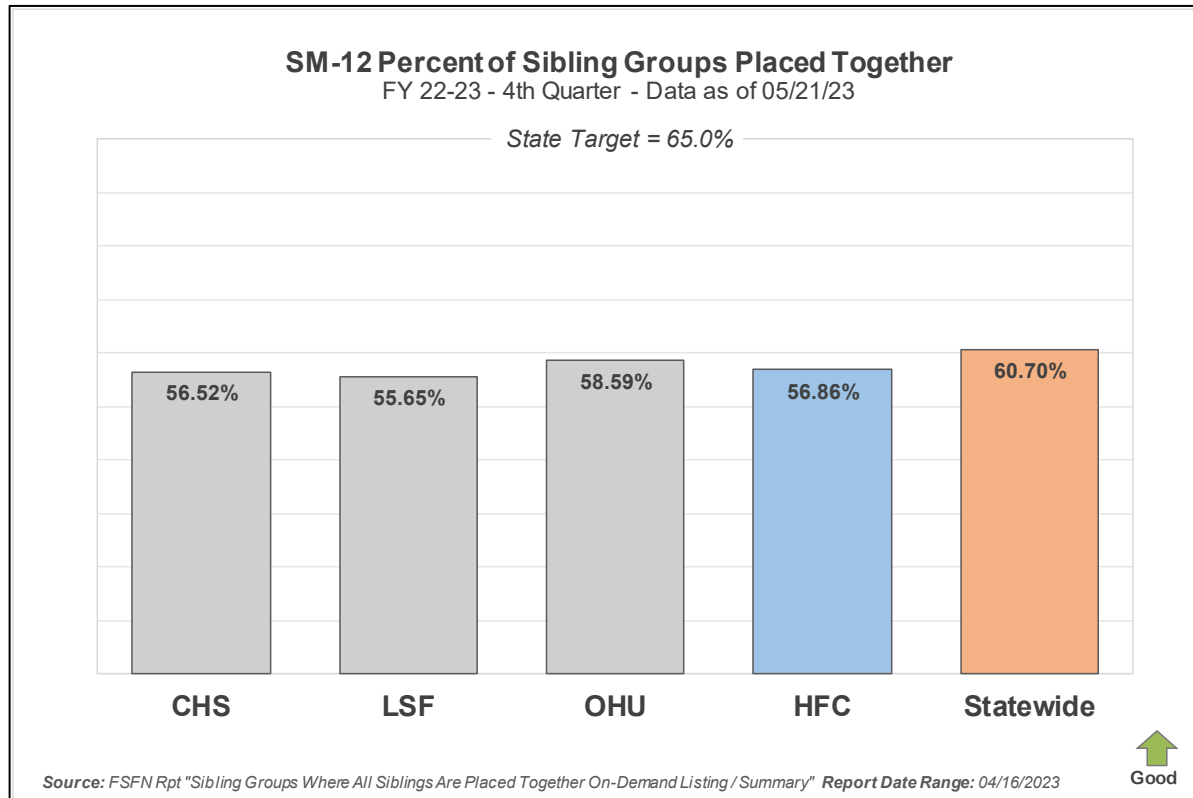


## Scorecard Measure 12 – Separated Siblings

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

SM12 - Percent of Sibling Groups Placed Together			
Agency	Number of Cases w/ Siblings Together	Total Cases Sibling Groups	Percent of Siblings Placed Together
CHS	52	92	<b>56.52%</b>
LSF	64	115	<b>55.65%</b>
OHU	58	99	<b>58.59%</b>
HFC	174	306	<b>56.86%</b>
<b>Statewide</b>			<b>60.70%</b>

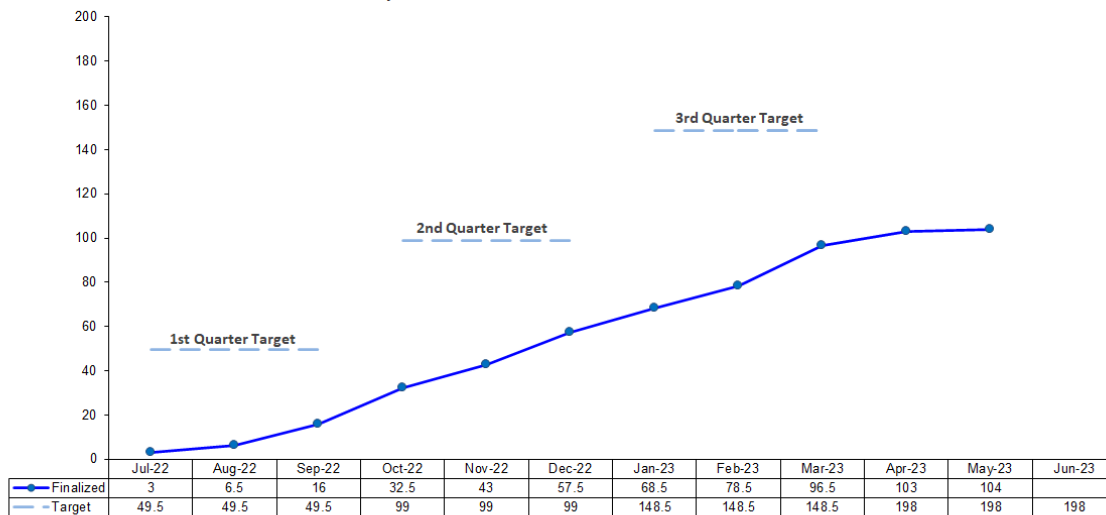
Number of sibling groups to achieve SM12 target – **20 Sibling Groups**



# Adoption Finalizations

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

## Heartland for Children - DCF Circuit 10 Adoption Finalizations for FY 22-23



Source: HFC Adoption Database; Data-as-of: May 7, 2023

FY 22-23 Target = 198

### Upcoming Finalization Dates

May 24, 2023

(3 dates in June 2023)

### Adoption Finalizations

FY 22-23 - **4th Quarter** as of 05/21/23

CMO	Subsidy Files Submitted	Finalized Adoptions	Quarter Target	Quarter Target Met
CHS	5	4.5	28.5	15.8%
LSF	4	4	34	11.8%
OHU	2	4.5	39	11.5%
<b>Total</b>	<b>11</b>	<b>13</b>	<b>101.5</b>	<b>12.8%</b>

### Adoption Finalizations

Total Fiscal Year-to-Date

Total Finalized	HFC Target	% Met	% w/in 24 Mths
109.5	198	55.3%	22.7%





# Children's Legal Services – Shelter Report

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

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

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

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



# Case Transfer Staffing Data

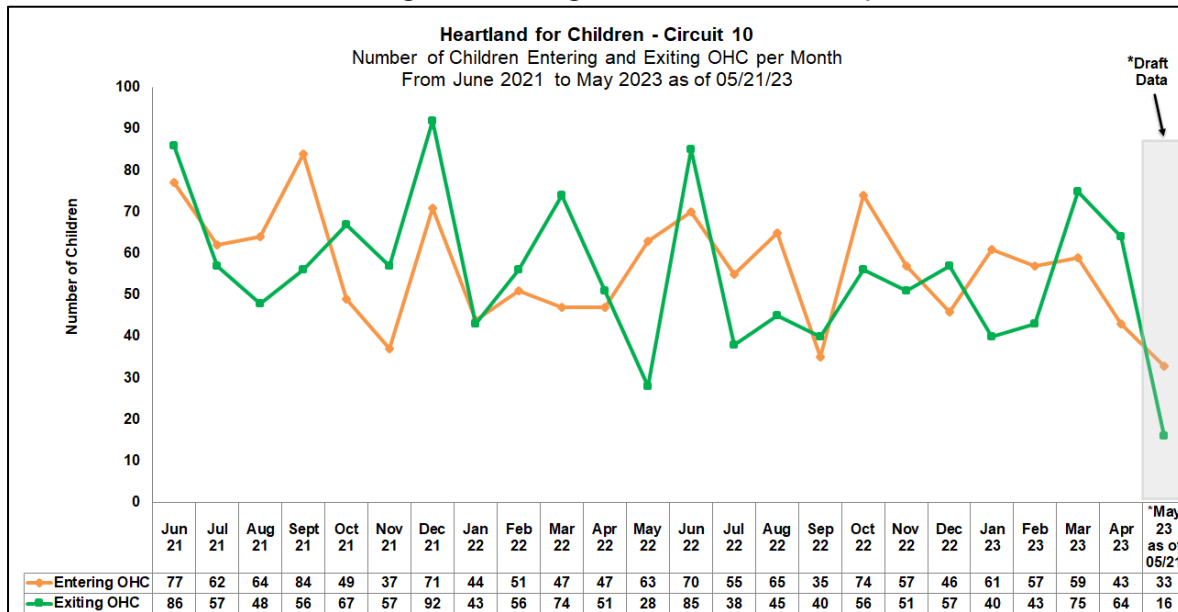
Case Transfer Data For Fiscal Year July 1, 2022 – June 30, 2023 - Data as of 05/21/23

	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	22-23 Totals	21-22 Totals
<b>Number of Children</b>														
CHS	32	32	19	17	24	23	2	43	46	23	36	0	297	358
LSF	36	34	20	38	36	43	30	29	35	24	26	0	351	355
OHU Polk	12	18	13	7	12	16	27	14	5	9	7	0	140	147
One Hope	37	49	40	30	47	33	33	26	34	28	12	0	369	503
<b>Total</b>	<b>117</b>	<b>133</b>	<b>92</b>	<b>92</b>	<b>119</b>	<b>115</b>	<b>92</b>	<b>112</b>	<b>120</b>	<b>84</b>	<b>81</b>	<b>0</b>	<b>1157</b>	<b>1363</b>
<b>Out of Home Care</b>														
CHS	19	19	16	13	19	20	10	24	26	11	24	0	201	200
LSF	17	15	15	24	25	21	18	12	24	18	18	0	207	188
OHU Polk	8	9	12	7	9	14	8	10	5	6	4	0	92	103
One Hope	12	8	12	6	18	4	1	7	10	7	0	0	85	113
<b>Total</b>	<b>56</b>	<b>51</b>	<b>55</b>	<b>50</b>	<b>71</b>	<b>59</b>	<b>37</b>	<b>53</b>	<b>65</b>	<b>42</b>	<b>46</b>	<b>0</b>	<b>585</b>	<b>604</b>
<b>IN - HOME JUDICIAL</b>														
CHS	5	0	0	0	0	0	2	1	0	0	2	0	10	4
LSF	2	1	0	2	0	0	2	0	0	0	0	0	7	16
OHU Polk	0	0	0	0	0	0	0	0	0	0	0	0	0	2
One Hope	0	2	0	0	0	2	2	0	0	0	0	0	6	6
<b>Total</b>	<b>7</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>23</b>	<b>28</b>

	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	22-23 Totals	21-22 Totals
<b>NON-JUDICIAL IN HOME SERVICES</b>														
CHS	6	8	3	3	3	3	2	7	19	12	9	0	75	116
LSF	10	10	5	8	8	18	3	10	7	4	5	0	88	95
OHU Polk	4	9	1	0	1	1	5	4	0	0	4	0	29	31
One Hope	3	3	0	3	12	12	6	0	0	0	5	0	44	35
<b>Total</b>	<b>23</b>	<b>30</b>	<b>9</b>	<b>14</b>	<b>24</b>	<b>34</b>	<b>16</b>	<b>21</b>	<b>26</b>	<b>16</b>	<b>23</b>	<b>0</b>	<b>236</b>	<b>277</b>
<b>OCS / ICPC Courtesy Supervision</b>														
CHS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LSF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OHU Polk	0	0	0	0	0	0	0	0	0	0	0	0	0	0
One Hope	22	29	28	21	17	15	24	18	24	21	7	0	226	338
<b>Total</b>	<b>22</b>	<b>29</b>	<b>28</b>	<b>21</b>	<b>17</b>	<b>15</b>	<b>24</b>	<b>18</b>	<b>24</b>	<b>21</b>	<b>7</b>	<b>0</b>	<b>226</b>	<b>338</b>
<b>Reinstatement of Protective Services Supervision (Notice of Hearings)</b>														
CHS	0	3	0	0	0	0	0	9	0	0	0	0	12	17
LSF	5	6	0	4	3	2	0	6	3	1	1	0	31	46
OHU Polk	0	0	0	0	0	0	0	0	0	1	0	0	1	2
One Hope	0	4	0	0	0	0	0	0	0	0	0	0	4	0
<b>Total</b>	<b>5</b>	<b>13</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>15</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>48</b>	<b>65</b>

## Children Entering & Exiting Care

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



**Source:** Children Entering and Exiting Foster Care On-Demand Listing - OCWDRU Report #1182,  
**Report-as-of:** 05/21/2023  
**Including Children Aged 0-17**





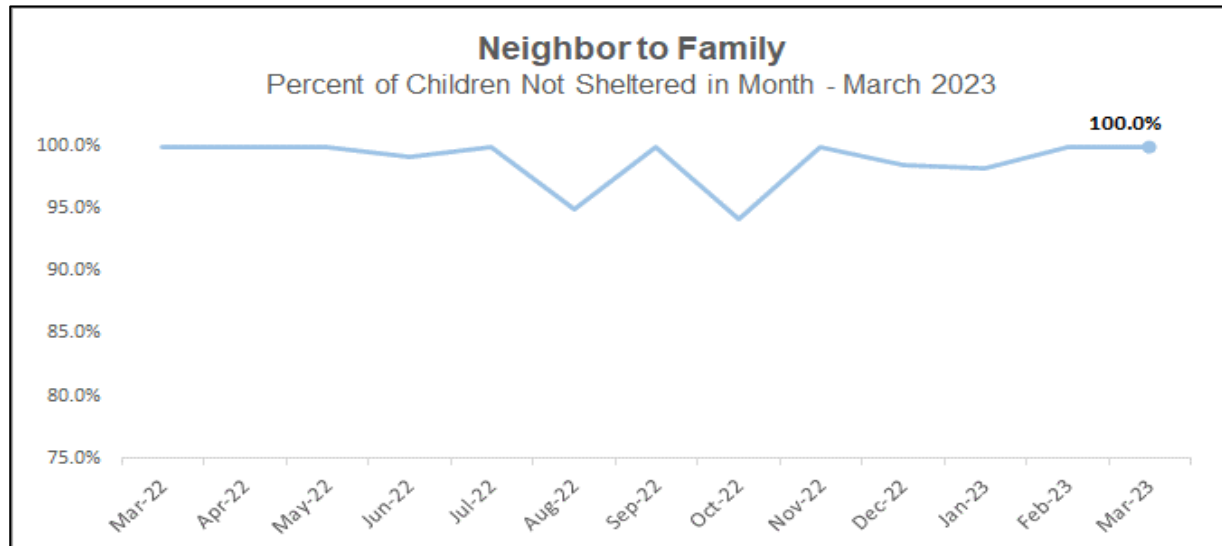
## Neighbor to Family – Weekly & Monthly Census

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

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

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

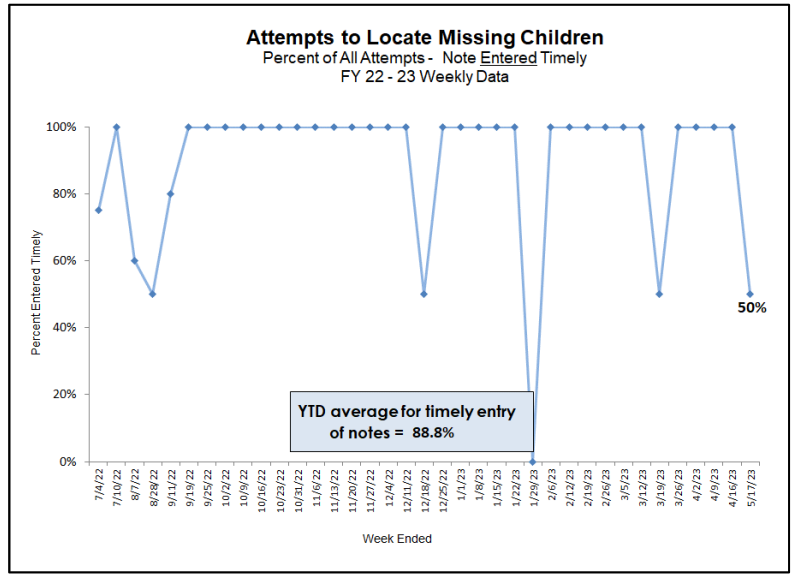
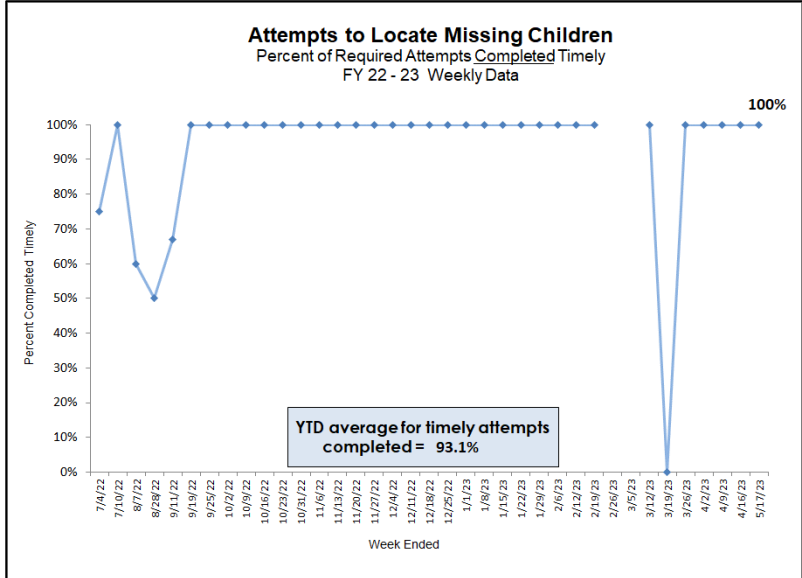
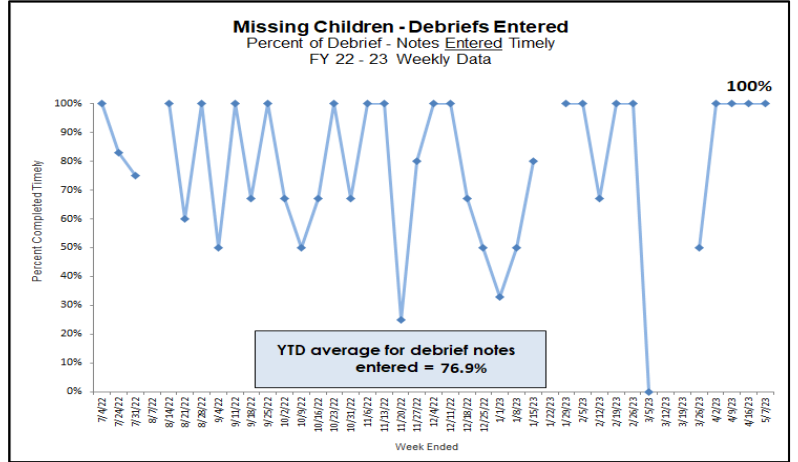
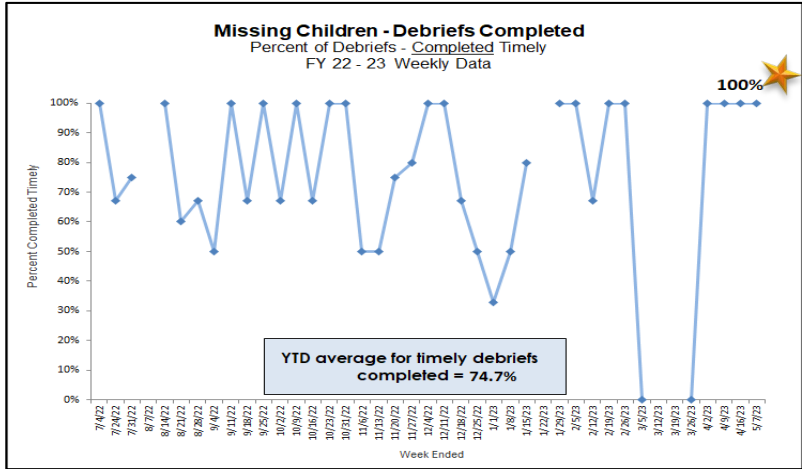
Neighbor To Family - Weekly Census Numbers		
Data 05/08/23 through 05/15/23		
Referral Type	Number of Families	Number of Children
CPI - Safety Management	0	0
CPI - Family Support	26	65
Specialized - Family Support	5	16
Prevention - Comm. Referral	27	62
Special Conditions Report	2	2
Nurturing Parenting	8	14
<b>NTF - Total Services</b>	<b>68</b>	<b>159</b>



# Missing Children

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

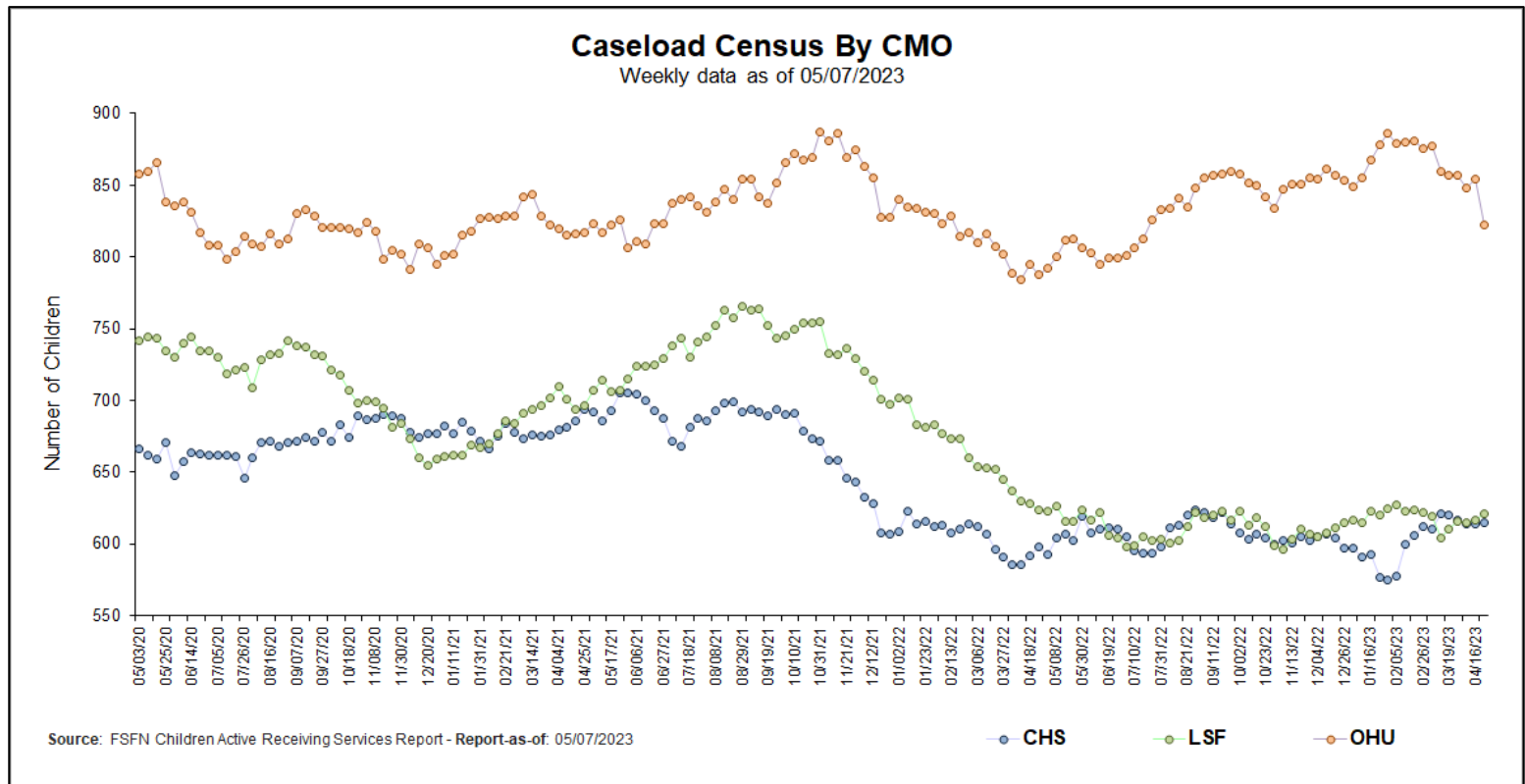
Weekly Data - Week ending 05/21/2023					
	Current Missing	Late Reports	Late ATL	Recoveries	Late Debriefs
CHS	3	0	1	0	0
LSF	0	0	0	0	0
OHU	0	0	0	1	0
CPI	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>



# Caseload Census Information

## CBC Services Weekly Caseloads By CMO

Number of Children by CMO Last 6 Reporting Periods						
Agency	3/12/2023	3/19/2023	3/26/2023	4/2/2023	4/16/2023	5/7/2023
CHS	621	620	617	614	614	615
LSF	604	610	616	615	617	621
OHU	860	857	857	848	854	822
<b>HFC Total</b>	<b>2085</b>	<b>2087</b>	<b>2090</b>	<b>2077</b>	<b>2085</b>	<b>2058</b>



# Caseload Census by Case Manager and Organization

Data as of 05/07/23

Caseload of 1 - 5 Children		
CMO	Case Workers	#
CHS	Pression, Alexa	5
OHU	Board, Brianna	5
CHS	Kaina, Kelly	4
OHU	Reyes, Jasmine	4
LSF	Owens, Guillermina	2
CHS	Garcia, Anakeidie	2
LSF	Forbes, Sabrina	1
CHS	Spencer-Whiting, Nicole	1
OHU	Mccoy, Ariana	1
LSF	Collins, Sara	1

Caseload of 16 - 24 Children		
CMO	Case Workers	#
LSF	Renfro, Andrew	24
CHS	Saimplice, Sherby	24
OHU	Willix, Amensha	24
LSF	Coleman, Tangelo	24
OHU	Wall, Tasha	24
OHU	Thompson, Wyshana	24
OHU	Azizi, Ellarie	24
LSF	Cruz, Veronica	24
OHU	Ryan, Shay	23
OHU	Cleveland, Tammy	23
LSF	Londono, Reina	23
LSF	Evans, Mikayla	22
LSF	Bickel, Sherry	21
LSF	Pierce, Pamela	21
OHU	Ghant, Dante	21
LSF	Bon-Fiol, Nikol	21
OHU	Pittard, Deangelo	21
LSF	Davis, Katelyn	21
OHU	Ventura, Armando	20
CHS	Forsman, Angela	20
LSF	Johnson, Tania	20
LSF	Burciaga, Cristina	20
LSF	Ellis, Darren	19
LSF	Brown, Ciara	18
LSF	Hettmansperger, Katelin	18
CHS	Telleria, Jelitza	18
LSF	Ramnaugh, Shan	17
OHU	Mendez, Natalie	16

Caseload of 25 - 29 Children		
CMO	Case Workers	#
LSF	Lynch, Rodina	29
OHU	Claffey, Alexandra	28
LSF	Louis, Rachele	28
OHU	Dedrick, Dawn	28
LSF	Pamphile, Emmanuella	28
OHU	Brutus, Marie	27
LSF	Escartin Vega, Kathia	27
LSF	Lott, Carla	27
CHS	White, Melinda	27
OHU	Mullis, Felicia	26
OHU	Bello, Bianca	26
LSF	Morris, Alundrea	26
OHU	Pizarro, Frances	26
LSF	Willingham, Jadashia	25
LSF	McNulty, Andrirea	25

Caseload of 30+ Children		
CMO	Case Workers	#
OHU*	Bailon, Margarita	44
OHU*	Fuentes, Norma	44
OHU*	Smith, Lorie	43
OHU*	Washington, Woodrica	42
CHS	Hiers, Katherine	41
CHS	Bain, Claire	40
OHU*	Villegas, Anna	40
CHS	Mcphail, Allissa	39
CHS	Sisk, Sarah	38
CHS	Luebke, Nicole	37
OHU*	Simmons, Shannon	37
CHS	Fort, Angela	36
CHS	Hodges, Elaine	35
CHS	Alves, Jordan	34
OHU	Weathersby, Donald	33
CHS	Taylor, Victoria	32
LSF	Nail, Demetria	31
CHS	House, David	31
CHS	Mcbride, Hannah	31
OHU	Kohn, Ludessa	30
OHU	Nettles, Markisha	30

Caseload of 6 - 15 Children		
CMO	Case Workers	#
OHU	Daniel, Peyton	15
LSF	Williams, Carlise	15
CHS	Dawes, Dominique	14
OHU	Southall, Akeva	13
CHS	Whiting, Kari	11
OHU	Howe, Danielle	10
CHS	Borden, Kayla	8
CHS	Miiller, Alexis	6
OHU	Johnson, Randi	6

Transition Age Youth - Young Adults		
CMO	Case Workers	#
CHS	Nieves, Carlos	28
LSF	Peralta, Joshua	23
OHU	Vazquez, Roger	13
OHU	Metelus, Getro	9
OHU	Sandbrook, Mary	6
LSF	Jones, Dane	2

Unit Supervisors Carrying Cases		
CMO	Case Workers	#
CHS	Luskey, Taylor	30
LSF	Newton, Kimberly	18
OHU	Colon, Lisette	13
CHS	Cortes, Jennifer	6
CHS	Butler, Haveria	1
OHU	Gadson, Berlendah	1

FTC Facilitators Carrying Cases		
CMO	Case Workers	#
CHS	Cruz, Cheyleen	10
CHS	Mills, Clyatt	8

\*These OHU case managers contain caseloads that are over 65% OCS cases. On average an OCS case compares to 1.54 regular cases (i.e., 20 OCS cases approx. equals 13 regular cases).

All CHS case managers are supported by Case-Aim support. On average a Case-Aim supported case compares to 1.33 regular cases (i.e., 20 cases with Case-Aim approx. equals 15 cases without Case-Aim support).



# Caseload Census Information

Case Manager Caseload Breakdown by Agency – Data as of 05/07/23

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	4	4	3	2	11	24	24.5
LSF	4	1	16	8	1	30	19.9
OHU	3	7	10	6	9	35	22.9
# of CMs	11	12	29	16	21	89	22.3

Percent of Case Managers That Are at or Under the National Caseload Standard of 15			
CMO	# Case Managers	# with Caseload at 15 or lower	Percent at 15 or lower
CHS	24	8	33.3%
LSF	30	5	16.7%
OHU	35	10	28.6%
HFC	89	23	25.8%

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

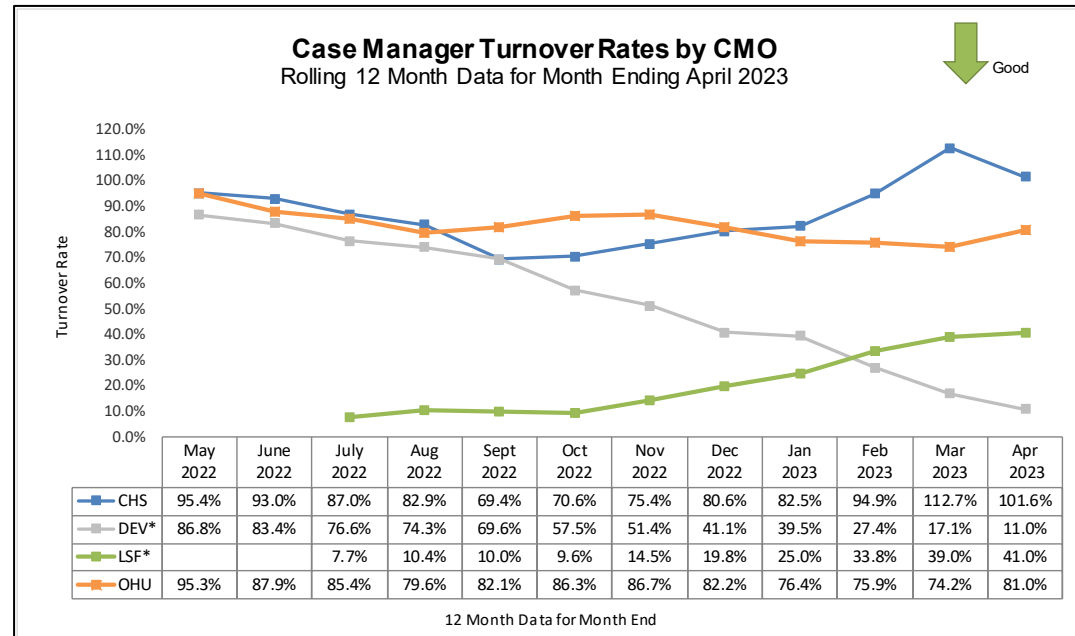
## Case Management Organization Turnover

12 Month Case Manager Turnover Rates by Agency

Employee Turnover Rates By CMO		
12 Month Data for Month Ended April 2023		
CMO	Case Manager	Case Manager Supervisor
CHS	101.6%	53.3%
DEV*	11.0%	11.1%
LSF*	41.0%	26.1%
OHU	81.0%	77.8%

7/2/22 - Transition from Devereux to Lutheran Services Florida; the 12-months required for a "Rolling Year Total" has been split between agencies:

- **DEV:** Mar-22 to Jun-22 (4 months)
- **LSF:** Jul-22 to Feb-23 (8 months)





## Healthcare Information

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

Health Information in FSFN for Children in OHC as of 05/21/23						
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	418	100.0%	96.9%	94.0%	97.8%	96.2%
LSF	471	100.0%	98.7%	95.0%	98.7%	97.5%
OHU	391	100.0%	98.5%	85.9%	98.2%	94.2%
<b>HFC</b>	<b>1280</b>	<b>100.0%</b>	<b>98.0%</b>	<b>91.8%</b>	<b>98.3%</b>	<b>96.0%</b>

Source: FSFN report 1009 "Healthcare Service Information for Children in Out-of-home Care Daily Listing - OCWDRU"




Health Information in FSFN as of 05/21/23				
Agency	# of Missing Medical Records	# of Medical Appointments Needing Update	# of Dental Appointments Needing Update	# of Immunization Needing Update
CHS	0	13	16	9
LSF	0	6	15	6
OHU	0	6	38	7
<b>Total</b>	<b>0</b>	<b>25</b>	<b>69</b>	<b>22</b>


Source: "Healthcare Service Information for OHC - Daily Listing - OCWDRU"

## Scorecard Measures 9 & 10 - Children Receiving Healthcare Services

SM 9 - Percent of children in out-of-home care who have received medical services in the last 12 months – Target = 95.0%

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

Children Receiving Medical Services Within Last 12 Mths FY 22-23 - 4th Qtr as of 05/21/23			
Agency	Appointment within last 12 mths	Total Children out-of-home care	Percent Medical Services Received
CHS	404	412	98.1% 
LSF	465	468	99.4% 
OHU	385	391	98.5% 
<b>Total</b>	<b>1,254</b>	<b>1,271</b>	<b>98.7%</b>

Scorecard Measure #10 - 06/30/23 (snapshot) Children Receiving Dental Services Within Last 7 Mths FY 22-23 - 4th Qtr as of 05/21/23			
Agency	Appointment within last 7 mths	Total Children out-of-home care	Percent Dental Services Received
CHS	249	265	93.9%
LSF	286	301	95.0% 
OHU	232	270	85.9%
<b>Total</b>	<b>767</b>	<b>836</b>	<b>91.75%</b>

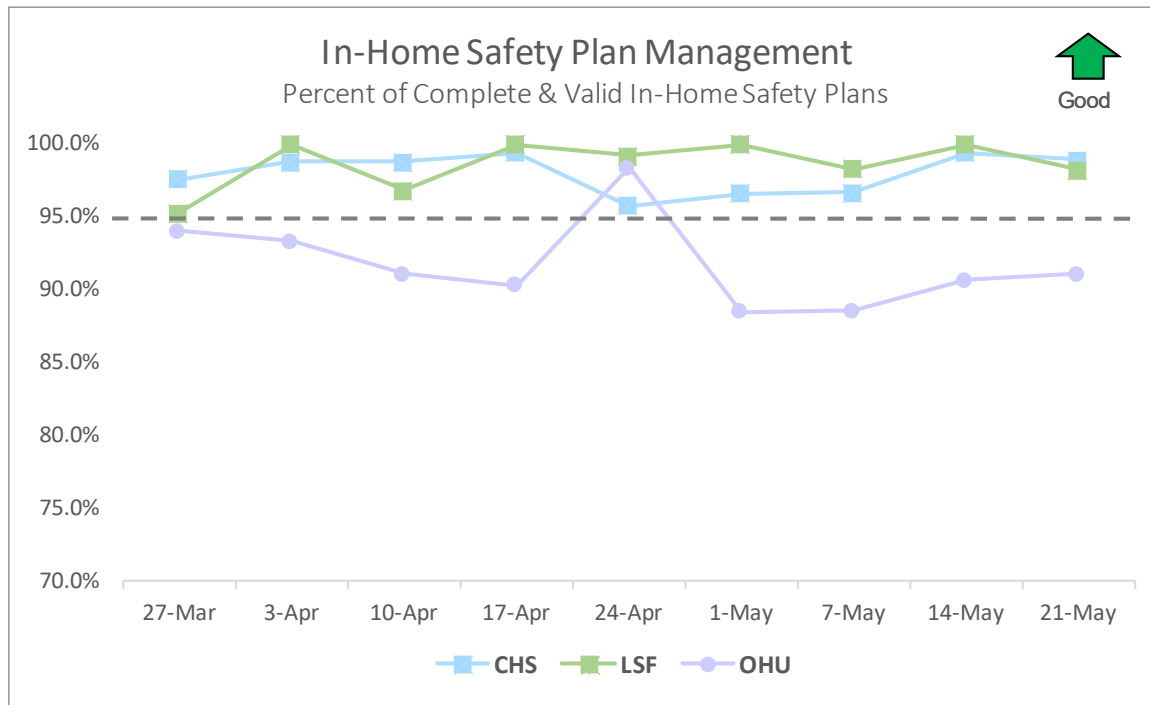




# In-Home Safety Plan Management

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 05/21/23				
Agency	No -or- Expired Safety Plans	Complete & Valid Safety Plans	Total Required Safety Plans	Percentage Complete
CHS	2	176	178	<b>98.9%</b>
LSF	2	110	112	<b>98.2%</b>
OHU	11	112	123	<b>91.1%</b>
<b>HFC Total*</b>	<b>15</b>	<b>398</b>	<b>413</b>	<b>96.37%</b>



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:** 05/17/2023

Relative / Non-Relative Unified Home Study Approval Status 45 Days since Case Transfer - <b>Past Due</b>			
Agency	# of UHS	Status - Pending	Status - No UHS
CHS	5	1	4
LSF	2		2
OHU	1	1	
<b>Total</b>	<b>8</b>	<b>2</b>	<b>6</b>

## Child Placement Agreement Errors – May 2023

Child Placement Agreement Errors Data as of 05/17/2023					
Agency	New CPA Needed	Need to Upload Signed Agreement	Need Supervisor Approval	Need to Close CPA	Total
CHS		4	3	1	8
LSF			1		1
OHU		1	1	1	3
<b>Total</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>12</b>



## AWARENESS FOR APRIL

- Foster Care Month
- Water Safety Month
- Mother's Day – 5/14
- Memorial Day 5/29

## HEALTH RESOURCES

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

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

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

## SAFETY RESOURCES

### Internet Safety and Tips

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

### 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)

## COMMUNITY RESOURCES

Lakeland Mom's Summer Camp Guide  
[lakelandmom.com/summer-camp-directory/](https://lakelandmom.com/summer-camp-directory/)

### United Way's 211

Call 211 or visit 211.org

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

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

<https://sites.google.com/view/floridac10/mhbhresources/home>

On this site you will find:

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

### Food Distribution Schedule

Polk, Highlands and Hardee Counties  
Food Distribution Sites

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

### Healthy Families Florida

Family support and coaching program that helps parents provide the safe and stable environments children need for healthy growth and development.

[healthyfamiliesfla.org/programs\\_map.html](https://healthyfamiliesfla.org/programs_map.html)

### Domestic Violence Services

Peace River Center's Domestic Violence Program provides free, confidential services for individuals affected by domestic violence, sexual assault and human trafficking crimes, their family members and friends in Polk, Hardee and Highlands counties.

### 24-Hour Domestic Violence Crisis Lines

Hardee/Highlands 863.386.1167  
Polk 863.413.2700

Victim Services Office Line 863.413.2708  
Victim Services – Polk County 1860 South Crystal Lake Drive, Lakeland, FL 33801  
Victim Services – Hardee/Highlands Counties

1570 Lakeview Drive, Sebring, FL 33870

## HFC EVENTS

### HFC's Child Welfare Provider Fair

Thursday, June 15<sup>th</sup> from 1PM-4PM  
Bartow Civic Center

### HFC's "Let's Talk About it" Podcast

where we provide education and resources for family matters in Polk, Highlands and Hardee Counties  
[Apple Podcasts](#) / [Anchor](#) / [Spotify](#) / [YouTube](#)



## POLK COUNTY

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

### 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

## HARDEE COUNTY

**Hardee County Swimming Resources**  
[Swim Lessons](#) | [Florida Department of Health in Hardee \(floridahealth.gov\)](#)

### Hardee Help Center

A Christ-centered community service organization bringing hope & healing to Hardee County families in difficult seasons of life.  
713 E Bay Street Wauchula, FL 33873  
Contact: [info@hardeehelpcenter.com](mailto:info@hardeehelpcenter.com) | 863-773-0034

### Visit Hardee

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



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



You're invited to the  
**CHILD WELFARE  
PROVIDER FAIR**

**June 15, 2023 | 10AM - 2PM**  
**Bartow Civic Center**  
2250 S Floral Avenue, Bartow, FL 33830

**Games, Raffles, Health Screenings, Massages,  
Training Credit, Fun Fair Food and More!**



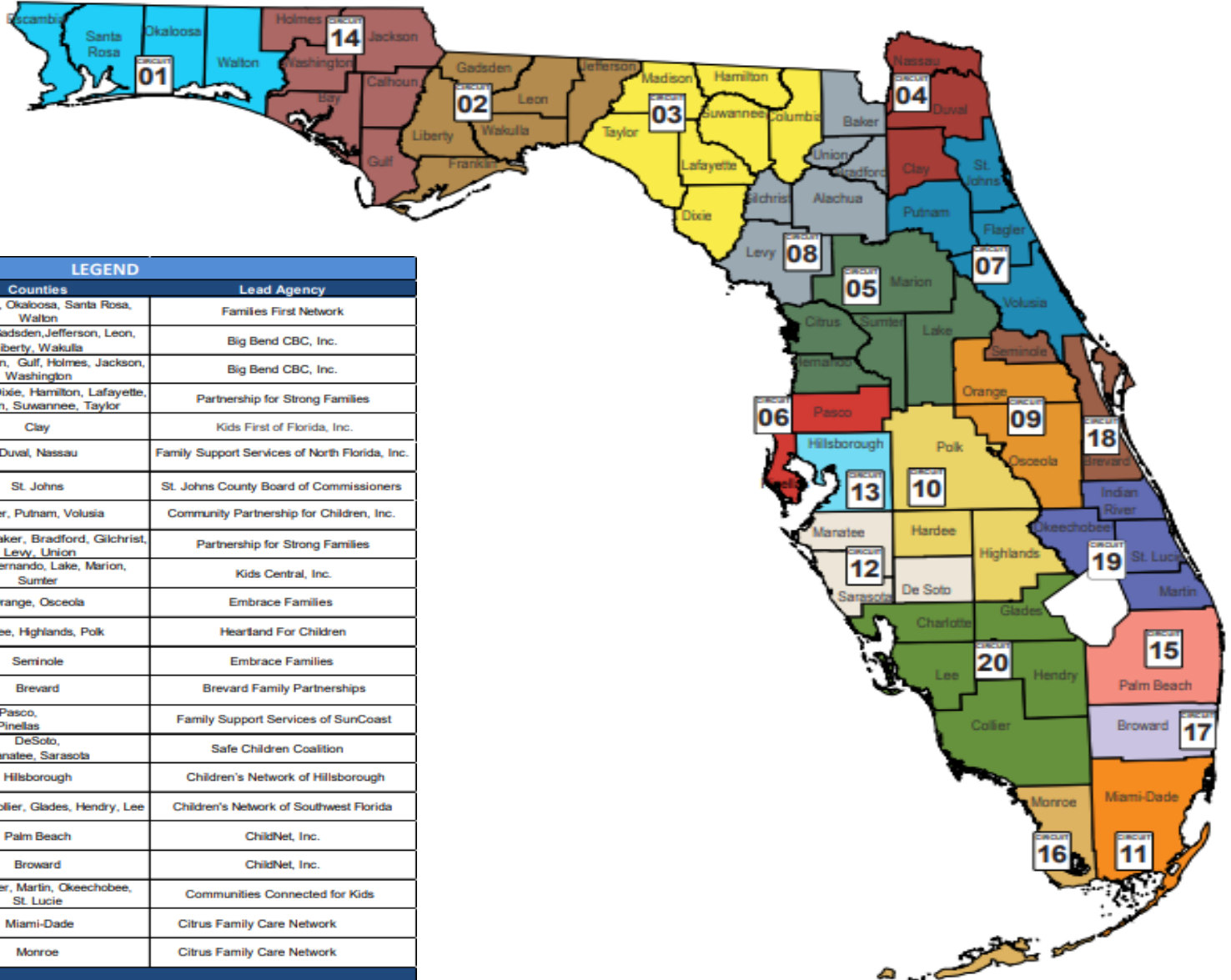
**CALLING ALL VENDORS! We're excited to have you join us!**

- NO Vendor Fee
- Lunch & Snacks Provided
- Vendor Scavenger Hunt
- For more info contact, Faye Dyer

863-519-8900 x 400 or email [fdyer@heartlandforchildren.org](mailto:fdyer@heartlandforchildren.org)

Heartland for Children is a community-based care lead agency contracted with the Department of Children and Families.

# Community Based Care Lead Agency Map



LEGEND			
Circuit	Region	Counties	Lead Agency
1	Northwest	Escambia, Okaloosa, Santa Rosa, Walton	Families First Network
2		Franklin, Gadsden, Jefferson, Leon, Liberty, Wakulla	Big Bend CBC, Inc.
14		Bay, Calhoun, Gulf, Holmes, Jackson, Washington	Big Bend CBC, Inc.
3	Northeast	Columbia, Dixie, Hamilton, Lafayette, Madison, Suwannee, Taylor	Partnership for Strong Families
4		Clay	Kids First of Florida, Inc.
4		Duval, Nassau	Family Support Services of North Florida, Inc.
7		St. Johns	St. Johns County Board of Commissioners
7	Central	Flagler, Putnam, Volusia	Community Partnership for Children, Inc.
8		Alachua, Baker, Bradford, Gilchrist, Levy, Union	Partnership for Strong Families
5	SunCoast	Citrus, Hernando, Lake, Marion, Sumter	Kids Central, Inc.
9		Orange, Osceola	Embrace Families
10		Hardee, Highlands, Polk	Hearthand For Children
18	Southeast	Seminole	Embrace Families
18		Brevard	Brevard Family Partnerships
6	Southern	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	Southern	Palm Beach	ChildNet, Inc.
17		Broward	ChildNet, Inc.
19	Southern	Indian River, Martin, Okeechobee, St. Lucie	Communities Connected for Kids
11		Miami-Dade	Citrus Family Care Network
16	Southern	Monroe	Citrus Family Care Network