



Quality Management Reports

April 2011


Exit Interviews

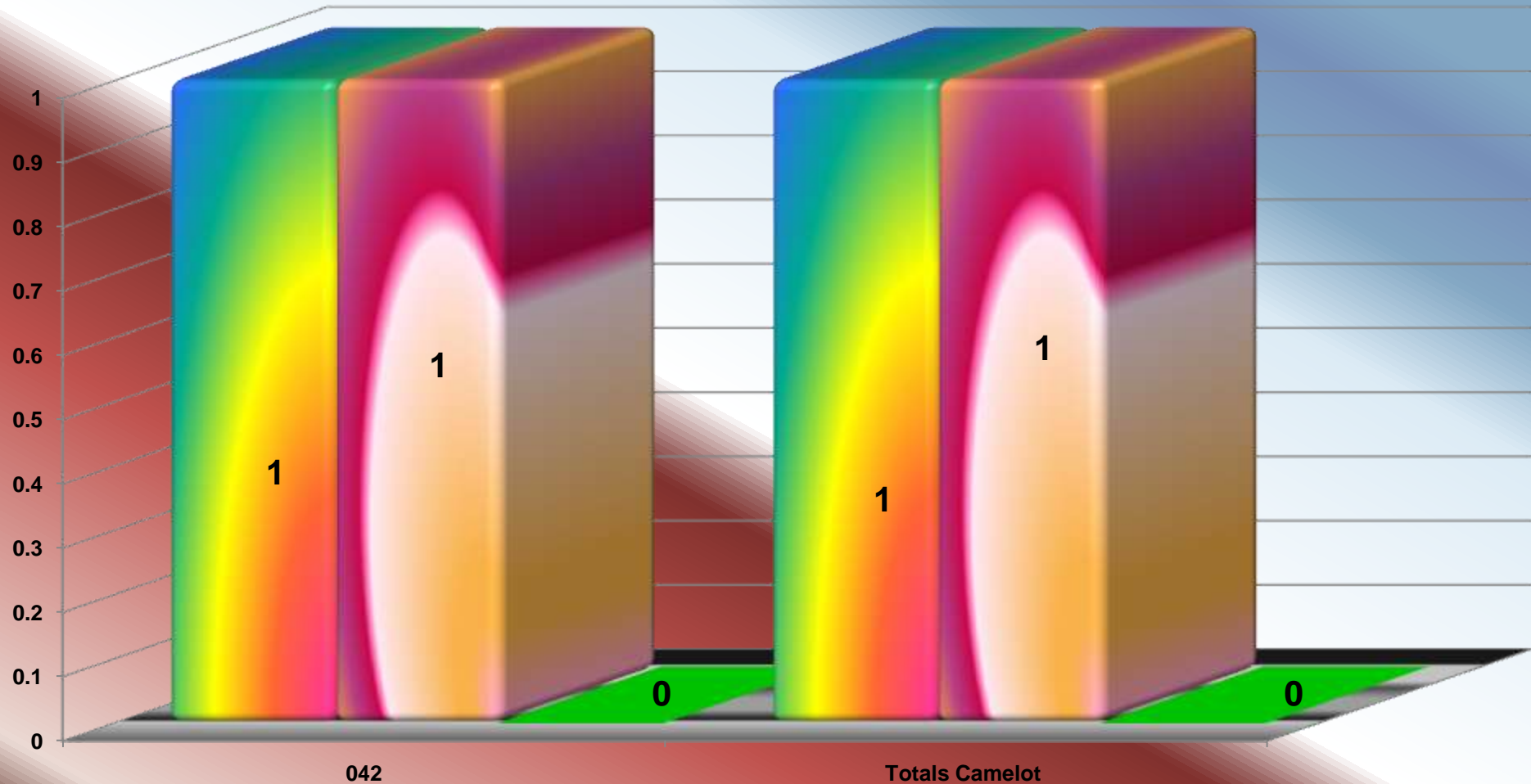
Exit Interviews Due / Completed / Outstanding - Camelot March 2011

Data Through 03/31/2011

 # of Exits Due

 # of Exits Completed

 Number Outstanding



Date Prepared 04/14/2011

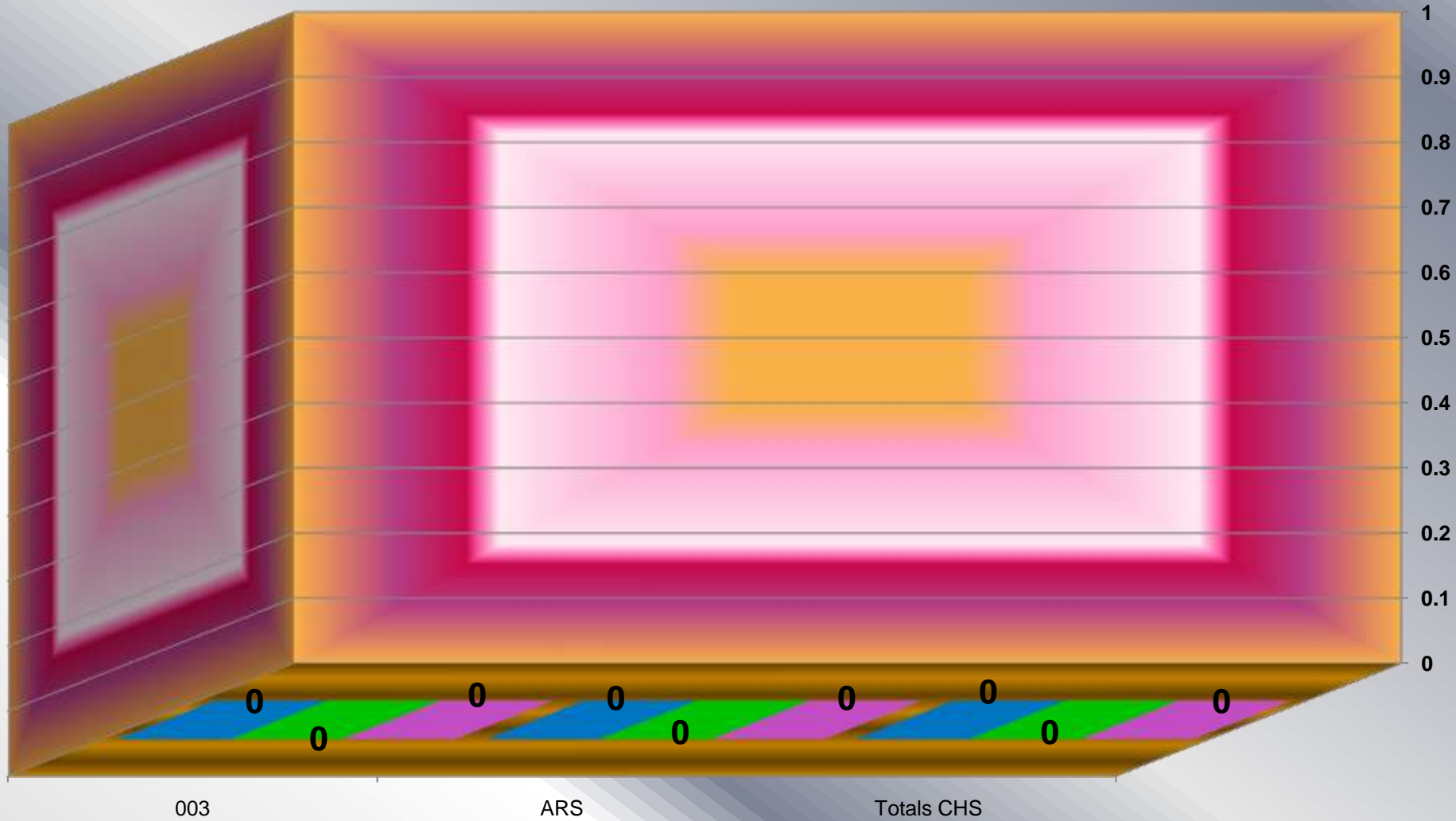
Exit Interviews Due / Completed / Outstanding - CHS March 2011

Data Through 03/31/2011

■ # of Exits Due

■ # of Exits Completed

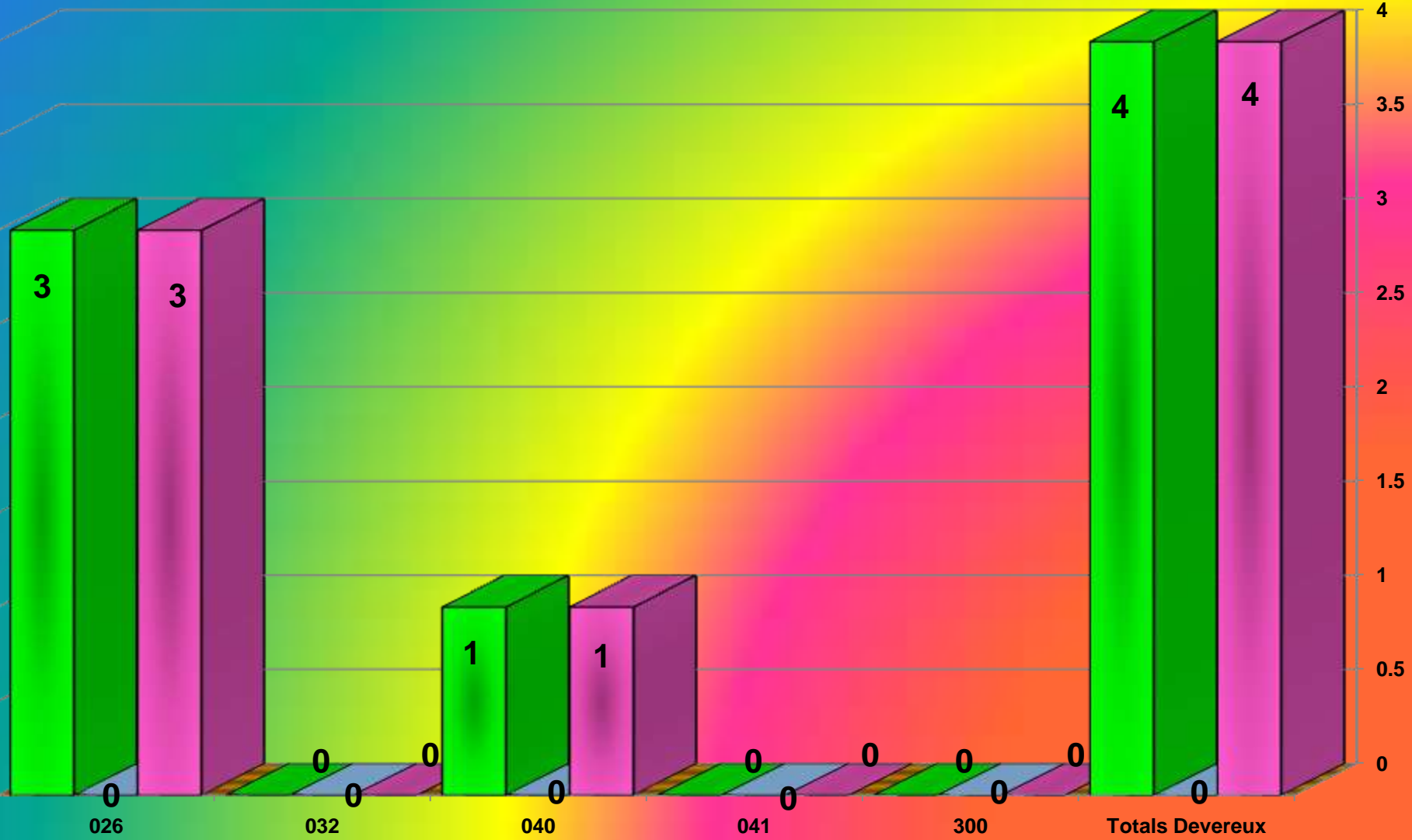
■ Number Outstanding



Date Prepared 04/14/2011

Exit Interviews Due / Completed / Outstanding - Devereux March 2011

Data Through 03/31/2011

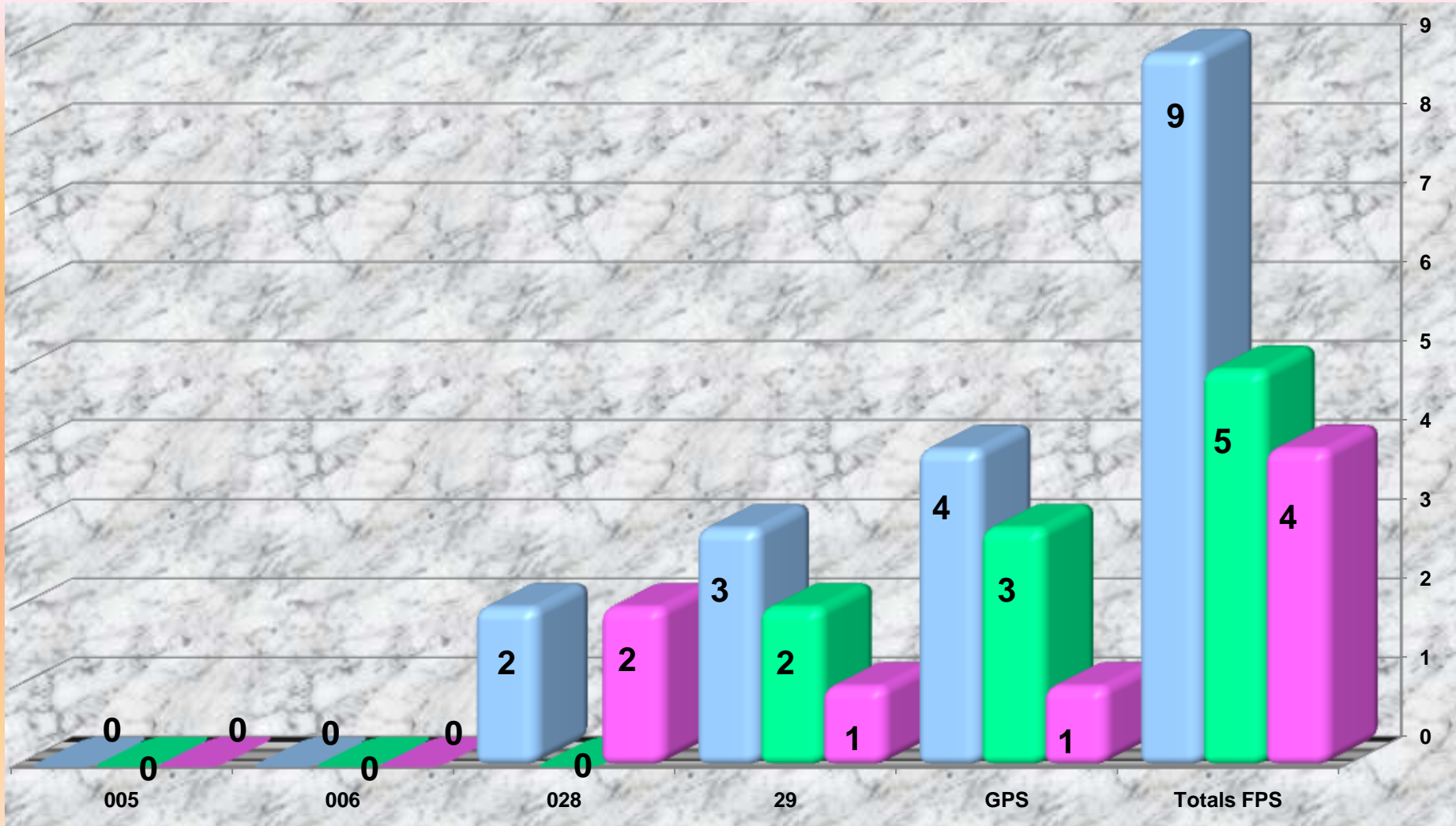


Date Prepared 04/14/2011

Exit Interviews Due / Completed / Outstanding - FPS March 2011

Data Through 03/31/2011

■ # of Exits Due ■ # of Exits Completed ■ Number Outstanding

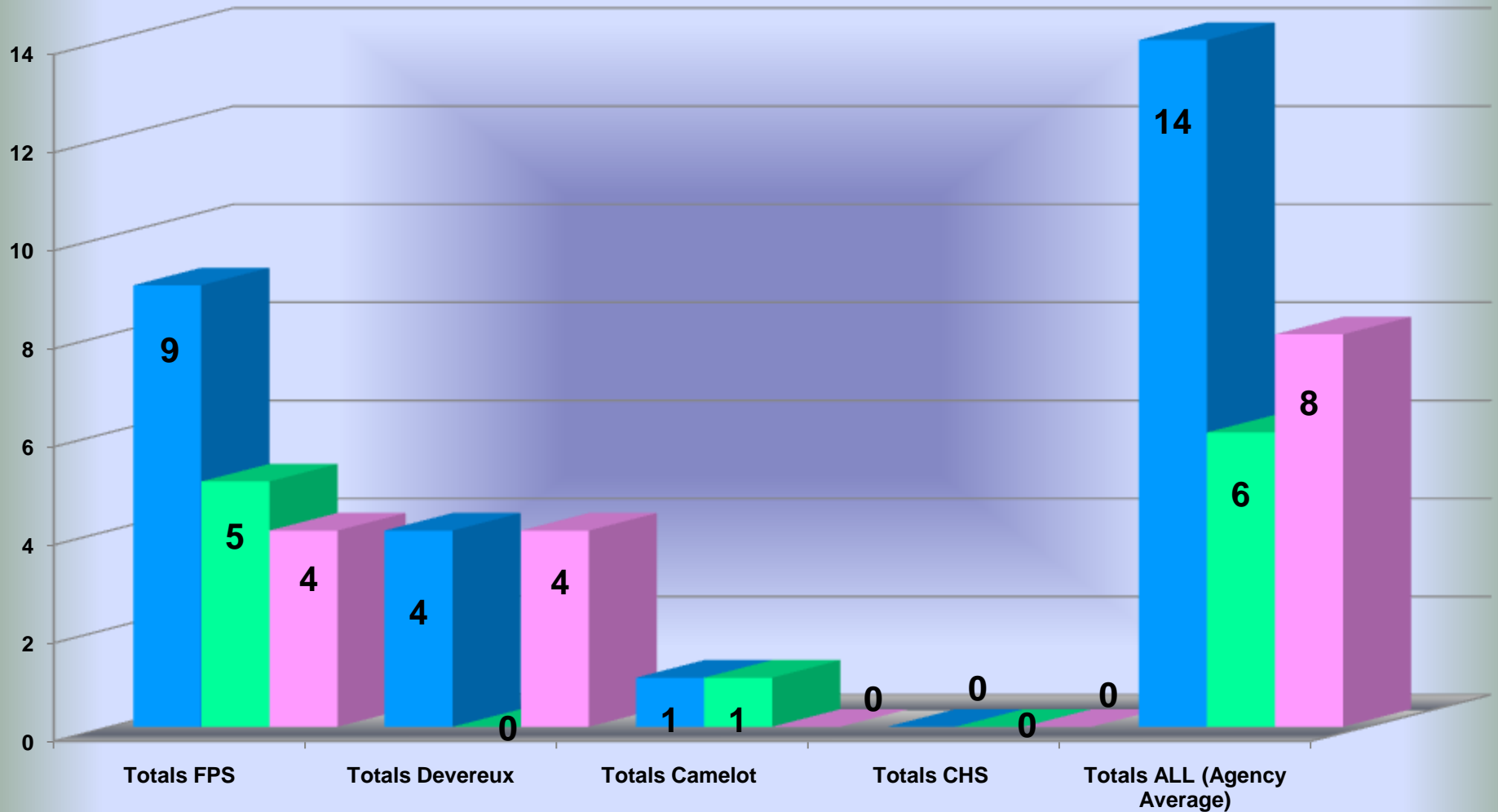


Date Prepared 04/14/2011

Exit Interviews Due / Completed / Outstanding - All March 2011

Data Through 03/31/2011

■ # of Exits Due ■ # of Exits Completed ■ Number Outstanding



Date Prepared 04/14/2011

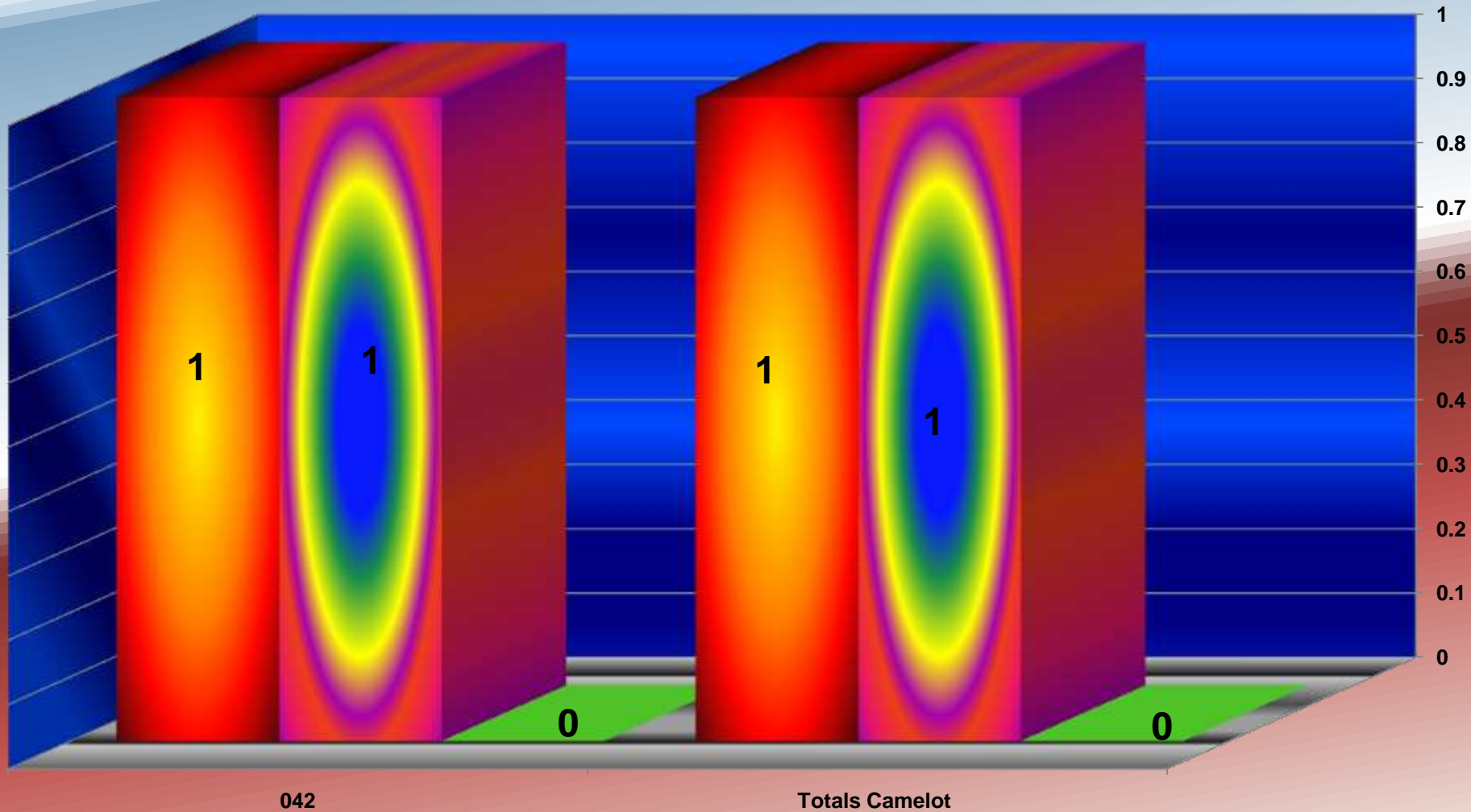
Exit Interviews Completed / Submitted Timely - Camelot March 2011

Data Through 03/31/2011

 # of Exits Completed

 Timely Submission

 Completed Timely / 5 Days or Less

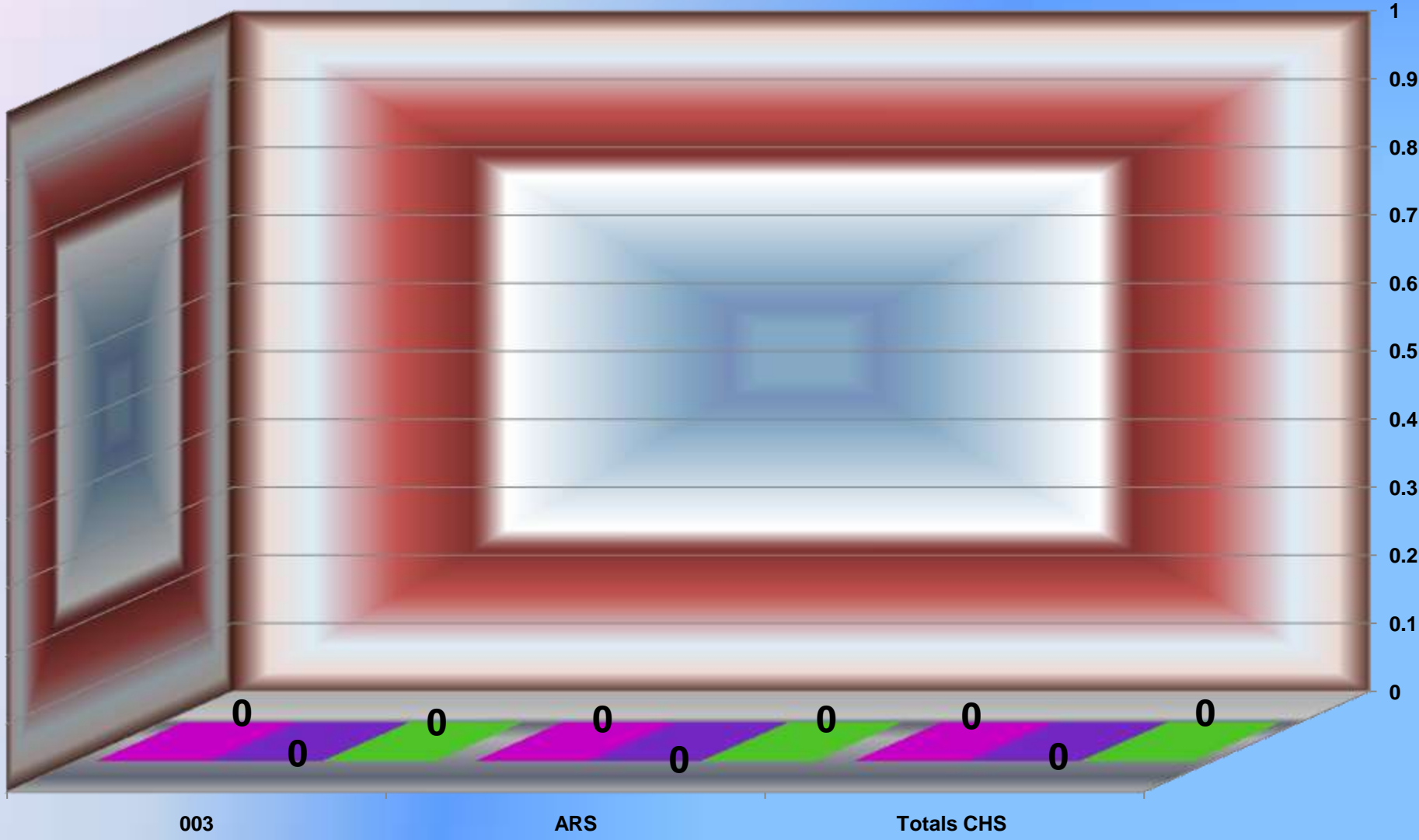


Exit Interviews Completed / Submitted Timely - CHS

March 2011

Data Through 03/31/2011

■ # of Exits Completed ■ Timely Submission ■ Completed Timely / 5 Days or Less

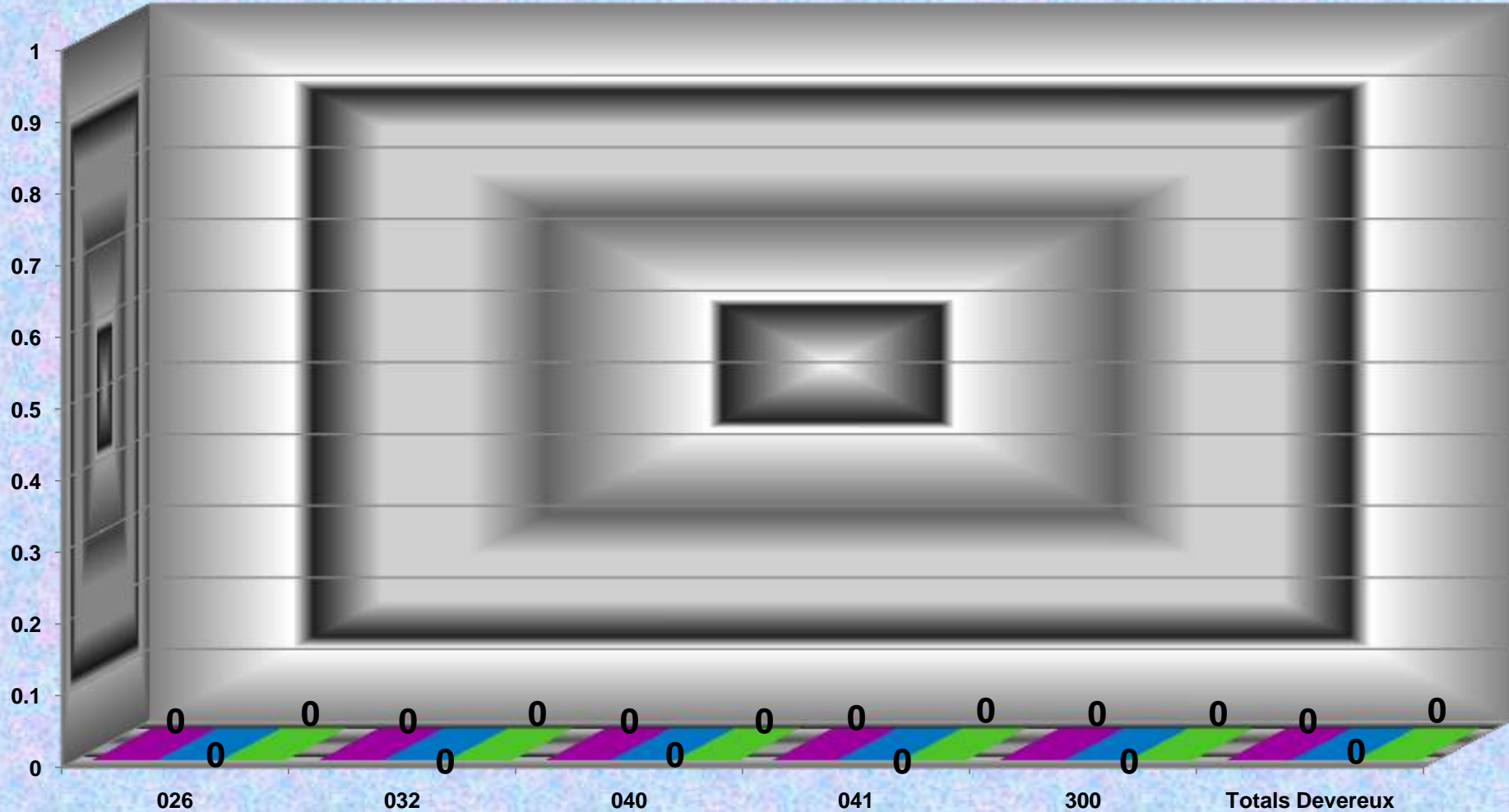


Date Prepared 04/15/2011

Exit Interviews Completed / Submitted Timely - Devereux March 2011

Data Through 03/31/2011

■ # of Exits Completed ■ Timely Submission ■ Completed Timely / 5 Days or Less



Date Prepared 04/15/2011

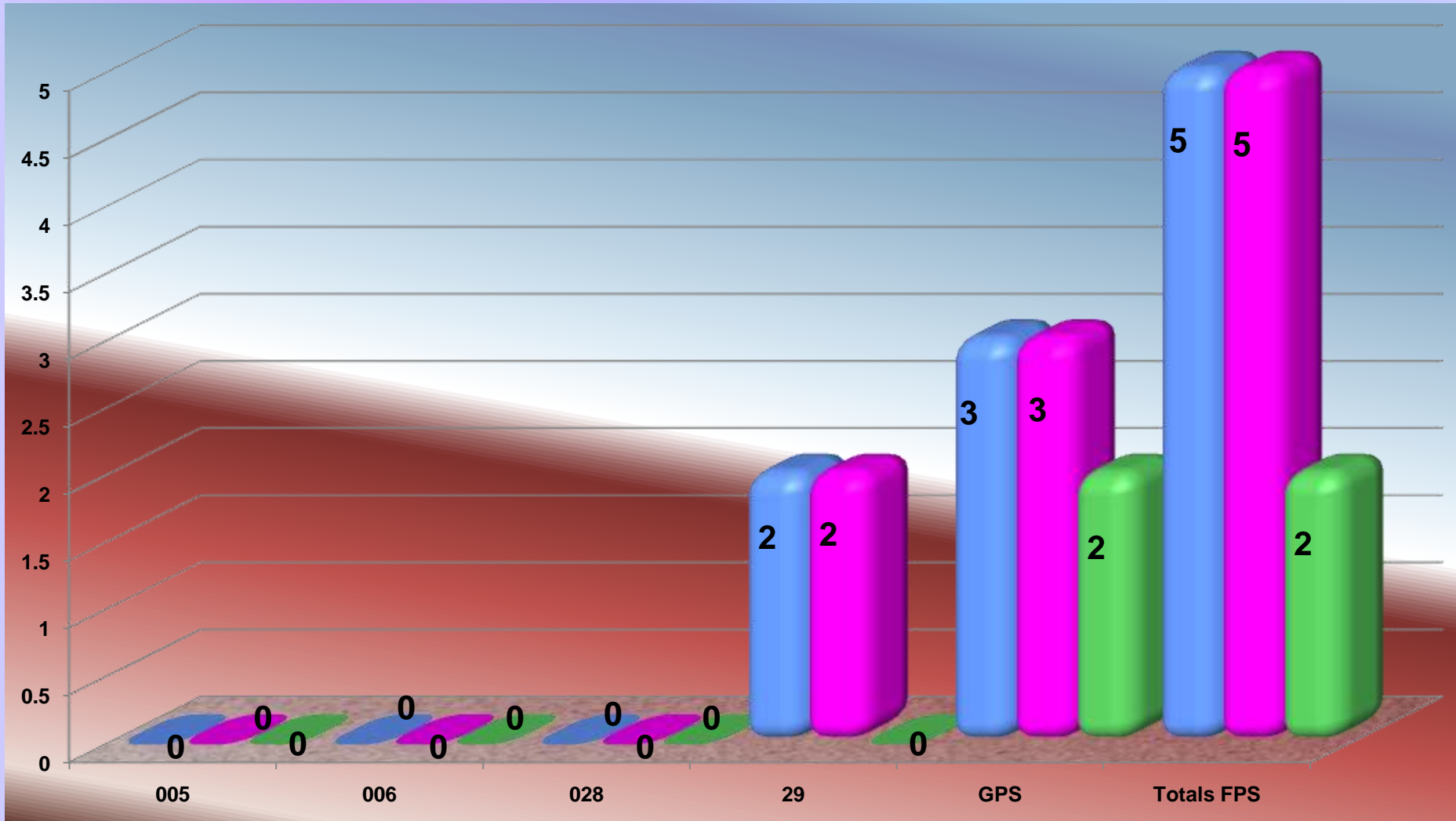
Exit Interviews Completed / Submitted Timely - FPS March 2011

Data Through 03/31/2011

■ # of Exits Completed

■ Timely Submission

■ Completed Timely / 5 Days or Less



Date Prepared 04/15/2011

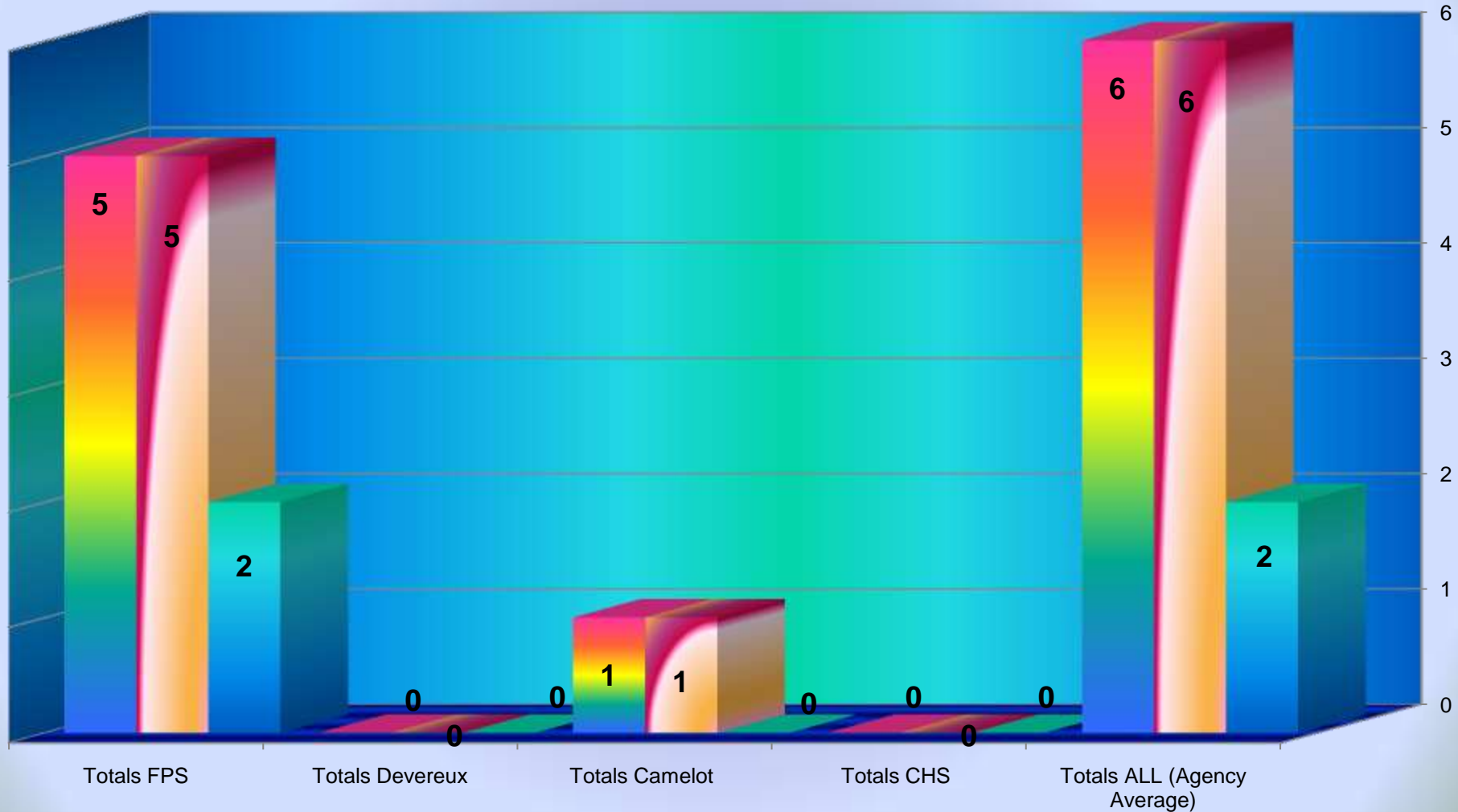
Exit Interviews Completed / Submitted Timely - All March 2011

Data Through 03/31/2011

 # of Exits Completed

 Timely Submission

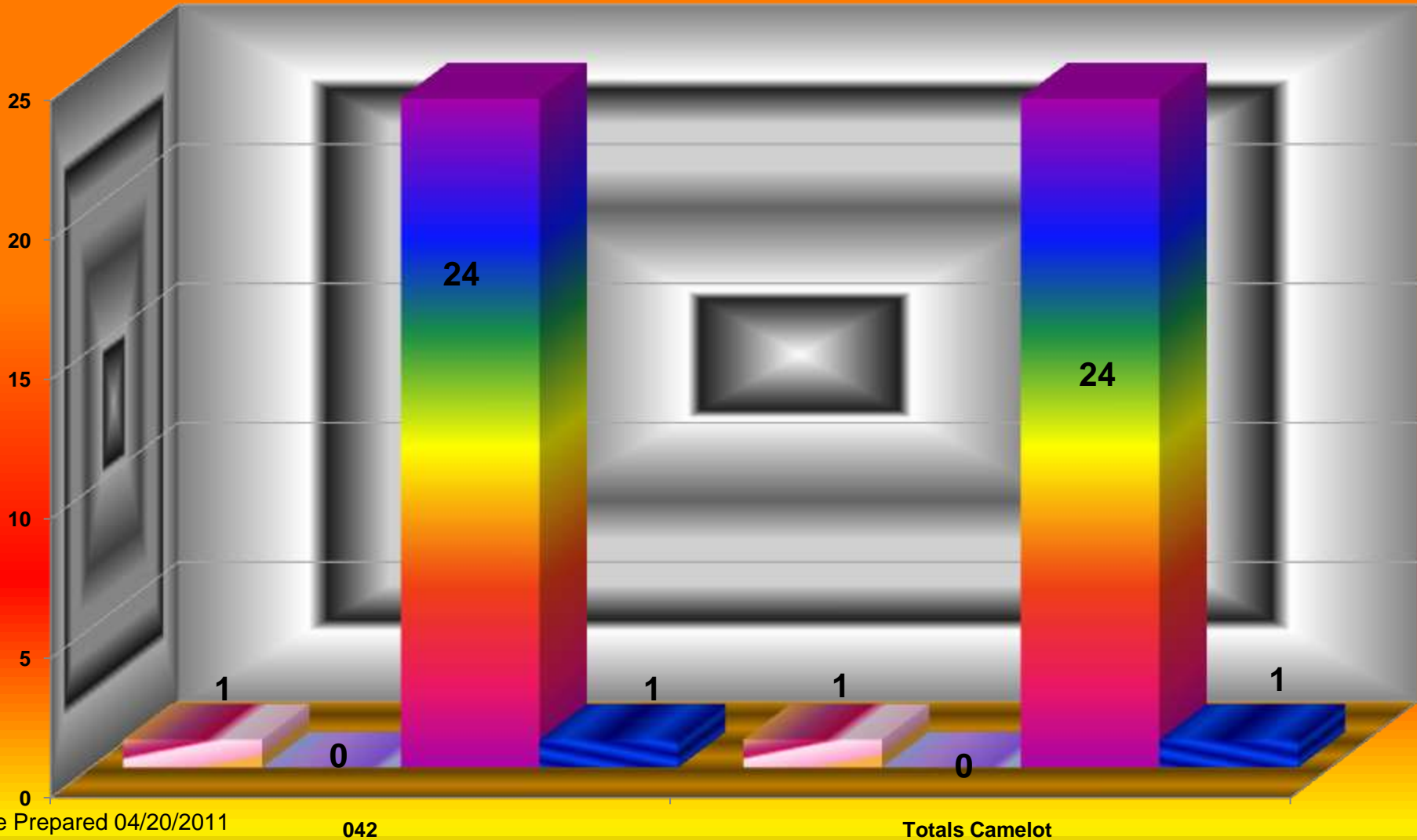
 Completed Timely / 5 Days or Less



Timely, Average Days, < 5 Days and > 5 Days - Camelot March 2011

Data Through 03/31/2011

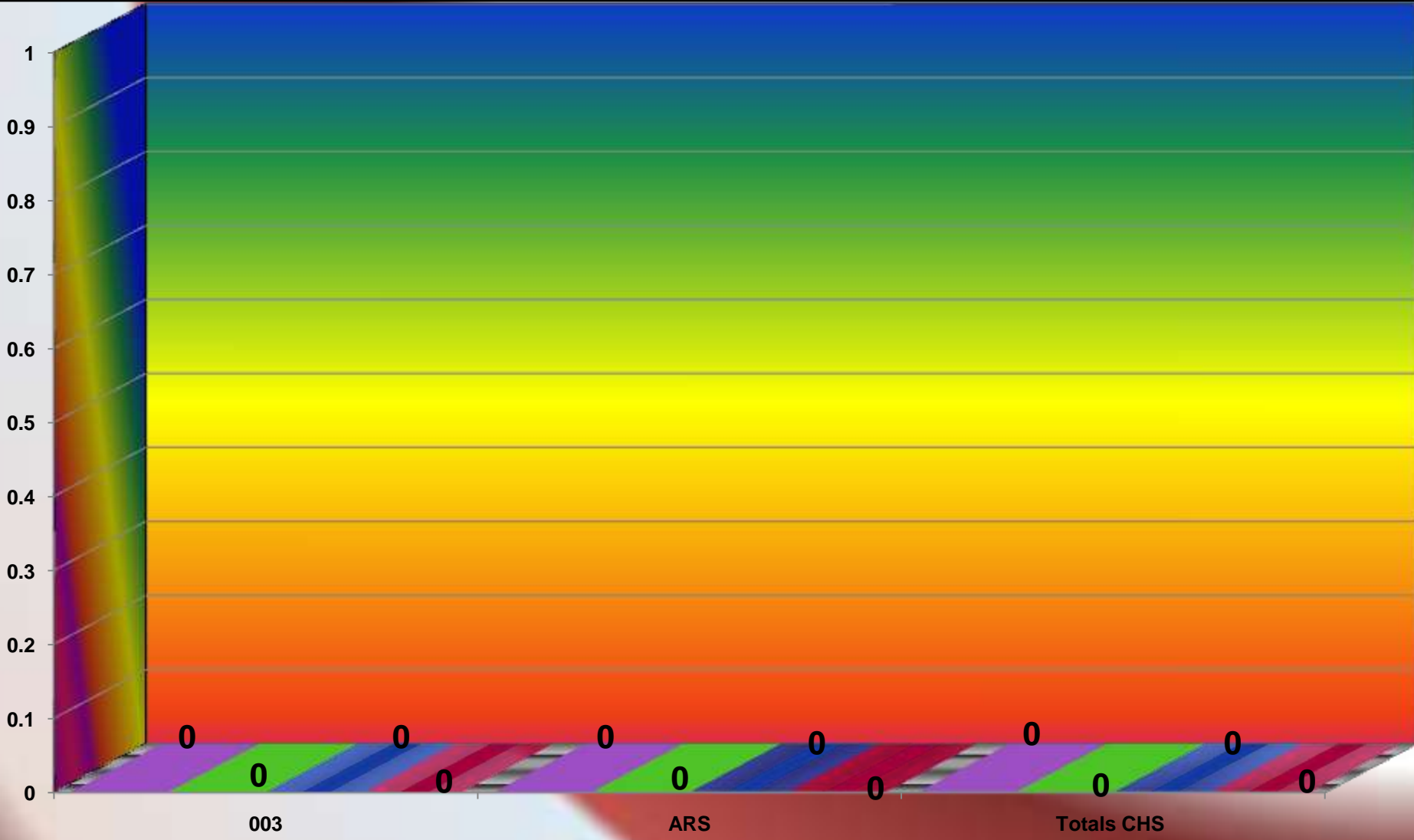
■ Timely Submission ■ Completed Timely / 5 Days or Less ■ Average Days to Complete ■ # 5 Days or More



Timely, Average Days, < 5 Days and > 5 Days - CHS March 2011

Data Through 03/31/2011

■ Timely Submission ■ Completed Timely / 5 Days or Less ■ Average Days to Complete ■ # 5 Days or More

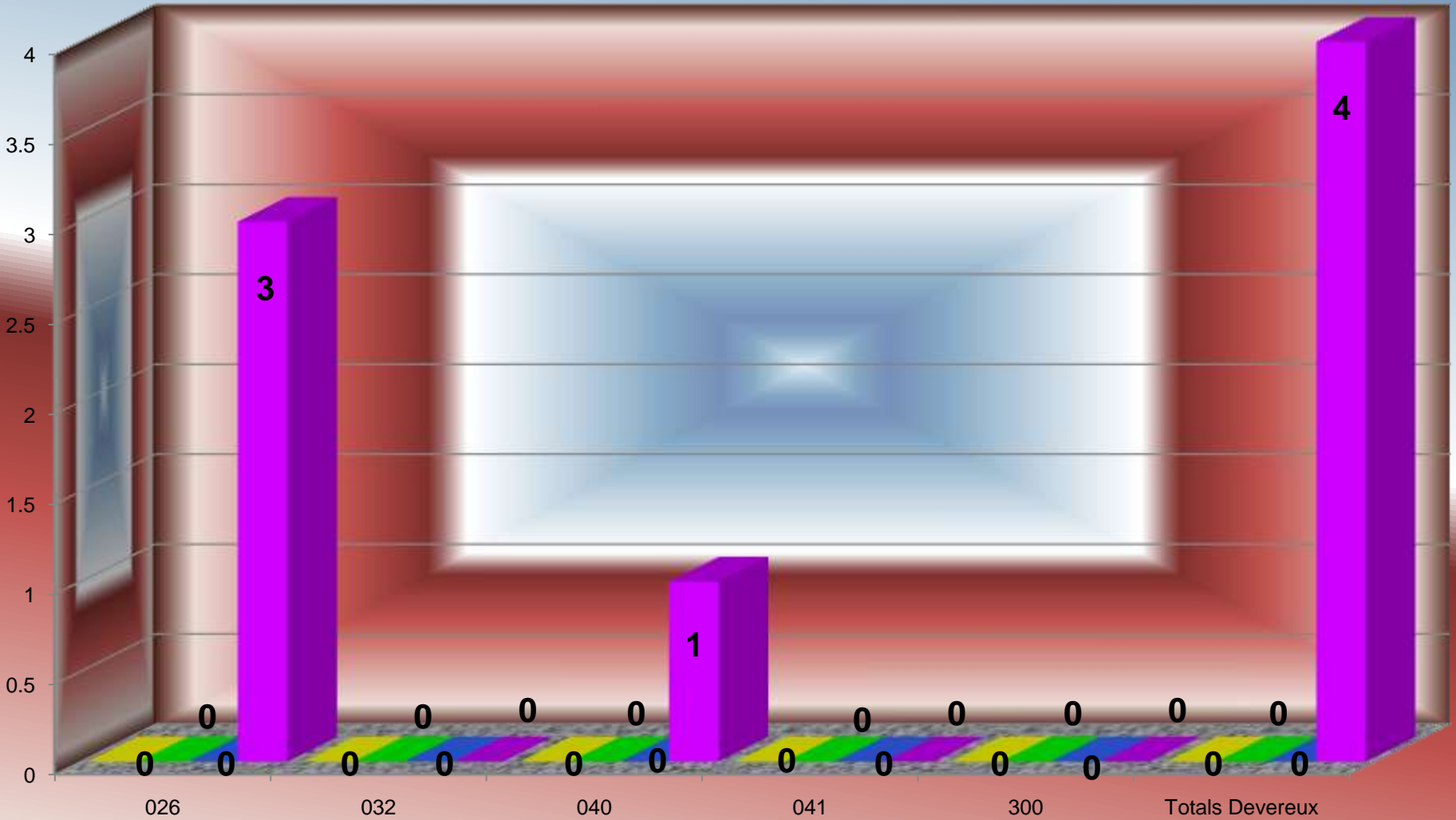


Date Prepared 04/20/2011

Timely, Average Days, < 5 Days and > 5 Days - Devereux March 2011

Data Through 03/31/2011

■ Timely Submission ■ Completed Timely / 5 Days or Less ■ Average Days to Complete ■ # 5 Days or More

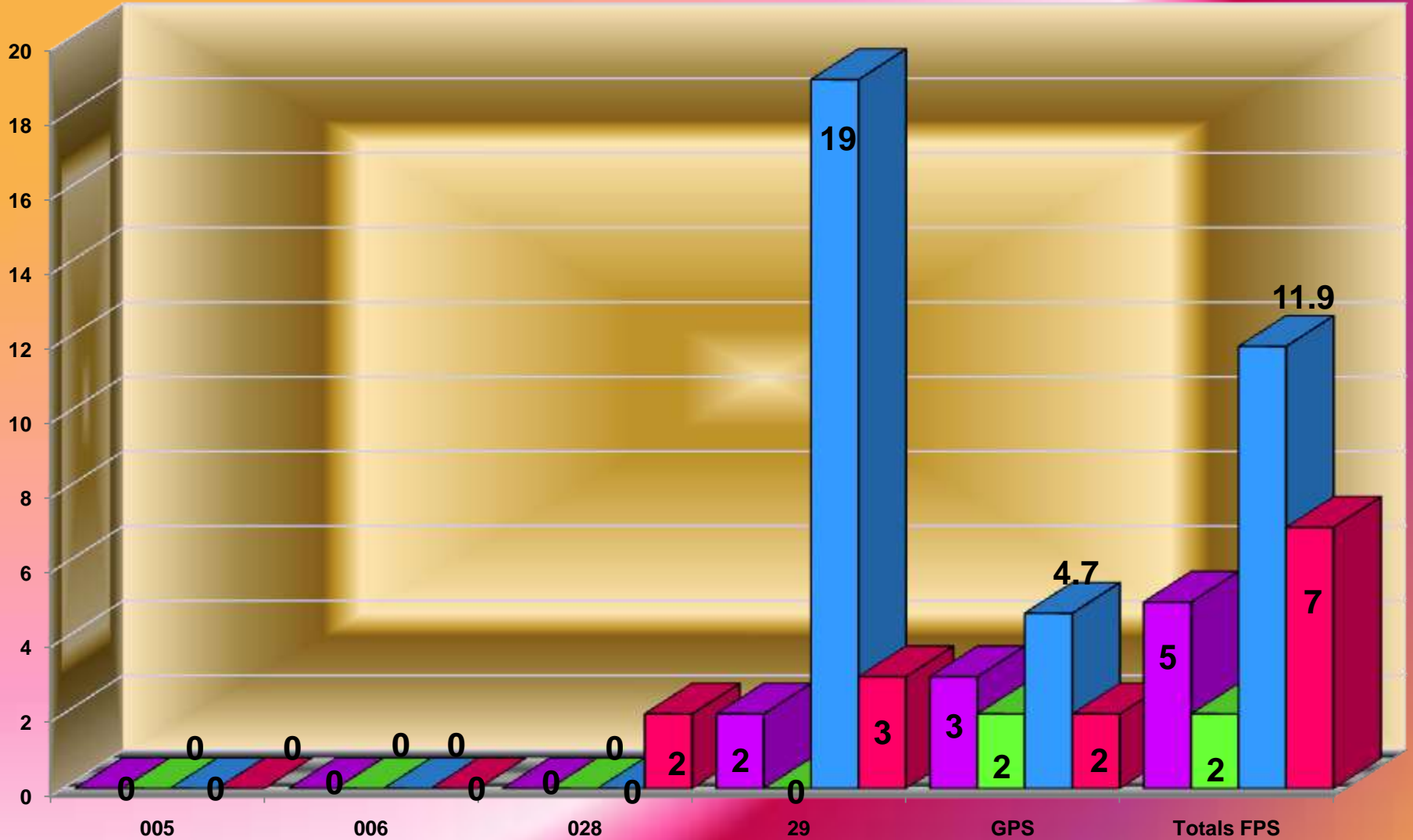


Date Prepared 04/20/2011

Timely, Average Days, < 5 Days and > 5 Days - FPS March 2011

Data Through 03/31/2011

■ Timely Submission
 ■ Completed Timely / 5 Days or Less
 ■ Average Days to Complete
 ■ # 5 Days or More

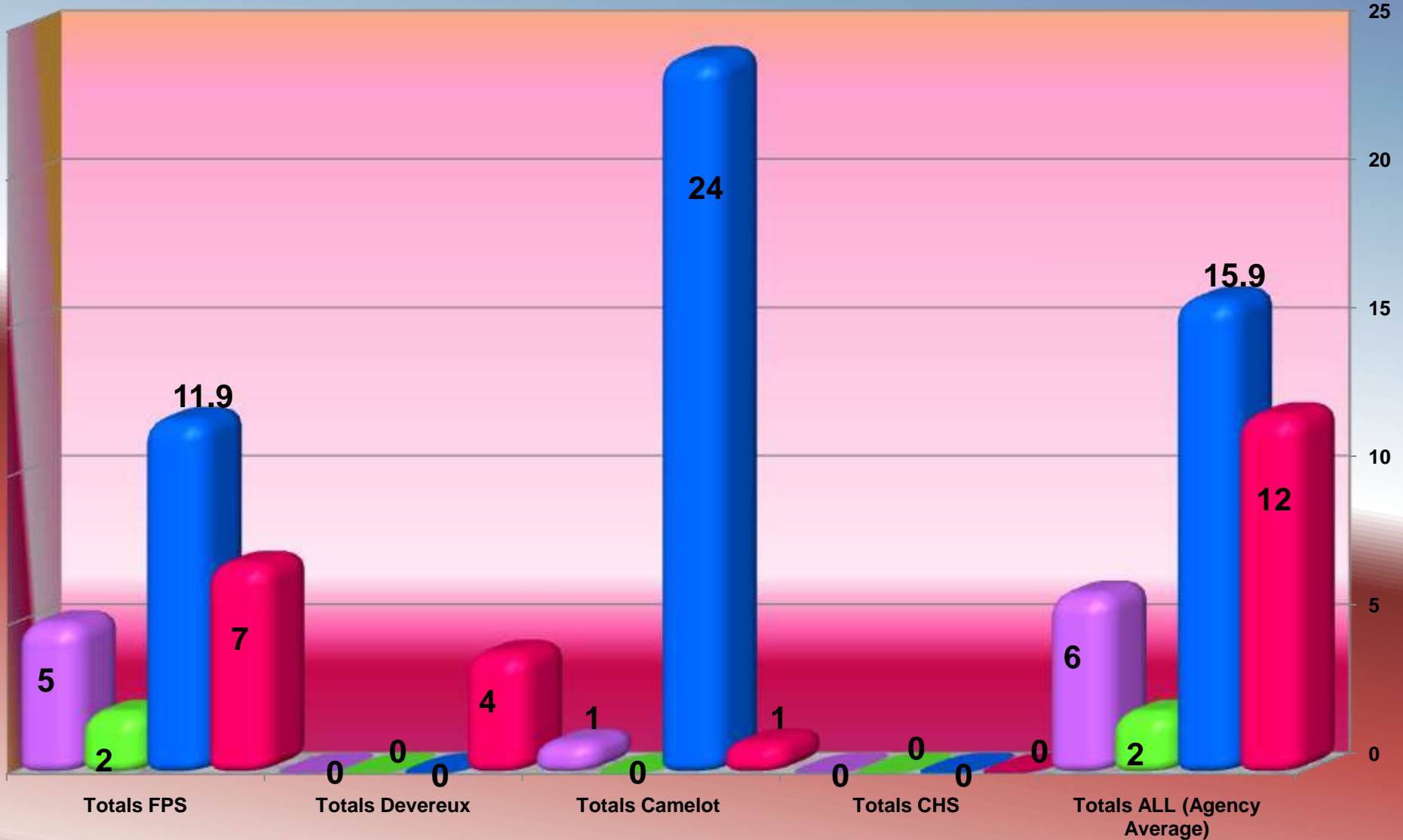


Date Prepared 04/18/2011

Timely, Average Days, 5 Days and > 5 Days - All March 2011

Data Through 03/31/2011

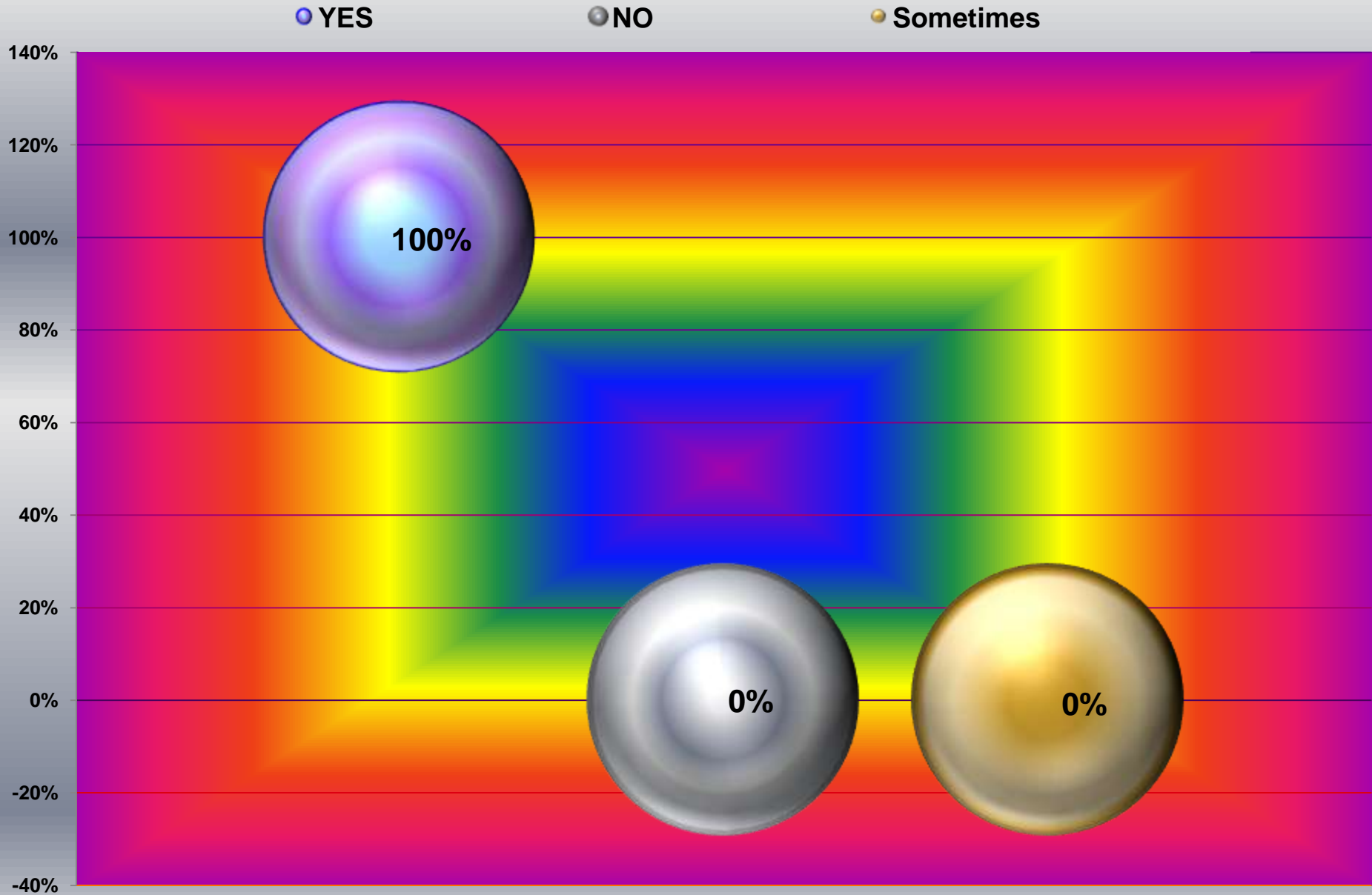
■ Timely Submission ■ Completed Timely / 5 Days or Less ■ Average Days to Complete ■ # 5 Days or More



Date Prepared 04/21/2011

Children Feeling Safe in Placement – March 2011

Data Through 03/31/2011



Date Prepared 04/14/2011

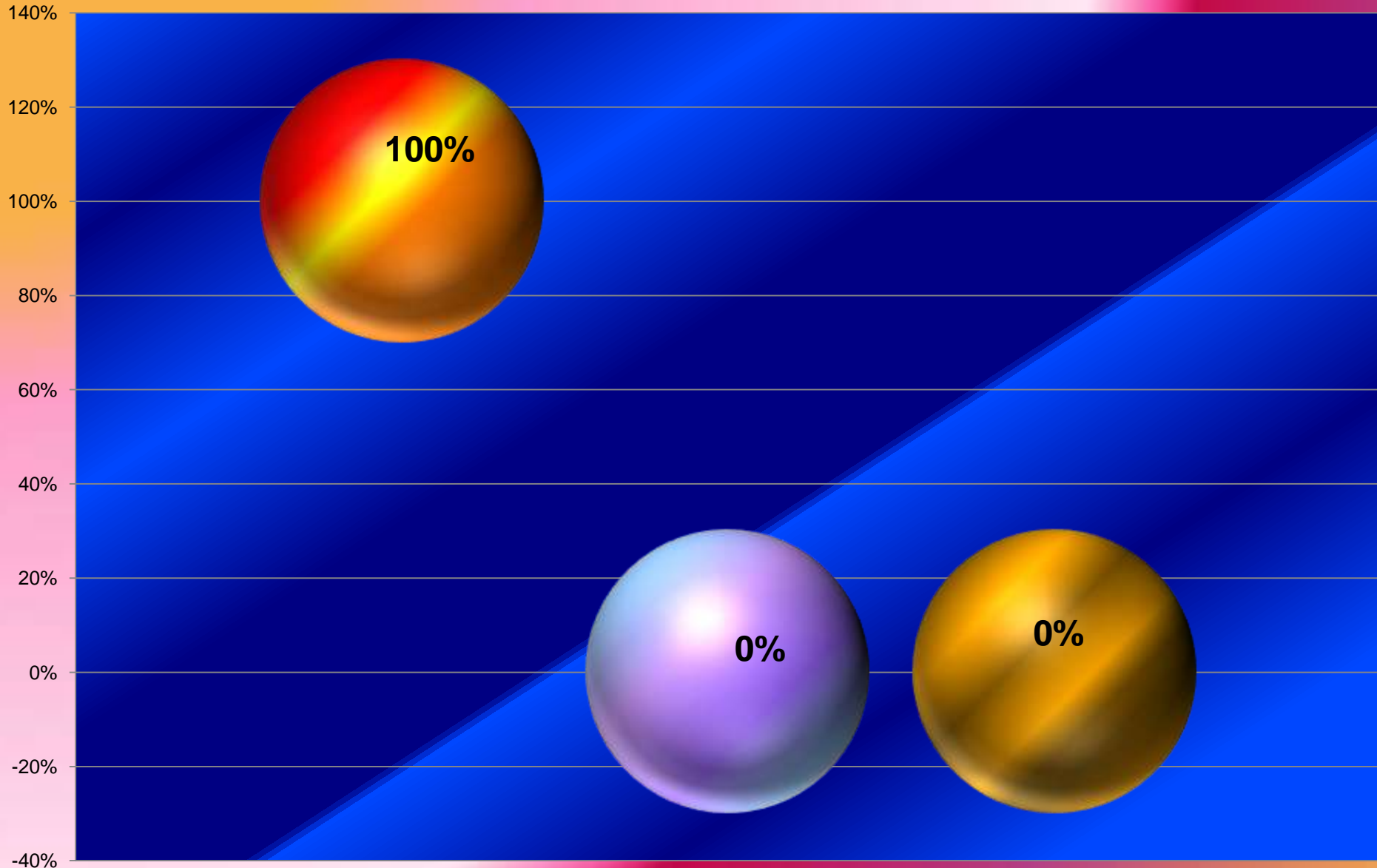
Children Satisfied with Placement – March 2011

Data Through 03/31/2011

● YES

● NO

● Sometimes



Date Prepared 04/14/2011

Reason for Leaving Placement – March 2011

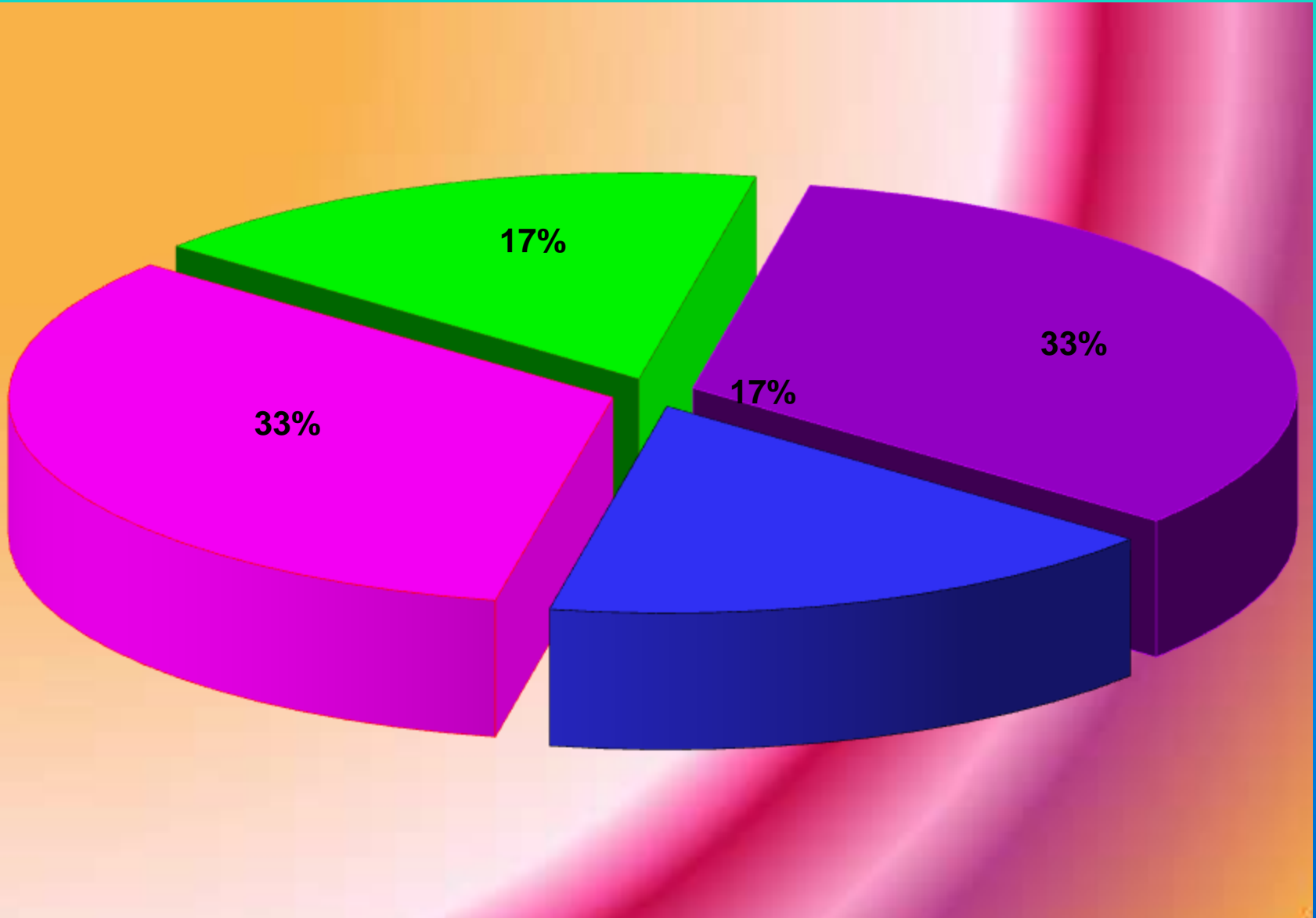
■ Child Request

■ Foster Parent Request

■ Other

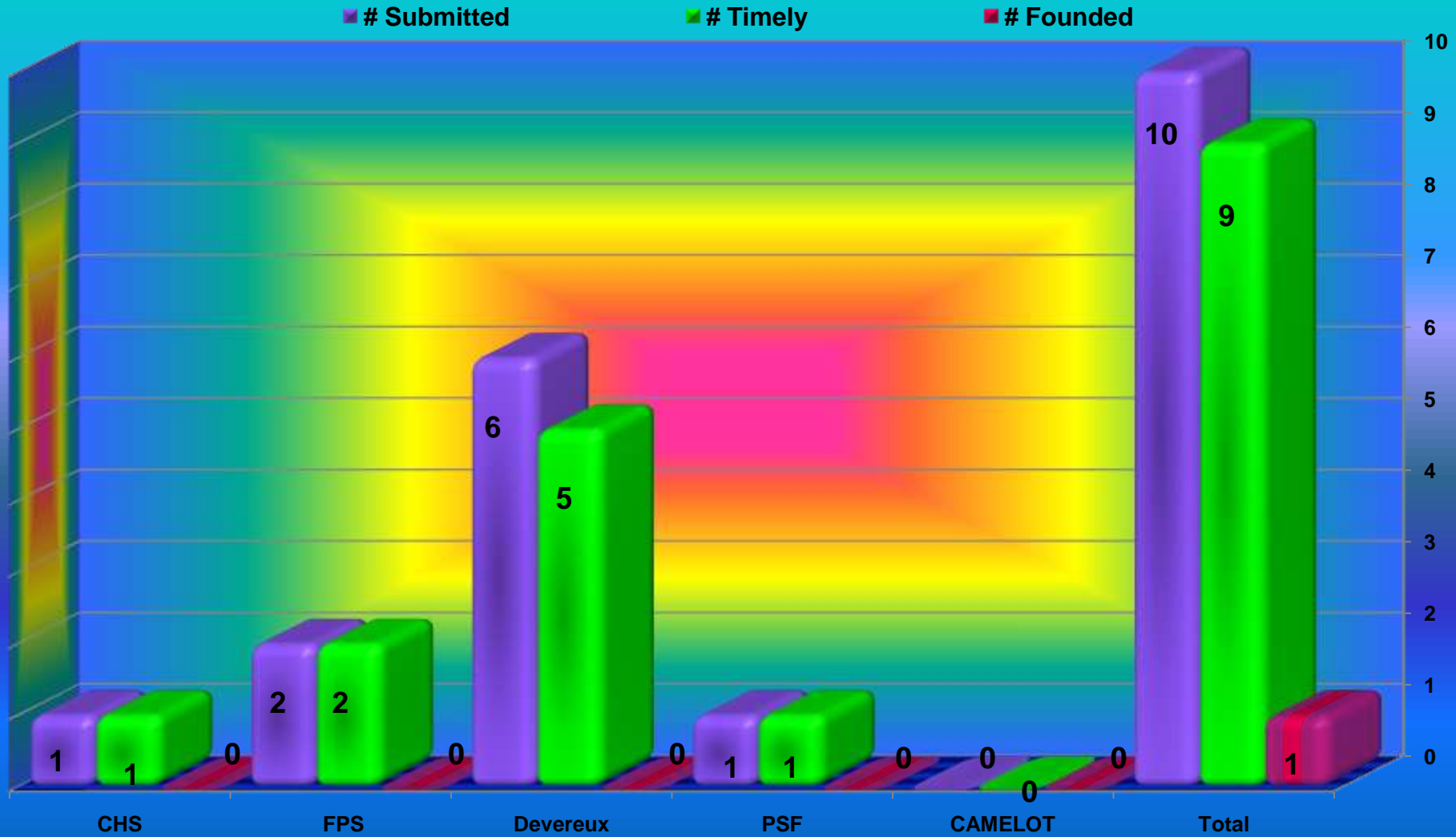
■ Planned Placement Change

Data Through 03/31/2011



Inquiry, Complaint and Grievance Reports

Inquiry, Complaint and Grievance Reports - Number of Submissions, Timely Submissions and Founded Reports March 2011



Inquiry, Complaint and Grievance Reports by Category March 2011

Category Partner Agency Client Care

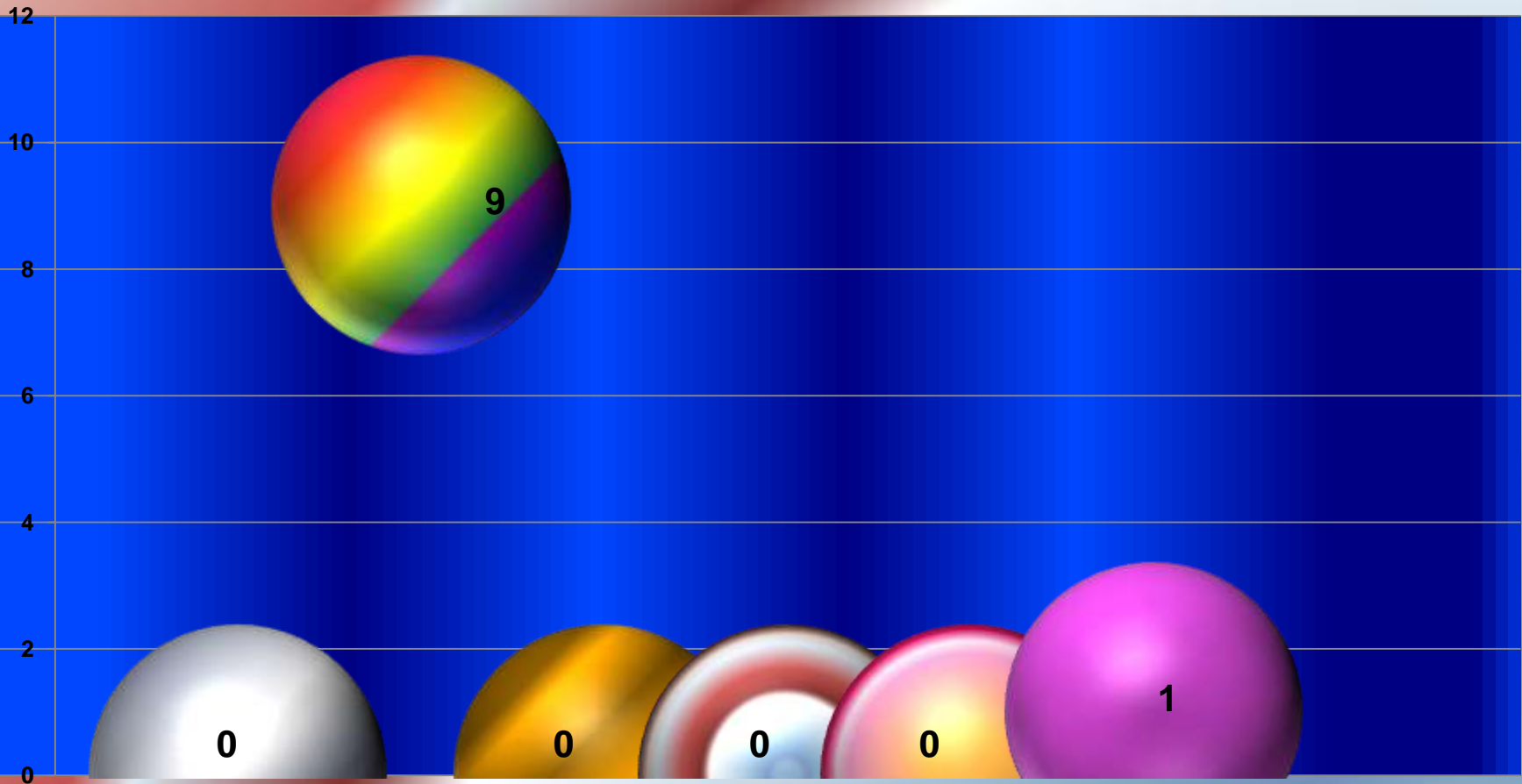
Category Billing/Payment

Category Service Provider Network

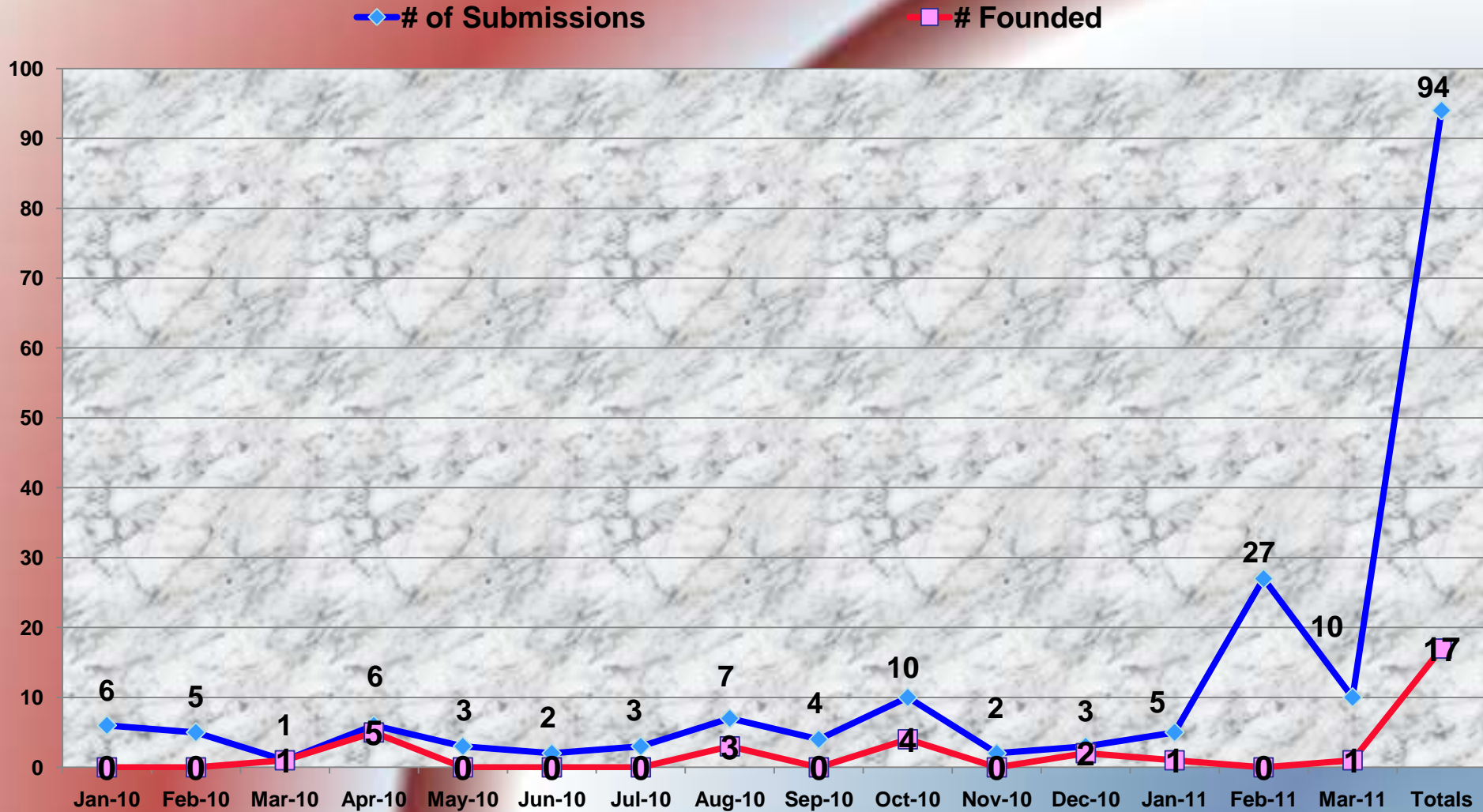
Category Partner Agency Employee and Program Issues

Category PSF Policy and Procedure

Category Foster Parent



Inquiry, Complaint and Grievance Reports - Number of Submissions and Number Founded January 2010 - March 2011

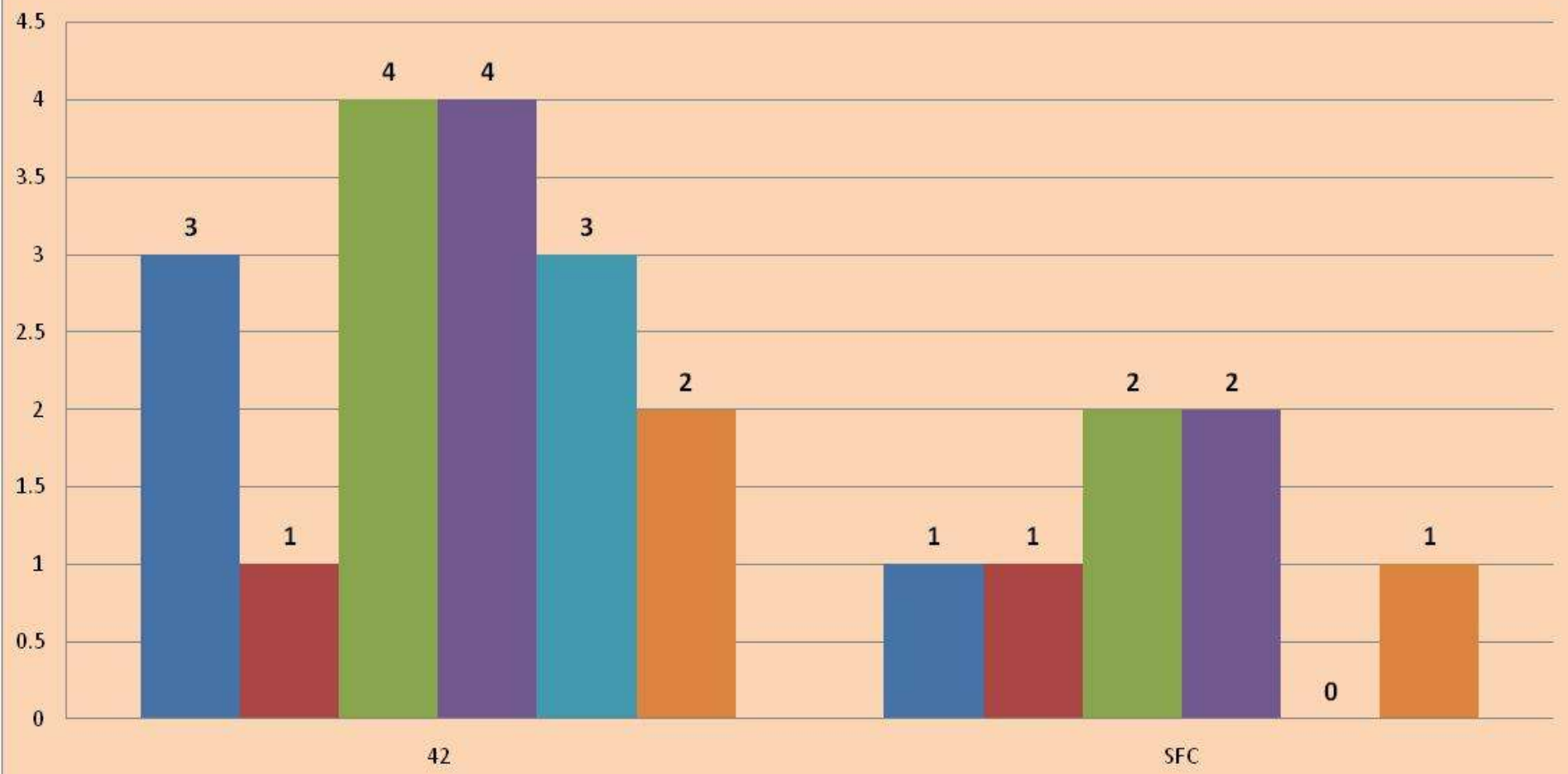


Critical Incidents

Incident Review Summary by Unit

March 2011

- Abuse Report Notification
- Non-Abuse Report
- Total Incident Reports Needed
- Total Incident Reports Received
- Timely Submission To Supervisor
- Follow-Up Needed

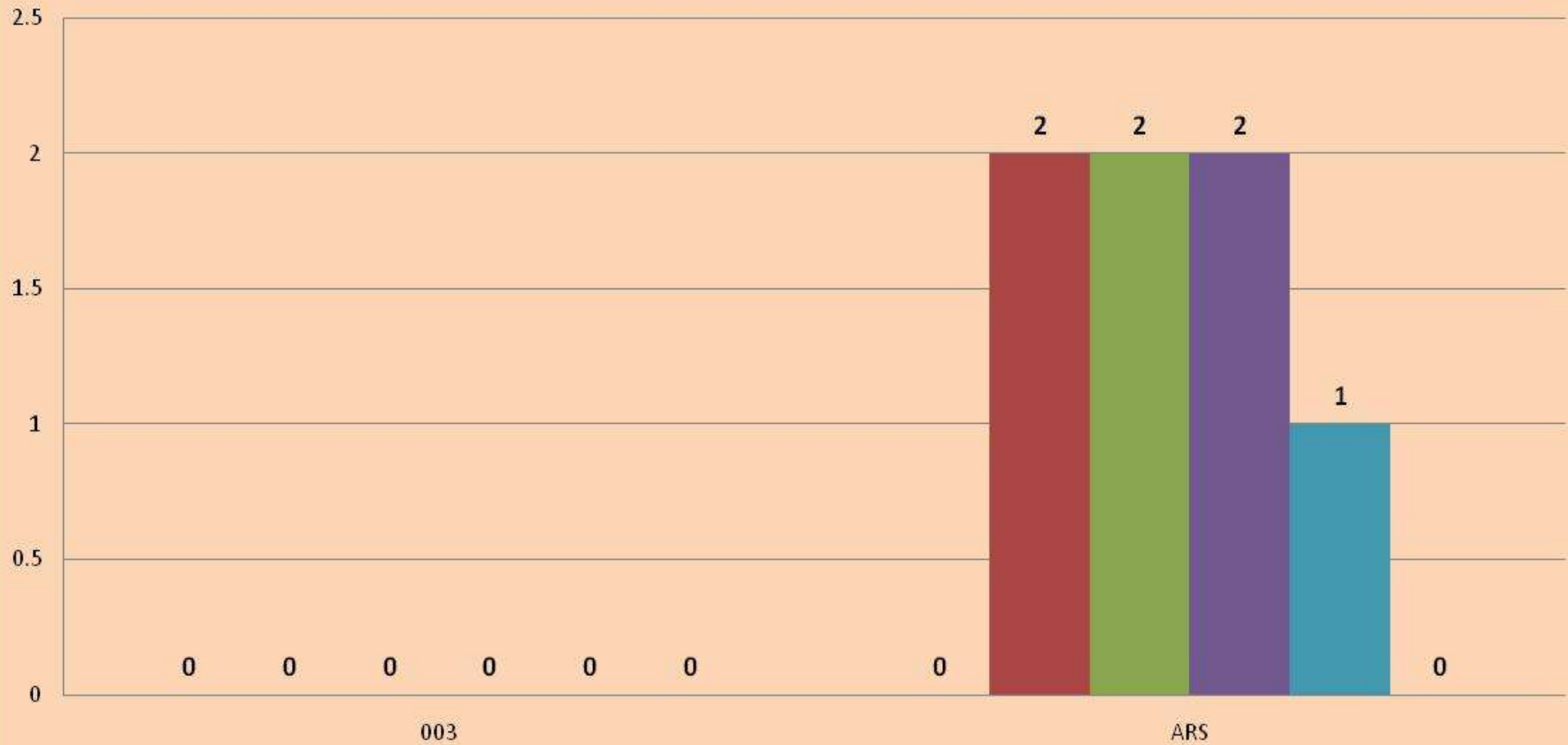


CAMELOT

date created: 4/27/2011

Incident Review Summary by Unit March 2011

- Abuse Report Notification
- Non-Abuse Report
- Total Incident Reports Needed
- Total Incident Reports Received
- Timely Submission To Supervisor
- Follow-Up Needed

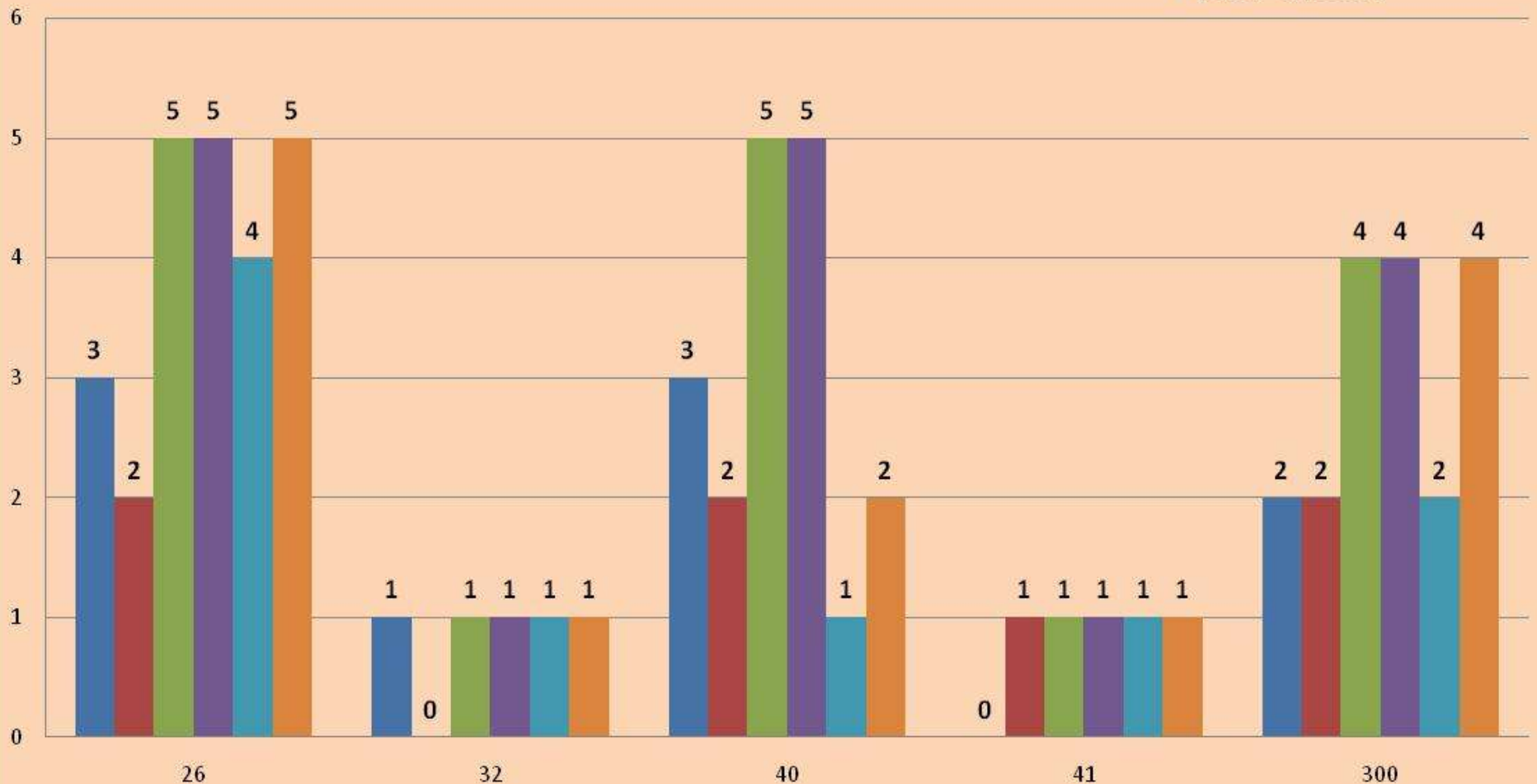


CHILDREN'S HOME SOCIETY

date created: 4/27/2011

Incident Review Summary by Unit March 2011

- Abuse Report Notification
- Non-Abuse Report
- Total Incident Reports Needed
- Total Incident Reports Received
- Timely Submission To Supervisor
- Follow-Up Needed

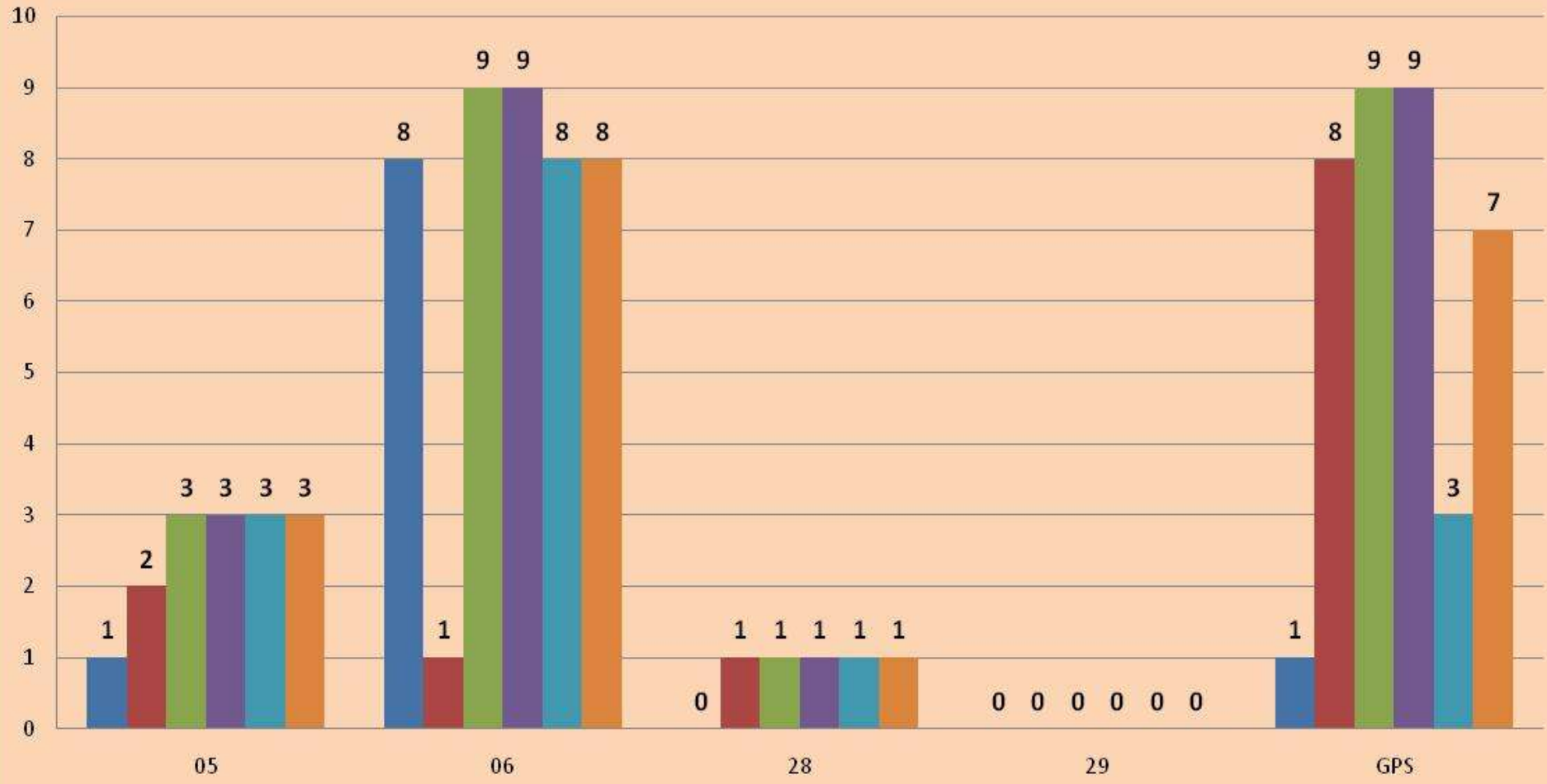


DEVEREUX

date created: 4/27/2011

Incident Review Summary by Unit March 2011

- Abuse Report Notification
- Non-Abuse Report
- Total Incident Reports Needed
- Total Incident Reports Received
- Timely Submission To Supervisor
- Follow-Up Needed



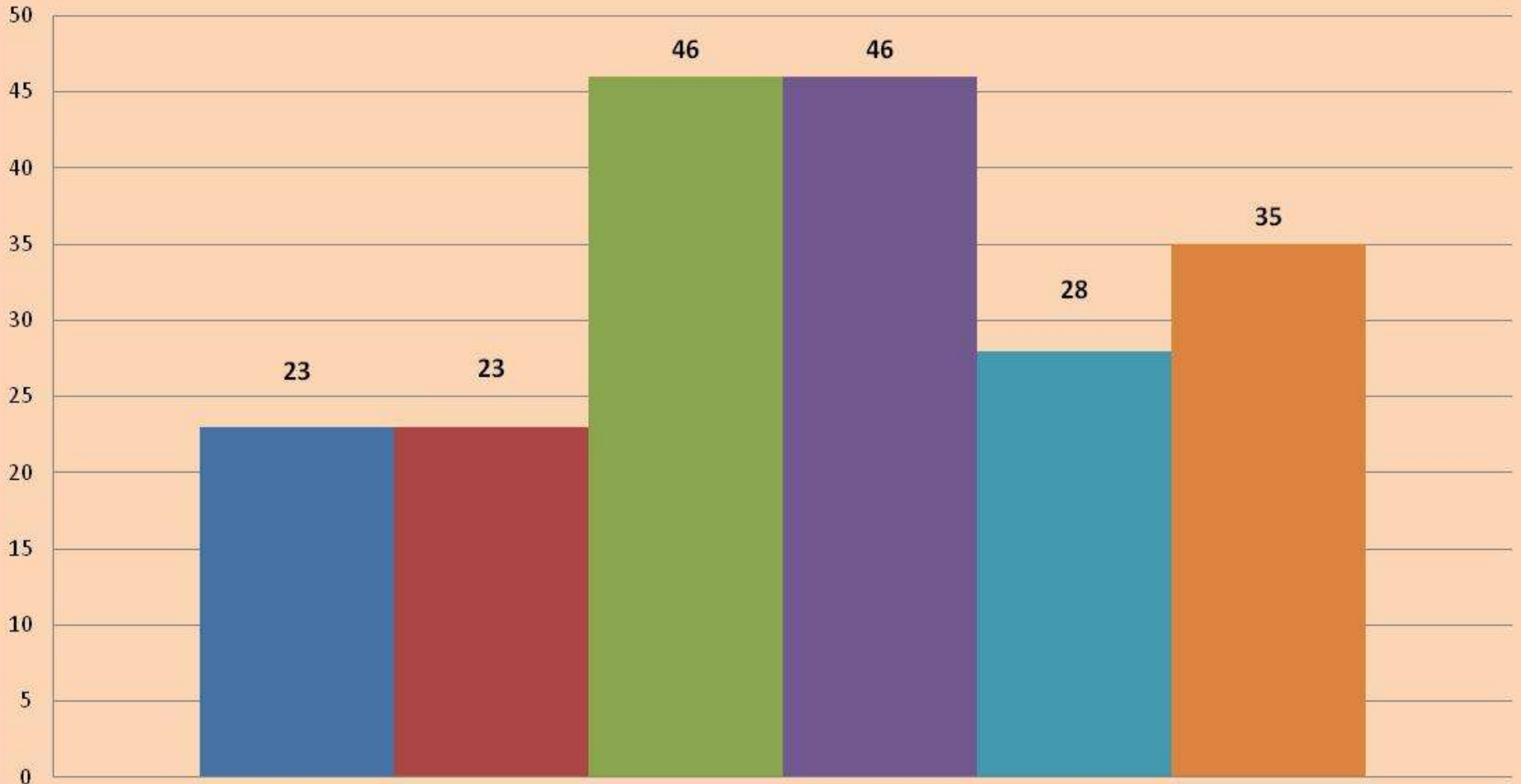
FAMILY PRESERVATION SERVICES

date created: 4/27/2011

Incident Review Summary by Unit

March 2011

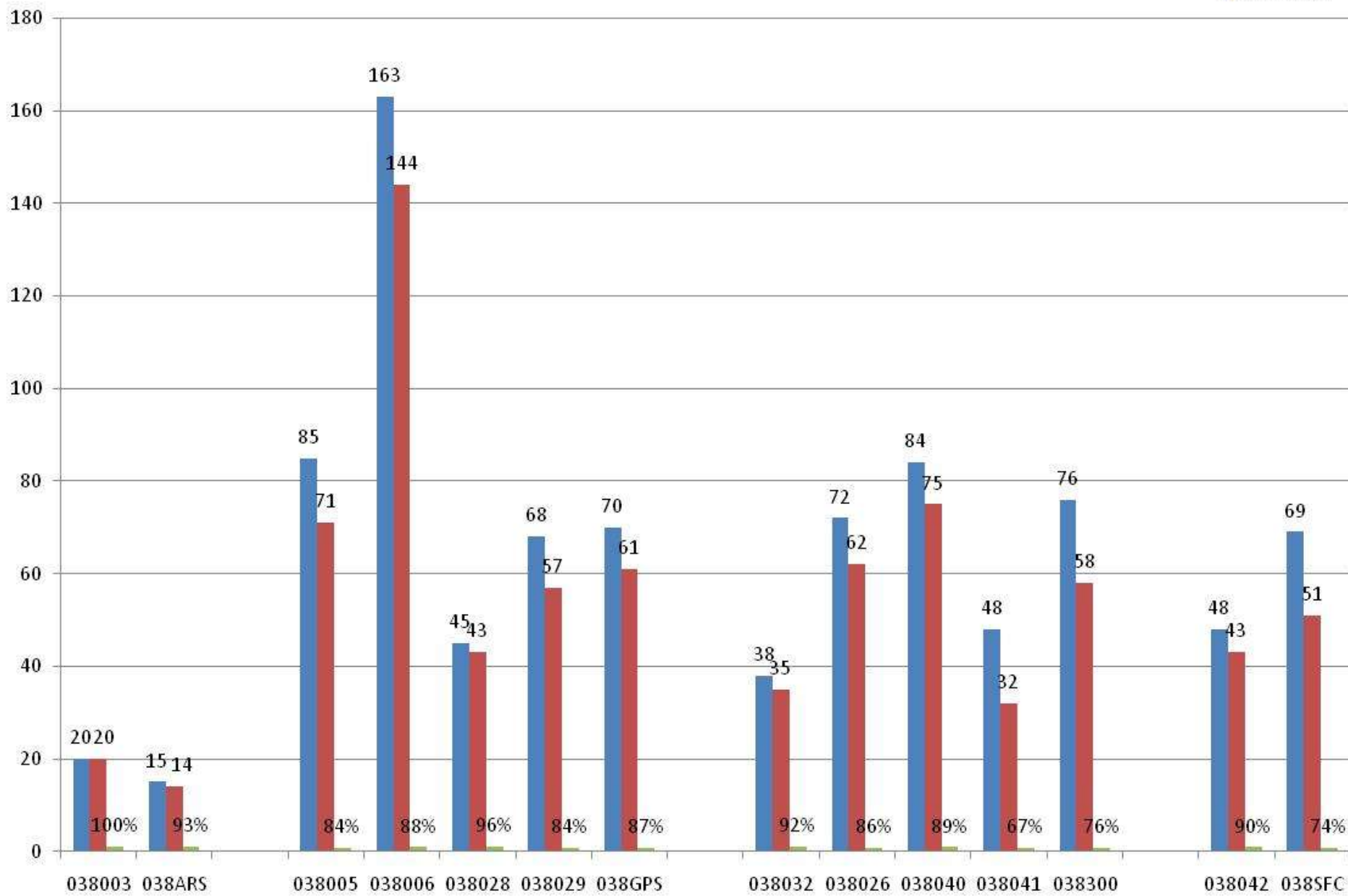
- Abuse Report Notification
- Non-Abuse Report
- Total Incident Reports Needed
- Total Incident Reports Received
- Timely Submission To Supervisor
- Follow-Up Needed



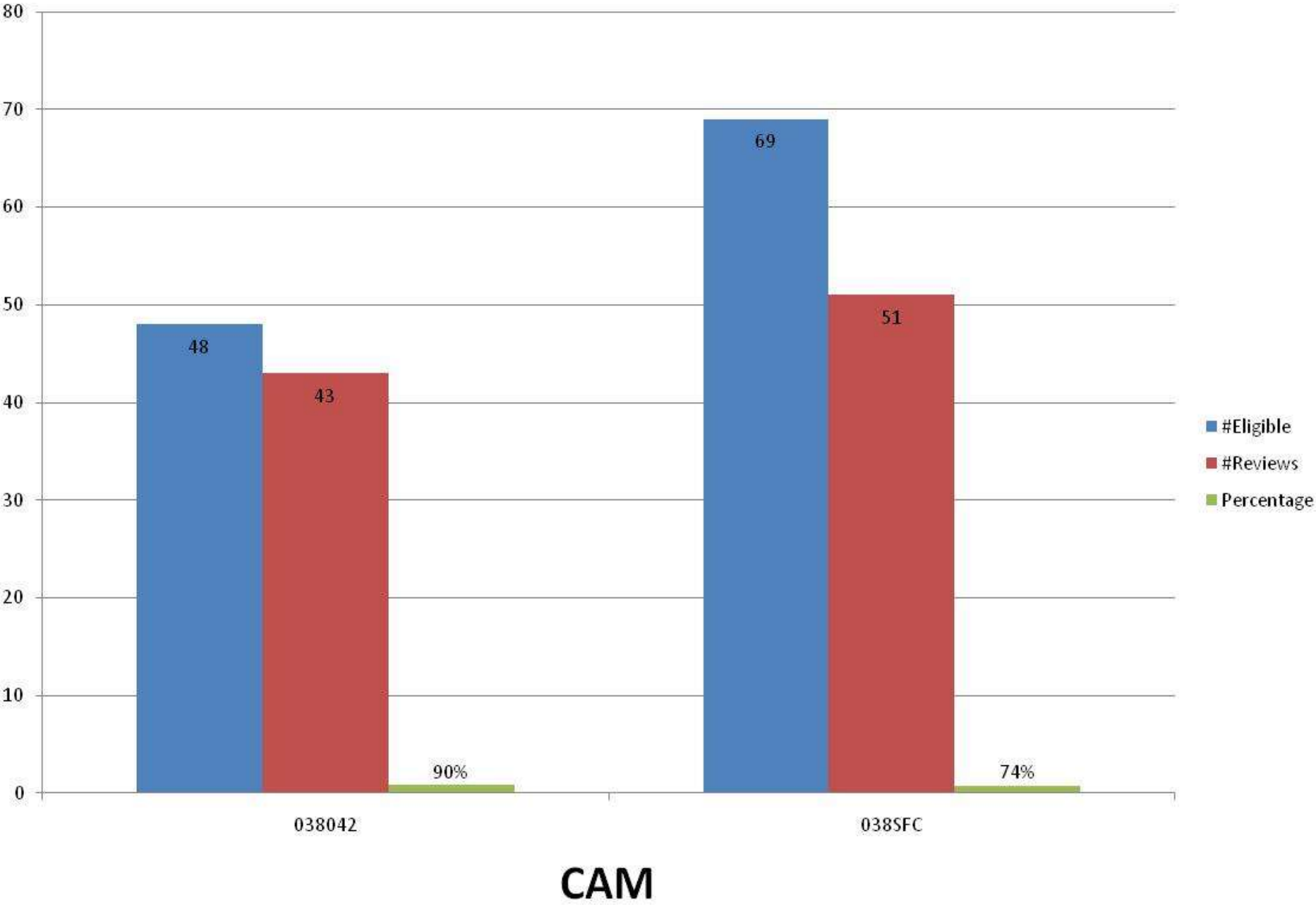
Supervisory Reviews

January - March 2011 Supervisory Reviews by Unit

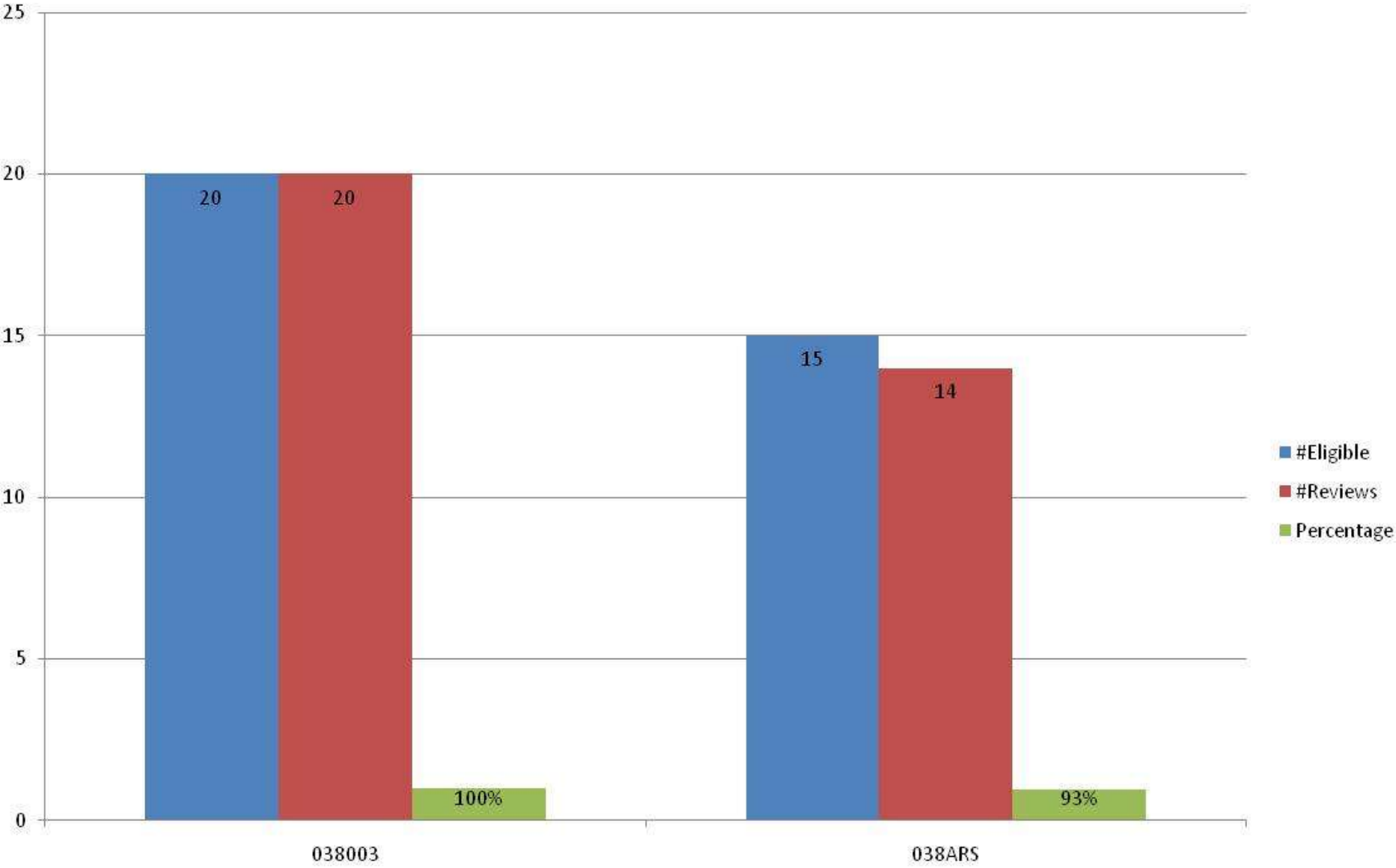
- #Eligible
- #Reviews
- Percentage



January - March 2011 Supervisory Reviews by Unit

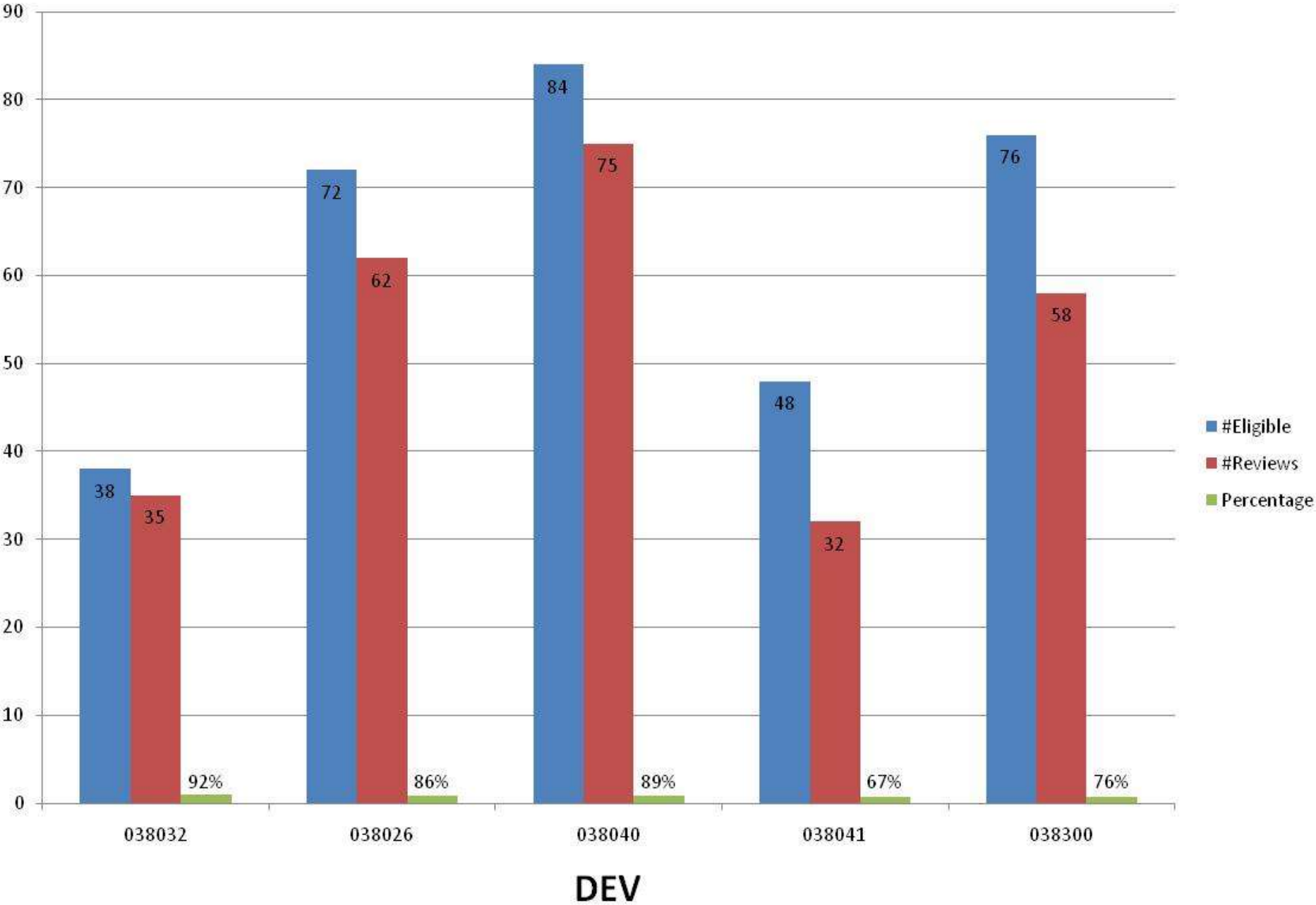


January - March 2011 Supervisory Reviews by Unit

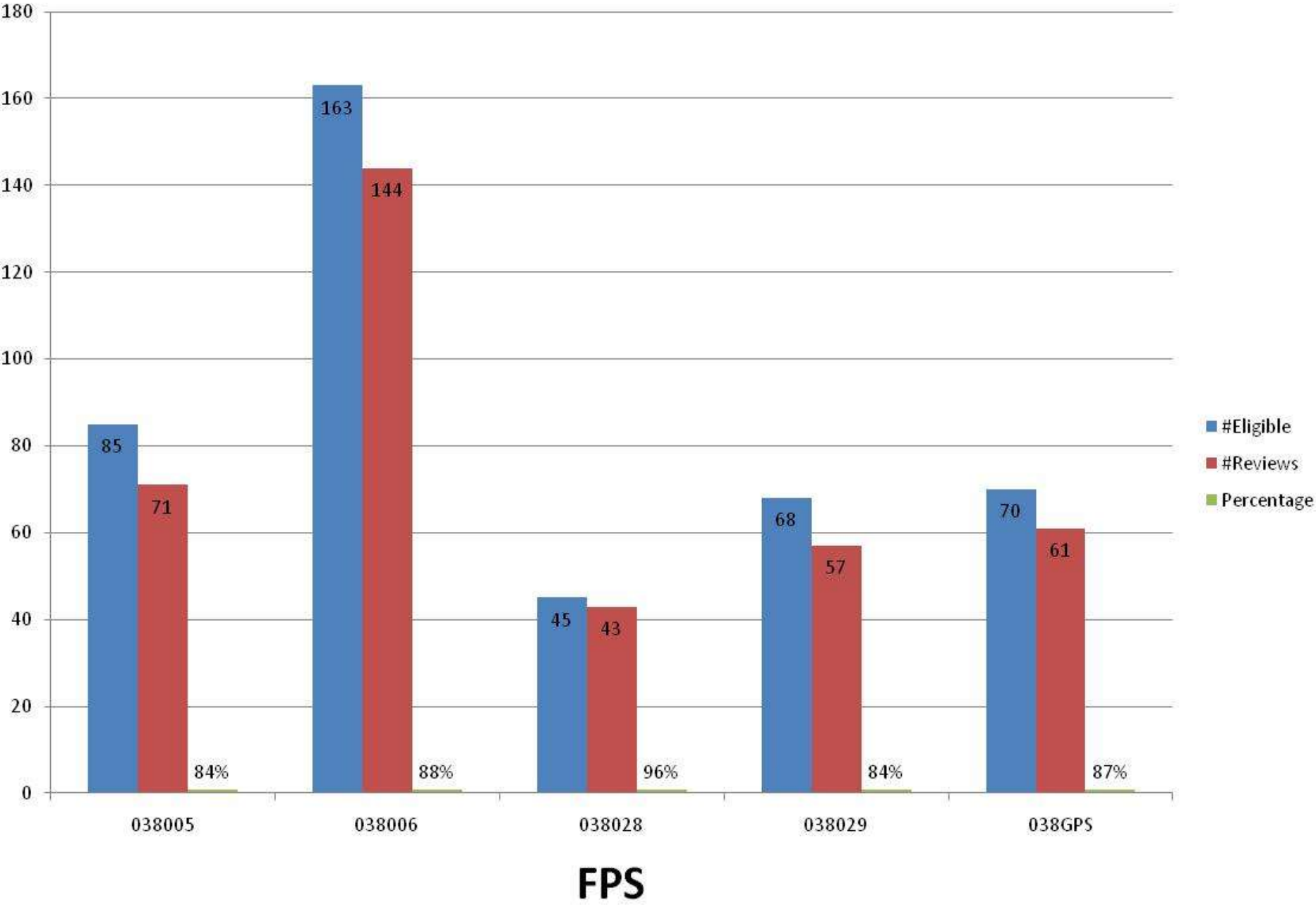


CHS

January - March 2011 Supervisory Reviews by Unit



January - March 2011 Supervisory Reviews by Unit



Foster Home Licensing Status

FOSTER HOMES BY COUNTY

| County | Sept -09 | Oct -09 | Nov -09 | Dec -09 | Jan -10 | Feb -10 | Mar -10 | Apr -10 | May -10 | Jun -10 | July -10 | Aug -10 | Sept -10 | Oct -10 | Nov -10 | Dec -10 | Jan -11 | Feb -11 | Mar -11 |
|-----------|----------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------|---------|----------|---------|---------|---------|---------|---------|---------|
| Alachua | 62 | 65 | 68 | 68 | 68 | 68 | 70 | 70 | 71 | 72 | 66 | 58 | 59 | 57 | 58 | 58 | 57 | 57 | 52 |
| Bradford | 8 | 8 | 8 | 8 | 8 | 8 | 9 | 8 | 8 | 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 |
| Columbia | 24 | 26 | 27 | 28 | 27 | 27 | 26 | 26 | 24 | 24 | 13 | 13 | 10 | 10 | 9 | 8 | 8 | 8 | 9 |
| Dixie | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 |
| Gilchrist | 9 | 9 | 9 | 9 | 9 | 9 | 8 | 8 | 9 | 9 | 7 | 7 | 7 | 7 | 8 | 8 | 8 | 9 | 8 |
| Hamilton | 8 | 8 | 8 | 8 | 8 | 8 | 10 | 10 | 10 | 11 | 9 | 9 | 9 | 9 | 7 | 7 | 7 | 7 | 6 |
| Lafayette | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Levy | 27 | 27 | 27 | 28 | 28 | 28 | 28 | 27 | 26 | 26 | 13 | 12 | 10 | 10 | 10 | 10 | 10 | 9 | 8 |
| Taylor | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 7 | 7 | 7 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| Madison | 7 | 7 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 2 | 2 |
| Baker | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 6 | 4 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| Suwannee | 20 | 20 | 18 | 18 | 18 | 18 | 17 | 17 | 18 | 16 | 11 | 11 | 10 | 8 | 8 | 8 | 7 | 7 | 6 |
| Union | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 6 | 6 | 5 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Putnam | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Total | 190 | 194 | 195 | 197 | 196 | 196 | 198 | 194 | 194 | 194 | 137 | 125 | 121 | 117 | 116 | 115 | 113 | 115 | 106 |

| | Number of Homes | | | | | | | | | | | | | | | | | | |
|--|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Sep 09 | Oct 09 | Nov 09 | Dec 09 | Jan 10 | Feb 10 | Mar 10 | Apr 10 | May 10 | Jun 10 | July 10 | Aug 10 | Sep 10 | Oct 10 | Nov 10 | Dec 10 | Jan 11 | Feb 11 | Mar 11 |
| Total New Homes | 4 | 5 | 5 | 2 | 0 | 0 | 5 | 1 | 5 | 5 | 3 | 5 | 4 | 0 | 2 | 0 | 0 | 4 | 1 |
| <i>STFC</i> | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| <i>Child Specific</i> | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| <i>Traditional</i> | 3 | 5 | 5 | 2 | 0 | 0 | 4 | 0 | 5 | 5 | 3 | 5 | 4 | 0 | 2 | 0 | 0 | 4 | 1 |
| Homes with Corrective Action | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 1 | 1 | 1 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Homes Revoked/ Pending Revocation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Homes Closed | 3 | 1 | 5 | 0 | 1 | 0 | 3 | 5 | 5 | 4 | 6 | 3 | 7 | 3 | 3 | 1 | 2 | 2 | 10 |

Initial
Family Team Conference
Data

Initial Family Team Conference Data March 2011

