

QUALITY IMPROVEMENT TEAM NEWSLETTER

MAY 2025



Mother's Day | Thank Yo...



NWFHN Policy Updates

NWFHN programs routinely reviews and submits operating policies to the Board of Directors. Policies may be reviewed to maintain compliance with accreditation standards, changes in practice reflected at state level or contractual changes. Over the last couple year, we have made a great deal of changes particularly to our policies around operations in child protection. May policies now include hyperlinks to Children and Families Operation Procedures (CFOP), Florida Administrative Code (FAC) and/or Florida Statute (FS).

Please see Page 3 of this newsletter for a full list of policies updated in April 2025.

Below you will find a link to access all NWFHN Operating Policies

Operating Policies – NWF Health Network

Team Members of the Month

Ashley Bowers
Training Specialist, NWFHN

Although Ashley officially started with the NWF Health Network Training Team on July 1, 2024, she was still working in the capacity of an Independent Living Specialist until November 1, 2024. She did not let that slow her down or stop her in her endeavor to reach her goal of becoming a Certified Child Welfare Trainer. This journey has not been easy. She was still managing a full caseload, completing home visits in circuits 2 and 14, learning her new role as a training specialist, attending train-the-trainers, training pre-service, in-service and training her replacement for her previous Independent Living position. Not only did Ashley pass her certification in the midst of all of this she did it in well before the deadline and made the perfect scores of 3- Proficient (100%) in BOTH, in-person & virtual evaluations. On top of all this she was also helping with Gentracon planning where she was instrumental in lining up the sessions! During the Youth Voice Panel, she was able to share some of her story while growing up in the dependency system and the things that help mold her into who she is today.

Brandon Fernbach
Independent Living Coordinator, FFN

Brandon has outstanding dedication and commitment to assisting young adults in achieving their high school diplomas. Through his tireless efforts in the Young Adult Service program, Brandon has helped many young adults not only catch up academically but also build the confidence they need to succeed. Brandon goes above and beyond to ensure that each individual receives the support they need to reach their potential. Brandon's unwavering commitment to the academic success of the students he serves is truly commendable. His hard work and positive influence have made a profound difference in the lives of many young people, providing them with the tools and guidance they need to achieve their high school diploma and move forward with their future goals. For these reasons, I wholeheartedly nominate Brandon Fernbach for this recognition.

Office Quality & Innovation Recognition

Elaine Vincent
Dependency Case Manager, FFN

"We wanted to take a moment and commend the qualitative work completed by the OCS caseworker, Mrs. Elaine Vincent. The information collected and documented was of high quality and indicates a mastery of interviewing skills with children and caregivers, as well as the ability to elicit and document pertinent and adequate information. All necessary talking points that would allow for accurate assessments of the child's safety and well-being were included in the chronological notes providing a vivid image of the case circumstances and allowing for a qualitative review of the case. I would also like to mention that documentation also indicates efforts to expedite actions, such as follow-up with the home study and services that would allow for the case to move forward timely, and the child receiving appropriate services to match his needs. The wealth of information documented allowed for accurate and comprehensive assessments. When concerns for disruption of the pre-adoptive placement arose, towards the end of the PUR, Mrs. Vincent responded with urgency and commenced assessing the circumstances, offering services, and seeking alternatives to meet the need, showing commitment to resolve the issue. Thank you for the amazing work!"



Wellness Corner

Mental Health Awareness Month was established in 1949 to increase awareness of the importance of mental health and wellness in Americans' lives and to celebrate recovery from mental illness. For more than 20 years, the Substance Abuse and Mental Health Services Administration (SAMHSA) has recognized Mental Health Awareness Month (MHAM) every May to increase awareness about the vital role mental health plays in our overall health and well-being and provide resources and information to support individuals and communities who may need mental health support.



5 Tips To Staying Menta...



Hurricane Preparedness

As hurricane season approaches, please take an opportunity to revisit our Emergency Preparedness & Continuity of Operations Plan.

This resource is full of helpful tips and information for you, your family and our clients. If you need additional assistance preparing or finding resources, please reach out. Together we are Florida Strong!



EMERGENCY PREPAREDNESS & CONTINUITY OF OPERATIONS PLAN



Quality Team

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Quality & Training Field Support

ENCOURAGE	ENGAGE	EMPOWER
<p>Alone we can do so little; together we can do so much. - Helen Keller</p> <p>Assessment</p> <ul style="list-style-type: none"> Assessing Present/ Impending Danger Assessments: FFA-O, Progress Updates & Judicial Reviews Case Planning Concerted Efforts to Prevent Removal/Place with Relatives Documentation Home Studies Information Collection/ Sufficiency Permanency Skills Prior/ Criminal History Analysis Well-Being: Medical, Dental, & Behavioral Health <p>Exit Interviews</p> <p>Send all completed Exit Interviews and Case Manager Reviews of Foster Parent to: exitinterviews@nwfhealth.org</p> <p>See the area assignments below and please feel free to reach out to us with any questions!</p> <p>Cindy Schostag: FFN-Escambia Chelsie Sapp: FFN-SRO/OKA/WAL Sheena Bruce: DISC/Camelot Christina Dexter: Anchorage Javita Haynes: Twin Oaks</p>	<p>Field Support schedules are posted on our NWF Training Website and included on the NWF In-Service Calendar.</p> <p>To schedule individualized Field Support email: FieldSupport@NWFHealth.org</p> <p>SKILLS</p> <ul style="list-style-type: none"> Case Planning Concerted Efforts to Prevent Removal/ Place with Relatives Documentation Permanency Goals/Skills Case Transfer Engagement with Parents & Children Maintaining Children's Connections Safety Planning Safe Case Closure Services for Families Placing Siblings Together Psychotropic Medication Stagnant IHNJ Cases <p>Decision Support Team (DST)</p> <p>The Team is available for Pre-DST consults to assist in identifying the danger threat and discussion around crossing of the threshold.</p> <p>You can reach the Training Team or Quality Team by using the emails below: fieldsupport@nwfhealth.org</p>	<p>SUPPORT & CERTIFICATION</p> <ul style="list-style-type: none"> Conflict Resolution Quality Contacts/Case Management Visits Time Management Self-Care Field Observations Individual Supervision Group Supervision Supervisor Consultations Academy Competency Assessments <p>Special Reviews</p> <p>Special Reviews can be used to identify trends, investigate concerns, collect data or assist in training development.</p> <p>Reviews can be requested from NWFHN leadership, programs or network providers by reaching out to the Director of Quality Assurance, Sonja King or the Quality Team Manager, Jeanna McBride.</p>

NWFHN Operating Policies

Approved April 2025

OP #	OP Name
100	Case Management Engagement and Case Transfer Process
104	Eligibility Verification
311	Child Welfare Specialty Plan
402	Home Studies for Relative and Non-Relative Caregivers
406	Case Chronological Documentation
407	Concurrent Permanency Planning
409	Modifying a Case Plan
410	Reunification and Post-Placement Supervision
413	FFAO and Progress Updates
417	CMO-Adoptions Case Transfer Staffing
418	Adoptive Home Study
419	Adoption Applicant Review Committee
421	Services to Adoptive Parents
600	Termination of Parental Rights
712	Contracting
714	Denial Appeal of Potential Contract Providers
715	Review and Approval of Invoices
716	Contract File Management
720	Guardianship Assistance Program
800	Performance and Quality Management

OP #	OP Name
801	Continuous Performance and Quality Improvement
802	Data Reporting
904	Sharing Information with Children Parents and Legal Guardian
905	Releasing Abuse and Neglect Records or Information
924	Case Record Content and Maintenance, NWFHN Services
926	Case Record Access, NWFHN Services
1000	Legal Authorization to Operate
1100	Employee Handbook
1117	Wage Policy and Benefits
1122	Drug-Free Workplace
1135	Smoke-Tobacco Free Workplace
1207	Network Training
1322	Procurement of Goods and Services
1601	Foster Home Licensing
1602	Licensed Out of Home Caregiver Change in Location
1603	Foster Home Over Capacity Placement Assessments & Waivers
1605	Respite and Other Foster Parent Supports
1607	Foster Care Discipline Behavior Management
1609	Foster Care Communication