



HEALTH AND SOCIAL SERVICES

ADULT SERVICES

Self-Triage

A interactive health education and risk communications program called “self-triage” allows individuals to assess their health risks in light of events such as hurricane evacuation, a terrorist attack or disease outbreak. The user simply follows computer prompted questions. When the interview is complete, the system suggests actions to be taken, focusing on four key decisions: Should I go? When should I go? Where should I go? How should I go?

A goal of self-triage is to mitigate greatly increased demand on medical resources in a disaster situation by leveraging the power of the internet to provide education, training and risk communications to people to make systematic use of medical resources.

Self-triage can be adapted for use by any health or emergency response agency. If it were used at health departments statewide during a pandemic flu, reduced staffing of telephones alone would save an estimated \$3 million. For more information, please contact Harper Simpson at (239) 732-2685 or email Harper_Simpson@doh.state.fl.us. 2006-DOH-024

Policy on the use of Automated External Defibrillators

A written policy on automated external defibrillators replaces inconsistent use with organization and accountability. For more information, please contact Tracy Hall (850) 410-7351 or email tracyhall@fdle.state.fl.us. 2006-FDLE-002

Marketing of Prenatal Hepatitis B Prevention Program

A multimedia education campaign developed by epidemiology staff at the Department of Health in Tampa increases public awareness of the importance of hepatitis B immunization. An information phone line received nearly 250 phone calls in an eight-month period, enhancing services and saving approximately 40 hours of staff time on education calls. For more information, please contact Margaret Ewen at (813) 307-8010 or email margaret_ewen@doh.state.fl.us. 2006-DOH-049

Improved Screening Process

A screening process for eligibility under the Family Planning Medicaid Wavier identifies women who received Medicaid for pregnancy-related services during the previous two years, then offers routine check-ups, pap smears, birth control and treatment of sexually transmitted diseases. This process captured over four times the number of clients versus a previous process, thereby reducing pregnancy-related and child health Medicaid costs and generating 96% of the program’s revenue for unduplicated services. For more information, please contact Lisa Corey at (386) 437-7350 or email Lisa_Corey@doh.state.fl.us. 2006-DOH-036

Improved Monitoring of Health Outcomes and Program Evaluation

A Women, Infants & Children (WIC) and nutrition program-specific quality improvement system aligns with the Palm Beach County Health Department Strategic Plan with Florida Sterling criteria. This initiative includes data collection for each of eleven performance objectives, bar charts and pie charts for monitoring, analysis, mentoring and providing information to decision-makers at least monthly. A quarterly report summarizes data, highlights progress, provides long-term analysis and focuses on areas for improvement. This program could be easily adapted throughout the department as a standard for data collection and reporting. For more information, please contact Molly Gladding at (561) 840-0165 or email Molly_Gladding@doh.state.fl.us. 2006-DOH-042

ADULT SERVICES (cont.)

Improved Workflow for Cancer Program

Pinellas County Health Department staff achieved a 40% increase in the number of eligible women screened for breast and cervical cancer by allowing patients to schedule same day appointments at times most convenient for them, and by working with providers to ensure same day testing results. This initiative was ranked first among 15 screening programs statewide. For more information, please contact Patricia L. Spencer MD at (727) 824 6917 or email patricia_spencer@doh.state.fl.us. 2006-DOH-003

Wellness Program

Wellness programs reduce stress, sickness and the cost of health care. The SunCoast Region of the Department of Children and Families in Tampa developed a wellness plan to enhance employees' awareness of healthy choices and a positive lifestyle.

Activities include employee seminars introducing different ways to reduce stress, promoting exercise with a Walk Around Florida campaign which awards prizes to the person who walks/runs the most miles during a specific time frame, and a football fever campaign which awards points to hundreds of participants who complete daily healthy living tasks. For more information, please contact Helene Danaher at (813) 558-5774, Suncom 514-5774 or email Helene_Danaher@dcf.state.fl.us. 2006-DCF-043

Pro Bono Dental Services

Good oral health is correlated with good physical health. After Florida's Medicaid program eliminated routine dental care for adults except for extractions, Department of Children and Families staff in Tampa recruited dentists to provide pro bono services to clients. As a result, clients in the Protective Intervention, Home Care for the Disabled Adult and Community Care for the Disabled Adult programs have received more than \$600,00 worth of routine dental care free of charge. This initiative can be duplicated department wide and adjusted to fit the requirements of other state agencies serving the adult population. For more information, please contact Christel Vinson at (813) 558-5841 or email Christel_Vinson@dcf.state.fl.us. 2006-DCF-049

Improved Substance Abuse Prevention

A performance-based system developed by Department of Children and Families staff used to manage and evaluate more than 80 community-based prevention projects of the Governor's Office of Drug Control's statewide drug free community grant program. This system increases accuracy of participant counts, increases contract accountability, improves the linkage of process to outcome data, and improves management of service delivery. More accurate cost per client data will work to the state's benefit when negotiating future contracts. For information, please contact John (Skip) Forsyth at (850) 413-6705 or email Skip_Forsyth@dcf.state.fl.us. 2006-DCF-081

Violence Intervention and Prevention

The Putnam County Health Department may be the only one in the state that provides direct services to victims of domestic and sexual violence. During 2005, the Violence Intervention and Prevention Program (VIP) received provisional certification from the Florida Council Against Sexual Violence as the county's only provisionally certified SV program. The benefits of certification are the assurance of a standardized level of service and realization of a continued funding stream. For more information, please contact Human Services Program Manager Joanne O'Neil at (386) 326-3261, Suncom 868-3200, or email carolyn_fountain@doh.state.fl.us. 2006-DOH-061

Increased Number of Judicial Review Social Study Reports

A multi-layered strategy involving agency and non-agency individuals significantly increased the percentage of timely filed judicial review social study reports. The strategies can be adapted and implemented by CWLS and Community Based Care agencies throughout the state. For more information, please contact Keith C. Edwards at (904) 798-4900 or email Keith_Edwards@dcf.state.fl.us. 2006-DCF-062

ADULT SERVICES (cont.)

Adult Protective Investigation and Intervention Strategies

Planning and organization tools and strategies developed for a multidisciplinary response to complex issues in adult protective investigation and intervention concerning alleged abuse, neglect and exploitation can be adapted for use by other investigative units. For more information, please contact Susan McPhee at (727) 588-6906 or email Susan_McPhee@dcf.state.fl.us. 2006-DCF-054

Protective Supervision Guide to Increase Quality Services

A guide to assist counselors in providing quality protective supervision case management includes a fill in the blank, step by step process to help insure that all policies, statutes and court ordered actions are completed. This guide can be adapted by any Department of Children and Families unit since it is based on state law and department policy. For more information, please contact Emilio Maicas at (954) 267-2118 or email Emilio_Maicas@dcf.state.fl.us. 2006-DCF-071

Community Mental Health Medicaid Program

A community mental health Medicaid program developed and implemented by Duval County Health Department staff uses a 12-step process to provide mental health services to children and adults. Psychological counseling and intervention are immediately available to patients and their families. Several other county health departments are attempting to duplicate this program. For more information contact Donna Buchanan at (904) 630-3397 or email Donna_Buchanan@doh.state.fl.us. 2006-DOH-014

Improved Bidding Process of Mental Health Treatment Teams

A electronic request for proposal template enables Department Children and Families staff to select the most qualified applicants to provide evaluative tools for mental health treatment teams. Work that formerly took 1,060 hours to complete can now be accomplished in 150 hours, a 86% reduction.

The RFP evaluation instrument, scoring protocols and proposal tabulation forms are highly adaptable to DCF programs and to other agencies. For more information, please contact Steve Poole at (850) 410-1188 or email Stephen_Poole@dcf.state.fl.us. 2006-DCF-106

Mental Health Offender Jail Diversion Program

Judge Steven Leifman of the Eleventh Judicial Circuit and Deborah Dummitt of the Department of Children and Families developed and implemented a jail diversion expansion program.

This initiative redirects individuals with mental illnesses away from the criminal justice system and into community-based mental health treatment and services.

Individuals in acute psychiatric distress who are arrested for misdemeanors and booked into a jail are evaluated and, if appropriate, transferred to a crisis stabilization unit within 48 hours. Upon stabilization, legal charges typically are dismissed and individuals are assisted with accessing treatment services and housing.

This program has reduced recidivism from more than 70% to 18%. Miami-Dade County is saving \$2.3 million per year. In 2003, the program was awarded a three-year grant of \$1 million from the Substance Abuse and Mental Health Services Administration to expand crisis intervention team training to police and linkages to mental health treatment. For more information, please contact Deborah Dummitt at (305) 377-5811 or email deborah_dummitt@dcf.state.fl.us. 2006-DCF-080

Reapplication for Medicaid Coverage

A electronic format expedites the reapplication process to continue Medicaid benefits for nearly 500 residents of the Tacachale institution in Gainesville. Information for at least twenty updates can be provided in the time formerly required for a social worker to complete one update. For more information, please contact Debra Jackson at (352) 955-5575 or email Debra_A_Jackson@apd.state.fl.us. 2006-APD-002

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Improved Contract Monitoring

Implementation of joint monitoring of access to primary health care services of the uninsured was undertaken by the Broward County Health Department and the Broward County Substance Abuse and Health Care Division. As a result, staff hours were reduced for both agencies as well as for providers. Additionally, more comprehensive monitoring produced a detailed evaluation of providers' level of service. For more information, please contact Anthony Fiore at (954) 467-4959 or email Anthony_Fiore@doh.state.fl.us, or Steve Kaufman at (954) 467-4959 or email Steve_Kaufman@doh.state.fl.us. 2006-DOH-051

Streamlined Authorization for Medicaid Prescriptions

A form to authorize Medicaid prescriptions can be completed within one day or less, versus up to six days under a previous system. Reducing the wait time for clients near the end of their life sustaining medicines lessens the risk of ill health, side effects, reoccurrence of symptoms and - in worst case scenarios - emergency room visits, permanent damage or death. Accuracy rates are 50% better because the form does not permit workers to guess a wrong client with a similar name, or mis-add the prescription amount from a list that can sometimes be 30 prescriptions long.

All Department of Children and Families districts use the same procedure for tracking bill information and could easily implement the form for local use. For more information, please contact George Curtis at (386) 362-4429 or email George_Curtis@dcf.state.fl.us. 2006-DCF-093

Chemotherapy Services for the Indigent

In 2003, Bay Medical Center in the Panama City area discontinued chemotherapy services for indigent persons with cancer. To help compensate for this loss, staff at the Bay County Health Department created a partnership with local government and the business and medical communities to provide drugs and services at no cost. Since the program started, 33 patients have received chemotherapy worth over \$8 million. For more information, please contact Marilyn "Duke" George at (850) 872-4455 Ext. 1127 or email M_George@doh.state.fl.us. 2006-DOH-039

Access to Free Medication for Indigent Clients

The Brevard County Health Department assisted approximately 2,500 indigent clients by accessing an estimated \$90,000 in free medication from pharmaceutical companies. For more information, please contact Anthony Tassinari at (321) 690-6494 or email Anthony_Tassinari@doh.state.fl.us, or Deborah Rimes at (321) 269-6370 or email Deborah_Rimes@doh.state.fl.us. 2006-DOH-047

Patient Prescription Billing Information

A form that pharmacies use monthly to communicate patient prescription billing information to case maintenance units saves nearly \$60,000 annually in Department of Children and Families District 3 (Lake City area). Annual savings statewide could reach \$1.7 million. For more information, please contact George Curtis at (386) 362-4429 or email George_Curtis@dcf.state.fl.us. 2006-DCF-093

Holistic Monitoring Tool

Department of Elder Affairs staff developed and implemented a monitoring tool for the Aged/Disabled Adult Services Medicaid waiver program that assists in verifying that clients' needs are being met and identifying service overuse. The tool includes an average care plan cost, a list of programs the client is enrolled in, a list of programs the client is waiting for, and claims paid during the previous six months. For more information, please contact Mindy Sollisch at (850) 414-2000 or email sollischm@elderaffairs.org. 2006-DEA- 011

Medicaid Institutional Care Fraud

Investigation of a Medicaid institutional care case in the Jacksonville area used archived records from the Department of Children and Families (DCF) to establish that a former DCF employee knowingly entered false information regarding an applicant's monthly income. The erroneous information resulted in illegal disbursement of \$117,016 in Medicaid benefits. The former employee was prosecuted, sentenced to eighteen

ADULT SERVICES (cont.)

years of probation and ordered to make complete restitution. The success of this investigation may deter other employees tempted to do the same. For more information, please contact Greg Holycross (904) 360-5783 or email gregholycross@fdle.state.fl.us. 2006-FDLE-025

Electronic Filing System

An electronic filing system developed for nearly 200,000 public assistance case records improves accessibility to case information, saving \$269,816 by eliminating the need to create and store paper files. For more information, please contact Dianna Laffey at (813) 558-5693 or email Dianna_Laffey@dcf.state.fl.us. 2006-DCF-047

HIPPA Training

Trak-IT, a user-friendly learning management system developed by Department of Health staff in Tallahassee, provides online access to HIPPA training opportunities. Reduced man-hours to collect data, reduced need for conference rooms and equipment coordination, and increased ability to respond to training needs saved \$66,665 the first year. For more information, please contact Carla Ruis at (850) 245-4444 ext. 3551 or email Carla_Ruis@doh.state.fl.us. 2006-DOH-044

Medical Records Tracking

A multipurpose chart tracking system allows for quick retrieval of charts and statistical gathering. It can be easily implemented and tailored to fit the needs of medical records departments. For more information, please contact Erika Brooks-Craige at the Department Of Health, (727) 824-6900 ext. 11006, Suncom 513-4285, or email Erika_Brooks-Craige@doh.state.fl.us. 2006-DOH-019

Reviewing and Processing Death Certificates

A streamlined process of reviewing, filing and processing orders for death certificates resulted in a reduction from an average of three days to one day or less to send original death certificates to the State Office of Vital Statistics. For more information, please contact Katherine Durkin at (727) 820-4200 ext. 1150 or email Katherine_Durkin@doh.state.fl.us. 2006-DOH-062

CHILDREN'S SERVICES

Improved Monitoring of Health Outcomes and Program Evaluation

A Women, Infants & Children (WIC) and nutrition program-specific quality improvement system aligns with the Palm Beach County Health Department Strategic Plan with Florida Sterling criteria. This initiative includes data collection for each of eleven performance objectives, bar charts and pie charts for monitoring, analysis, mentoring and providing information to decision-makers at least monthly. A quarterly report summarizes data, highlights progress, provides long-term analysis and focuses on areas for improvement. This program could be easily adapted throughout the department as a standard for data collection and reporting. For more information, please contact Molly Gladding at (561) 840-0165 or email Molly_Gladding@doh.state.fl.us. 2006-DOH-042

Immunization Plan

A plan developed at the Indian River County Health Department that increased immunization coverage in two year olds from 70% to 96% in 2002-03 can help any clinic desiring to increase their rates. This plan was presented at the 2005 Florida Statewide Immunization Summit. For more information, please contact Lois Chapman at (772) 794-7412 or email lois_chapman@doh.state.fl.us. 2006-DOH-048

CHILDREN'S SERVICES (cont.)

Special Needs Shelter

The four-member Special Needs Shelter Task Force conceptualized and developed an electronic database for the Manatee County Special Needs Shelter (SpNS). This data base, which allows staff to pre-register the more than 500 SpNS clients, has resulted in streamlining the initial intake/registration process, it provides tracking of durable medical equipment, it expedites the release of clients from the SpNS at the time of deactivation and has increased efficiency such that the number of staff required for intake is decreased by 50 percent. For more information, please contact Doug Goins at (941) 748-0747 ext. 1434 or email [Clyde Goins@doh.state.fl.us](mailto:Clyde_Goins@doh.state.fl.us). 2006 DOH-059

Special Care Unit

A Children's Medical Services hurricane response team in West Palm Beach managed and staffed a section of a special care unit for children who are dependent on electricity for support of medical equipment that provides oxygen, suctioning, continuous pump feedings and tracheotomies. Based on experiences of communities that do not have dedicated pediatric components in their special needs shelters, the ability to shelter children with special health care needs during a hurricane prevents hospitalizations that occur post-storm because of the impacts of flooding or loss of power on fragile populations. For more information, please contact Shelley Greif at (561) 682-0177 ext. 4043 or email [Shelley Greif@doh.state.fl.us](mailto:Shelley_Greif@doh.state.fl.us). 2006-DOH-077

Child Safety Seat Installation

A public/private partnership in Northeast Florida helps protect children in the event of a crash. Child car seat installation reportedly exceeds 70%. The We Have A Little Emergency (WHALE) program grabs the attention of parents, helping to ensure that seats are installed correctly. More than 30,000 children now ride safely in their car seats because of the WHALE program. For more information, please contact Andrea Atran (904) 614-8377 or email andrea.atran@dot.state.fl.us. 2006-DOT-040

Child Abuse Presentation for Mandated Reporters

Reducing the number of unfounded reports of children through educating mandated reporters increases investigators' productivity. A power point presentation developed by Department of Children and Families staff in Ft. Myers educates mandated reporters and other community contacts about signs of child abuse and provides guidance on contacting the Florida Abuse Hotline. The presentation includes a 911 emergency tape, custom-designed handouts, and a question and answer segment. Increasing community awareness improves working relationships with school teachers and other social service agencies. This presentation is an integral part of the Guardian Ad Litem training program. For more information, please contact Donna Murray at (239) 338-1103 or email donna_murray@dcf.state.fl.us. 2006-DCF-104

Meeting Needs of Children in Dependency Cases

Joint training and recruitment efforts of child welfare professionals from the Department of Children and Families, the Legal Aid Society, Guardian ad Litem Program and Family Services of Metro Orlando save time, money and energy on resolving legal issues that would otherwise be litigated in court. For more information, please contact Barbara Dirienzo at (407) 897-5906 or email [Barbara Dirienzo@dcf.state.fl.us](mailto:Barbara_Dirienzo@dcf.state.fl.us). 2006-DCF-059

Dependency Court Outcome Enhancement

A dependency court outcome enhancement was initiated by the Honorable Judge John Parnham in partnership with the Department of Children and Families, court administration, the local Community Based Care provider, community mental health center, private mental health service provider and local lawyers serving parents in the dependency system. A goal of this initiative is to help preserve the integrity of families and safety of children by front-loading services. For more information please contact Mike Martin at (850) 595-8293 or email mike_martin@dcf.state.fl.us. 2006-DCF-035

CHILDREN'S SERVICES (cont.)

Internet Crimes Against Children Training

Nationally recognized Internet Crimes Against Children training is available from the Florida Department of Law Enforcement. For more information, please contact Special Agent Supervisor Bob Breeden at (850) 410-7057 or email bobbreeden@fdle.state.fl.us, or Mark Zadra at (850) 410-8390 or email markzadra@fdle.state.fl.us. 2006-FDLE-020

Protective Supervision Guide

A guide to assist counselors in providing quality protective supervision case management includes a fill in the blank, step by step process to help insure that all policies, statutes and court ordered actions are followed. This guide can be adapted by any Department of Children & Families unit since it is based on state law and department policy. For more information, please contact Emilio Maicas at (954) 267-2118 or email Emilio_Maicas@dcf.state.fl.us. 2006-DCF-071

Intervention Model to Prevent Out-of-home Placement of Children

Department of Children and Families staff, working with Community Based Care of Volusia and Flagler, Inc., prevented the removal of 204 children from their families in the first year of operation at a cost avoidance of approximately \$2.2 million. This crisis response team approach is being presented at the 2006 Child Welfare League of America annual conference in Washington D.C. as a best practice model for replication throughout the United States. For more information, please contact Lotta Mapp at (386) 258-4437 or email Lotta_Mapp@dcf.state.fl.us. 2006-DCF-091

Relative Care Giving

Identification of discrepant case information between ACCESS Florida and Family Safety, which placed some children on the Relative Caregiver Program at risk and wasted relative caregiver benefit funds in the Department of Children and Families Central Zone, saved approximately \$28,000 and improved eligibility and child safety processes for relative caregiver recipients. For more information, please contact Sylvia Smoot at (352) 330-2177 or email Sylvia_Smoot@dcf.state.fl.us. 2006-DCF-089

Increased Performance of Child Protective Investigators

An automated unit leader board developed in the Department of Children and Families' Panhandle Zone provides child abuse and neglect managers with a quick and reliable database to gauge performance and take action where needed. This system enhances the safety of children and services to families, and saves workers and managers hours of manual data gathering. For more information, please contact Janice Thomas at (850) 488-0577 or email janice_thomas@dcf.state.fl.us. 2006-DCF-079

Legal Training on Investigations

Training on child abuse investigations and preservation/presentation of information during court proceedings, including summarized and organized relevant case law information, can be replicated by other Department of Children and Families offices. For more information, please contact Karlene Cole-Palmer at (407) 328-5656 or email karlene_cole-palmer@dcf.state.fl.us. 2006-DCF-058

Reduction of Overtime and Stress for Child Protective Investigators

A child protective investigator who chooses to work from 12:01 a.m. to 8:00 a.m. Tuesday through Saturday eliminates the need for an on-call system in Hillsborough County, greatly improving morale among field staff that works normal business hours. The night time employee handles all immediate abuse reports county wide, prioritizes the severity of reports to determine the most critical situations and provide services and/or crisis intervention, completes follow up on cases where families have avoided day shift investigators, and represents the Department at shelter hearings on Saturday mornings. For more information, please contact Lorraine Mitchell at (813) 558-5936 or email Lorraine_Mitchell@dcf.state.fl.us. 2006-DCF-041

CHILDREN'S SERVICES (cont.)

Tracking High Risk Cases

An automated system enables protective investigators and caseworkers from two agencies to enter information and track high-risk cases in a real time environment. Previously, excel spreadsheets had to be sent from person to person for updates. For more information, please contact Ed Harper at (772) 460-3665 or email Ed_Harper@dcf.state.fl.us. 2006-DCF-077

Cost Effective Camp Development

A 12-day summer camp developed by Division of Blind Services staff in Tampa saved \$85,800 while enriching the lives of 22 children ages 6 to 14. An informational DVD is available. For more information, please contact Tony Ames at (813) 871-7190, toll free at (800) 757-7190, or email tony_ames@dbs.doe.state.fl.us. 2006-DOE-003

PHARMACEUTICALS

Streamlined Medicaid Authorization for Prescriptions

A form that pharmacies use monthly to communicate patient prescription billing information to case maintenance units saves nearly \$60,000 annually in Department of Children and Families District 3 (Lake City area). Annual savings statewide could reach \$1.7 million. For more information, please contact George Curtis at (386) 362-4429 or email George_Curtis@dcf.state.fl.us. 2006-DCF-093

Access to Free Medication for Indigent Clients Program

The Brevard County Health Department assisted approximately 2,500 indigent clients by accessing an estimated \$90,000 in free medication from pharmaceutical companies. For more information, please contact Anthony Tassinari (321) 690-6494 or email Anthony_Tassinari@doh.state.fl.us, or Deborah Rimes (321) 269-6370 or email Deborah_Rimes@doh.state.fl.us. 2006-DOH-047

For a list of adaptable achievements in the field of Health and Social Services from the 2003-2005 awards competitions, please click [here](#).