

| Row # | Goal or Obj Ref | Goal | Objective | Action Steps | Program Responsible | Evidence of completion (Measures of Progress) | Due Date | Update on Progress Made |
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| 1 | A | Goal: Offer continuous quality improvement to optimize practice in the provision of services in the administration of families and children (ADFAN) of the Department of the family of Puerto Rico (pg. 40) | | | QA Unit | | | |
| 2 | | | 1. Perform periodic review each calendar year of the services offered to children and families across the 10 regions of the ADFAN. | Establish: Reading by plan phases, Calendar, Methodology, Instruments, Field work & Follow up | Personnel of Quality Assurance Office | | 2015-2019 | <p>The findings reports were sent to each region under review, and the findings of the regions were presented. Likewise, the information was presented to the Administrator, Deputy-Administrator, Assistant Administrations and managerial staff for decision-making.</p> <p>2015-2016 COMPLETED AND ONGOING</p> |

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| | | | | | | | | Reading by plan phases, calendar, methodology, instruments, field work & follow up are completed. |
| 3 | | | 2. Revised policies and standards in conjunction with the assistant administrators of programs: Social Protection, Family Preservation and Support Services and Foster Care and Adoption. | Revised that the policies and norms of the ADFAN are in accordance with the ASFA law. | QA Staff and Assistant Administrators | | 2015-2019 | <p>There are plans to make the review of the rules during the planning phase of the next reading year, where the policies and standards are verified with the ADFAN and the ASFA. The information collected will be shared with the Administration and the Assistant Administrations.</p> <p>2015-2016 PARTIALLY COMPLETED</p> <p>The rules are in concord to federal requirements and observed an improvement in practice in the provision of services.</p> |
| 4 | | | 3. Collaborate on internal evaluations which require assistance of quality assurance in Social protection, Family Preservation and Support Services and Foster Care and Adoption | Assessments of compliance with the report of maltreatment time frames Share information about data of the Office, such as: list of active cases and cases identified as critical through the review. Evaluations of projects | Personnel of Quality Assurance Office | | 2015-2019 | <p>The following program evaluations are made: Roundtables project certified and licensed requirements of temporary homes and evaluation of referrals of abuse (UIE Spanish acronym) to verify compliance with the standards established in the intervention manuals of the ADFAN. Likewise, final findings</p> |

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| | | | | such as: Round Table, Foster Homes & Court Hearings | | | will be presented to the Court Administration Office. 2015-2016 COMPLETED AND ONGOING Presentation of findings and recommendations to the Administration and programs. |
| 5 | | | 4. Create a team based on the Continuous Quality Improvement (CQI) to address issues related to improving practices in the provision of ADFAN services | Complete the training of the CQI and constitute a CQI work team. | Dr. Ursula Manfredo and other personnel whom take the CQI training. | 2015-2019 | Pending to establish the group. One of the supervisors from the Quality Assurance Office completed the CQI training; along with the Director of the Training and Quality Assurance Office, she will take the lead to establish the group. 2015-2016 PARTIALLY COMPLETED Create the rule ADFAN-AGC-CSA-PS-PFF-2015-019 (October 2015). One of the supervisors in social work of the Office completed its certification through the Academy of CQI, who was nominated by the Administration as coordinator of CQI, while Dr. Ursula Manfredo was appointed as Director of CQI. Pending to establish the group. |

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| 6 | B | To have a strong administrative CQI approach to oversee the CFSP in a consistent manner. | ADFAN will initiate a Continuous Quality Improvement (CQI) approach which will be the practice in the organizational culture of the agency by continuing to Strengthen components of CQI system. | Apply Continuous Quality Improvement System in the organizational culture of the Agency to meet the outcomes for children's, youth and families in compliance with federal requirements. | QA Unit | | 2015 | <p>In the process of establishing the group.</p> <p>2015-2016 PARTIALLY COMPLETED</p> <p>In compliance with the requirements.</p> <p>Create the rule ADFAN-AGC-CSA-PS-PFF-2015-019 (October 2015).</p> <p>Pending to establish the group.</p> <p>Dr. Manfredo offered the initial training to Assistant Administrators and Associates Directors on November 13, 2015. Social Work Supervisors and Coaches received it on February 26, 2016.</p> |
| 7 | | | | Data Collection - begin TA discussions with Children's Bureau to identify/refine potential data sources for Systemic Factors | QA, AA's, Data, RO/LO | | 2015-2018 | <p>In the process of establishing the group.</p> <p>2015-2016 PARTIALLY COMPLETED</p> <p>TA work plans and reports.</p> |

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| 8 | | | | Case Review - Examine new CFSR OSRI for use in QA process | QA, AA's, Data, RO/LO | | 2016 | <p>Under review and translation into Spanish by the staff of the Quality Assurance Office.</p> <p>2015-2016 COMPLETED AND ONGOING</p> <p>QA personnel meetings to review the new CFSR OSRI. QA Plan developed for each region. Apply the CFSR 2014 to the QA process.</p> |
| 9 | | | | Data and Analysis - reinforce/expand sharing and discussion of QA results with RO/LO/partners | QA, AA's, Data, RO/LO | | 2015 & ongoing | <p>Continuous process.</p> <p>2015-2016 PARTIALLY COMPLETED</p> <p>Quarterly report of progress on goals, including a summary of successes, challenges or barriers.</p> <p>Continuous process.</p> |
| 10 | | | | Feedback and Adjustment - Reinforce/expand engagement with RO/LO/Partners in improvement planning | QA, AA's, Data, RO/LO | | 2015 & ongoing | <p>Continuous process.</p> <p>2015-2016 COMPLETED AND ONGOING</p> <p>Quarterly report of progress on goals, including a summary of successes, challenges or barriers.</p> <p>Continuous process.</p> |

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| 11 | C | <p>Training: Develop strong personnel competencies to achieve substantial systemic change that will turn strengthen the services provides to the children and families of Puerto Rico (pg. 52-57)</p> | | | | | |
| 12 | | | <p>1. Develop initial staff training modules geared to offering social workers basic competencies focused in safety, permanency and well-being of the child and his family, prior to initiating their work. (CFSR 32)</p> | <p>1.1 Needs assessment & human resources profile Human (Resources Assistant Administration will provide the total of employees by classification).</p> | <p>Training Office</p> | | <p>In progress, this is an ongoing review.</p> <p>2015-2016 COMPLETED AND ONGOING</p> <p>Reviewed curriculum each FY.</p> |
| 13 | | | | <p>1.2 Study data from CFSR findings & ADFAN's data profile</p> | <p>Training Office</p> | | <p>In progress. Employee information was collected to develop the profile by August 2015.</p> <p>2015-2016 COMPLETED AND ONGOING</p> <p>In compliance with the requirements.</p> |

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| 14 | | | | 1.3 Implement policy requirement for initial staff training. | Training Office | | 2015 & Ongoing 2019 | <p>Those groups attended during the period under consideration are the first to take the training before being installed in the workplace and receive cases and / or referrals are assigned to them.</p> <p>2015-2016 COMPLETED AND ONGOING</p> <p>In compliance with the requirements.</p> |
| 15 | | | | 1.4 Review & Update the curriculum according with the evidence based practice. | Training Office | | 2015 & Ongoing 2019 | <p>The module was designed to evaluate the transfer of the content of training to the workplace; it includes a questionnaire to the immediate supervisor and a questionnaire to the official.</p> <p>2015-2016 COMPLETED AND ONGOING</p> <p>In compliance with the plan.</p> |
| 16 | | | | 1.5 Curriculum Implementation | Training Office | | 2015 & Ongoing 2019 | <p>During the period under consideration (May 1, 2014 to April 30, 2015), two sessions of pre-service training have been offered for the newly appointed staff of the ADFAN. Both groups were integrated by social workers, under the coordination of the Human Resources Office</p> |

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| | | | | | | | | and the Training Office of the ADFAN. The content was offered by various certified supervisors as "Coaches" of the ADFAN. 2015-2016 COMPLETED AND ONGOING In compliance with the plan. |
| 17 | | | | 1.6 Training schedule for each region. | Training Office | Attendance reports for initial staff training and summary of report on compliance with training requirement. | 2015 & Ongoing 2019 | The Pre-service trainings were offered from the headquarters; the impacted staff belonged to several regions. The attendance report is sent to each region. At the request of the Assistant Administrator of Social Protection, the Pre-Service Module was offered to the Child Abuse Hotline staff. It was adapted to two days. 2015-2016 COMPLETED AND ONGOING In compliance with the plan. |
| 18 | | | | 1.7 Specific training environment "hands to the project" <i>with in situ</i> experience with a coach supervisor, utilizing protocols, formats, and | Training Office | Establish a local office model for concrete transfer of learning to the workplace. FY 2015 | 2015 & Ongoing 2019 | So far conversations between the regional offices of San Juan and Carolina have been initiated to establish the home office model, in collaboration with the Graduate School of Social Work, |

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| | | | | applying the services needed by children and their families. | | | | Major in Family and Children, of the University of Puerto Rico. 2015-2016 NOT COMPLETED Initiated dialogue with the associated directors of San Juan and Carolina. Meetings with the director of the Graduate School of Social Work University of Puerto Rico and the coordinator of field practicum of families and children track, after these activities has not received a response from the university. No could concretize the coordination by the University. This strategy will be eliminated. |
| 19 | | | 2. Develop ongoing staff training modules geared to offering social workers, supervisors and staff, continuum competencies focused in safety, permanency and well-being of the child and his family. (CFSR 33) | 2.1 Needs assessment & human resources profile Human (Resources Assistant Administration will provide the total of employees by classification). | Training Office | | 2015 & Ongoing 2019 | In progress. It will conclude in August 2015. 2015-2016 COMPLETED AND ONGOING See attachment CFSP 2015-2019 Training Plan Continuing education modules-applied for items 26, 27 & 28. |
| 20 | | | | 2.2.Study data from CFSR findings & ADFAN's data profile | Training Office | | 2015 & Ongoing 2019 | In progress. CFSR results are reported to the Central Office staff and regions; the needs analysis is carried out according to it. |

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| | | | | | | | | <p>2015-2016 IN PROGRESS</p> <p>Review ongoing staff training modules based on data from CFSR findings.</p> |
| 21 | | | | 2.3 Review & Update the curriculum according with the evidence based practice. | Training Office | | 2015 & Ongoing 2019 | <p>In progress, this is an ongoing review.</p> <p>2015-2016 IN PROGRESS</p> <p>Reviewed curriculum each FY. Contract with the Graduate School of Social Work at the UPR/RP was signed to provide 5 modules all have this content, in addition one of these on the issue is specific evidence-based practice.</p> |
| 22 | | | | 2.4 Curriculum Implementation | Training Office | Reviewed curriculum each FY | 2015 & Ongoing 2019 | <p>In progress. By April 30, 2015, two modules of Quality Circles have been successfully implemented in the ADFAN regions: Planned Visits, and skills in investigating referrals (Part 1). The "planned visits" module was offered to all the 10 regions of the ADFAN. At the moment, the second module, "Skills for the investigation of referrals", was offered in four regions. See in the attached table the number of</p> |

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| | | | | | | | <p>employees reached through this strategy.</p> <p>Trainings have been offered through external contractors, such as the Institute of Developmental Disabilities (IDD), the School of Public Health at the University of Puerto Rico, Medical Sciences Campus.</p> <p>In addition, using the Coaching model we have managed to speed up the curriculum using internal resources to work on specific issues that are relevant to our proceedings.</p> <p>2015-2016 COMPLETED AND ONGOING</p> <p>In compliance with training requirement.</p> <p>See table work report in the narrative.</p> |
| 23 | | | | 2.5 Training schedule for each region | Training Office | Attendance reports for initial staff training and summary of report on compliance with training requirement. | <p>2015 & Ongoing 2019</p> <p>The strategy of providing training to the personnel and service providers of the ADFAN has enabled to renew ties with the most prestigious universities in the country that are investigating the issue and that integrate practice so that the contracted services are of high quality.</p> |

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| | | | | | | | | <p>Selected specialized topics include: complex trauma, resilience, detection of substance use and mental health, among others.</p> <p>That way, we have worked with the curriculum according to the CFSP submitted in 2015-2019, and have addressed the specific needs of the service personnel providing social protection of minors.</p> <p>2015-2016 COMPLETED AND ONGOING</p> <p>In compliance with training requirement.</p> |
| 24 | | | | <p>2.6. Specific training environment “hands to the project” experiences with a coach supervisor, utilizing protocols, formats, and applying practice behaviors services needed by children and their families.</p> <p>Utilizing CFSR ADFAN’s findings to develop an accurate curriculum with active learning practice combined with interactive tech skills.</p> | Training Office | <p>Establish at ADFAN’s central office training room to develop or reinforce competencies as needed for concrete transfer of learning to the workplace. Fy 2016</p> | 2015 & Ongoing 2019 | <p>The Training Office is about to move to a more spacious area, where we will be able to establish the training room with all the teaching tools available to our training system at the time.</p> <p>As of August two students at master's level will begin their internship in social work; they will collaborate on this project.</p> <p>2015-2016 PARTIALLY COMPLETED</p> <p>Establish at ADFAN's central office training room to develop or reinforce competencies as</p> |

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| | | | | | | | | needed for concrete transfer of learning to the workplace, FY 2016. (Moving to another area in the building has not been implemented. Only the purchase of three desktops for tutorials practice was authorized). |
| 25 | | | Provide to current or prospective foster parents, adoptive parents, and staff of State licensed or approved facilities that care for children receiving foster care of adoption assistance under Title IV – E that addresses the skills and knowledge base needed to carry out their duties, in child development & rearing. (CFSR 34) | 3.1.Needs assessment | Training Office Asst. Admin Foster Care and Adoption (AAFCA) | | 2015 & Ongoing 2019 | <p>2015-2016 PARTIALLY COMPLETED</p> <p>A total of 372 (from 10 regions) of foster care and institutions according with the new policy participated on sex trafficking prevention training.</p> <p>(See attached table)</p> <p>2015-2016 COMPLETED – ON GOING</p> <p>During this period, 123 trainings were given to 1,568 foster parents and staff of institutions. In addition, 60 training sessions were given to a total of 182 foster care employees.</p> <p>(See table attached)</p> |
| 26 | | | | 3.2 Study data from CFSR findings & Foster Care’s data profile | Training Office AAFCA | | 2015 & Ongoing 2019 | <p>2015-2016 IN PROGRESS</p> |

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| | | | | | | | | In compliance with the plan. Also Training Office design an instrument to know the profile of the training needs of foster parents and operators of institutions. |
| 27 | | | | 3.3. Implement policy requirement for foster and adoptive parents training. | Training Office | | 2015 & Ongoing 2019 | <p>The Foster Care Assistant Administration has been in charge of implementing the trainings to parents so far this period; the registration of the participants is posted to the Training Office, according to regulations. We will meet soon to hold coordination meetings with the Assistant Administrator of Foster Care to refine this effort.</p> <p>2015-2016 IN PROGRESS</p> <p>The A/A Foster Care is the primary responsible for implementing the trainings to parents in coordination with Training Office the registration of the attendance list is posted in Training Office as required by the rule.</p> |
| 28 | | | | 3.4. Review & Update the curriculum according with the evidence based practice. | Training Office | | 2015 & Ongoing 2019 | Curriculum for temporary parents, adoptive parents and operators of facilities licensed by the agency is established with the perspective of child development, trauma and resilience, according |

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| | | | | | | | <p>to the process evidence-based practice and the federal legislation.</p> <p>The Foster Care Office has been in charge of implementing the trainings to temporary parents, adoptive parents and operators of facilities licensed by the agency.</p> <p>They are created, and soon the short modules “7 lessons for daily living” will be offered to temporary parents and adoptive parents, as of July 2015, in coordination with the Training Office and Assistant Directors of Foster Care and Adoption. The topics of the 7 lessons for daily living have tangency with the topics included in the curriculum framework 2015-2019 CFSP.</p> <p>2015-2016 COMPLETED AND ONGOING</p> <p>The curriculum for temporary parents, adoptive and operators of institutions licensed by the parent agency is set in the perspective of child development, trauma and resilience. According to the process of evidence-based practice and federal legislation.</p> |
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| 29 | | | | 3.5. Curriculum Implementation | Training Office | Reviewed Curriculum | 2015 & Ongoing 2019 | In progress & on going. 2015-2016 COMPLETED AND ONGOING Reviewed curriculum. |
| 30 | | | | 3.6 Training schedule for each region | Training Office | Attendance reports for training and summary of report on compliance with training requirement. | 2015 & Ongoing 2019 | A record of the participants of the trainings is maintained by local office, regional office and at island level. A calendar is prepared every six months with training activities, and it is sent via Outlook. 2015-2016 COMPLETED AND ONGOING In compliance with training requirement. |
| 31 | | | Provide to lawyers and support personnel training content that addresses the skills and knowledge base needed to carry out their duties, in child welfare system. (CFSR Case Review Systemic Factor) | | Training Office and Legal Office | | 2015 & Ongoing 2019 | In March 6, the trainings "General concepts of the State Plan of the ADFAN" and "Complex Trauma" were offered. Sixteen lawyers from all regions of the ADFAN were trained. 2015-2016 COMPLETED AND ONGOING A total of 16 lawyers from all regions of the ADFAN was trained in General Concepts of State Plan ADFAN and Complex Trauma. |

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| 32 | | | | 4.1.Needs assessment | Training Office and Legal Office | | 2015 & Ongoing 2019 | <p>Several meetings have been held with the director of the legal counsel office, Atty. Olga López, to delineate the needs and areas of interest for ADFAN's lawyers. In addition, subject matter experts have been identified to present the topics treated.</p> <p>In addition, the ADFAN's lawyers were surveyed about their interests in terms of training.</p> <p>2015-2016 COMPLETED AND ONGOING</p> <p>Meetings with the director of the office of legal counsel, Atty. Olga Lopez, to delineate areas of interest and needs for lawyers. In addition, lawyers was surveyed in terms of training interest.</p> |
| 33 | | | | 4.2.Study data from CFSR findings | Training Office and Legal Office | | 2015 & Ongoing 2019 | <p>In progress. Information on CFSR's findings has been shared with the Legal Division.</p> <p>2015-2016 IN PROGRESS</p> <p>In progress. Information CFSR findings has been shared with the Office of Legal Division.</p> |

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| 34 | | | | 4.3. Curriculum Implementation | Training Office and Legal Office | Reviewed Curriculum each FY | 2015 & Ongoing 2019 | In progress. 2015-2016 IN PROGRESS Reviewed curriculum each FY. |
| 35 | | | | 4.4 Training schedule for each region | Training Office and Legal Office | Attendance reports for training and summary of report on compliance with training requirement. | 2015 & Ongoing 2019 | The Continuous Education Division (DECEP-UPR) was invited to submit proposals to work with the training required by lawyers of the agency. 2015-2016 COMPLETED AND ONGOING Call for trainings in compliance with training requirement. |
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| 36 | D | Goal: Child safety, permanency and wellbeing will be the paramount for ADFAN's staff at all levels, on CPS intervention/service delivery. | | | | | | |

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| 37 | | | 1. To strengthen the protective factors in individuals, families and communities in order to reduce the risk factors that contributes to the violence in the family in the form of child neglect and maltreatment and domestic violence for the promotion of a culture of peace in the general population (primary, universal, prevention) . | | | | 2015-2019 | |
| 38 | | | | 1.1 The School for Healthy Living and Parenting will continue offering the educational modules to adults, pre-adolescents adolescents and children in a primary (universal) prevention base. The modules are: "Working for Family Peace", "Family Peace Promoters", "Leading Trough the Road for Peace", Youth Working for Peace" and "Child Sexual Abuse Prevention" | Schools for Healthy Living and Parenting (SHLP) : Ana I. Vázquez, TS; Lourdes Grajales, TS; Madeline Santiago, TS; Carolyn Chaparro, TS | Workshop calendar | 2015-2019 | ACCOMPLISHED-ON GOING The School for Healthy Living and Parenting offered the following educational modules. Adult population: Working for Family Peace, eleven (11) workshops. Family Peace Promoters, nine (9) workshops. Child Sexual Abuse Prevention, five (5) workshops. Children and Pre-Adolescent population: Leading Through the Road for Peace, fifteen (15) workshops. Adolescent population: Youth Working for Peace, fifteen (15) workshops. |

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| 39 | | | | | Register or list of the citizens that will participate. | 2015-2019 | <p>ON GOING</p> <p>Total of 2,544 groups with 89,458 participants; 9786 graduated.</p> |
| 40 | | | | | Total of workshops offered. | 2015-2019 | <p>ON GOING</p> <p>Working for Family Peace: 441 groups. With four thousand eight hundred fifty one (4,851) workshops.</p> <p>Family Peace Promoters: 33 groups. With two hundred ninety seven (297) workshops.</p> <p>Leading Trough the Road for Peace: 234 groups. With three thousand five hundred ten (3,510) workshops.</p> <p>Youth Working for Peace: 152 groups. With two thousand two hundred eighty (2,280) workshops.</p> <p>Child Sexual Abuse Prevention: 159 groups. With seven hundred ninety five (795) workshops.</p> |

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| | | | | | | | | Gran Total of one thousands nineteen (1019)groups. With eleven thousand seven hundred thirty three (11,733) workshops. |
| 41 | | | | | | -Numbers of participants by workshops. | 2015-2019 | <p>ON GOING</p> <p>Working for Family Peace: 6,300 participants.</p> <p>Family Peace Promoters: 477 participants.</p> <p>Leading Trough the Road for Peace: 5,386 participants.</p> <p>Youth Working for Peace: 3,020 participants.</p> <p>Child Sexual Abuse Prevention: 1,742 participants.</p> <p>Total of 10,625 participants.</p> |
| 42 | | | | | | -Number of participants graduated. | 2015-2019 | <p>ON GOING</p> <p>Working for Family Peace: 2,194 graduated.</p> |

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| | | | | | | | <p>Family Peace Promoters: 198 graduated.</p> <p>Leading Trough the Road for Peace: 3,488 graduated.</p> <p>Youth Working for Peace: 2,846 graduated.</p> <p>Child Sexual Abuse Prevention: 1,021 graduated.</p> <p>Total of 9,747 graduated.</p> |
| 43 | | | | | | -Results of pre-post tests. | <p>ON GOING</p> <p>Comparison table of results of pre and post tests with samples from three (3) regional offices (Aguadilla, Arecibo, Bayamón)</p> <p>Module: At Work for Family Peace (see attachment Comparison of Samples Taken from Administrative Pre and Post Results Obtained from Three (3) Regional Offices)</p> <p>- Adults The increase of knowledge between pre and post has a 4% median among the three (3) regional offices,</p> |

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| | | | | | | | | <p>with Aguadilla presenting the higher value of 13% growth when comparing pre and post tests. One group shows a negative number. It must be reviewed and analyzed for possible factors that may influence the result, such as illiteracy, visual problems or inadequate retransmission to the participants.</p> <p>Module: Youth at Work for Peace (see attachment Comparison of Samples Taken from Administrative Pre and Post Results Obtained from Three (3) Regional Offices)</p> <p>– Adolescents (13-18 years), the median between the three (3) regional offices is 3%. The highest % when comparing pre and post tests is the same % in Aguadilla and Arcibo.</p> |
| 44 | | | | 1.2 Family Peace Promoters will organize groups to offer the module “Working for Family Peace”. | SHLP : Ana I. Vázquez, TS; Lourdes Grajales, TS; Madeline Santiago, TS; Carolyn | Family Peace Promoters calendar to offer the module to other citizen’s groups. | 2015-2019 | ON GOING |

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| 45 | | | | | SHLP : Ana I. Vázquez, TS; Lourdes Grajales, TS; Madeline Santiago, TS; Carolyn Chaparro, TS | Register or list of the citizens that will participate. | 2015-2019 | ON GOING The Administration for Medical services (ASEM) offered 2 groups with 40 participants. Action Social offered 2 groups with 30 participants. |
| 46 | | | | | SHLP : Ana I. Vázquez, TS; Lourdes Grajales, TS; Madeline Santiago, TS; Carolyn Chaparro, TS | Number of Family Peace Promoters offering the module. | 2015-2019 | ON GOING Total Family Peace: Promoters 10 of workshops offered. ASPRI 2 participants ASEM 2 participants. Head Start 2 participants. Gruta de Lourdes 4 participants. |
| 47 | | | | | SHLP : Ana I. Vázquez, TS; Lourdes Grajales, TS; Madeline Santiago, TS; Carolyn Chaparro, TS | -Total of workshops offered. | 2015-2019 | ON GOING Total groups 2,544 workshops. |

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| 48 | | | | | SHLP : Ana I. Vázquez, TS; Lourdes Grajales, TS; Madeline Santiago, TS; Carolyn Chaparro, TS | -Numbers of participants by workshops. | 2015-2019 | ON GOING Total 89,458 participants. |
| 49 | | | | | SHLP : Ana I. Vázquez, TS; Lourdes Grajales, TS; Madeline Santiago, TS; Carolyn Chaparro, TS | -Number of participants graduated. | 2015-2019 | ON GOING 9,786 graduated. |
| 50 | | | | | SHLP : Ana I. Vázquez, TS; Lourdes Grajales, TS; Madeline Santiago, TS; Carolyn Chaparro, TS | -Results of pre-post tests. | 2015-2019 | ON GOING Will be obtain the period of 2016-2017 |
| 51 | | | | 1.3 Awareness campaigns on family violence prevention, protective factors, spaces for peace, educational activities | SHLP Community Based Organizations (CBOs) : Ana I. | -Total of campaigns, activities, spaces for peace and orientations | 2015-2019 | ON GOING Baseball League Double A youth seven hundred seventy three (773) participants. |

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| | | | | and orientation on Law 246 for the prevention of child abuse and neglect. | Vázquez, TS; Lourdes Grajales, TS; Madeline Santiago, TS; Carolyn Chaparro, TS; Carl Bittman, Executive Director CBCAP, ASFA and Violence Prevention Programs | | | School for Healthy Living and Parenting: approximately 404 activities with 40,604 participants. Domestic Violence: 227 Activities: 15,148 participants. |
| 52 | | | | | | -Calendar for the delivery of the activity | 2015-2019 | ON GOING ASFA: 17 ACTIVITIES 32 ORIENTATIONS. |
| 53 | | | | | | -Registry of participants | 2015-2019 | ON GOING 3,206 Participants |
| 54 | | | | | | -Numbers of participants. | 2015-2019 | ON GOING CBCAP: 36 activities and 80 orientations. 1,063 families (Participants). |

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| 55 | | | | 1.4 Continue offering the workshop for the prevention of educational negligence. | SHLP : Ana I. Vázquez, TS; Lourdes Grajales, TS; Madeline Santiago, TS; Carolyn Chaparro, TS | -Total of workshops offered. | 2015-2019 | ON GOING |
| 56 | | | | | | -Numbers of participants by workshops. | 2015-2019 | ON GOING 9 groups with 127 participants |
| 57 | | | | | | -Results of pre-post tests | 2015-2019 | No pre-post was offered |
| 58 | | | | 1.5 Awareness campaigns and activities during April for the prevention of child abuse and neglect. | SHLP CBOs : Ana I. Vázquez, TS; Lourdes Grajales, TS; Madeline Santiago, TS; Carolyn Chaparro, TS; Carl Bittman, Executive Director CBCAP, ASFA and Violence Prevention Programs | -Total of activities. | 2015-2019 | ACCOMPLISHED ASFA: 20 activities CBCAP: 34 activities Domestic Violence: 11 activities |

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| 59 | | | | | | Numbers of Participants | 2015-2019 | ACCOMPLISHED ASFA: 7,001 participants CBCAP: 2,266 participants Domestic Violence: 1,172 participants Schools for Healthy Living and Parenting: 7,824 participants |
| 60 | | | | 1.6 Workshops on sexual education in the community for the prevention of unwanted pregnancies. | Nurse Home Visiting Program "Safety Nest" PSSF Program CBOs: Carolyn Chaparro, TS; Carl Bittman, Executive Director ASFA | Total of workshops offered | 2015-2019 | ON GOING Nurse Home Visiting Program "Safety Nest Offered 60 educational activities. ASFA: Offered 13 workshops on safe sex |
| 61 | | | | | | Number of participants by workshop | 2015-2019 | ON GOING Nurse Home Visiting Program "Safety Nest 4,438 participants. . |

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| | | | | | | | | ASFA: 82 teens. 217 parents participated in workshops on safe sex. |
| 62 | | | | | | Results of pre and post tests | 2015-2019 | ON GOING PRE 45% AND Post 82%. |
| 63 | | | | 1.7 Workshops on parental skills to pregnant women in the community promoting pre and post natal care and the importance of attachment. | Nurse Home Visiting Program "Safety Nest" PSSF Program CBOs: Carolyn Chaparro, TS; Carl Bittman, Executive Director CBCAP, ASFA | -Total of workshops offered. | 2015-2019 | ON GOING Nurse Home Visiting Program "Safety Nest" Offered 60 educational activities on prevention of child maltreatment. CBCAP: Offered 120 educational activities on prenatal care. |
| 64 | | | | | | -Numbers of participants by workshops. | 2015-2019 | ON GOING Nurse Home Visiting Program "Safety Nest" 4,438 participants. |

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| | | | | | | | | <p>CBCAP: Among the services offered, the primary focus was prevention of CA/N, the strengthening of parenting skills, including parents with moderate disabilities, the prevention of teen pregnancies, which includes adolescents with mild to moderate disabilities. A total of 1,833 adolescents received services including individual and group counseling, psychological services, all geared towards CA/A prevention and pregnancy prevention. A total 373 teen pregnancies were reported. In towins, Ponce, Juana Diaz, Guayanilla and Adjuntas.</p> <p>ASFA: A total of 516 adolescents received teen pregnancy prevention services that included workshops, individual and group counseling. A total of 22 pregnancies were reported in adolescents 13-18 years old.</p> |
| 65 | | | | | | -Results of pre-post tests. | 2015-2019 | <p>ON GOING</p> <p>Pre 74% and 92%. 18% of Knowledge.</p> |
| 66 | | | | 1.8 Programs and workshops for children 3-12 years old to acquire knowledge and skills for auto- | PSSF CBOs: Carl Bittman, Executive | Total of workshops offered. | 2015-2019 | <p>ON GOING</p> <p>12 workshops offered.</p> |

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| | | | | protection from sexual abuse. | Director ASFA | | | |
| 67 | | | | | | -Numbers of participants by workshops. | 2015-2019 | <p>ON GOING</p> <p>ASFA: 435 children increased their knowledge about “ASI”, and acquired skills of self-protection module evidenced by Good Touches, Bad Touches.</p> <p>217 parents were oriented and custodians of children about prevention strategies.</p> <p>12 workshops offered</p> |
| 68 | | | | | | -Results of pre-post tests. | 2015-2019 | <p>ON GOING</p> <p>Pre Test 60% Post Test 93%</p> |
| 69 | | | | | | -Evidence of skills developed. | 2015-2019 | <p>ON GOING</p> <p>90% of the impacted children increased their knowledge about the module evidenced.</p> <p>93% of children obtained satisfactory results in validation of learning process. (Approximately two month).</p> |

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| 70 | | | 2. To increase the protective factors in individuals, families and neighborhoods in order to reduce the risk factors that cause violence in the family in the form of child neglect and maltreatment and domestic violence in high risk populations. | 2.1 The School for Healthy Living and Parenting will continue offering the educational modules to adults, pre-adolescents adolescents and children in a secondary (selective) prevention base. The modules are: "Working for Family Peace", "Family Peace Promoters", "Leading Trough the Road for Peace", Youth Working for Peace" and "Child Sexual Abuse Prevention" | SHLP : Ana I. Vázquez, TS; Lourdes Grajales, TS; Madeline Santiago, TS; Carolyn Chaparro, TS | Total of workshops offered. | 2015-2019 | <p>INITIATED-IN PROCESS</p> <p>In Bayamón Region: 9 workshop on family peace promotores were certified at Carmen Barroso Morales School, Toa Baja. At Parcelas Vans Coy, Bayamón 11 workshop in the module Working for Family Peace. Humacao region, 11workshops in the module. Working for Family Peace", 9 workshops "Family Peace Promoters", "and 5 workshops on "Child Sexual Abuse Prevention. 15 workshops in the module Leading Trough the Road for Peace".</p> |
| 71 | | | | | | -Numbers of participants by workshops. | 2015-2019 | <p>INITIATED-IN PROCESS</p> <p>In Bayamón Region 9 Peace Promoters were certified at Carmen Barroso Morales Schooll, Toa Baja. We offer Spaces of Peace to parents and teachers on Law 243, and child sexual abuse. At Parcelas Vans Coy, Bayamón 15 persons are participating in the module Working for</p> |

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| | | | | | | | | Family Peace. In Caguas Region, Barriada Morales 100 children and 20 adults have benefit from diverse prevention activities in coordination with the entity Fuente de Esperanza. In April Garden residence, at Humacao region, 13 residents participate in the modules "Working for Family Peace", "Family Peace Promoters", and "Child Sexual Abuse Prevention". 30 children participated in the module "Leading Through the Road for Peace". |
| 72 | | | | | | -Results of pre- post tests. | 2015-2019 | INITIATED-IN PROCESS We are in the process of creating the documents for obtaining the information in the period of 2016-2017. |
| 73 | | | | | | -Total of participants that graduate | 2015-2019 | INITIATED-IN PROCESS 24 Peace Promoters were certified |
| 74 | | | | | | -Number of activities offered that meets the individuals, families and neighborhood needs | 2015-2019 | INITIATED-IN PROCESS In addition of the modules 378 groups were formed and |

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| | | | | | | | | 19,333 participants received other educational activities |
| 75 | | | | 2.2 On a basis of needs assessment the establishment Centers for Family Peace and Support in high risk neighborhoods in three (3) regions with high incidence of negligence, negligence and emotional maltreatment and physical maltreatment. | SHLP : Ana I. Vázquez, TS; Lourdes Grajales, TS; Madeline Santiago, TS; Carolyn Chaparro, TS | Total of workshops offered. | 2015-2019 | INITIATED-IN PROCESS In Caguas Region at Barriada Morales 9 workshops in the module Family Peace . |
| 76 | | | | | | -Numbers of participants by workshops. | 2015-2019 | INITIATED-IN PROCESS In Caguas Region at Barriada Morales 7 peace promoters are participated in the module Family Peace Promoters in order to get their certification. In this initial phase we are working in collaboration with the entity Fuente de Esperanza in order to identified the neighborhood needs in the Center for Family Peace and Support. . In Humacao Region we are in the initial phase of implementation of the center making collaboration with the company Housing |

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| | | | | | | | | Management and Services in order to offer activities to the residents. In all Regions we are in the process of identifying the entities in order to implement the Centers. |
| 77 | | | | | | -Results of pre-post tests. | 2015-2019 | INITIATED-IN PROCESS We are in the process of creating the documents for obtaining the information in the period 2016-2017. |
| 78 | | | | | | -Total of participants that graduate from the module Working for Family Peace. | 2015-2019 | INITIATED-IN PROCESS 216 Peace Promoters are being re-trained in order to serve as resources in the Center. |
| 79 | | | | | | -Number of Family Peace promoters certificated. | 2015-2019 | INITIATED-IN PROCESS 216 Peace Promoters are being re-trained in order to serve as resources in the Centers. |
| 80 | | | | | | -Number of groups formed by the family peace promoters. | 2015-2019 | INITIATED-IN PROCESS Will be informed in 2016-2017 period. |
| 81 | | | | | | Number of other modules from SHLP offered to residents in the neighborhood. | 2015-2019 | INITIATED-IN PROCESS No other modules from SHLP were offered |

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| 82 | | | | | | -Number of coordination and referral to other services | 2015-2019 | INITIATED-IN PROCESS We are in the initial phase no referral at this moment |
| 83 | | | | | | -Number of activities offered that meets the individuals, families and neighborhood needs | 2015-2019 | INITIATED-IN PROCESS We are in the initial phase making a need assessment |
| 84 | | | | 2.3 Continues with the collaboration with Proyecto REDES and Family in your Community both are preventive projects at the Department of the Family. | School for Healthy Living and Parenting : Ana I. Vázquez, TS; Lourdes Grajales, TS; Madeline Santiago, TS; Carolyn Chaparro, TS | -Total of workshops offered. | 2015-2019 | ON GOING School for Healthy Living and Parenting: Offer modules to 4 groups. |
| 85 | | | | | SHLP : Ana I. Vázquez, TS; Lourdes Grajales, TS; Madeline Santiago, TS; Carolyn Chaparro, TS | -Numbers of participants by workshops. | 2015-2019 | ON GOING School for Healthy Living and Parenting: 82 participants. |
| 86 | | | | | SHLP : Ana I. Vázquez, TS; Lourdes | -Results of pre-post tests. | 2015-2019 | ON GOING |

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| | | | | | Grajales, TS; Madeline Santiago, TS; Carolyn Chaparro, TS | | | Will be obtain the period of 2016-2017. |
| 87 | | | | | Nurse Home Visiting Program "Safety Nest": Carolyn Chaparro, TS | -Numbers of adolescents and women served | 2015-2019 | ON GOING Nurse Home Visiting Program "Safety Nests" 238 adolescents and women served. |
| 88 | | | | | Nurse Home Visiting Program "Safety Nest": Carolyn Chaparro, TS | -Results of pre-post tests. | 2015-2019 | ON GOING No pre- posttest were administer |
| 89 | | | | 2.4 Respite care for the attention of children of families in crisis, families of handicapped children or single mothers with situations that may put on risk the well-being and safety of the child and the stability of family life. | Promoting Safe and Stable Families (PSSF) CBOs: Carl Bittman, executive Director ASFA | -Number of approved projects. | 2015-2019 | ON GOING ASFA: 918 adolescents and women served. Number of approved projects: 16 entities. |

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| 90 | | | | | | -Number of children and families served. | 2015-2019 | ON GOING Children- 1,687 Families- 1,100 |
| 91 | | | | 2.5 Home visiting programs with families with children 0-3 years old in risk of maltreatment offering parental skills, stages of child development and strengthening the family environment. | CBCAP CBOs: Carl Bittman, Executive Director CBCAP | -Number of approved projects. | 2015-2019 | ON GOING CBCAP: 6 approved projects. The 6 programs providing direct preventive practices include parenting education classes, teen pregnancy prevention and respite care services in Ponce, Guayama and San Juan region. All of the CBCAP programs have theoretical base and replicate models that have been known to achieve positive change. The workshops provided are designed to strengthen families to identify everyday stressful situations and access outside resources if necessary. They all administered pre-posttests as a method to evaluate the knowledge that they have acquired. All programs evaluate the level of satisfaction among the families that have received services and/or workshops. |
| 92 | | | | | | -Number of children and families served. | 2015-2019 | ON GOING 53 children and 106. |
| 93 | | | | | | -Number of home visiting services. | 2015-2019 | ON GOING |

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| | | | | | | | | 14 home visiting services. |
| 94 | | | | 2.6 Programs that provides cognitive-behavioral therapies for parents and children from families in risk in order to increase the protective factors. | CBCAP CBOs: Carl Bittman, Executive Director CBCAP | Number of approved projects. | 2015-2019 | ON GOING CBCAP: 6 approved projects. |
| 95 | | | | | | -Number of children and families served. | 2015-2019 | ON GOING 144 children and 1,357 families served. |
| 96 | | | | 2.7 Continue offering the Nurse Home-Visiting Program "Family Nests" in Humacao and Mayagüez Region | Nurse Home Visiting Program "Safety Nests": Carolyn Chaparro, TS | Total of adolescents and young woman served. | 2015-2019 | ON GOING Nurse Home- Visiting Program "Family Nests" Offered services to 1,108 participants; 169 from Humacao region. 922 from Mayagüez region. Ponce region 17 participants. |
| 97 | | | | | | Total of infants receiving the service | 2015-2019 | ON GOING 1,103 infants received the service. |
| 98 | | | | | | Number of families served by the program. | 2015-2019 | ON GOING 1,108 families were served. |
| 99 | | | | | | Reduction in the number of pregnant adolescents. | 2015-2019 | ON GOING In Mayagüez region from a total of 79 adolescents, 68 have not become pregnant again. In Humacao region 40 out of 169 |

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| | | | | | | | | participants did not get pregnant, this represent 68%. |
| 100 | | | | | | Qualitative and quantitative data demonstrating positive results in obtaining the programs goals. | 2015-2019 | <p>ON GOING</p> <p>139 nursing mothers continues their studies, 382 are with their partners. In 162 cases the biological father is involved in raising their child. The 1,108 participants are maintained receiving program services. ASQ assessments tests have identified 35 children with a time lag in development with referral to their pediatricians. Infants in the program have not reported Shaken Baby Syndrome.</p> |
| 101 | | | | 2.8 Provide educational, recreational and cultural services to families with children and adolescents in poverty areas. | CBOs from PSSF, CBCAP and CSBG Programs. CBOs: Carl Bittman, Executive Director ASFA, CBCAP; Rossy Santiago, Director CSBG | Documented collaborative efforts. | 2015-2019 | <p>ON GOING</p> <p>CBCAP: The project Createe, offers services from prevention and primary education for children, youth and their families. These services are aimed at children age 5 to 15.</p> <p>They offer specialized services for prevention of child abuse based on the model of training through art and neglect. It is impact 40 children, producing illustrated story books, whether they are individual or collective as a result of a work of therapeutic interventions and</p> |

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| | | | | | | | <p>training through art. The design of intervention to children adapted evidenced prevention program ALS PALS: Kids Walking Healthy Choices. "CREATING STORIES", Children's stories are the name of the book created by the children who participated. The book expresses the diversity of thoughts and reflections through lyrical creativity. It has served to children as a tool that has provided a space for thinking reflexive of different issues that affect them. It has served as a strategy so that they can identify behaviors of risk that threaten your safety and well-being.</p> <p>Frequency of parent's participation: every two weeks the parents involved. Investigation, Prevention and Violence Treatment Center offer services of child maltreatment prevention in southern Puerto Rico and Child Abused in Control offers services to pregnant adolescents to prevent child adverse experience or maltreatment. Services that offers: Psychoeducative services based on orientation and training directed to pregnant adolescent, couples, mothers fathers and children in risk of child</p> |
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| | | | | | | | | <p>maltreatment. Providing psychotherapy to pregnant adolescents who are still in school. Population: Referred patients through family, Health, Education Departments.</p> <p>Young pregnant adolescents in public schools. Workshops: Providing conferences to teachers and students in regular schools about topics, such as Domestic Violence, Suicide, Sexual Abuse, Physical and Emotion Neglect and Bullying. Directed to prevention, consists of 12 sessions, divided in 4 areas depending on the Non Violence Education Model.</p> |
| 102 | | | | | | Number of approved projects. | 2015-2019 | 3 approved projects |
| 103 | | | | | | Number of children and adolescents served by type of service/activity. | 2015-2019 | <p>CBCAP: The project Crearte impacted 40 children, producing illustrated story books.</p> <p>CSBG: The CSBG Program through Acción Social de Puerto Rico, Inc. (ASPRI) offered services to children and adolescents in the Arts and Music Program during the months October 2015 to March 2016. During the first quarter of the program (October-</p> |

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| | | | | | | | | December) provided services to 530 children. Meanwhile, during the second quarter (January-March) provided services to 527. Through Art Workshop in the Municipality of Bayamon attended 112 children and adolescents during the months of October to December 2015. And another four children and adolescents during the second quarter (January to March). |
| 104 | | | | | | Frequency of parent's participation. | 2015-2019 | Frequency of parent's participation: every two weeks the parents involved. |
| 105 | | | | | | Quantity and qualitative evaluations. | 2015-2019 | The intervention is in process |
| 106 | | | | 2.9 Provide workshops and other activities to strengthening couple, marital and parent child relationships in families al risk of violence. | CBOs from PSSF and CBCAP Programs: Carl Bittman, Executive Director SHLP: Ana I. Vázquez, TS; Lourdes Grajales, TS; Madeline Santiago, TS; Carolyn Chaparro, TS | Number of projects. | 2015-2019 | ON GOING CBCAP: Number of projects: 5 Fortalecimiento Familiar. Centro Sor Isolina Ferrer, Parenting classes geared towards strengthening family relations, preventing family violence. Centro Margarita, Parenting classes/workshops on child abuse and neglect prevention, family violence prevention and communication skills. |

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| | | | | | Schools for Family Life (SFL): Lourdes Grajales, TS | | | Casa Pensamiento, Workshops offered to adolescent parents, pregnant teens and adolescent at high risk by educators on teen pregnancy, violence prevention, and anger management. |
| 107 | | | | | | Number of workshops. | 2015-2019 | Number of workshops: 20 |
| 108 | | | | | | Number of participants. | 2015-2019 | Number of participants:187 |

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| 109 | | | | | Identified positive changes within participants. | 2015-2019 | <p>CBCAP: Project Dinamica de Matrimonio y parejas is a faith-based organization that is based on the systematic therapy of the family model that works with couples and families. The formative sessions consists of 2 group dynamics for married or unmarried couples that include workshops to learn for themselves about themselves, healing the interior child, communications, interpersonal relations, healing relations and effective conflict management. Couples also receive spiritual, psychological services, mentoring by parent leaders as a process to work and strengthen the protective factors and prevent violence.</p> <p>Positives changes in children's behavior were observed at school community and family environment.</p> |
| 110 | | | | | Lees or not violent behavior. | 2015-2019 | <p>ON GOING</p> <p>Less non violent behavior was reported in regard to anger management and increased healthy rearing practices.</p> |

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| 111 | | | | | | Level of satisfaction with services. | 2015-2019 | ON GOING Level of satisfaction 90%. |
| 112 | | | | 2.10 Continue the delegation of funds to non- profit organization for the provision of services for victims of domestic violence. | Domestic Violence Prevention Program (DVPP): Carl Bittman, Executive Director | Number of projects and services provide. | 2015-2019 | ON GOING The program of domestic violence were granted to 9 shelters and 12 organizations. |
| 113 | | | | | | Number of women, children, men and older adults served. | 2015-2019 | Family Violence Prevention Services Program served a total of 523 women and 606 children in shelters. Family Violence Prevention Services Program served a total of 990 women, 48 men and 498 children in non-residential services and 62 older adults served. |
| 114 | | | | | | Types of services developed. | 2015-2019 | Offered legal orientation, counseling, individual group and family therapy. |
| 115 | | | | | | Changes or progress evidenced by the participants. | 2015-2019 | Shelters have created corporate training centers, with women housed in different shelters. In the centers will learn vocational and financial skills through workshops. 30% of the victims, 523 sheltered, acquired paid work. The result reflects the Corporate Training Center. |

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| 116 | | | | | | Participants level of satisfaction. | 2015-2019 | 95% of the participants understood and ended with the cycle of domestic violence. |
| 117 | | | | | | Project's directory | 2015-2019 | ACCOMPLISH. Was completed and delivered both by email and physically. |
| 118 | | | | 2.11 Delegate funds from the Promoting Safe and Stable Families Support Program, Community Based Child Abuse Prevention Program and Domestic Violence Prevention Program for projects on parenting skills, workshops and training for non-violent behaviors in child rearing practices and family living. | PSSF CBCAP DVPP CBOs: Carl Bittman, Executive Director | Number of projects. | 2015-2019 | ON GOING Number of projects: Domestic Violence, 21 CBCAP, 6 ASFA, 16 |
| 119 | | | | | | Number of participants. | 2015-2019 | Domestic Violence: 2,982 CBCAP: 3,470 ASFA: 2,605 |
| 120 | | | | | | Number of workshops. | 2015-2019 | Domestic Violence:27 CBCAP: 20 ASFA:13 |
| 121 | | | | | | Less or not violent behavior. | 2015-2019 | CBCAP AND ASFA: Through workshops that offer management issues of courage, effective communication, parenting and domestic violence. 95% of the participants showed greater knowledge to avoid violence. (On the basis of an average. (Statistics). |

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| | | | | | | | | Domestic Violence: Through 2 programs of Resocialization male and female, 10 shelters and 9 support services programs, have decreased domestic violence. 98% Knowledge. On basis of an average. (Statistics). |
| 122 | | | | | | Satisfaction with services | 2015-2019 | FVPSA 95%, CBCAP 90% AND ASFA 80%. |
| 123 | | | | | | Project's directory | 2015-2019 | The three programs have directories of institutions. |
| 124 | | | | 2.12 Identify and coordinate education job training services and other support services to woman in low income communities through family support services provided by contracted community based organizations. | CSBG CBOs: Rosy Santiago, Director | Number of participants. | 2015-2019 | ON GOING Community Services Block Grant (CSBG) Through Acción Social de Puerto Rico, Inc. (ASPRI) from October to December 2015 72 PEOPLE BENEFITED. And from January to March 2016 served 56 PEOPLE. Through the Employment Program, Instituto Socio Económico Comunitario, Inc., (INSEC), from October to December 2015 they hit 506 people. And from January to March 2016, 108 people benefited. |
| 125 | | | | | | Services provided according to their needs. | 2015-2019 | ON GOING Community Services Block Grant (CSBG) Through Acción Social de Puerto Rico, Inc. (ASPRI) offered training services |

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| | | | | | | | | to the Program of Traditional and Modern Agriculture. Through the Employment Program, Instituto Socio Económico Comunitario, Inc., (INSEC), job trainings were offered. |
| 126 | | | | | | Participants level of satisfaction. | 2015-2019 | In process. Will be provided in 2016-2017 period. |
| 127 | | | | | | Numbers of participants that achieve auto-sufficiency. | 2015-2019 | In process. Will be provided in 2016-2017 period. |
| 128 | | | 3. Support the initiatives of CBO,s for the delivery of an array of programs and services to meet the multiple necessities of the children and families at risk served by ADFAN in an individual and accessible manner. | 3.1 Continue the delegation of funds to non-profit community based agencies according to the community and family's needs. | PSSF CBCAP CSBG CBOs: Carl Bittman, Executive Director ASFA, CBCAP; Rosy Santiago, Director CSBG | Services provided. | 2015-2019 | CBCAP: 6 organizations offering integrated services to families and individuals were approved. ASFA (PSSF): ADFAN delegated PSSF funds to 16 organizations that provided an array of services gear towards parents, parents with special needs, adolescents, pregnant adolescents, children and populations with special needs. Services included workshops and trainings focused to CA/A prevention, strengthening family relations, developing healthy non-violent parenting skills responsible parenting. Participants received individual and group counseling, social services psychological services, referrals to legal, health and other services. |

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| 129 | | | | | | Number of participant's families and individuals. | 2015-2019 | CBCAP: 3,373 Participants, 1,046 families. ASFA: 3,010 Participants, 1,317 Families. |
| 130 | | | | | | Changes at family and individual level. | 2015-2019 | Changes obtained through support services are: Increased knowledge on the prevention of violence, The reality of a Pregnant Adolescent, Attitude and Values Facing sex, Pregnancy Prevention, Parenting skills, Discipline and effective Communication. |
| 131 | | | | | | Satisfaction level of participant's | 2015-2019 | Excellent – 92% Good -6% and 2% Regular. |
| 132 | | | | | | Project directory. | 2015-2019 | A service Directory was developed for fiscal year 2015-2016, that included CBCAP/PSSF/CSBG/DV Program. Directory included names of the organizations, contact information, brief description and other information relating to each program. |
| 133 | | | | 3.2 Coordinate the provision of child care services for woman in high poverty neighborhoods served by community based organizations (CBOs) contracted to provide support services in the community such as respite care, after school educational and recreational programs, | CBCAP PSSF CSBG CBOsCarl Bittman, Executive Director ASFA, CBCAP; Rossy Santiago, Director CSBG | Services provided according to their needs. | 2015-2019 | ON GOING CBCAP: Child Care: After school tutoring offered to elementary and middle school students and workshops Pre- Natal. CSBG: Through the Mentoring Program, Acción Social de Puerto Rico, Inc. (ASPRI) tutoring services offered to children and adolescents |

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| | | | | tutoring which enable parents to work or engage in educational activities. | | | | |
| 134 | | | | | | Promotion of alternative child care services. | 2015-2019 | CBCAP AND ASFA: The promotion makes dare education fairs and health in communities identified in the needs assessments of the institutions. Radio and television programs. The professional staff visits schools and communities to create educational workshops and mentoring programs. |
| 135 | | | | | | Number of women receiving alternative services. | 2015-2019 | ON GOING 170 women receiving alternative services. |
| 136 | | | | | | Number of children and adolescents receiving the services. | 2015-2019 | ON GOING CBCAP: 698 children and 1,833 adolescents receiving the services. PSSF: 1,687 children and 918 adolescents receiving the services. CSBG: Between October and December 2015 ASPRI OFFER tutoring services to 168 children and adolescents . And from January |

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| | | | | | | | | to March 2016 they served 188 children and adolescents. |
| 137 | | | | | | Satisfaction level of participant's. | 2015-2019 | Excellent- 95% Good- 5% |
| 138 | | | | | | Project directory. | 2015-2019 | A service Directory was developed for fiscal year 2015-2016, that included CBCAP/PSSF/CSBG/DV Program. Directory included names of the organizations, contact information, brief description and other information relating to each program. |
| 139 | | | | 3.3 The CBCAP, PSSF, VD and CSBG Programs will work in close collaboration with the Child and Families Services Plan to help develop a structured network of community agencies that provide an array of services aligned with participants needs. | AAPCS Asst. Admin.: Sarah E. Lladó; Family Preservation and Strengthening Services (AAFSS): Hilda Rodríguez; Asst. Admin. Foster Care and Adoption (AAFCA): Elsa Rodríguez and Carl | Convoke a committee formed by governmental and non-governmental agencies to study and planning the process for the establishment of the system. | 2015-2016 | IN PROCESS On march 30 was held a meeting of ADFAN in the Central Office in San Juan, with the purpose to make contacts with the Regional Director's, to where preservation and prevention services will be offered. |

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| | | | | | Bittman, Executive Director CBCAP, ASFA and Violence Prevention Programs | | | |
| 140 | | | | | | Assistance to the committee meetings. | 2015-2016 | ON-GOING All entities of the FVPSA CBCAP AND ASFA programs participated. It was a collaboration of all entities with the Department of the Family. |
| 141 | | | | | | Meeting agenda. | 2015-2016 | ON-GOING The First meeting of the program of ASFA, was on May 20, 2016 in Guaynabo, Puerto Rico. This Fiscal year ADFAN awarded to entities funds for prevention and preservation to work cases of Department of the Family. |
| 142 | | | | | | Meeting reports. | 2015-2016 | ON-GOING There are being held several meetings with all the components in order to delineate a plan of action. We are in the initial phase identifying the |

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| | | | | | | | | needs of the clientele for establishing the goals and objectives of the collaborative process. Then we will present these needs assessment to the entities. |
| 143 | | | | | | Written agreements. | 2015-2016 | ON-GOING |
| 144 | | | | | | Network of community agencies providing an array of services to our clientele. | 2017-2019 | ON-GOING The meeting was attended by 16 people representing 16 entities that were approved. The entities have offered services to the Regions of the Department of the Family. |
| 145 | | | 4 Reduce and/or avoid the long term effects of violence in the family in the form of child abuse and neglect and domestic violence in individuals and families in order to prevent revictimization, disability and psychopathology and ameliorate the causes of violence in violent communities in a tertiary (indicated) prevention basis. | 4.1 Continue offering the workshops of the module "Rearing with good treatment we construct family peace" from the Schools for Family Life to parents of children in the preservation program and/or foster care with a plan to return to home. | Schools for Family Life: Lourdes Grajales, TS | Total of workshops offered. | 2015-2019 | ON GOING 473 groups were organized in the ten regional offices of the island with 1,684 workshops offered. |

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| 146 | | | | | | Numbers of participants by workshops. | 2015-2019 | 5,308 participants with 3,121 families served. |
| 147 | | | | | | Results of pre-post tests. | 2015-2019 | We are in the process of creating the documents for obtaining the information. |
| 148 | | | | | | Total of participants that graduate | 2015-2019 | 1,980 participants graduated |
| 149 | | | | | | Participants level of satisfaction. | 2015-2019 | Will be obtain the period of 2016-2017. |
| 150 | | | | 4.2 Revise the module in the School for family life to actualize and align it with the needs of the clientele of preservation and foster care services | SFL: Lourdes Grajales, TS | Assist to meetings with the AAFPS and the AAFCA in order to evaluate the module "Rearing with good treatment we construct family peace" and update it according to the needs of the clientele. | 2015-2016 | INITIATED-IN PROCESS There are being held several meetings with all the components in order to get familiarized with the content of the module and with the safety model. They have made significant number of forms tempered to Act 246 and workshops. Static collection instrument group is being used by school for family life personnel. |
| 151 | | | | | | Module revised | 2015 | Will be finished in the period of 2016-2017. |
| 152 | | | | 4.3 Delegate funds to non- profit organization for the provision of shelters for victims of domestic violence. | Domestic Violence Prevention Program: Carl Bittman, Executive Director | Number of projects and services provide. | 2015-2019 | The program of domestic violence were granted to 9 shelters and 12 organizations which offered legal orientation, counseling, individual group and family therapy. Number of projects: 21 |

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| 153 | | | | | | Number of women, children, men and older adults served. | 2015-2019 | <p>Family Violence Prevention Services Program served a total of 523 women and 606 children in shelters. Family Violence Prevention Services Program served a total of 909 women, 48 men and 498 children in non-residential services and 62 older adults served.</p> <p>Number of participants: 2,646</p> |
| 154 | | | | | | Types of services developed. | 2015-2019 | <p>Shelters have created corporate training centers, with women housed in different shelters. In the centers will learn vocational and financial skills through workshops.</p> <p>Number of workshops: 20</p> |
| 155 | | | | | | Changes or progress evidenced by the participants. | 2015-2019 | <p>30% of the victims, 523 sheltered, acquired paid work. The result reflects the Corporate Training Center. 95% of the participants understood and ended with the cycle of domestic violence.</p> |
| 156 | | | | | | Participants level of satisfaction. | 2015-2019 | <p>Service Outcome Data: Shelter survey: number of surveys completed 180, number of yes responses to resource Outcome 175, number of yes responses to safety Outcome, 180.</p> <p>Support services and advocacy survey: 187 surveys completed 187 of yes responses to resource Outcome, 185 of yes responses to</p> |

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| | | | | | | | | safety Outcome. COUNSELING SURVEY: 147 of surveys competed, 145 of yes responses to resource Outcome and 147 of yes responses to safety Outcome. SUPPORT GROUP SURVEY: 153 of surveys competed. 152 of yes responses to resource Outcome. 153 of yes responses to safety Outcome. |
| 157 | | | | | | Reduction of domestic violence incidents. | 2015-2019 | 85% of the survivors increased their capacity to communicate assertively. 80% of the women could identify situations that could put them at risk of been maltreated and abused. 90% of the survivors could recognize the steps in the decision making process. 87% of the children of the survivors evidenced an increase in skills: to identify solution for the problems, without use of violence, to learn and follow rules, and 95% of the participants understood and ended with the cycle of domestic violence. |
| 158 | | | | | | Project's directory. | 2015-2019 | A service Directory was developed for fiscal year 2015-2016, that included CBCAP/PSSF/CSBG/DV Program. Directory included names of the organizations, contact information, brief description and other information relating to each program. |

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| 159 | | | | <p>4.4 Continue the provision of services through the Encuentro Project to improve the relationship of non-custodial parents with their children in situations of domestic violence and other types of violence. Continue offering services for the promotion of:</p> <ul style="list-style-type: none"> Filial responsibility Economic responsibility Parent and child bonding Protection and prevention Establish and maintain communication between parent and child | <p>Access and Visitation Program-Project Encuentro (Proyecto Encuentro): Madeline Santiago, TS</p> | <p>Number of custodial and no custodial parents and children benefitted from the service.</p> | <p>2015-2019</p> | <p>ONGOING</p> <p>309 custodial and no custodial parents and children benefitted from the service.</p> <p>Note: In the previous State Plan report 2014-2015 for an involuntary error was informed a total of 991 custodial and children benefitted from the service. It must be informed: 233 custodial and no custodial parents and children benefitted from the service.</p> |
| 160 | | | | | <p>Access and Visitation Program-Project Encuentro (Proyecto Encuentro): Madeline Santiago, TS</p> | <p>Number of case discussions.</p> | <p>2015-2019</p> | <p>95 case discussions</p> |

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| 161 | | | | | Access and Visitation Program-Project Encuentro (Proyecto Encuentro): Madeline Santiago, TS | Number of supervised visits and exchange. | 2015-2019 | 764 supervised visits and exchange. |
| 162 | | | | | Access and Visitation Program-Project Encuentro (Proyecto Encuentro) | Participants level of satisfaction. | 2015-2019 | In-Process The document to measure the level of satisfaction the participants was designed. Will be applied during the next period. |
| 163 | | | | | Access and Visitation Program-Project Encuentro (Proyecto Encuentro): Madeline Santiago, TS | Project's directory | 2015-2019 | A service Directory was developed for fiscal year 2015-2016, that included all programs in the assistance administration. Directory included names of the organizations, contact information, brief description and other information relating to each program. |

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| 164 | E | Goal: Provide an array of services to assess child and family strengths; create a safety home environment for in-home cases and help children in foster care to achieve their permanency with the inclusion of different partners at community and agency level in the different intervention phases. | | | | | 2015-2019 | <p>INITIATED- IN PROCESS</p> <p>A request for proposal was held in ASFA prevention entities for the provision of accessible and individualized services to meet the multiple needs of the families in the preservation services for San Juan and Bayamón regions. Eleven (11) proposals were recommended in order to serve three hundred fifty (350) families.</p> |
| 165 | | | 5. Strengthen the engagement of different partners in the protection, safety, well-being and permanency of children through better communication and cooperation in order to provide individualized appropriate in time, child centered and family focused services. | 5.1 Follow up to the collaborative agreements signed by agency departments, municipalities, non-profit organizations, community based organizations and community based faith organizations. | Assistant Administration for Prevention and Community Services (AACPS): Ana I. Vázquez, TS | Person designated from the Assistant Administration for Prevention and Community Services that connect the agencies, municipalities and CBO's with the Assistants Administrators of Family Preservation and Foster Care services to coordinate the delivery of services | 2015-2019 | <p>INITIATED- IN PROCESS</p> <p>The contact persons in the municipalities of Cayey, Isabela, San Juan, Comerio and Carolina have been identified. We are in the process of designing a document to inform the clients that benefit from the services.</p> |

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| 166 | | | | | AAPCS:Ana I. Vázquez, TS | Coordination of the meetings. | 2015- 2019 | INITIATED- IN PROCESS To be initiated. Will be obtain the period of 2016-2017. |
| 167 | | | | | AAPCS:Ana I. Vázquez, TS | Assistance to the meetings. | 2015- 2019 | INITIATED- IN PROCESS To be initiated. Will be obtain the period of 2016-2017. |
| 168 | | | | | AAPCS:Ana I. Vázquez, TS | Meeting agenda. | 2015- 2019 | INITIATED- IN PROCESS To be initiated. Will be obtain the period of 2016-2017. |
| 169 | | | | | AAPCS:Ana I. Vázquez, TS | Mutual agreements process. | 2015- 2019 | INITIATED- IN PROCESS To be initiated. Will be obtain the period of 2016-2017. |
| 170 | | | | | AAPCS:Ana I. Vázquez, TS | Meeting reports. | 2015- 2019 | INITIATED- IN PROCESS To be initiated. Will be obtain the period of 2016-2017. |
| 171 | | | | | AAPCS: Ana I. Vázquez, TS | Number of array of services provided. | 2015- 2019 | INITIATED- IN PROCESS We are in the process of designing a document to inform the clients that benefit from the services. |
| 172 | | | | | AAPCS: Ana I. Vázquez, TS | Number of children and families beneficiated. | 2015- 2019 | INITIATED- IN PROCESS In regard to the agreement with the Department of Health 4,651 minors from foster care have received services. |

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| 173 | | | | 5.2 Prepare in a fiscal year basis a Directory of Services and Collaborative Agreements that compiles the array of services available to the children and families of ADFAN. Include the four eligible entities of Community Services Block Grant Program 5% discretionary (CSBG) Include collaborative agreements signed by agency departments, municipalities, non-profit organizations, community based organizations and community based faith organizations. | AACPS: Sarah E. Lladó, Assistant Administrator | Directory of Services and Collaborative Agreements completed. | 2015-2019 | ACCOMPLISHED The Directory of Services and Collaborative Agreements was completed. |
| 174 | | | | | AAPCS: Sarah E. Lladó, Assistant Administrator | Delivery of the Directory of Services and Collaborative Agreements to the different levels of ADFAN: central, regional and local offices. | 2015-2019 | ACCOMPLISHED The Directory of Services and Collaborative Agreements was delivered both by email and physically to the different levels of ADFAN: central, regional and local offices. |
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| 175 | | | Improve timeliness for initiating investigations reports of child maltreatment, including | | AACPS Dir. Training & QA | Achieve CFSR Item 1 Goal of 66.3% per QA or quantitative report | 2015 and ongoing 2019 | |

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| | | | new and active cases reports. (CFSR 1) | | | | | |
| 176 | | | | Continue implementing plans with ROs/LOs to monitor, address, and strengthen investigation timeliness | AACPS | Update on plans and results | 2015 | <p>ON GOING</p> <p>We are conducting monthly meetings with regional supervisors who are in charge of the Investigations Unit, offering follow up to working plans, results and areas of improvement. We have held meetings with the Special Investigations Unit, constantly discussing the importance of improving response time as established in the referrals that are done through the child abuse line. Emphasizing the standards established and procedures for the execution of the security model in the investigation of referrals of child abuse. These meetings are held with the supervisory personnel in charge of each Unit offering follow-up to work plans to ensure compliance in the investigation of received referrals.</p> <p>Dates:</p> |

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| | | | | | | | | <p>Visits conducted to the Investigations Unit:</p> <p>April 17 ,2015- Caguas</p> <p>April 21, 2015- Ponce</p> <p>April 21 ,2015- Bayamon</p> <p>May 12, 2015- Bayamon</p> <p>May 19 ,2015- San Juan</p> <p>June 3, 2015- Mayaguez</p> <p>June 10, 2015- Bayamon</p> <p>June 11, 2015- Mayaguez</p> <p>October 2, 2015- Bayamon</p> <p>October 7, 2015- Carolina</p> <p>October 15, 2015-Bayamon</p> <p>October 16 , 2015-Carolina</p> <p>October 19 ,2015- Ponce</p> <p>October 21 ,2015- Bayamon</p> <p>October 28, 2015- Caguas</p> |

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| | | | | | | | <p>November 3, 2015- Caguas November 16 ,2015-Mayaguez November 19 , 2015- San Juan April 12, 2016- Aguadilla April 12, 2016- Arecibo April 21 ,2016-Mayaguez</p> <p>Others visit were held the discussion of QA:</p> <p>September 17, 2015- Ponce September 23 ,2015- San Juan September 24 ,2015- Humacao September 28, 2015- Aguadilla</p> <p>Meetings with the Associated Directors from regions, to provide follow up to the goals established for completing the investigation of referred to in arrears and improve response times:</p> <p>January 21, 2016- Carolina January 28, 2016-Arecibo February 2, 2016-Ponce February 3, 2016- Caguas February 4, 2016- Bayamon February 10, 2016- Mayaguez February 17, 2016-Guayama</p> |
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| | | | | | | | <p>February 29, 2016-Aguadilla and San Juan March 30, 2016- Humacao</p> <p>Weekly reports of each units to administration.</p> <p>Communications were sent to the regional and associate directors regarding each units performance and compliance with the work plans.(march 31 2016)</p> <p>Hot Line: Communication on May 7 2015, offering follow up to the function of the hot line in the application security model(see attachment, "Assignment Response to Referrals of Minor Through the Child Abuse and Neglect Hotline for Abuse Situations".</p> <p>Meetings with hot line supervision staff: September 10, 2015 October 8, 2015 October 14,2015</p> |
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| | | | | | | | | <p>October 30, 2015 Abril 28, 2016</p> <p>Next targets to be work:</p> <p>By December 2016, achieve the attention of 100 % of the 2015 referrals received.</p> <p>By December 2016, achieve the attention of 66% of the 2016 referrals received.</p> |
| 177 | | | | Training of direct service and supervisory staff | AACPS Dir. Training & QA | Revise training curriculum | 2015 | <p>ACCOMPLISHED</p> <p>The QA Office reviewed the training contents and issued its recommendations, which were adapted to the training. (December 2014)</p> |
| 178 | | | | | AACPS Dir. Training & QA | Training plan | 2015 | <p>ON GOING</p> <p>Five Trainings were offered to the investigative staff of each unit, including professional services and the hot line staff. The Trainings were offered as part of the non-compliance in outcome 1 of Security.</p> |

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| 179 | | | | | AACPS Dir. Training & QA | Implement training | 2015 | <p>On November 4, November 19 , 2015, December 2 2015, April 19 and 26, 2016, the Auxiliary Administration for Social Protection offered the workshop “Model of Applied Safety” to the Special Investigation Units’ investigators. Duration of the workshop was 7 hours.</p> <p>The objectives of the workshop were:</p> <ul style="list-style-type: none"> ○ To define the Three Response Priorities ○ To define the concept of “Present danger” ○ To implement the Evaluation of Present Danger ○ To implement the protection action plan ○ To define the concept of “Imminent Danger” ○ To define the concept “Safety Plan” ○ To implement the Safety Plan ○ To implement Safety Evaluation ○ To implement Safety Analysis <p>During the workshop, Response Priorities in the investigation of referrals was emphasized. Three priorities were defined: present danger, imminent danger and</p> |
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| | | | | | | | | <p>allegation of abuse. The time standards were discussed in which the investigator must make face to face contact with the victim/s, using the danger indicators as a guide; imminence, out of control victim/s in a vulnerable age, severity and specific and observable abuse. Practice exercises were made with real referrals.</p> <ul style="list-style-type: none"> • On November 4 2015, 23 social workers and 1 supervisor participated • On November 8 2015, 14 social workers and 7 supervisors participated • On December 2 2015, 17 social workers and 2 supervisors participated • On April 19 2016, 6 social workers and 2 supervisors participated • On April 26 2016, 5 social workers and 1 supervisor participated. |
| 180 | | | | Coaching | AACPS Dir. Training & QA | Develop coaching curriculum | 2016 | NOT INICIATED |
| 181 | | | | | AACPS Dir. Training & QA | Training plan & implementation plan | 2016 | NOT INICIATED |

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| 182 | | | | | AACPS Dir. Training & QA | Implement coaching | 2016- 2017 | NOT INICIATED |
| 183 | | | | Real time reports are established to measure and assure timely compliance with initial face to face contacts in open case referrals. | AACPS Dir. Training & QA | | 2015 | IN PROGRESS We are working on the implementation of the new system. We hope to be able to generate SIMCa measurement reports, once completed the cleaning process of data that is being carried out as a result of the migration of data from the two systems that existed |
| 184 | | | | Quarterly reports are established to illustrate level of improvement achieved | AACPS Dir. Training & QA | Reports format is designed | Quarterly | The SIMCA system was implemented on April 30, 2016, we are in the process of defining the reports that we are going to be able to generate from the system. We hope to be able to complete the definition of these reports by December 2016 |
| 185 | | | | | AACPS Dir. Training & QA | Distribution schedule on a quarterly basis | 2017 | |
| 186 | | | | | AACPS Dir. Training & QA | Action plans are generated by middle management staff | 2017- 2019 | |

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| 187 | | | Prevent the children abuse in Foster care | Establish a workgroup to include, the Institutional Child Abuse Units workers, personal from residential facilities, supervisors and external stakeholders for development curriculum training for staff and foster parents. | AAFPS Institutional Maltreatment Unit | Work group Institutional Child Abuse | 2015 | COMPLETED |
| 188 | | | | Training to strengthen staff competencies in prevent the child abuse in foster care | | Training plan & implementation plan | 2016 | IN PROGRESS – All agencies are required to submit their training plans to OCALARH (training and human resources central agency). Our training office will work with the documentation required by OCALARH. In the meantime, the Institutional Maltreatment Unit staff participated in the following training sessions: Resilience, Trauma, Child Development, Autism, Human Trafficking. |
| 189 | | | | Training the foster parents and personal in residential facilities for prevent the child abuse. | | Training plan & implementation plan | 2016-2019 | IN PROGRESS - In collaboration with PAF, 22 training sessions have been offered with the participation of 544 foster and adoptive parents and staff from residential facilities. They also participated in the following training sessions coordinated |

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| | | | | | | | | by the Foster Care And Adoption Assistant Administration: Human Trafficking, How To Identify Medical Emergencies, Disaster Plan, Child Development And Early Intervention, Psychotropic Drugs Management |
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| 190 | | | Safety 2 Improve services to family to protect children in the home and prevent removal or re-entry into foster care | | Family Preservation | Achieve CFSR Item 3 Goal of 24.7% per QA review | | |
| 191 | | | | Training to strengthen staff competencies in the evaluation of safety | | Training workshops curriculum designed | 2015 | COMPLETED |
| 192 | | | | | | Training plan | 2015 | COMPLETED |
| 193 | | | | | | Implement training | 2016-2019 | INITIATED - All agencies are required to submit their training plans to OCLARH (training and human resources central agency). ADFAN submitted its training plan and it was not approved. In order to submit an appeal ADFAN must prepare a needs assessment and the "OCLARH plan". Our training office will work with the documentation required in order to submit the appeal. |

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| 194 | | | | Continuous coaching through the Quality Circle in safety management and documentation | | coaching curriculum developed | 2015 | COMPLETED |
| 195 | | | | | | Training plan & implementation plan | 2015 | COMPLETED |
| 196 | | | | | | Implement coaching | 2015-2019 | IN PROGRESS See Table: First Annual Progress and Services Report ADFAN's Training (items 26, 27 & 28) May 2015 to May 2016 (see attachment) |
| 197 | | | | Develop policy instructing to coordinate SIPH for families with an in-home safety plan, included families in the process of reunification and redefining SIPH eligibility criteria | | Signed policy by administrator | 2015 | COMPLETED Policy emphasizing the eligibility criteria to receive services at the SIPH units was signed by the ADFAN Administrator on May 2016 (ADFAN-PFF-2016-012). Lack of personnel deems impossible to add additional criteria to accept cases at the Units. The reunification cases will not be accepted at the units for the next period but we will revise this decision for 2018. We have put emphasis into looking for factors associated with maltreatment recurrence in order to prioritize the selection of cases. |
| 198 | | | | Expand and strengthen SIPH units island wide | | Create units in Aguadilla and Guayama | 2016 | NOT INITIATED SIPH Units have not had an increase in its workforce. In 2016, ADFAN lost 21% of its workforce. In 2014, ADFAN had 1230 social workers, 1262 in 2015 and 1000 |

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| 201 | | | Safety 2:To improve intervention in CPS situations with emphasis on risk assessment and safety management. | | AAFPS AAFCA | Achieve CFSR Item 4 Goal of 17.9% per QA review | 2018-2019 | |
| 202 | | | | Continuous coaching in safety management and documentation | AAFPS AAFCA | Training plan and implementation | 2015-2019 | IN PROGRESSSee Table: First Annual Progress and Services Report ADFAN's Training (items 26, 27 & 28) May 2015 to May 2016 (see attachment) |
| 203 | | | | | AAFPS AAFCA | Discussion of SW Specialist visit results | 2015-2019 | IN PROGRESS A total of 98 visits were conducted between local offices and regions. They were able to visit 10 regions and 33 local offices. During this year, visits by specialists emphasized the assessment oldest cases in the welfare system. It required the observation of approximately 1,319 cases and 18 case discussions. This exercise was aimed at identifying cases that should receive services and those that have already received services and were ready to be closed. In short, during their visits the specialists could identified that case managers are not using the safety model manual and there is a lack of supervision in relation to comply with the provisions of this manual. Moreover, the closure of |

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| | | | | | | | <p>approximately 1,079 cases was achieved.</p> <p>2015-2016 IN PROGRESS During this period, the Specialists of the Administration for Foster Care and Adoption visited the regions 18 times and 91 cases were discussed. Findings were discuss with Associates Directors and regional supervisors and were given follow up.</p> |
| 204 | | | | Align TDM strategy with safety model criteria for services/safety plan development and conditions for return or modifications to permanency plan. | AAFPS AAFCA | Review TDM documentation form to include Safety Model criteria | <p>2015-2016 INITIATED – IN PROGRESS</p> <p>During this period, ADFAN continued to work on the Team Decision-Making strategy in the regions of Carolina and Humacao, and was expanded to the regions of Arecibo and Aguadilla. During February 2016, the staff of Casey Family Foundation trained 17 social workers, seven (7) local and regional supervisors of the regions of Aguadilla and Arecibo, and two (2) specialists of the Central Level. This staff will be in charge of developing</p> |

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| | | | | | | | <p>this strategy in each of their regions.</p> <p>During May 2016, the staff of Casey Family Foundation will continue offering technical assistance and follow up to this strategy's implementation in the four mentioned regions.</p> <p>The Team Decision-Making protocol was amended in March 2016 and distributed to the four identified regions with all the documents required to work on the strategy.</p> |
| 205 | | | | | AAFPS AAFCA | Written memorandum establishing the use of the TDM strategy in Family Preservation Cases | <p>2015-2016 COMPLETED</p> <p>In 2015 the use of Team Decision Making Strategy was incorporated to cases of preservation.</p> <p>2015</p> <p>A communication was written regarding The TDM strategy Protocol with the Safety Model Criteria included. It will be applied in CPS investigations, family preservation and foster care cases through the Generalist Model and the Safety Intervention Model. (see</p> |

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| | | | | | | | | attachment- The TDM communication) |
| 206 | | | Well Being 1: Enhance families' capacity to provide for their children's needs through the provision of adequate services. | | AAFPS AAFCA | Achieve CFSR Well-Being Goals per QA review: Item 17 - 24.9% Item 18 - 23.7% Item 19 - 14.4% Item 20 - 28.6% | | |
| 207 | | | | Describe Agency procedures to comprehensively assess and document the needs of children, parents and foster parents and the service necessary to achieve case plan goals | AAFPS AAFCA | Written description | 2015 | 2015-2016 COMPLETED- IN PROGRESS Three surveys were designed to identify the needs of minors, biological parents, and foster parents. These surveys will be reviewed. We hope to fulfill this task for the next period. |
| 208 | | | | Design training workshop curriculum for workers and supervisors | AAFPS AAFCA | Training plan & implementation plan | 2016-2019 | 2015-2016 IN PROGRESS For the next period, a training plan will be designed in coordination with the training office for supervisors and social workers. |

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| 209 | | | | Develop schematic guide for assessing family needs including the identification of special needs in the minors and link such appropriate services required by the family. | AAFPS AAFCA | Establish workgroup to develop schematic guide | 2016 | 2015-2016 IN PROGRESS Three surveys were designed to identify the needs of minors biological parents, and foster parents. They will be reviewed. We hope to fulfill this task for the next period. |
| 210 | | | | | AAFPS AAFCA | Schematic Guide developed | 2016 | 2015-2016 IN PROGRESS We hope to apply them to the respective populations through Foster Care Units. |
| 211 | | | | | AAFPS AAFCA | Training to support the guide through coaching strategy | 2017- 2019 | |
| 212 | | | | Continuous coaching through the Quality Circle for strengthen and Increase the frequency, quality and documentation of casework visits with children, parents and foster parents. | AAFPS AAFCA | Results Of Casework Contact frequency and quality per QA review and Quantitative measures for : Children in Preservation cases Parents in Preservation cases Children in Foster Care cases Parents in Foster care cases Foster Parents of children in care | 2015 and ongoing 2019 | 2015-2016 IN PROGRESS See Appendix First Annual Progress and Services Report ADFAN's Training (items 26, 27 & 28) May 2014 to April 2015 (see attachment) |
| 213 | | | | | | Training workshops curriculum designed | 2016 | 2015-2016 IN PROGRESS See Table Appendix First Annual Progress and Services |

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| | | | | | | | | Report ADFAN's Training (items 26, 27 & 28) May 2016. |
| 214 | | | | | AAFPS AAFCA | Training plan & implementation plan | 2016 | 2015-2016 IN PROGRESS See Table Appendix First Annual Progress and Services Report ADFAN's Training (items 26, 27 & 28) May 2016. |
| 215 | | | | | AAFPS AAFCA | Implement coaching | 2016-2019 | 2015-2016 IN PROGRESS See Table Appendix First Annual Progress and Services Report ADFAN's Training (items 26, 27 & 28) May 2016. |
| 216 | | | | | | QA Report | 2017-2019 | |
| 217 | | | | Develop guidelines for planned visits to parents / mothers, including the father / mother including the absent parent (non-custodial parents) | AAFPS AAFCA | Establish workgroup to develop guidelines | 2015 | 2015-2016 COMPLETED See Table Appendix First Annual Progress and Services Report ADFAN's Training (items 26, 27 & 28) May 2016. |
| 218 | | | | | AAFPS AAFCA | Guidelines developed | 2015 | 2015-2016 COMPLETED The guide was developed. See attachment. |
| 219 | | | | | AAFPS AAFCA | Training to support the guidelines implementation through coaching strategy | 2015-2019 | 2015-2016 IN PROGRESS See Table Appendix First Annual Progress and Services Report |

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| | | | | | | | | ADFAN's Training (item 26, 27 & 28) May 2016 The "planned visits" module was offered to all the 10 Regions of the ADFAN. 212 caseworkers and supervisors were trained. |
| 220 | | | | Clarify Family conference policy by establishing the benchmarks the cw needs to complete during the commitment and evaluation stages to involve the family in case planning | AAFPS AAFCA | Policy promulgation | 2015 | 2015-2016 COMPLETED A first draft of a normative letter was developed by AAFPS and AAFCA to clarify Family Conference policy (ADFAN-PFF-CSA-2016-011). It is currently under revision. Both Auxiliary Administrator decided the Family Conference strategy will be applied to preservations cases only and AAFCA will be working with TDM strategy, |
| 221 | | | | | AAFPS AAFCA | Training to support the policy trough coaching strategy | 2016-2019 | 2015-2016 IN PROGRESS The Normative Letter was recently signed and distributed, training will begin. See training report |
| 222 | | | | Develop professional competencies in supervisory staff to enable them to design appropriate services plans for the families and children. | AAFPS AAFCA | Training workshops curriculum designed | 2016 | 2015-2016 INITIATED The Pilot Project was initiated in coordination with Casey Family Program with AAFPS and |

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| | | | | | | | | AAFCA. This Project will be developed in Caguas Region. |
| 223 | | | | | AAFPS AAFCA | Training plan & implementation plan | 2016 | 2015-2016 INITIATED |
| 224 | | | | | AAFPS AAFCA | Implement through coaching strategy | 2017- 2019 | |
| 225 | | | | Develop guidelines for the physical, cognitive and behavioral stages of development. | AAFPS AAFCA | Specific guidelines for each stage of development. | 2016- 2018 | 2015-2016 INITIATED- IN PROGRESS The supervisor Nurse of Central Level developed a guideline for the physical stage development and distributed to the 10 regions. Also coordinated training in all three stages of development of children under age five , with VIMAR Therapy Group , for Foster Parents. In the next period , 2016-2017 will be developed the guidelines of the physical , cognitive and behavioral stages for all minors in foster care. |
| 226 | | | | Develop intervention protocol according to the developmental stages of children. | AAFPS AAFCA | Workgroup to develop intervention protocol | 2017 | |
| 227 | | | | | AAFPS AAFCA | Intervention protocol developed | 2017 | |
| 228 | | | | | AAFPS AAFCA | Training to support the intervention protocol | 2017- 2019 | |

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| 229 | | | | Continue holding Family Conferences (TDM) in the two (2) pilot regions (Humacao and Carolina) | CASEY | Completed forms, attendance sheet and list of cases to be discussed. | 2016-2018 | <p>2015-2016 INITIATED- IN PROGRESS</p> <p>Durante este periodo se continuo trabajando en la estrategia de Team Decision Making en las regiones de Carolina y Humacao y fue expandida a las regiones de Arecibo y Aguadilla. Durante el mes de febrero del 2016 el personal de Casey Family Program adiestró 17 trabajadores/as sociales, siete (7) supervisores/as locales y regionales de las regiones de Aguadilla y Arecibo y dos(2) especialistas del nivel central. Este personal estará a cargo del desarrollo de esta estrategia en cada una de sus regiones.</p> |
| 230 | | | | Expand the Family Conferences (TDM) to two (2) additional regions (Arecibo and Aguadilla) | CASEY | Training Design, Attendance sheet and Evaluation sheet. | 2016-2016 | <p>2015-2016 IN PROGRESS</p> <p>Durante el mes de mayo del 2016, en adelante, el personal de Casey Family Program continuara ofreciendo asistencia técnica y seguimiento ala implantación</p> |

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| | | | | | | | | de esta estrategia en las cuatro regiones señaladas. |
| 231 | | | Permanency 1: :Improve services to achieve permanency and stability for children in their living situations | Continue with the Cross-Training entitled: <i>"Childhood and Adolescent Welfare: Integration to Speed Up the Permanency Plans"</i> , in coordination with the Courts Administration for the remaining regions: Caguas, Carolina and Humacao. | AACSA OAT DJ | Training Design, attendance, evaluation and pre and post exam sheet. | 2015-2016 | 2015-2016 IN PROGRESS During this period, two cross training were given to the entire new staff of the three agencies. These trainings took place on May and November 2015 and were given to 106 social workers, supervisors and family services technicians. They were given in order to speed up the permanency of minors in foster care and to comply with state and federal standards. They were given with the aim of speeding up the permanency of minors in foster care and complying with state and federal standards. |
| 232 | | | | Continue using the Round Table strategy in the three (3) pilot regions (Caguas, Guayama and San Juan) | AACSA CASEY | Completed forms, attendance sheet and list of cases to be discussed | 2016-2018 | |
| 233 | | | | Expand the Round Table strategy to two (2) | AACSA CASEY | Training Design, Attendance sheet and Evaluation sheet | 2016-2018 | 2015-2016 IN PROGRESS |

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| | | | | additional regions (Mayaguez and Ponce) | | | <p>The Round Table Strategy</p> <p>The Round Table strategy remains in the regions of San Juan, Caguas and Guayama. Casey Family Foundation continues to provide support in the strategy's expansion and follow up. This strategy will be expanded to the regions of Bayamon, Ponce and Mayaguez during this period. The staff of Casey Family Foundation held a meeting in December 2015 with these regions' implementation. Trainings are expected to start on August 2016, which will also included new staff to be chosen, in the regions where the strategy is already implemented with the aim of strengthening it.</p> |
| 234 | | | | Develop a policy instructing caseworkers to prepare plans for siblings to visit each other at least twice a month. | AACSA | Standard | <p>2015-2016 COMPLETED</p> <p>During this period, regulation ADFAN-CSA-2016-003 "Sibling Visitation", was written and sent to the ten regions. It explains the norms and procedures for carrying out</p> |

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| | | | | | | | | sibling visits. This regulation establishes the standard required for these visits. |
| 235 | | | | Increase visits by minors with a Permanence Reunification Plan to their father/mother/care taker | AACSA | Increase visits by 50%. | 2016 | 2015-2016 INITIATED During this period various strategies were evaluated and was designed the plan to monitoring the family visits according to the standard established for all minors with a reunification plan. |
| 236 | | | | Coordinate training sessions aimed at adoptive and foster parents on the mental and physical health of the minors to strengthen their capacities and increase their knowledge of minors with special needs. | AACSA | Design and training, attendance sheet, evaluation sheet. | 2015-2019 | 2015-2016 COMPLETED During this period, the following workshops were given to potential adoptive parents: Gender Equality and Human Trafficking. The workshops were given to 114 potential parents and 48 employees. 2015-2016 IN PROGRESS For the next period, it will be a requirement to offer every parent listed on the Adoption Voluntary State Registry (REVA) |

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| | | | | | | | | a workshop regarding children's developmental stages. The Train to Trainers technique will be used. |
| 237 | | | | Review the collaborative agreements with Adoption Agencies. | AACSA | Evidence of reviewed collaborative agreements. | 2015-2016 | 2015-2016 COMPLETED The agreement with the adoption agency, Hogar Cuna San Cristóbal, remains in effective until December 2016. |
| 238 | | | | Early detection of every minor deprived of custody by the regional committees to refer them to the Adoption Unit. | AACSA | Findings Report by Region based on the forms evaluated for referrals | 2015-2019 | 2015-2016 INITIATED During the next period, trainings will be offered regarding adoption processes in order to speed up deprivations of parental rights and achieve adoption within the required time. 2015-2016 INITIATED With these trainings, the assessment of all minors with an adoption plan at the local level will be included in Permanency Plan Regional Committees. |
| 239 | | | | Promote the minors with special needs | AACSA | Evidence of the promotion activities | | 2015-2016 COMPLETED AND IN PROGRESS |

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| | | | | through a variety of activities. | | | <p>During this period, a promotional campaign was created through endi.com for the El Nuevo Día newspaper.</p> <p>There was an article on the history of 23 minors that were legally freed and were having difficulty finding a family. This campaign was spread in Puerto Rico and the United States. We will continue implementing this strategy in the next period.</p> |
| 240 | | | | Promote the recruitment of homes for adoption. | | # new homes achieved | <p>2015-2016 COMPLETED</p> <p>During this period, the following promotional activities took place:</p> <p>Aguadilla – Six (6) activities took place.</p> <p>APS – October 21, 2015</p> <p>Hogar Albergue Isabela – November 18, 2015</p> <p>Hogar Albergue Regazo de Paz – November 18, 2015</p> |

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| | | | | | | | | <p>Raices Radio Station - November 18, 2015</p> <p>Local Office of Isabela – November 18, 2015</p> <p>Region Arcibo: Primera Hora newspaper – August 6, 2015</p> <p>Adoption Unit – November 10, 2015</p> <p>WIPR – channel – March 6-27, 2016</p> <p>Court of Utuado – November 16, 2015</p> <p>Region of Bayamon: Government Center Lobby – November 1-5, 2015</p> <p>Plaza Pública de Dorado – April 1, 2016</p> <p>Region of Caguas: Las Catalinas Mall – May 29 and November 30, 2015</p> |
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| | | | | | | | | <p>Newspaper – El Periódico and La Semana – June 11, 2015</p> <p>Head Start Program of the Municipality –June 10, 2015</p> <p>Caguas City Hall – October 13, 2015</p> <p>Divino Niño Church – November 28, 2015</p> <p>Region of Carolina: Information table in Government Center – November 6, 2015 and February 19, 2016</p> <p>Plaza Carolina Shopping Center - March 8, 2016</p> <p>Region of Guayama: San Lucas Guayama Hospital – July 10, 2015</p> <p>Local Office of Cayey – September 18, 2015</p> <p>Regional Office – November 5, 2015</p> |
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| | | | | | | | <p>Region of Humacao: Emanuel Church, Las Piedras – June 25, 2015</p> <p>Victoria Radio Station – July 20, 2015</p> <p>Rescatando la Oveja Perdida Curch – October 17, 2015</p> <p>WALO Radio Station – November 3, 2015</p> <p>Humacao Judicial Center – November 18, 2015</p> <p>Residential AREas of Naguabo, Humacao, Fajardo, Ceiba, Maunabo, Juncos, Las Piedras.</p> <p>Advertising and brochure distribution was made in November 2015 and March 2016.</p> <p>There were information tables in Sams Club, Auxilio Mutuo Hospital and Wal-Mart of Fajardo – April 2016</p> <p>Region of Mayaguez:</p> |
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| | | | | | | | | <p>Instituto de Banca – October 8, 2015</p> <p>Health Fair and Services of the Department of Citizen Affairs – October 21, 2015</p> <p>Judicial Center of Mayaguez – November 12, 2015</p> <p>Sol Radio Station – November 20, 2015</p> <p>Brochure distribution in different public roads of Mayaguez – April 4, 2015</p> <p>Information table in the region – April 8, 15, 22 and 29, 2016</p> <p>Region of San Juan: San Jorge Children Hospital – October 2015</p> <p>Information table in the Region of San Juan and Martínez Nadal Station of the Tren Urbano (Urban Train) - November 6 and 12, 2015</p> |
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| | | | | | | | | <p>Local Office of Rio Piedras III – November 20, 2015</p> <p>Region of Ponce: National Guard Family Day – October 3 and 15, 2015</p> <p>Quality of Life Fair in Coamo – October 10, 2015</p> <p>Act. Susan G. Komen – October 11 and April 3, 2016</p> <p>First conference in Adjuntas – October 16, 2015</p> <p>Guayanilla Public Plaza – December 5, 2015</p> <p>Plaza del Caribe – April 13, 2016</p> <p>Baseball Tournament Double A – April 15 and 22, 2016</p> <p>Rudertford Hayes School – April 15, 2016</p> <p>UPR Career Fair – April 16, 2016</p> <p>Act. Maltrato Menores Head Start – April 3, 2016</p> |
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| | | | | | | | | <p>In addition, there was Open House in the 10 regions on November 5, 2015</p> <p>A total of 125 homes that were listed on REVA were recruited in these promotional activities that took place at the national level.</p> |
| 241 | | | | Develop a new educational and informational campaign on adoption agreements and voluntary surrender. | | report on campaign | | <p>2015-2016 INITIATED</p> <p>Se comenzó a elaborar la campaña de educación e información de los acuerdos de adopción y entrega voluntaria con la División Legal de la ADFAN.</p> |
| 242 | | | Develop the competence and skills of the Adoption Unit SW and Supervisors to improve the quality of the analysis and development of the social study conducted on applicant families. | Technical assistance from the Casey Family Program | AACSA CASEY | TA Plan | | <p>2015-2016 COMPLETED</p> <p>On December 2015 the second part of the training titled Strategies for Child Placement in Pre-Adoptive Homes was given in coordination with the Casey Family Program. The training was given to 48 adoption civil servants and a</p> |

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| | | | | | | | | representative of the Panel for the Selection of Candidates. |
| 243 | | | | Training for the SW and Supervisors of the 10 Adoption Unites | AACSA CASEY | pre and post test | | <p>2015-2016 IN PROGRESS</p> <p>On November 12 and 13, 2015 the training titled Adoptions by LGBTTQ Families took place. The training was given to 48 social workers and 12 attorneys of ADFAN.</p> |
| 244 | | | | Forms to be used in evaluating the quality of the drafting and analysis of the social study. | AACSA TA from CASEY | Forms | | <p>2015-2016 IN PROGRESS</p> <p>During this period, an analysis and research committee was created to develop a uniform guide that contains clear, precise and reliable information on the creation of the home study.</p> <p>As of March 2016, meetings started to be held. There are currently a total of four meetings. We hope to fulfill this strategy in the next period.</p> |

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| 245 | | | | Training for the Adoption Unit on the rights that the various families have to receive equal service. | AACSA TA from CASEY | Training design and attendance | | <p>2015-2016 COMPLETED-ON GOING</p> <p>In November 2016 the Human Rights Company gave training through the Casey Family Program. The topic of the training was Adoption by LGBTTTQ Couples and was given to 48 adoption social workers and 12 attorneys of ADFAN.</p> |
| 246 | | | Strengthen the pre and post adoption services | Reorganize the support group for Adoptive Parents (Focal Group) in coordination with the Puerto Rican Association of Adoptive Parents (APPA in Spanish) | AACSA TA from CASEY | Report on reorganization outcome | 2015-2016 | <p>2015-2016 IN PROGRESS</p> <p>During this period, support groups were created in the regions of Caguas, Carolina, Humacao and Bayamon. Follow up will be given.</p> |
| 247 | | | | Organize the (adopted) mentor youth support group. | AACSA | Report on Group existence/activities | 2016 | <p>2015-2016 IN PROGRESS</p> <p>During this period, a group of mentors was created in the region of Caguas.</p> <p>We hope to have groups of mentors in the remaining regions for the next period.</p> |

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| 248 | | | | Develop orientation, educational and support activities through various means of communications. | AACSA | Examples of communications utilized. | 2015-2019 | <p>2015-2016 IN PROGRESS</p> <p>During this period, the Adoption Brochure was redesigned in order for it to be more consistent with the cultural and demographic characteristics of our minors who are adoption candidates.</p> <p>On November 2015, a promotional campaign was made across the island on the radio and newspapers, according to what the home recruitment plan establishes.</p> |
| 249 | | | | Coordinate a variety of activities for adoptive families. | AACSA | Report on activities provided. | 2015-2019 | <p>2015-2016 IN PROGRESS</p> <p>On November 16, 2015, an event took place for potential adoptive parents at the facilities of C3TEC of the Municipality of Caguas. 54 potential adoptive families who were interested in adopting minors over 5 and a group of siblings participated. 84 minors and 35 employees of</p> |

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| | | | | | | | | <p>ADFAN participated, as well as 70 parents.</p> <p>During this event, there was a play titled Mi Familia, Mi Mejor Proyecto de Vida (My Family, My Best Life Project). As a result of this event, the Panel for the Selection of Candidates found families for 15 minors.</p> |
| 250 | | | | <p>Coordinate a variety of activities for adopted minors and minor adoption candidates.</p> | AACSA | <p>Report on activities provided.</p> | <p>2015-2019</p> | <p>2015-2016 IN PROGRESS</p> <p>On November 16, 2015, an event took place for potential adoptive parents at the facilities of C3TEC of the Municipality of Caguas. 54 potential adoptive families who were interested in adopting minors over 5 and a group of siblings participated. 84 minors and 35 employees of ADFAN participated, as well as 70 parents.</p> <p>Other events will take place during the next period, which will include the population of minors in subsidized adoption.</p> |

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| | | | | | | | | <p>During Adoption Month, a campaign was launched through endi.com to promote minors with special needs.</p> <p>During this period, support groups could be created in the region of Bayamon, Caguas and Humacao.</p> <p>On May 2016, a family day will be held by the Support Group of Bayamon. This will be family day for adoptive families and their children.</p> <p>On December 2016, we hope to have a fraternization event with adopted minors.</p> |
| 251 | | DATA SYSTEMS | | | | | | |
| 252 | F | Gaining buy-in by staff and improving practices regarding the use of the information systems. | Ensuring that the information systems are <i>useful</i> and <i>usable</i> for staff, by conducting a comprehensive review of all the screens, by content owners. | | | | | |

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| 253 | | | | <p>a. TA on NJ Spirit information system, arranged by RO, and provided by the State of NJ Department of Children and Families/Office of Information Technology to learn about full system capabilities, lessons learned in the implementation process, cultural change, and others. TA included ADFAN staff and vendor representatives.</p> | <p>Deputy Administrator, Data Committee member, Softek Reps (2)</p> | <p>a. Trip to NJ and consultation carried out.</p> | <p>9-Jun-14</p> | <p>COMPLETED on June 9, 2015</p> |
| 254 | | | | <p>b. Logic Information behind NJS: RO arranged for NJS to share with ADFAN the source code. This will be used as a reference, to ensure that the (CMIS), being developed by PR, meets the standard federal requirements.</p> | <p>Data Committee members, Deputy Administrator</p> | <p>b Transmission of Logic Information behind NJS.</p> | <p>Aug-14</p> | <p>PARTIALLY COMPLETED- In June 2014, New Jersey shared the source code with PR, as arranged by CB, Region II. Since the SIMCa application is aligned with the Safety Model adapted by Puerto Rico, the source code has not been used as a reference. Nevertheless, once the initial implementation for SIMCa is done, Puerto Rico plans to use this source code as reference, especially for topics related to the foster care and adoption services. Some of the functions previously in SICStA were not changed at all and</p> |

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| | | | | | | | | requires additional enhancements. 2015-2016 PENDING- The SIMCa application was implemented on May 1, 2016. The application is being stabilized. |
| 255 | | | | C. Identification of modules that are not operational and will be discarded for immediate use. | Data Committee members, Deputy Administrator | c Modules identified | Aug-14 | COMPLETED: The <i>Safety Model</i> and the <i>T. IV-E</i> modules were inactivated in SICStA. The system was originally designed to not allow the documentation of other fields of information if the safety and the IV-E fields were not completed. As the safety fields in SICStA were not aligned with PI's Safety Model, and the T IV-E process is being done manually, by secondary system users, the IV-E was inactivated also. Further, a gap analysis of the SICStA IV-E functionality is projected for this fall, using as a reference the source code shared by New Jersey. |
| 256 | | | | d. Identification and correction of poorly translated screens. | Data Committee members,, Deputy Administrator | d. Translation corrected in order of priority. | Aug-14 | IN PROGRESS- SICStA coordinators began reviewing the screens as a group. Initially the primary attention was given to screens related to placement providers, and the placement |

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| | | | | | | | <p>location of minors under agency custody, as these were identified as the ones where users were having the most difficulty with. To our surprise, the poor translation issues were not limited to a few screens, but to almost the entire SICStA functionality. The translation of these screens (Legal action, demographic information, etc.) has also been corrected but is not in production yet. We project that before 2015 is over these corrections will be available to system users.</p> <p>2015-2016</p> <p>COMPLETED AND ON-GOING- Major translation issues that were identified and corrected by the SICStA Coordinators, were put in production. It one of the meetings with Softek (EP) it was clarified the translation of the entire SICStA application that had been obtained from Wisconsin, was translated using Google. This explains the poor quality of the translation. Work continues on improving the screens. Presently, the adoption staff,</p> |
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| | | | | | | | | Program Specialist and a SIMCa Implementation Committee member are working on further improving the quality of the information required on the adoption screens. |
| 257 | | | | e. Screens (forms, letters, others) up-dated to reflect current law requirements, agency norms, procedures and standards | Data Committee members, Deputy Administrator | e. Screens (forms, letters and others) up-dated | Aug-14 | IN PROGRESS- SICStA coordinators began reviewing the screens as a group and as of March the group was split into sub groups in order to speed up the revision of the screens. The revision of the screens, actually, encompassed both the correction in the translation and also the up-dating of the screens. Another surprise was that the up-dating of the screens was not only necessary because of changes in laws and procedures. We found that many of the screens were never adapted to PR's procedures; they crudely reflected Wisconsin's case management. So, the work was more intense, time consuming and complex than anticipated. However, except for the group that is revising the permanency screens, the revisions of the medullar screens have been completed. Next step is to have |

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| | | | | | | | <p>an integrated revision of the changes proposed, so that, for example, a proposed change in the screens related to legal actions does not negatively affect IV-E or permanency. This task is projected for completion towards the end of June.</p> <p>2015-2016</p> <p>Completed and on-going- All the major issues were addressed by the Coordinators and put in production. The work continues. As stated above, a small group of staff are currently going over the adoption screens.</p> |
| 258 | | | | f. Conduct usability testing by experienced systems' users, to identify problems or difficulties that discourage use of the system and need to be corrected. | Data Committee members, Deputy Administrator | f. usability tests scheduled and carried out | <p>August 2014 and ongoing</p> <p>COMPLETED- Tests were conducted by three experienced coordinators. Based on the difficulties they found in running the SICStA application, the decision was taken to temporarily inactivate the IV-E application, permanently inactivate the Safety model application and to make a more detailed revision of the SICStA functionality.</p> |
| 259 | | | | g. Vendor to design solutions. | Vendor | g. Solutions designed and implemented in the system (Priority will be given to the | <p>Aug 2014-Sep 2014</p> <p>IN PROGRESS- A first list of the improvements identified in SICStA was given to the vendor, Softek, they were prioritized and</p> |

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| | | | | | | <p>ones related to generating the AFCARS file).</p> | <p>some has been put in production. Below some of the changes already in production:</p> <ul style="list-style-type: none"> • Allow placement in the system for family resources, after initial safety review is conducted, while they complete the certification process with the Agency. • Allow selection of more than one race • Allow selection (not defaulted) Ethnicity field (Hispanic – yes / no). • Eliminate screen for documenting Eligibility Act for Minor (not used as presented by PR) • Activate the generation of the internally build in SICSta, AFCARS exception reports and distribute the reports to all regions. • Include postal address for provider (institutions) • Allow for copying the physical address (residence) from the postal address if they are the same. • Eliminate validation between Permanency Plan and Placement. <p>The improvements to be recommended by the committee mentioned in action item 257</p> |
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| | | | | | | | | will be prioritized and added to the list of improvements needed in the SICStA application. |
| | | | | | | | | <p>2015-2016</p> <p>ON-GOING- Improvements of the application is an on-going process. Presently, there is a small group working on enhancements to the adoption screens.</p> |
| 260 | | | | h. Users- access to all users and roles updated | Data Committee members, Vendors, Deputy Administrator | h. Agile, uniform procedure to simplify manner in which users are updated and security levels are maintained | Sep-14 | <p>COMPLETED AND ON-GOING- All system users were required to obtain or update their password. Users who were no longer agency employees were deleted; supervisors and supervisees were matched in the system, as well as caseworkers and their caseloads. Regional and local offices were updated as, since 2008, local offices have been merged or eliminated. This is an on-going process due to worker turnover and continued administrative decisions, especially related to the current economic crisis, to merge local offices as a cost saving measure.</p> <p>2015-2016</p> <p>COMPLETED AND ON-GOING-A written communication dated</p> |

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| | | | | | | | | <p>April 25, 2016 and signed by the Administrator, was issued detailing instructions pre, during and post the migration event. It was distributed through e-mail to ADAFN personnel island wide. The instructions described the actions users were to take to assure the continuity of services. Instructions were also detailed by program area. Separate instructions were also issued explaining how to access SIMCa and how change the password.</p> |
| 261 | | | | <p>i. Providers-develop uniform procedure for clean-up of existing providers, on-going entry of new providers and maintaining providers up-dated.</p> | <p>Data Committee members, Deputy Administrator</p> | <p>i. Agile, uniform procedure designed by vendor.</p> | <p>Sep-14</p> | <p>INITIATED AND ON-GOING- This is one of the first tasks that the Coordinators resolved in coordination with Softek’s Help Desk. Agreements were reached over how to proceed about it; the Help Desk was available to solve difficulties as they came up. The remaining problem has to do with Institutions, such as COPA, which operates a network of treatment homes. In SICSTA, these foster homes were not created as individual</p> |

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| | | | | | | | <p>providers, but as a COPA provider. The solution was designed; and is being implemented by the central level staff in charge of these providers.</p> <p>2015-2016 COMPLETED AND ON-GOING- The issues around COPA providers were resolved. The hub of the network of treatment foster homes was created in the system by a central level employee. Then each of the 10 regional offices created the specific foster home providers, located in the geographical area covered by the region. In addition, the 10 Licensing units, under the Secretary" office, collaborated with ADFAN in entering and updating information in the system, on each one of the licensed facilities.</p> |
| 262 | | | | <p>j. Associate Directors and regional Supervisors to assure errors are corrected within the expected margin of time.</p> | Associate Directors | <p>j. Errors corrected as evidenced in the nightly Batch run, Report measuring compliance with data entry standards set in the June 2013 policy and other data entry QA efforts.</p> | <p>2014-2019</p> <p>INITIATED- The use of this report was initiated in March 2015 when it was shared with regional offices, from the Associate Director to the local office supervisor and caseworker. Coordinators</p> |

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| | | | | | | | <p>monitor correction of errors. This process has been initiated but is going at a slow pace as not all the necessary improvements in SICStA have been implemented, as mentioned above.</p> <p>2015-2016</p> <p>ON-GOING- this process continued with more intensity with the adoption cases as in the November 2015 AFCARS transmission not one case migrated to the file. In collaboration with ADFAN staff, issues that were blocking adoption data entry, and that originated at the local office level were solved and specific uniform instructions were issued. Also, a special effort had to be promoted by the central level for adoption units to transfer the paper files to the region where the adoption was finalized and that has the responsibility to enter the data. At this point, the adoption AFCARS file shows 123 adopted children out of 326 that is the universe reported by the units for the period of October 1,</p> |
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| | | | | | | | | 2013 to present. The Associate Directors, in a meeting held June 16, were presented all the reports they can generate from SIMCa and follow up the data entry effort, among others. |
| 263 | | | | SIRCSe a. FN-81 completed to facilitate case migration from SIRCSe | UIE Supervisors | a. FN-81 are completed, routinely | 2014-2019 | <p>IN PROGRESS - (263-264) The Auxiliary Administration for Child Protective Services sent communication to Investigation Units requesting that investigations be updated on SIRCSe by June 30, 2015. This includes FN-81. Most of the issues related to migration of cases from SIRCSe to SICStA were corrected. However, when there is a problem, they are being solved through the Help desk and the Central Registry.</p> <p>2016- 2016 ON-GOING-SIMCa go live day was April 30th, 2016. The data migration from SIRCSe (Child Protective Services Investigation System) and SICStA (Foster Care and Adoption Information System) was executed between April 29, 2016 and April 30th, 2016. The CPS Hotline and Special</p> |

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| | | | | | | | | Investigation Units were the first users for SIMCa, since these units work on a 24-7 schedule. The application is currently available island-wide. |
| 264 | | | | b. All information data elements are completed | UIE Supervisors | b. All information data elements completed | 2014-2019 | See 263 |
| 265 | | | | CMIS The effort described above to bring SICStA and SIRCSe up to date is essential for the successful implementation of the CMIS | Data Committee members, Deputy Administrator | | | |
| 266 | | | Communicating, clearly, the purpose and benefits of the integrated case management information system and including the on-going and punctual entry of data in SIRCSe and SICStA to ensure that required information is captured in both systems. | a. Develop a vision and mission statement of ADFAN's Integrated Information System | Administrator | a. Visión/Mission statement approved. | Dec-14 | INITIATED -ADFAN's Administrator secured a proposal from an industrial psychologist to help further the change in organizational culture that promotes the use of the mechanized system as <i>the</i> primary way of documenting case files. The strategy includes communicating the vision not just in paper but, most important, in regional meetings where the Administrator will have direct contact with system users. The proposal/contract is awaiting approval from the PR Office of Budget and |

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| | | | | | | | | <p>Management for implementation.</p> <p>2015-2016</p> <p>COMPLETED- The primary strategy to convey the vision consisted of a series of meetings named, <i>Encounters for Promoting Change</i> (“Encuentros Propiciadores del Cambio”) held in each of the 10 regional offices. The Administrator made a power point presentation to case managers, supervisors, Investigation staff and regional Directors. The “Encounters” were designed to prepare the scenario for change; provide a face to face experience between the Administrator and the staff in each regional office and stimulate those elements that facilitate a culture of change, among others. The “Encounters” were staged in 3 parts: First, a general presentation of SIMCa as a new tool to integrate our work and a description of the application; second, the audience was divided in groups of 10</p> |
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| | | | | | | | participants to answer the following questions: questions they had about the presentation, clarifications needed and recommendations. Then, each group had the opportunity of present their questions, doubts and recommendations to the entire group. Finally, there was a session of general responses to the presentations made by the participants. A total of 1,076 employees participated. |
| 267 | | | | b. Routine reports and announcements in ADFAN's newsletter and other means to communicate ADFAN's vision/mission regarding the information system, including that it is here to stay, that it is an agency priority, and progress achieved by regions or individual services programs, on systems updates that are being worked on or implemented. | Regional System Coordinators | b. Routine reports and announcements | August 2014 - 2019 INITIATED AND OGOING- Two articles have been issued so far promoting the system in ADFAN's newsletter, "ADFAN Te Informa" and distributed through e-mail to everyone in ADFAN's e-mail distribution list. The first one was issued in November 2014 and it addressed one of the most frequent questions, the migration of the case from SIRCS _e to SICStA. It provided detailed instructions about the procedure. The second one was issued in March 2015 and it featured three articles: The advantages of a mechanized |

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| | | | | | | | information system; What is the Importance of SIMCa and A Different Administrative Culture. 2015-2016 ON-GOING- the Administrator continues to issue “ADFAN Informa” quarterly . It is distributed through e-mail to ADFAN staff island wide. Topics: Benefits of the system, amount of employees already trained, congratulations to coaches, trainers and facilitators for the job well done in training related activities. |
| 268 | | | | c. Obtaining ADFAN’s staff e-mail distribution list (island wide) to assure the newsletters and other communications are sent to all system’s users and not just the Associate and regional Directors | Deputy Administrator | Distribution List obtained and used | Jul-14 COMPLETED- The Department’s Office of Information Systems (OSI), provided ADFAN the distribution list. |
| 269 | | | Strengthening the Help Desk to become more responsive to systems’ users | a. Identification of current problems with the Help desk that discourages systems’ use. | Data Committee members, Deputy Administrator | a. Problems identified and corrected | August 2014 and ongoing COMPLETED- The help desk is a contracted service with SOFTEK. Initially, system Coordinators echoed a wide spread pattern of complaints about the service. Most of them were related to requests for |

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| | | | | | | | <p>services or consultations by the regional or local levels that were never answered or that the service was too slow in responding. The quality of the service was monitored by the Central level and SOFTEK was required to improve response time, and to give simple clear instructions. The complaints have significantly decreased and Systems users have been more proactive in calling back if the initial response or solution does not resolve the problem presented.</p> <p>2015-2016</p> <p>OO-GOING- The help desk continues to give a better service, compared to 2013. ADFAN is in the process of designing a support unit to SIMCa. It has submitted a petition to the local Office of Management and Budget (OGP) for the recruitment of a Statistician, who will work with analyzing the data and generate reports and also we are in the process of contracting a Programmer. The unit's structure is still under</p> |
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| | | | | | | | | analysis; we expect it will be approved before September 2016. |
| 270 | | | | b. Establishment and monitoring of performance standards for the Help Desk | Data Committee members, Deputy Administrator or | b. Standards developed/reviewed and compliance monitored | December 2014 and ongoing | <p>INITIATED- This action step is being worked as part of the agreement with Casey Foundation. The agreement was signed and conversations have been initiated regarding implementation.</p> <p>2015-2016</p> <p>IN PROGRESS- This strategy is no longer being worked as part of the agreement with Casey, but it will be part of the issues to address as we develop our support unit</p> |
| 271 | | | Targeted Training | <p>a. The training need for each user will be identified.</p> <ul style="list-style-type: none"> • A 'refresher course' will be provided to users that were originally trained on SIRCSe or SICStA, and that remain in the same job position and service program. • Full scale training will be delivered to new staff and to experienced staff that was never trained on the system, (for example, adoption | Data Committee members, Deputy Administrator or | a. Training needs for each user identified | August - December 2014 | <p>271-279 INITIATED- The Train the Trainers was initiated with training on (1) the Hotline module that focuses on the Referrals, Social Emergencies, Orientations and Referrals and (2) the investigation process. The first group of trainees was composed of system coordinators and Hotline staff and the second group of System coordinators and UIE staff. The groups are composed of 25 trainees and the training methodology is basically a demonstration of the application</p> |

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| | | | | <p>units). It will also be provided to staff that was trained and promoted from direct service to a supervisory position.</p> <ul style="list-style-type: none"> • Supervisors will have additional training on the use of the system from the perspective of the supervisor. | | | <p>with questions and answers and a practice session in the afternoon. The training sessions The training of system users, island wide and roll out plan will be revised in the next few weeks.</p> <p>2015-2016 IN PROGRESS- The training strategy was modified as the plan evolved. With the decision that System Coordinators were going to be the trainers, the need arose them to train them as leaders. As the training approach, self-doubts about their capacity to deliver the training arose. Thus, the industrial psychologists held a two day training sessions named, <i>Change Promoters Leaders</i>, (“Líderes Forjadores del Cambio”). Three groups of trainers and facilitators for a total of 89 participants were trained. Here they were taught to deal with difficult people, how to maintain the focus on the objective and, in general, to develop leadership skills. Trainers and facilitators also</p> |
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| | | | | | | | | <p>had practice sessions with the SIMCa application. Using the Trainers manual as a reference, the role of the trainer was modeled by a contracted resource and afterwards they had the opportunity to practice. Trainers were paired with a facilitator who provided support during the session. In addition, a chat room was created where the facilitators communicate the difficulties with the system or any other type of difficulty they experience as they deliver the training. SIMCa implementation team members are available and help to solve difficulties by contacting Softek, the project manager or whoever is necessary to solve the difficulty immediately. This type of collaboration has created a strong team. Training began in February and, originally, we expected to finish in June. However, difficulties with room</p> |
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| | | | | | | | <p>availabilities, problems with the electric service in some of the training rooms have moved the completion date, possibly to September, as many employees use their vacation time during the summer.</p> <p>Training has been completed for the Hotline, investigators, adult services staff. Training is in progress for the Preservation and substitute Care Staff. Training for the specialized units have also begun (Information system staff at the local level). Next is the staff in the adoptions, institutional maltreatment, independent living, QA, IV-E, Program Specialists and others. Trainees have User's manual available during training that were developed for the new application. They have been grouped by the service program they work for. Groups average 23 participants per group.</p> |
| 272 | | | | <p>b. <i>The original training materials will be used, thereby reducing the effort involved.</i></p> | <p>Regional System Coordinato</p> | <p>b. original training materials will be used</p> | <p>August - December 2014</p> <p>See 271</p> |

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| 273 | | | | c. Users will also be grouped by the service program they work for, so they pay special attention to the systems' features that are directly related to their daily work.(Adoptions, Substitute Care, Licensing, UMI, IV-E, Independent Living, SIS, Supervisors, direct service workers, UIE and so on.) | Regional System Coordinato rs Data entry committee | c. Users grouped according to training need | August - December 2014 | See 271 |
| 274 | | | | d. Information will be collected from users during the training sessions about systems pitfalls that need to be addressed, including gabs in policy and others. Training will be initiated with the Information System Coordinators. | Regional System Coordinato rs Data entry committee | d. Information about systems pitfalls collected | August - December 2014 | In each training session a person is designated to document the "incidents" that need to be addressed. The Assistant Administrator for Protective Services has been asked to certify whether the changes in the application that have been petitioned were required in the Specifications document or not. This is necessary to ascertain if the vendor can charge or not for these changes. 2015-2016 IN PROGRESS- Training sessions have run rather smoothly, especially as trainers get |

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| | | | | | | | | experienced in the application. The chat rooms have been key in resolving problems or difficulties quickly. The most difficult challenge have been unexpected difficulties with the availability of the training rooms, but the Office of Training has been diligent in looking for alternatives. |
| 275 | | | | e. Training will be delivered in a hands-on learning approach, in a room set with computers. | Regional System Coordinators Data entry committee | e. Hands-on training | August - December 2014 | See 271 |
| 276 | | | | f. Training groups will average 10 trainees and will be led by a presenter and a coach. | Regional System Coordinators Data entry committee | f. small training groups | August - December 2014 | See 271 |
| 277 | | | | g. Training on the new integrated information system will also be delivered in the targeted manner, described above | Regional System Coordinators Data entry committee | g. CMIS training (c-f) | August - December 2014 | See 271 |
| 278 | | | Ongoing coaching and other supports | a. Coaching will continue after the training and will be provided by the | QA Director Deputy Administrator | a. Coaching Plan | Oct-14 | <u>2015-2016</u> IN PROGRESS- Each local office has identified at least one user that was designated by them as |

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| | | | | Information System Coordinators. | | | | a coach. At the regional level, there is another user designated as a “filter” who will field the questions and doubts that cannot be answered at the local level. Questions that cannot be solved at this level is elevated to Softek’s Help desk. In addition, nine out of the 10 regional offices designated a room and equipped it with computers for group coaching sessions. |
| 279 | | | | b. Coordinators will further develop their competencies on the information system and on coaching skills through training and other supports. | QA Director Deputy Administrator | b. Ongoing training activities for coaches | November 2014 and ongoing | See 271 |
| 280 | | | | c. Creation of a virtual library that will include: “how to tips”, programmatic manuals and other pertinent information. | QA Director Deputy Administrator | c. Virtual Library Created | Dec-14 | INITIATED- As an improvement to the system, SIMCa incorporates portions of the Safety Manual in the corresponding sections to aid the user in documenting case decisions according to established norms, procedures and standards. In addition, the virtual library that is being incorporated into the system includes the following, so far: |

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| | | | | | | | <ul style="list-style-type: none"> • SIMCa (application) Training manuals by topics (i.e. Referral, Social Emergencies, Alerts, and Orientations Intake Manual (Maltreatment and Neglect Report Line – Call Center); Management for Referral Investigations (Minors), Case Management for Preservation Cases, Case Management for Foster Care Cases • “How to” Quick Reference Guides by topics (i.e. how to document a referral) • Norms, Procedures and Standards related to the Safety Model for the Investigation of Neglect Referrals Manual • Safety Intervention for CPS Case Management Manual • Institutional Investigation Manual (Children) <p>In addition, the application will be able to generate some of the forms used by our investigators and workers as part of their day to day operations.</p> <p>2015-2016</p> <p>IN PROGRESS- The most popular of the tools among trainees, according to the Trainers, have been the “helps” incorporated into the application. This open to the</p> |
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| | | | | | | | | section in the safety Manual they need help with when documenting their intervention during the investigation or the case management process. |
| 281 | | | Identification of visible and tangible results that meet the most urgent agency needs and that staff also identifies as a gain for them. (win/win situation) | a. Prioritize and target individual regional, service program and agency wide results or benefits that are very tangible and visible, to use them as selling points. Some of these could be worked concurrently. (Ex. Entering all required data into SICStA will substitute paper forms, will free time from SIS staff that could better be used in other system tasks, will enable the transmission of AFCARS from SICStA and produce a valid baseline). | Regional System Coordinators Data entry committee | a. Identification of the 'what's in it for me' factors | Aug-14 | <p>INITIATED-System Coordinators, as a group, is composed of direct services workers, local office supervisors, regional supervisors, substitute care supervisors, licensing and certifications supervisors, administrative support (payments), IV-E and adoption workers and supervisors. The following have been identified by them as tangible gains and that will promote the use of the system: new computers, forms and reports generated with information entered into the system, not having to re-enter, for example identifying information, reduce time spent in case documentation.</p> <p>2015-2016</p> <p>IN PROGRESS- As system users become more experienced with the application they will be acknowledging more benefits to</p> |

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| | | | | | | | | the system. The system was implemented recently and users are working on post migration tasks. |
| 282 | | | | b. Structure as short term deliverables. | Regional System Coordinators Data entry committee | b. Short term deliverables | Aug-14 | <p>INITIATED (282-283) - These deliverables are related to substitute care cases; the development of this functionality is still in progress. Among the short term deliverables the following have been identified: elimination of paper forms related to entering AFCARS data, court reports partially filled out by migrating pertinent information in the system into the court report format and statistical reports generated by the system not in paper by direct service staff.</p> <p>2015-2016 IN PROGRESS- The system is operational and the paper form to enter AFCARS data has been eliminated. The system was recently implemented and users will gradually become</p> |

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| | | | | | | | | familiar with the features of the system. |
| 283 | | | | c. Communicate the results achieved agency wide or by individual regions or services program. | Regional System Coordinators Data entry committee | | Aug-14 | <p>Initiated- System Coordinators have been the primary and quicker means of divulging system's (SICtA's) improvements. They are informed when improvements are implemented; generally, agreements are reached on this matter during meetings where the vendor is also present. Some of the Coordinators like Humacao's and Arecibo's Coordinators have been quite motivational in their e-mail communications with system users in their regions.</p> <p>2015-2016</p> <p>COMPLETED- Improvements to SICStA were communicated through official communications and through the regional coordinators. Also, users became aware of the improvements as they used the system, prior to SIMCa implementation.</p> |
| 284 | | | Naming of the new integrated case management system | A contest or another mechanism will be used to name the new integrated system, with significant participation of system users. | | Name Selcted | Dec-14 | COMPLETED- Coordinators were asked to submit names for the new system. Very few recommendations were received. ADFAN's Administrator named the system. |

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| 285 | | Continuous Entry of all the data requirements, for all the children under custody, with and open case during any part of the period beginning on October 1, 2013 and forward. | Coordination of Units at the regional level | a. Develop a strong coordination between the support/service units that depend on this inventory (IV-E, Finance, SIS, Legal Units, Substitute Care, Licensing and local offices) to create a master inventory that is kept up-to-date, with reliable information and that will be shared by these service units. | Associate Directors | a. Written instructions by each Associated Director about procedure to be implemented in each region. | August - October 2014 | COMPLETED- The Master Inventory was completed in each regional office. The Inventory is used, in this transition period from paper to a mechanized system culture, as <u>the</u> document of reference to corroborate the number of children in foster care. The exercise to create the Inventory obligated the members and supervisors of the units that depend on this inventory to talk with each other. |
| 286 | | | | b. Master Inventory of children in substitute care will be used to double-check and assure that all children that are in this inventory also entered into the information system to have all the children in the AFCARS, NYTD, IV-E, and financial/payment files. | Associate Directors | b. Master Inventory | August - October 2014 | COMPLETED AND ON-GOING- The 90 cases that were randomly selected, island wide, to explore the use of the system, corroborated that all the cases were included in the master inventory. Associate Directors, as well as supervisors of the support/service units that depend on this inventory (IV-E, Finance, SIS, Legal Units, and Substitute Care, Licensing and local offices) have verbalized that the inventory has been useful. It is being used as a reference to establish and verify, for example, the number of minors that need to be evaluated for IV-E in each region. In addition, the official count of children in foster care decreased from 6,500 to 5,143 We are |

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| | | | | | | | currently using the inventory to compare it with the AFCARS/LEGACY and the AFCARS/SICStA to further corroborate the actual and reliable count of children that must be reported into SIMCa. 2015-2016 IN PROGRESS- the Inventory will continue to be used during the transition phase from paper to full use of the system, to assure no minor is left out of the system. |
| 287 | | | Emphasis on results and Quality Assurance | a. Visits to each regional office by ADFAN Administrator and Sub-administrator to require achievement on specific performance standards, including the punctual and on-going entry of reliable NCANDS AND AFCARS data into the information systems. | Administrat or Deputy Administrat or | a. visiits schedule | Aug-14 COMPLETED- Between September and November 2014 ADFAN Administrator and Sub-administrator visited the 10 regional offices and met with the Associated Directors and Regional Supervisors; some of the Regional Directors participated. Regional supervisors had to present quantitative data on the specific performance standards. Some regions, such as San Juan and Arecibo presented a strong team work and a strong leadership; others such as Humacao and Ponce have a lot of room to grow in this direction. The objective of these meetings were to primarily “rock the boat” and require accountability |

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| | | | | | | | | for results in each of their local offices, to further impress upon them and communicate the Administration priorities, the emphasis on measurable results on specific time frames. The visits included moving to the regional supervisors' office for a demonstration of their use of the system. Many did not even know how SICStA works; others did, but were not using it. Between January and March 2015, each region then visited ADFAN's central office to give and update of their presentation. Most presented progress in the right direction. Ponce continues to present the most difficulty for lack of team work and weak leadership. |
| 288 | | | | b. To give Local, Regional Supervisors, Information Systems Coordinators, Associate and Regional Directors access to the compliance reports developed to measure performance on standards set on policy to ensure that the legal status, demographic characteristics, location, | Vendor | b. Access given | Sep-14 | COMPLETED AND ON-GOING- The Compliance Reports were demonstrated to all Coordinators on July 2014. In August 2014, a communication was sent out to Associated Directors, Coordinators, UIE Supervisor, Local Supervisors and Call Center Personnel with information on how to access the reports and a quick |

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| | | | | and placement goals and placement changes, for each child in foster care, are entered into SICStA in a timely manner and are readily available upon entry to care. | | | | reference guide on the reports (i.e. description, examples). On September 2014, UIE personnel participated of a demo on how to access the reports and explanation of the reports that could be used by their units. 2015-2016 IN PROGRESS- Last June 16, another demonstration was given to Associate Directors by SIMCA Project Manager of the reports available and how simple it is to use. They were instructed that, from now on, reports and data requested has to be generated with information in the system and, because of that, they need to continue to monitor closely, the continuous entry of information into the system. |
| 289 | | | | c. Associate Directors will monitor weekly performance and take the necessary actions to assure compliance. | Associate Dir. | c. Improvements in the level of compliance | November 2014 and ongoing | See 288 |
| 290 | | | | d. Night run of cases entered, errors/missing data identified | Associate Dir | d. Improvements in the level of compliance | November 2014 and ongoing | INITIATED AND ON-GOING- The report is sent to each regional office on a nightly basis and regions are correcting the data every two weeks. The |

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| | | | | | | | | <p>monitoring was initiated but the work with updating the SICStA screens has taken priority. Once this work is completed in the next few weeks, attention will focus again on entering all the required data and its quality.</p> <p>2015-2016 IN PROGRESS- Data quality has been consistently required. The staff is now getting acquainted with the new system, which means that errors will increase for a while. With the implementation of SIMCa, data entry has substantially increased as all case documentation has to be performed in the system.</p> |
| 291 | | Revise and take necessary actions to assure that only the cases that need case management services are the ones that are opened in the Family Preservation | To create a master Inventory | All cases to be reviewed and cases for closing will be identified. | Associate Directors Regional Supervisors | Master Inventory of Family Preservation cases | Dec-14 | Rows # 291-294 will be deleted as the work plan is being implemented by the Auxiliary Administration for Family Preservation Services. Refer Performance safety 2 and Services Family Preservation and Item # 190 + |

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| | | Services Program | | | | | | |
| 292 | | | Case closings | Cases closed will be closed in the system by completing FN-81 in SIRCSe | Associate Directors Regional Supervisors | Only cases needing case managing service will remain open. | Dec-14 | |
| 293 | | | Trainings | Training on the CMIS | Vendor/regional Coordinators | Training | March 2014 and ongoing | |
| 294 | | | Cases documentation in the system | Each case manager will enter and document case intervention as soon as he/she completes training. | LO Supervisors Regional Supervisors | Cases entered and documented on-going into the CMIS platform. | March 2014 and ongoing | |
| 295 | | Perform Gap analysis of SICStA's IV-E Module enhancements | Perform gap-analysis | Perform gap-analysis | Business Analyst IV-E staff | Gap analysis performed | 2015 | NOT INITIATED- The vendor has requested a third extension to complete the SIMCa project and has estimated approximately 600 hours to complete the IV-E gap analysis. Completing and implementing SIMCa is ADFAN's priority and in view of the up-coming IV E review, a solution will be sought to be able to select the IV E sample from the November 2015 AFCARS transmission, whether it be from SIMCa or Legacy. |

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| | | | | | | | | 2015-2016 NOT INITIATED- As a necessary prior step, a case management system associated to payments made to all residential facilities (foster homes and institutions)needs to be implemented. This is projected for completion before December 2017. The plan is to work in the IV-E module enhancements in 2017. |
| 296 | | | Evaluate impact | Evaluate financial impact and contract amendments | IT consultant Legal and Financial Directors | Signed contract | 2015 | See # 295 |
| 297 | | | Development and implementation | Enhancements developed and ready for implementation | IV-E Director | Enhancements developed | 2015 | See # 295 |