

Tallahassee, We have a problem.

What do you do when things go wrong?

The Data

- February 2007 Florida Office of Program Policy Analysis and Government Accountability (OPPAGA) Report on Redirection Programs.
- Evidence Based Associates (EBA) audit of agency
- FFT assessment of agency
- Input from Stakeholders

Develop Plan of Action

- Important to include all parties, stakeholders, contract managers, agency, team and evidence based program.
- Put it in writing and set deadlines
- Be open to all possibilities – including moving the contract somewhere else or completely revamping the team.

Lessons Learned

- Make sure data is gathered on at the least a quarterly basis.
- Don't be afraid to say this isn't working here.
- Don't assume that it can't work – with changes and lots of hard work on everyone's part.

Comparison

- The old team had 15 families closed January – April of 2007 and of those 7 were successful, 7 were drop-outs or never engaged in services and one was a runaway
- The new team closed 31 families October – December of 2007. 29 of those families were successful, 1 family moved out of the service area and one family refused services.