

CWAC Front End Committee

12/3/15, 10 am – 1 pm

Draft Meeting Notes, 12-7-15

Messiah Lutheran Church, Joliet

Present - Brian Berg, Kate Buchanan, Jeff Buhrmann, Ray Gates, Anne Gold, Kathy Grzelak, Nora Harms-Pavelski, Beth Horowitz, Johnikutty Joseph, Chris Kelly, Melissa Ludington, Doryce McCarthy, Karen Major, Laura Rios, Amy Roman, John Schnier, Marc Smith, Tim Snowden, William Steinhauser

Guests – Amy Still, Verleaner Lane and Kim Sharp

Minutes - Karen moved and Bill gave the second. No discussion offered. Approved as submitted.

Report From Data Group – John sent it to the Director. It will be formally presented at the next CWAC.

Safety Plans – Nora said we are looking at these and talking to staff about them. Anne did a presentation at the large meeting of AAs, RAs and others and gave statistics regarding disruption. AAs were asked to look critically at safety plans. P. 300 will roll out in a month or two, followed by safety plans training, which is under development now. *Nora said someone from this group can be involved with reviewing that training.

Johni asked and Nora said disruptions were about 1 to 3 percent. Experienced AAs have been asked to mentor newer AAs. Johni said we are revising the 2040 Intact Referral Form. Johni explained dynamics that need more attention in the 2040, including conversations had beginning with DCP, about whether to refer cases to Intact. Bill said we need to engage the family in Intact while they are still in crisis. If we show up a month later, they are not as monitored to engage. We should consider need for urgency as we develop more steps up front. Bill asked whether we need these referral forms, as the info is already in SACWIS. Bill said we quickly need the investigator at the hand-off. This is more urgent than the paperwork. Are we duplicating work? Nora said some workers don't read the files. Bill asked whether we want a human involved or a form. Bill said we should automate SACWIS so it pulls out Tier 2 narratives at the press of a button, as well as other reports. Anne reminded all that DCP is responsible for the safety plan until the investigation closes.

Anne explained we had 23 cases disrupt, so we are looking at predictive analytics to try and figure out which cases may disrupt, focusing on the DCP assessment process. Most of the families in the 23 disrupted cases had history with DCFS. We are looking at how DCFS DCP makes decisions about which cases should go to Intact. Most kids in these 23 cases are 6 years old or younger. Just fewer than 50 percent of these 23 cases had safety plans in place.

Nora said a lot of this can be captured with the Eckhart Foundation's nine predictive factors that are being developed. QA will also be looking at high risk factors. Specialty jobs are being posted for the training work. The focus now is on DCP. Every child death case and every prior involvement gets a

predictive review. Nora explained the genesis of the nine predictive factors is based on a situation that had happened in Florida.

*Nora will send Ray a 2 page overview of Elkhart's work, and Ray will send to members.

There is also a data company called Mine Share which is a computer overlay that can mine data from computer narratives. Jodie Gretskais the DCFS lead on Mine Share and Elkhart's work, along with QA Deputy Cynthia Richter. Mike, Nora and Anne are the subject mother experts. This will focus on the special cases and help us to determine how to get better outcomes.

*Anne will email members information about the AA/RA meeting that was held when the 23 disrupted cases were addressed.

Bill said if critical information goes into a form and not into SACWIS, we have defeated SACWIS. Anne said SACWIS is not getting the critical information now, so that is why we are addressing this via the referral form. Bill said it should go in SACWIS first-then be pulled out. Nora agreed ideally, but explained we are trying to help POS do their jobs better by addressing DCFS weaknesses.

Nora said we are rolling out revised P. 300 and the model of the supervision, as well as the simulation lab for Foundations - including supervisors. There is now more of a focus on debriefing cases with staff so that info can get into SACWIS. We are also trying to better expedite and track case opening. Grass roots meetings with agencies will also help move us forward. Kate said we need a timely connection with the family.

The group asked how they can help with this, more systemically. Nora said we need data, including the last time DCP saw the family vs the date the Intact referral was made. Anne said she has been looking at closed case reports as a way to get at this. We can track this now. All should continue sending to Anne, information on cases where a family can't be found plus safety plan issues, no-shows by DCP at TVs, missing info from DCP, etc. We need to move from fixing cases one at a time, to a more systemic approach. When Anne fixes these, she brings them to the attention of the AA and DCP supervisor. Nora said there are two critical actions - identifying service needs and doing the referral.

Data Reports- Anne has continued to request reports and they have gone to production, but they still have to be run manually. The programming piece has been completed. There is an example of a report this group has requested in today's packet. Members discussed various ways to use this report; including comparing these numbers with new DCFS investigations, in the same format. *John asked for this report to be sent to members. John said POS is serving a lesser number of families than they are contracted to serve. Kate said if numbers of maltreatment are rising and Intact numbers are dropping, we have a problem. Placement numbers are another factor. Marc has not had a referral since mid-November. Much of this has been discussed in the Data Committee that Marc hosted.

*Members said we need numbers, reports and people to explain them at future Front End meetings.

*Nora will chat with Chapin Hall.

Case Extension Review Form– Anne said the form is in today’s packet. It was produced by the small group that she led. The orientation is case consultation. Looking at cases open 6 mos., 12 mos., and Tier 2 at 12 months. Anne walked all through the form. Melissa said the Agency Recommendation and Rationale is redundant. Anne said then simply put “see above” in that space.

*Doryce will create a little blurb about why we need this case extension review process. All discussed when and why to use this. If a Tier 2 request is done at 6 mos., this case extension does not have to be done. Kate asked how we best use our time regarding these various processes that are redundant. We need to be effective with our human resources. Anne said most cases close before or at 6 months, 54 %, so there may not be many case extensions, when factoring in exceptions, etc. Doryce said they use the tier system as a supervisory tool. Anne said we looked at this as a case consultation tool, and it is helpful. When Doug Washington had Intact, he and his staff read cases and did this. We have 2 staff, so we do not have the person power in this office that is needed in order to perform this work.

Melissa said APT is already reading files and asking why cases are open so long. Anne said APT reads only 10% of cases. Bill said it’s more than 10% in his agency. Melissa asked what happens if the agencies don’t do this. Anne said we would contact them. Melissa asked how we can combine all these redundant functions. Anne said APT and Intact are separate.

Kate said cases staying open are negatives on the dashboard. *We need to fix this. *Anne is writing a proposal on how to deal with what we do, given that APT is already monitoring Intact. *Anne will seek this group’s support of her proposal.

*Kate asked that APT be at this group’s next meeting.

P302388- This was posted for review yesterday. Comments are due by January 8. Jeff asked whether and how performance should influence intake. *Bill asked for statistics through the case closing report. This will help us know how well we are doing.

All discussed how service availability and accessibility affect Intact work. This impacts the length of service as well as whether families come back to the child welfare system.

Comprehensive Policy Review Guide-2013.07- Anne said this is not being done re Intact; however, it is supposed to be done in 3rd quarter. She is trying to work with APT on this, and she will meet with them about it soon. Johni, Anne, and Ray will do the best they can. These reviews require data that has to be put in a DCFS computer system that creates reports specifically for contract reviews. The APT monitors that were doing this under Doug, have moved to APT. This looks like APT’s leveling meetings, so we are hoping to use that data. Members said that DCFS Licensing and Agencies and Investigations receive the personnel files, but they recently stopped doing Intact. Karen said the OIG did not say Intact has to do this. No one has ever received results from APT of the cases that they read. John said this work that Anne is saying Intact will do, is what Licensing largely already does.

*The group asked for a copy of the form we will use. Anne said she doesn’t know if she can print the form.

*Kate said take what Licensing and APT do and use it for this purpose.

*This group will write a recommendation about this and report it to CWAC. Anne told the group who does what on p. 15 Appendix C. Nora said the open slot beneath the Director on the Org. Chart will be filled by Adria Johnson, from Kentucky, beginning January 1. She will handle operation of the Dept. Strategic planning staff will report to the Director.

Training-Nora said training was discussed at the last CWAC, and it was agreed the CWAC Training Committee be revived. Cynthia Tate will organize this.

Kate described obstacles POS agencies run into, e.g., experienced staff required to be re-trained. Can we do abbreviated Intact specialty training? Also, staff can't get into training in a timely manner.

Kim explained CWEL training starts every Monday at 9 a.m. with a phone call, followed by 27 hours of self-directed learning. Then, Foundations classes begin once a month in Chicago and Springfield. These schedules will be posted. We run classes even if only 1 Intact participant. Re CERAP, etc. classes, we sometimes cancel for low numbers. Transcript reviews determine which training staff has to take.

Foundations take 16 days for Intact. The group asked how much information is in the same in the 20 days placement and 16 days Intact Foundations. Everyone has to take CERAP again. It takes 1 ½ days. Staff can be exempt from some Foundations sections that they have taken before, so long as it hasn't changed.

Nora said this policy is being revised. Chris said policy doesn't require passing Foundations to carry cases. Kim explained how each section of Intact Foundations is focused on the unique aspects of Intact work. It takes more time to re-train. * The group asked for reduced length training for experienced staff, and they will present this at the next CWAC.

Chris asked about higher failure rates in various training classes. Kim said trainees are having problems with CWEL taught on line. They admit they're not taking it seriously, taking notes, no quiet area to take trainings, being given other work to do, etc. WIU does reliability and validity reviews annually. We change test questions based on these reports.

Chris asked for training materials agencies can use with staff to help them study for CWEL. Verleaner said use the study guide that goes with the course. DCFS will continue considering how to train staff moving from one specialty to another. New training on 300 and 315 will impact Intact training. POS staff will help train 315, using a co-training model. All discussed whether this is mandatory for agencies to provide trainers. There is a difference of opinion on this question.

Contract Procedure Group- P. 302.388 came out yesterday. Members from POS decided to send their comments to fellow members. Anne explained the process after January 8.

Referrals - All are lower. Johni is assigning in Cook only. AAs do it downstate.

Minutes - Bill said, on p. 4 of the minutes, we asked that DCFS change Tier 2 so it doesn't drop the rate to 1106 until after 6 months. *Anne will ask Royce about this.

Membership – Teddy was working on this, but she has left the Dept. We don't know who will set up the necessary guidelines.

Next Meeting- Scheduled for Thursday, 1/7/2016 at the same time and place; then the first Thursday of each month, every month for the rest of FY16.