

**Illinois Children and Family Services Advisory Council
Meeting Minutes**

April 21, 2016 3:30 PM – 5:00 PM

Committee Members Present- In Person

Marge Berglind	Alicen McGowan
Robert Bloom	Anita Weinberg
Robert Foltz	

Committee Members Present- Via Phone

Tim Egan- CHAIR	Tyshiana Jackson
Merri Ex	Mary Crane
Jennifer Hansen	Jahlisa Glenn
Carlos Rodriguez	Maria S. Pesqueira

DCFS Staff

Director George Sheldon	Nora Harms- Pavelski
Jeremy Harvey	Michelle Jackson
Francis Cunningham	Theresa Hughes
Deanna Large	Michael Ruppe

Public

Brook Morimotto- ALTERNATIVE SCHOOLS NETWORK

Absent

Jill Glick CO-CHAIR- excused	Derek G. Velazzo
State Sen. Mattie Hunter- excused	Billie Larkin - excused
Erin McNamee- excused	Judge Patricia Martin- excused
Arnie Spaulding- excused	Antwan Turpeau
Jamaal Adams - excused	

Welcome and Introduction

Chair Tim Egan called meeting to order at 3:34 PM, asked Dr. Bob Bloom to lead the meeting in person.

Approval of Minutes from March 17th Meeting

Minutes were read and reviewed but could not be approved due to a lack of a Quorum, or majority of voting members present. Tabled for May 19th meeting.

Discussion Item

Discussion: Changes to Hotline, SCR, and UIR's

Deanna Large: The Hotline receives about 900-1100 calls a day. February was a record-breaking month with over 23,000 calls and 7000 investigations. We have a staff capacity of 92, and currently have 86 staff with 4 in training.

Dr. Bloom: Enquired about if Illinois 1/3 reports being investigated was on track for the national average, it is.

Director Sheldon: We are working to improve the Departments success during the appeal of a indicated report. We currently are losing appeals at a rate of 50%. There are issues around some for the fine lines of the allegations; we want to get feedback to the field when a report is overturned.

Alleged Child on Child Sex abuse:

Dr. McGowan enquired about the reports of sexual abuse for youth 4-5 years apart not take for investigation. Why is that?

Deanna Large: The Department needs an eligible perp, victim, and other requirements to file report. We should not be turning away the case, and we do have an allegation of highly sexualized behaviors. If we had a 14 year old and a 7 year old we would take that report, as an eligible caregiver. It is not a hand down denial. We may not have the authority to intervene in on these type of cases. If a mandated reporter, calls it is recorded permanently.

Dr. McGowan: Is a Family Advocacy Center (FAC) referral automated? Child on child sexual abuse is not being taken as a report.

Director Sheldon: If Child on child sex abuse is occurring, we have a responsibility to get the case to the right people. An FAC not being in the area does not relieve us of our burden to address the issue. If this is a loop hole we need to look at how to plug it

Nora & Mike: Child on child could constitute a criminal act. We always make referrals to CAC's to engage families and police. If youth are in group homes or facilities, they are our clients; we send information out to the caseworkers, to work with our youth to get services in place. We might not be able to do an investigation, but can provide services.

Deanna Large:

- Hotline Projects: Call volume, shift patterns, staffing...we want to meet the demands for the call volume. We are working to fill bi-lingual staff. We have 3 staff in Chicago to process English and Spanish calls. All Hotline workers got trained on revised Procedures 300. We included field staff and the call center. TO know the entity that generates the work for investors.
- Standard SCR foundations training, it is 6 week program with division of training and expert on floor
- We are revising our performance measure, to meet the demand of the call volume; we want to increase the quality of the intake.
- We are about to go through out COA, we are integrating CQI process, customer satisfaction, survey our investigators, to improve our outcomes. We will do survey of our reports who call into the system. We are working to complete this process as well. Want highest quality experience
- Consolidated location with a scheduled to move in Aug/Sept. We are scattered, we will be moving to one floor, to better manage work and outcomes.

Marge Berglind: Call volume is up 18%, any socio-economic factors, indicated reports are down 13% we had a high Dec. Jan and Feb,

Bloom: Do we see increase correspondence due to employment or other issues, with all the things that are happening, it is great that we do not see a big burst of calls.

Changes to education requirement for Investigators

Anita: There was a press release that went out, that they are doing more hiring of criminal justice and law enforcement folks. Is this related to the desire to make stronger cases?

Ruppe: We are trying to stay at 10:1 per month ratio. We have seen a transition of our workforce, and a backlog of need for Department of Child Protection (DCP). There are counties, which struggle to get candidates, we worked with CMS and AFSCME to get additional degrees approved for these positions.

Unusual Incident Reports (UIR):

Mike Ruppe: Unusual reports, are our way of track incidents with children in our care. It is hard copy and computer systems. There are two different systems today (RTOS and NOMAD). We started looking at changes in 2010.

Workgroup started again, we have broken to three groups

- 1.) Utility and function
- 2.) Missing youth – looking at the challenge in this system, OIG REC’s being considered
- 3.) Implementation, how to combine, what training, make sure we have a correct reporting system.
 - a.) Hard to understand trends, it is difficult to pull out all the people who are involved; we are working on aggressive schedule, sub-group starting to meet.

Procedures 331 draft is looking at all the issues, definitions, timelines, interactions ect. You are welcome to volunteer for participation,

Dr. Bloom: I want to go on record of issues I saw when I looked at the issues of UIR:

- 1.) Form was hard to read, it was hard to draw risk or intensity
- 2.) Understanding the interaction with police or use UIR to drive this topic of police interaction, react quickly needed
- 3.) Absence of review by management in DCFS and POS, we want to ensure there is a regular grouping of data to exec level, to hold agency accountable.

Marge Berglind: CCA also made these recommendation in past

- 1.) Appears to be inconsistency in reporting between agencies, the quality was a huge variety, some have many some use infrequently, should not be a barometer of quality.
- 2.) Ability to understand the high and low urgency of the UIR.

Dr. Foltz: Is there a national template of what a UIR should be, is IL like CA? How real time is the data that you can look at?

Mike Ruppe: National template needs to look at other states examples. It is only as good as the data is entered, but we know that there is a delay in the topic. If a UIR is not responded to then it automatically elevates to RA and AA action. So many things are reported, but there are a variety of needs to the disposition. Some reports need more time and review.

Anita Weinberg: Should the OPG be at the table to engage in the discussion?

Dr. MCGowan: In other states there was the same issue, but it boiled down to training, when to use. What type of training do folks get?

Ruppe: Facilities or agencies may train, but it is around the procedures at it stands, but they are following the procedures. That is why we are look at definition. For example, Missing youth. What and when it should be reported?

<p><u>Decisions:</u></p> <p><u>Provide Group an executive summary of trends on hotline calls, indicated findings, appeals and other feedback. (at least a Couple of months’ worth).</u></p> <p><u>Get a number of child on child sex abuse calls and the number referred to CAC’s. We might not be able to collect that accurately.</u></p> <p><u>Sheldon requested the protocol for Child on Child sex abuse.</u></p>	<p><u>Point Person(s):</u> <u>Mike Ruppe</u> <u>Deanna Large</u> <u>Nora Harms-Pavelski</u></p>
--	--

<p><u>Dr. McGowan, will review the practices with Director. Harms, Ruppe and Large will forward Protocol</u></p> <p><u>Get copy of the script of the hotline uses (group at large)</u></p> <p><u>Jeremy to send Dr. McGowan a copy of Procedures 300</u></p> <p><u>Mike to send Draft Procedure 331 for council to review and provide feedback on</u></p> <p><u>Add Hotline, SCR, and UIR to Agenda for JUNE 2016</u></p> <p><u>Council wants to review the progress of the DCFS UIR workgroup and provide feedback</u></p>	
---	--

I. Discussion Item

<p><u>Discussion: Custody relinquishment</u></p> <p>Marge: WBEZ article there was an article on an interagency agreement; We still want to know the statistics on the topic. Sub-group meeting coming in the near future. That Sub-group will review status and report out at the meeting following their sub-group.</p>	
<p><u>Decisions:</u> <u>Distribute to group at large:</u> <u>WBEZ article.</u> <u>Bazon Center article</u></p>	<p><u>Point Person(s):</u> <u>Jeremy Harvey</u></p>

II. Discussion Item

<p><u>Discussion: Mission, vision, and values- reading and Approval</u></p> <p>Cannot be approved, due to lack of Quorum. Tabled for May 19th meeting</p>	
<p><u>Decisions:</u></p>	<p><u>Point Person(s):</u> <u>Jeremy Harvey</u></p>

III. Discussion Item

<p><u>Discussion: Robert Rules of Order</u></p>	
<p><u>Decisions:</u> None</p>	<p><u>Point Person(s):</u> <u>Jeremy Harvey</u></p>

OTHER

Member requested information on Allendale

Michelle Jackson & Mike Ruppe provided insight:

The Department is hosting 3 listening circles, the first one is tomorrow

- April 22nd, to hear from providers. To glean ideas about innovative idea
- April 29th in Bloomington, legal stakeholders
- May 6th State agency round table discussion to bring together state agencies, who utilize or place kids in residential

Mary Crane suggested Youth should be a part of the monitoring reform: We are using the prior listening circles, that Casey families programs. Engage youth after they leave the facilities.

Distribute the YLC final report from Casey Families.

We want a youth voice at the table for the monitoring re-design, also changing the role, making monitoring accessible. We want to make DCFS available to youth in multiple forms. The advocacy hotline, the email box, suggestion boxes, ect.

We committed to on-going conversations, with the RYAB, SYAB, we embrace anonymity, but encourage specific contact information or facility.

We have been actively involved, increase monitoring, UIC monitoring, our DCFS Clinical went out, and are assessing these youth. Some youth no longer want to be at the cottage, working with the facility to work on reassigning. Some youth have indicated they do not want to return to the facility.

The assessment of youth in BUSH cottage, most of the youth were preparing for step down at the end of the school year, youth have indicated that they want to finish the school year

There are other issues, raised on social media and to our staff while on site. Youth have made additional statements about the improper use of restraints by staff.

Lake Villa Police department and DCF's are closer collaboration.

Counter aggression model per Dr. Foltz & Dr. Bloom is not the highest quality. We are reviewing the behavioral management of all our models to determine efficacy. Reviewing rule 384 as well. FOLTZ volunteered to offer assistance in the review of models.

OTHER

Annual meeting suggested for June instead of May, to ensure that we can get membership approved by the Governor.

Meeting Adjourned at 5:20

Next Meeting: May 19, 2016