

**Nevada Division of Child and Family Services (DCFS)  
Differential Response Steering Committee Meeting  
4126 Technology Way, Carson City, NV, 3<sup>rd</sup> Floor Video Conference Room  
August 3, 2016**

**FINAL Minutes**

**Videoconference Locations**

4126 Technology Way, Carson City, NV  
6171 W Charleston Bldg. 8, Conference Room B, Las Vegas  
1010 Ruby Vista Drive #101, Elko

**Attendees**

Carson

John Bryant, Washoe County Social Services  
Wylie Evanson, Washoe County School District  
Marko Markovic, DCFS  
Marla Morris, DCFS  
Mike Moulain, Washoe County School District  
Reesha Powell, DCFS  
Patrick White, The Children's Cabinet  
Bruce Cole, DCFS, recorder

Las Vegas

Mary Atteberry, Clark County  
Kristine Aviles, Hope Link  
Ileana Delfaus, East Valley Family Services  
Hayley Jarolimek, DCFS  
Jessica McGee, East Valley Family Services  
Alma Spears, Boys & Girls Clubs of Southern Nevada  
Laura Steeps, Olive Crest

Phone

Judy Andreson, Elko FRC  
Edrie LaVoie, Lyon County  
Jenny Russell, Elko FRC  
Kelli Weishaupt, DCFS  
Holly Zumwalt, Elko FRC

**I. Call to Order, Welcome, Introductions**

Marla Morris called the meeting to order at 9:03 and the roll was called.

## **II. Public Comment**

None.

## **III. Approval of May 4, 2016 Meeting Minutes**

Marko asked his last name be corrected. Alma moved that minutes be approved. Patrick seconded. Minutes approved.

## **IV. Action Item: Agency MOUs**

Hayley said that a draft of the MOU was sent out for comment on May 27, with a request for return by June 24. Changes were incorporated from the feedback. Emphasis was on who actually “owns” the casefile. These are property of the child welfare agencies, and retention protocols should be followed as they are for the State of Nevada. What John and Hayley cut and pasted into the MOU has to be fixed to reflect whether quarterly, regional quarterly, or state-wide meetings are being addressed. The other area is “privileged communication” – which is new, and put in at the recommendation of the Attorney-General’s office. There has been no legal feedback from either Washoe County or Clark County. The language about UNITY training must be changed to reflect that this is conducted by IMS and not DCFS Family Programs.

Edrie asked about language regarding “volunteer at a family resource center,” and wondered if something like “and/or Differential Response program” should be added, noting that, at least in Lyon County, these are separate entities.

Marla asked what the next steps would be. Hayley asked the meeting how respective agencies would review, approve, and review the MOUs. After discussion, resolved that proper persons would do so at agencies and then send to DCFS for signature and being sent on to Administrator.

Per Marla, the corrections will be done this week, sent out, and the MOUs returned in the next two weeks.

## **V. Action Item: Monthly Reports / Data Collection Requirements**

Marko spoke about the attachment tracking DR referrals Fiscal Year 2007. The percentages referred to DR, returned to CPS, closed, etc. are steady over the years. Each agency has received a new template for tracking this Fiscal Year. He is still working with IMS to see what data can be extracted from UNITY and what changes might be made in the reporting structure.

#### **VI. Action Item: Training Needs / Subcommittee Report**

Hayley reviewed the work of the subcommittee. That has been divided into two smaller areas: DR 101 orientation, and identification of core skills. She heads the group working on core skills and John Bradtke the group working on DR orientation. Her group met once, and will meet again this week; it is looking into what the Nevada Partnership for Training already has in place and can use for DR workers. They will invite someone from the University to see what they might add to DR training. The idea is that the basics of training should be the same for both DR and CPS workers. John's group has met once. As he was not at the meeting, because of case reviews in Washoe County, there was no report about that.

Marla asked if there was sufficient representation from around the state. Hayley said someone from the Partnership for Training (perhaps Matt Geiger) should be there, as well as someone from Washoe County. John Bryant asked if Jennifer Bascom would be appropriate to represent Washoe, and Hayley said she would be.

Hayley said the larger subcommittee will be meeting August 22, followed by meetings on September 26, October 24, and November 28. These will be teleconferences.

Hayley also said that one of the things they have been discussing is having DR assessment workers "shadowed" and that is why they need child welfare people at the table. Clark County has committed to this, and she would like to replicate this state-wide. Patrick said this is happening in Washoe, as well.

Hayley stressed that the biggest challenge is the small workforce of DR workers and their need to be "infused" into the current set-up of training. There has been some discussion of on-line training; Clark has begun doing that with some of its workers.

#### **VII. Action Item: Support Needs**

Marla said that in addition to this meeting a core group in DCFS meets to discuss Differential Response. Some of this has focused on support needs. DR has changed over time, the new policy should meet this new situation, and part of this is all players being supported in their tasks. She asked if anyone had anything to offer on this subject.

Alma said that once the training component is in place, a real lack will be filled. Edrie mentioned that the more rural an agency's work is, the more difficult it is to attract qualified applicants. Jessica echoed Alma's point about training, especially the hands-on and "shadowing" parts. Hayley followed up on Edrie's point, and wondered what the perimeters are for DR workers. Do all agencies have the same policies about background, degrees, experience? Alma said they had to have a bachelor's in some "helping field," but 3 plus years' experience within the field could be substituted if the bachelor's degree was in something else. Hayley asked if that was written down. Several people said they thought it was in job descriptions and in Policy and Procedures. Hayley thought the Rurals, especially, might want to look deeper into this at their quarterly meetings. Marla produced a User Manual drafted by Toby, though never finalized, which had the same set of qualifications as mentioned by Alma, apart from having the time of experience in place of a pertinent bachelor's being 2 years. Several people said that draft had been sent to them. Marla said that some determination could be made of what should go into Policy and what into the User Manual on this subject.

Reesha asked if all the meetings for DR were being held. Hayley said that quarterly steering meeting (at least in Clark) has been happening, though the other jurisdictions have not been as consistent; also, the monthly site-specific meetings have been hit and miss and also need to be more consistent. Patrick said that John Bradtke has said he wanted to “write out” the monthly meetings of the MOU and be replaced by every other month or even quarterly. Mike confirmed this. Marla said the ideas behind the more frequent meetings was so that cases would not fall through the cracks. Patrick said they staff daily with Kristin Monibi at Washoe, so that monthly meetings tended to be redundant. Marla said that site-specific meetings were supposed take care of this, so that the rural people wouldn’t have to travel a lot and to ensure that support was being provided to the agencies. Hayley said the idea of the quarterly meetings, as distinct from the ones just discussed, was not take to review cases, but to provide technical assistance about training and programming; Clark, for instance, has recently covered mandatory reporting and will soon be doing security issues. Hayley said she would talk to John about MOU language, and stressed that cases belong to both the DR agencies and the welfare agencies and that partnership is the point of all the meetings. Marla asked if anyone felt they were not getting support. Jessica had expressed her concerns to Hayley that one of her units (East) was not getting a timely response. Jessica said that an e-mail was going out asking for 24 hour response time. Marla said she was glad that Jessica had reached out to Hayley on this, and that’s how she wants this to work. She said that DCFS has partnered well with Clark and Washoe; sometimes a problem isn’t recognized until someone points it out to the other partner. Finally, Hayley noted that not all Policies and Procedures on DR are finalized, and saw this as another project that will have to be completed. She and Marla agreed this could be looked at internally and then a work group formed.

#### **VIII. Discussion Item: Program Updates**

Patrick said that he met with working group on UNITY, and Marko said that when IMS finishes a current high priority project, an initial abstract should be produced and presented at the next DR steering committee meeting. Mike said their two DR workers have been in training to now receive cases for age 0-5. John Bryant, looking at minutes from last meeting, asked Hayley if there was still consideration on using ACTION to study a safety model from another state. She answered that is an alternative if DMG does not approve use of the NIA. She is trying to coordinate conversations with ACTION as to how the NIA could be modified to meet DR needs and still assess family safety and functioning. Edrie said they have just hired a new DR worker, and will be interviewing soon for another. They have asked (temporarily) DCFS not to send referrals unless they are urgent. Holly said that Jenny has just finished her first week of CORE training, and Holly is handling her cases while that is going on. Alma said one of her workers will go on FMLA any day and should return in mid-November. Kristin and Laura said things are slow at their respective agencies, little else to report. Jessica said a new worker has been hired for Central. Iliana will be taking over for Jessica when she goes on maternity leave in December; she also said that East Valley is instituting a client-management data base to track cases more effectively and hopes this will have better data, especially as to why cases are closed, for UNITY in future. Marko thanked her and said he would pass along to her the spread-sheet that was originally developed for Washoe County.

### **IX. Public Comments**

None.

### **X. Adjournment**

Marla announced the next meetings will be on November 2, in Carson City.

Meeting was adjourned at 10:04 AM.