

**Department of Health and Human Services (DHHS) Grants Management Unit (GMU)
Differential Response Steering Committee Meeting**

August 7, 2013

MINUTES Approved November 14, 2013

Meeting Locations

Carson City: Division of Child and Family Services, 1677 Old Hot Springs Road, Suite B

Elko: Division of Child and Family Services, 1010 Ruby Vista Drive, Suite 101

Las Vegas: Division of Child and Family Services, 6171 W Charleston, Building #8 Meeting Room

In Attendance

Las Vegas

Alicia Davisson, East Valley Family Services, LV Central, LV East, and Pahrump DR

Alma Gomez, Boys & Girls Clubs of Las Vegas, LV West DR

Andrea Michaels, HopeLink, LV South DR

Angela Phillips, Olive Crest, LV North DR

Jennifer Pritchett, Clark County DFS

Toby Hyman and Gloria Sulhoff, DHHS GMU

Carson City

Betsey Crumrine, Rural Regional Manager, DCFS

Joyce Buckingham, Ron Wood FRC/DR

Karen Stoll, FRIENDS FRC/DR

Mary Kennerly, Lyon County Human Services FRC/DR

Michael Mouljian, Washoe County School District FRC/DR

Otto Lynn, Washoe County Department of Social Services

Patrick White, Children's Cabinet DR

Rosalyn Paez Carlton, Washoe County School District FRC/DR

Sally Dutton, DHHS GMU

Wendy Pearce, FRIENDS FRC/DR

Elko

Holly Zumwalt, FRC/DR of Northeastern Nevada

Judy Andréson, FRC/DR of Northeastern Nevada

Marlene Dick, FRC/DR of Northeastern Nevada

Via Telephone

Kristin Monibi, Washoe County Social Services

I. Call to Order

Toby Hyman

Toby Hyman called the meeting to order at 9:03 am and led self-introductions from attendees in Elko, Carson City and Las Vegas. Kristin Monibi participated via telephone.

II. Public Comment

None

III. Approval of Minutes

The minutes of the May 8, 2013 meeting included some information in agenda item III (added in red font) to clarify a comment made at the February 13, 2013 meeting. The document also had

formatting issues on agenda items IV and X; the highlighting on the item numbers has no significance and should be disregarded.

- Mike Moulian made a motion to approve the revised minutes of the May 8, 2013 DR Steering Committee meeting. The motion was seconded by Patrick White.

IV. Program Updates

Toby reviewed the DR Program Report through 6/30/13, which showed that 5,698 families had been served since the beginning of the program in 2007 through the end of the fiscal year, June 30, 2013. Fiscal year 13 saw a significant drop in the number of cases being returned to CPS, from 44 and 47 in the previous two years to only 13 last year. Toby added that this is especially impressive considering that as DR workers have become more comfortable with the work; they have taken on more difficult cases. Toby praised and thanked the case workers for their diligence. Sally commented that the "Number of Open DR Cases" column on the form shows the number which should be used on July's monthly report.

Alma, Boys & Girls Clubs of Las Vegas, DR West: Things are slow with only 12 cases, mostly educational neglect left from the prior school year. They have only received one or two cases during the summer. As it has been slow, the DR workers have been assisting the FRC with office tasks, preparing for the new fiscal year. Their Back to School party had low attendance, which Alma attributed to the heat or to the numerous other back to school events being held in the community.

Angela, Olive Crest, DR North: They have been getting new cases every week and currently have 34, mostly inadequate food or inadequate supervision. The Olive Crest offices are moving to Craig and Rancho in September and will be consolidating two offices to this site. They are also holding Back to School drives.

Andrea, HopeLink, DR South: A lot of families with children on the autism spectrum. They currently have 22 cases. The DR workers are pitching in in other areas of the FRC to keep busy. Their Back to School event will be held in two weeks; last year 1,100 children were served, but enrollment is down this year. HopeLink is interviewing for a new DR worker; the one they hired two months ago has just given her notice. It seems she didn't expect the types of cases and challenges of working with the families.

Alicia, East Valley Family Services, DR East, Central and Pahrump: East and Central have a total of 18 cases. Pahrump is catching up. Alicia commented that it's her agency's policy for DR workers to take their vacations in the summer, but they have also been helping with the FRC. Some goals they are working on include finishing the agency manual for DR, updating affordable housing list, etc. Alicia shared that they had received three referrals, but by the time the DR workers showed up the next day, the families had disappeared.

Joyce, Ron Wood FRC: The two DR workers are handling about 12 cases, low due to the seasonal slow-down. They are also busy with Back to School events. Everything is going well.

Rosalynnda, Washoe County School District FRCs: School starts on Monday, August 12, but the staff reports today. They have 21 cases. They have the nurses at CPS on board and currently have two high-risk medical cases. They are seeing more severe mental health issues. She has a meeting scheduled with the school police, then will arrange to meet with the school counselors and nurses to give presentations on the DR program to help them understand what DR does. WCSD has a new schedule beginning this year: school starts on 8/12; a new break in October, December break will be three weeks instead of two; spring break will be two weeks instead of one; and the last day of school is June 13, 2014 instead of the first week in June. All schools, elementary through high school, are on the same schedule. Everyone is hoping the new schedule will have a positive impact

on truancy. Mike added that in Sparks, they are seeing a lot of custody and divorce cases, causing problems.

Patrick, Children's Cabinet: They are experiencing the seasonal slowdown but expect a boost once school starts on Monday. His Spanish-speaking caseworker, Alex, is taking a position at Washoe County Department of Social Services and gave his notice late yesterday afternoon. They will be interviewing first internally, and are looking for someone with bilingual skills.

Sally, DHHS GMU: While summer is the slow season for DR, it is the busy time for GMU, closing out the old fiscal year and setting up new grants for fiscal year 2014. Sally asked that everyone please be patient with GMU staff.

Karen, Churchill: Things are slow, with 14 cases, but they have seen an increase in physical risk, anger issues, and anger management classes. Community Day was held last week, and activities included distribution of clothes and school supplies, haircuts, and physicals. During the summer free lunch program, an average of 600 children per week participated. The community also provided free swim passes and swimming classes to keep children busy during the summer. Karen announced that their Suicide Gatekeepers program would be starting at the end of August or beginning of September. The training will start with teachers and bus drivers, to learn to recognize warning signs and help people feel more comfortable talking about the subject of suicide. "Question, Persuade, Refer" will also be offered in parenting classes. The program is funded by a grant, almost \$10,000, to reach 140 adults. The program is not through the Office of Suicide Prevention (OSP), but they are working with the Coalition. OSP mainly does "ASIST" which Karen and Wendy have taken. Toby added that the OSP also offers a "SAFE TALK" training which was offered to FRC and DR workers in the South, many of whom attended. It's a 2½ hour training and part of the OSP spectrum. Toby thought it was being offered in the north, also. OSP staff Janette Massolo said they could come into the schools. Toby thought that might not be feasible in Clark County, as she thinks CCSD is using a different program, but in response to Alma's interest, thought that it could be offered through the Boys & Girls Clubs.

Mary, Lyon County Human Services: It's been slow. They currently have 14 cases and were seeing some severe mental illness. Mary attributed it mainly to the heat, plus there is nothing to do in the rural communities. She said they try to get people involved in volunteering. One worker is out on maternity leave.

Betsey, Rural Regional Manager, DCFS: Betsey began by mentioning that she has not attended the DR Steering Committee meetings in about 1½ years but hopes to start attending more frequently. She oversees nine rural DCFS offices; there are managers in four of those offices. She heard of an issue regarding an attorney's request for records from DR and asked about the policy on how information is released. Sally said that Elko and Ron Wood had issues not too long ago. Elko added that their issues were resolved following DR protocol; they worked with the AG's office and our office, and had conversations with Sally and Toby. Sally will ask Laurie who our AG is. Betsey asked what the DR protocol is when they get a request from an attorney for records. Toby responded that because they are CPS cases, the attorneys are referred back to CPS offices or DWSS. When DR staff are subpoenaed, they go to court and answer questions, but are told not to bring any paperwork with them. The hard files contain the intake form, informed consent form, and the release of information form. All case notes are kept in UNITY, with no hard copies in the files. Rosalynda said she also contacts their school district attorney to make sure both agencies are being covered correctly. Toby will send the DR protocol to Betsey. Betsey also asked about the ability for DR to kick back a case if they assess safety concerns, and how that is re-coded in UNITY. Toby replied that if this occurs at the beginning of a case, in UNITY there is a "DR to CPS" window, and DR calls CPS. If something comes up during an ongoing case, DR makes a new report. Otto, referring to the

“Number of Cases Returned” on the DR Program Report, commented that doesn’t always generate a new report, when you find other issues.

Otto, WCDSS: Otto reported they are rolling out the NIA and that brings up an issue: policies and regulations need to change to adapt to the change in the law. Toby agreed that there is an interest now that the law has changed, and DR can take situations of improper supervision/food with children under five present. Toby had heard from Suzanne Wright that Clark County is working on a new policy. NRS, NAC and Child Welfare Policies all need to change. Sally suggested training is needed on dealing with this; she and Toby will discuss additional training. Otto had no other news except that they have hired six to eight people in the last two months, and three of them resigned this month. He’s hoping they can do a better job of screening the applicants. Arizona has a YouTube video on “The Life of a CPS worker” that he wants to incorporate in their hiring process, in order to give applicants an idea of what the job entails. Toby asked him to send her the link to that video so she can forward it to everyone. The new staff person at Hopelink that Andrea mentioned had left after two months did not have an understanding of what to expect. If she had seen that video it’s likely she would not have accepted the position.

Kristin, WCDSS: Nothing to report.

Holly, FRC of Northeastern Nevada: Holly reported they currently had five cases, including inadequate food, supervision, and three others. They travel to Wells and outlying areas in the hills, mountains and along dirt roads. They have been working with Communities In Schools for food and school supplies, and the Wells FRC for food and other assistance.

Judy, FRCNEN: From a management standpoint, Judy reported that they are implementing a supervisory plan for DR. As the new ED, she saw a need to formalize that for the agency. The County is looking to form a truancy board; truancy is a big problem because of all the shift work at the mines, and they hope this will help address the truancy problem. Holly ran the truancy court program several years ago, and they have been calling her. She’s not sure if she’ll be on the truancy board – it may be a conflict of interest because of the number of DR cases that are because of truancy issues, but she will be attending the meeting today. NRS 392 talks about developing advisory boards and how FRCs can assist. Elko is in the development stage. They’re looking at the NRS and thinking about who should come to the table. Sally commented on Judy’s supervision plan. The previous ED, Cindy Canaday, who left about a year ago, was very knowledgeable. After Cindy left, Judy saw a need to put something in writing. Toby thought it might be helpful to put Judy’s supervision plan in the DR User Manual as an example.

Marlene, FRCNEN: Marlene said that she is still new at the job, but is feeling more comfortable. She and Holly work closely together with their cases, and she knows the number of cases will increase once school starts.

V. **Next Steps – DR and Safety Assessment**

Sally

Concerns with changes in safety assessments which take on more importance now that DR can take cases that includes children under the age of five. Sally will be attending the five day CPS Module 3 training in Washoe County that addresses the new safety model (Nevada Initial Assessment: NIA). The NIA assesses present danger and impending danger. Sally and Toby would still do our initial training, but this is so essential, we are considering the benefit of getting DR workers into this training.

A discussion on whether DR should continue to use NCFAS-G or move to the NIA in order to use the same safety assessment that the three child welfare agencies are using. The NICFAS-G is a rating system only, but the NIA has no scores, so you can’t tell if the family has improved. This topic will be

left on the agenda to let Clark County catch up. Betsey said the safety assessment has been perfected; it is very cut and dry, not ambiguous at all. Have come a long way in clarifying it. Otto: next steps? Talking to the directors? Toby: If we could meet with representatives from Clark, Washoe and the Rurals, we need to start moving. Current and new staff go through that training. Otto said Clark is leaning toward NIA, now would be the time for DR if south could go through the training with Clark County. Jennifer, who took Annette's position at Clark County, had no further news on this. Toby will contact Debbie Croshaw, Otto suggested she contact Paula or Lisa. Also need to meet with higher ups of all three agencies. Betsey suggested they contact Jill also for UNITY changes, edits, IMS needs to be involved; Toby will see if Jill is available as her office is in the building where the LV videoconference was taking place. Sally said that since we are close to completing the manual, this could be their next project.

VI. DR Procedural Manual

Toby

Toby had hoped to be able to provide an initial draft of the manual at this meeting, but as Sally had mentioned earlier, this is the GMU's busy time. The next manual meeting is Monday, August 26 at 10 am and she hoped they could make progress. She also mentioned the manual is alternately referred to as a "User Manual" or "Procedure Manual" as the official name had not yet been decided.

VII. UNITY Issues

None today.

VIII. Quality Assurance Review Process for DR

Sally

Sally explained that the Quality Assurance Subcommittee has been reviewing the CFSR tools and pulling in what's appropriate to DR. She stressed that they do not want to lose the integrity of the tool, but some parts do not apply to DR. Representatives from all three welfare jurisdictions and DR folks are on the subcommittee, as well as Trina, Ben and Suzanne. The standing meeting schedule is the third Thursday of the month, and their next meeting is Thursday August 22 at 2 pm. All are invited to join the subcommittee, please contact Sally if interested.

IX. Public Comment

None

X. Additional Announcements and Adjourn

Holly asked a question on behalf of Judy, who had already left the meeting. She wanted to know if the site meetings are in addition to these quarterly meetings? Sally explained that yes, the site meetings are in addition to these quarterly DR Steering Committee meetings, and offered to call Judy. She further explained to Holly that she should be meeting with Eileen and Judy monthly. Toby added that the rural regional meetings need to be reinstated. DR policy states that GMU staff have monthly site-specific meetings with DR and CPS partners to talk about specific cases, and quarterly Clark County DR meetings where broader issues are discussed.

Sally thanked everyone for attending the meeting, and again welcomed Jennifer to the group. Attendees were reminded of the sign in sheets, and were asked to please scan and e-mail them to Toby. The next meeting is scheduled for November 6. The meeting adjourned at 10:17 am.