

**Nevada Department of Health and Human Services (DHHS)  
Family Resource Center Differential Response Steering Committee  
DRAFT Meeting Minutes  
Wednesday, November 7, 2012**

**Videoconference Locations**

Nevada Division of Child and Family Services – Meeting Room, 6171 W Charleston, Bldg. 8, Las Vegas, NV  
Washoe County Dept. of Social Services – Conference Room, 350 S Center Street, 3<sup>rd</sup> floor, Reno, NV  
Teleconferenced for Elko and other locations: 1-888-363-4635 Access Code 6141714

**Attendees**

Via Phone:

Jan Fragale, Manager, DCFS  
Laurie Olson, DHHS, Chief, Grants Management Unit  
Suzanne Wright, CPS Specialist, Carson City

Reno:

Rosalyn Paéz Carlton, Washoe County School District, DRU  
Sally Dutton, DHHS, Grants Management Unit  
Otto Lynn, Washoe County Social Services  
Mike Moulia, Washoe County FRC DR  
Kristen O’Neill, Washoe County School District  
Patrick White, Children’s Cabinet

Las Vegas:

Debbie Croshaw, Clark County Department of Family Services  
Alicia Davisson, East Valley Family Services, Las Vegas East and Central DR  
Alma Gomez, Boys & Girls Clubs of Las Vegas, Las Vegas West DR  
Toby Hyman, DHHS, Grants Management Unit  
Annette Jordan, Clark County  
Andrea Michaels, HopeLink, Las Vegas South DR  
Angela Strobel, Olive Crest, Las Vegas North DR  
Gloria Sulhoff, DHHS, Grants Management Unit

**I. Call to Order and Announcements**

Toby Hyman called the meeting to order and after introductions from the attendees and participants, noted there was no representation from Ron Wood FRC, Elko, and Churchill and Lyon Counties.

**II. Public Comment**

None

**III. Approval of Minutes of August 1, 2012 Meeting**

Several corrections to the minutes were requested:

- Page 1, under “Present in Carson City,” correct name of Susan “Riser” to Susan “Wright”
- Page 4, first paragraph referencing the name of the Washoe County School District Superintendent, change “Carlos Garcia” to “Pedro Martinez”

- Page 4, under Item V, correct second-to-last sentence: The MOU for ~~the Rurals~~ Washoe, once back from ~~Betsy~~ Otto, will go to ~~Kristine~~ Kristen McNeill.
  - Page 6, under Item IX, correct Jan's statement from "timeliness of review" to "timeliness of investigation."
- Otto Lynn moved to approve the minutes with the aforementioned corrections. The motion was seconded by Patrick Wright and carried unopposed.

The revised minutes will be sent out once they've been corrected.

#### **IV. Program Update**

Toby Before we go to that, if you could look at the report through 9/30/12 that was sent out, it was a corrected copy, when Rosalynda sent the October report she included a revised September report but I had already sent the quarterly report out. This one with yellow highlights shows the corrected numbers. For the first quarter of fiscal year 13 there were 246 families referred to DR from DCFS four returned and 276 cases closed.

Las Vegas DR South: Andrea Michaels reported they are pretty stable with DR cases, about 12 for each of the 2 workers, getting a lot of custody issues coming in but families have been responsive and cooperating with workers, allowing caseworkers to check with collateral sources and make sure things are okay.

Las Vegas DR West: Alma Spears reported they also have a lot of custody cases. Other than that everything is pretty manageable. DR West took some north cases while one of the DR north staff was out on maternity leave, but not too many,

Las Vegas DR North: Angela Strobel one of the DR staff is out on maternity leave, right after that Angela took some time off, and 11 DR cases were referred in a week which left Gisela with 26 cases on her own. Four cases were closed, so she currently has 22 cases. Thanks to East Valley and Boys Girls Club for helping to pick up cases the north could not take.

Las Vegas DR East and Central: Alicia Davisson reported that at the close of October they had 22 cases in Central, 13 cases in East, and five cases in Pahrump.

Children's Cabinet: Patrick White reported the Children's Cabinet DR program has been very busy. The connection was poor so much of what Patrick reported was difficult to hear.

Washoe County: Mike Moulian reported that they also are very busy and have had some ups and downs because of staffing. They hired a new DR staff who had been trained and on board, but resigned to take another position. The new staff, Leila Rakban started October 1, 2012 and is currently in training. Staffing has been a challenge this year.

Annette asked if the DR programs are getting a lot of reports that are about custody. Alma said they do get a few where a report alleging inadequate supervision or environmental neglect is made. She gave an example of a report that was made as inadequate supervision in the morning; the mother is a bus driver and left her children home for 45 minutes alone. One of the children is older and a neighbor takes the children to the bus stop. Alma said they usually close those cases very quickly. Toby asked if there are similar situations in the north. Patrick said they are common in the north also; the DR staff assess the family for safety and close the case quickly. Rosalynda said they sometimes have parents who are in the middle of a custody fight where the parents call in reports on each other. Rosalynda said they explain their role, assess the safety of the children, and close the case.

#### **V. Updated Memoranda of Understanding**

Toby reported that the Clark County MOUs have been signed by all parties, Amber Howell from DCFS, Lisa Ruiz-Lee from Clark County DFS, and the four FRCs in Clark County. Otto said the MOU was sent to the Washoe County DA and was returned last week and the comments have not yet been read. Once Otto reviews the comments, he will send them to Toby and Sally. Kristen McNeill is the Chief of Staff of the Washoe County School District and she will be the person signing the MOU for the WCSD.

Jan and Suzanne were asked if they had information about the rural MOU. Suzanne said she can inquire from Amber what's going on with it. Toby said she sent an email to Betsy a couple weeks ago so she will also try to pursue it. Toby said she appreciated everyone's help to finalize the MOUs.

Laurie Olson asked whether there was a formal deadline for getting the MOUs in place. Toby said there probably should be, but we never had anything in writing for when the MOUs should be in place. Olive Crest came on board without a MOU, which is why it was revisited. There will be some changes to the Clark County MOU next year because there were some changes after everything was signed. We will take care of the changes next year.

#### **VI. Discussion Regarding DR and the Safety Assessment**

Toby commented that there was a discussion at the August 1, 2012 meeting about DR and the Safety Assessment. Otto mentioned in last meeting that the rurals and Washoe are using a different safety procedure and that Clark County is going to come on line with it. Debbie said the target date is unknown, but estimation is not for the next 18 months or so. CCDFS staff are meeting with representatives from ACTION January 14, 2013 to initiate that process. Toby asked Otto if he thought we should talk with Theresa Costello from Action for Children Network to discuss what's going to happen. Otto said he thought that would be a good idea since she's also involved in DR. Toby said a conference call could be schedule with Sally, Otto, and Debbie to discuss how to move forward on the discussions of DR and the new safety assessment.

#### **VII. DR User Manual**

Toby said it is on our list to develop a DR User Manual. Alicia suggested breaking it into sections. Toby said that is a good idea, but let's have an initial conference call with the committee, then assign sections to different people.

#### **VIII. UNITY Issues**

Otto said that about two weeks ago things went horribly wrong with UNITY. Alicia and Angela said they could not get into UNITY and Andrea said she was not able to update, but Alma said she was not having problems. Patrick said their computers were down a little while and Rosalynda said they were back up now, but case notes and closures are backlogged. It was suggested to add notes in UNITY to explain the delay in keeping the case notes current. Sally said she had problems downloading the update. Annette said if people are having problems, there were bugs in the case notes.

Otto said IT must not have tested every window. The whole operating system was changed to move to web-based. This was the first step. Annette said she thinks they learned what not to do, so next time things should go more smoothly. Angela said she is not on all the distribution lists; Gisela got some emails that she didn't get and Alma added that the notifications are being sent by two different people. Toby said she will send an updated organizational chart to the Helpdesk.

### **IX. Quality Assurance Review**

Suzanne e-mailed ListSers from other states asking if anyone did QA's for their DR programs. Minnesota responded that they are able to look at DR if it was involved in a particular case, but they did not have a QA system for DR on its own. Other states are also trying to create a document for their DR programs. Otto asked if MN reviews DR as part of case sample; Suzanne said if DR is in case review, they will work it in, but no tool just for DR cases.

Otto said the CSFR pulls these cases just like any other so a separate tool isn't needed, just a process. Jan said cases are pulled to satisfy the PIP and there is a push for all states to have their own QA in place, she thinks some of CSFR will morph into state reviews.

Jan said it is a good idea to keep this on the Steering Committee agenda, but now DCFS has to think about getting in place a continuous quality improvement plan. Toby asked what is going on in Washoe County when you pull up cases with DR involvement for quality review. Otto commented that the state does reviews, but they don't pay much attention to DR. Jan said she could think of one case that was an in-home case. Otto said according to the feds, DR is considered in-home services and we have to get some kind of QA for the DR program in place. Debbie agreed and said we failed on one case and that can't be ignored. Annette asked if Washoe does any internal reviews. Otto said not of DR.

Jan said a tool to measure DR Services needs to be developed; currently the state is struggling with the ability to do regular CSFR's across the state. She said that we could start looking at the time lines and what standards we would like to meet and develop a tool for that. She said we're looking at continuous quality improvements; right now we're struggling with the capacity and the ability to just do regular reviews across the state.

Laurie asked who is most qualified to actually conduct the review. Toby and Sally said that they do look at timeliness of response and case notes; it's not a formal process. Laurie said she isn't sure that the grant manager, even a Social Service Specialist III like Toby or Sally are really the right people to be doing that kind of review. Jan said a lot of people are brought in to do CSFR's and now the feds are saying the people who are doing the CSFR's should be people with direct DR experience; however, Jan said she doesn't think anybody has really looked at DR. Deciding what you want to measure is the first step in developing the tool, and then developing the training is how you develop your capacity. Some states certify their QA people; we're just at the baby steps at this.

It was decided to form a subcommittee to look at what we want to measure and then what kind of tool will be developed and how it would be integrated into the state's QA program. We should look at item #1 of the CSFR which discusses time lines and item # 17 which discusses the service component. Annette commented that the DR User Manual will need to be incorporated into the QA process. Volunteers for the subcommittee are Annette, Debbie (or team member), Suzanne, Otto, Kristen, Patrick, Alma, Toby, and Sally. Toby will get a DR volunteer from the rurals. The QA tool and the DR User Manual will ultimately be integrated.

### **X. Public Comment**

Toby commented that we will add an item to future agendas, "announcements and additional information."

Pat asked if the NCFAS questionnaire was due in November and Toby confirmed it was due the end of November. She said she has received two completed questionnaires from Lyon and Churchill Counties. Rosalynda said they have a new volunteer who could do complete the questionnaires over the phone. Toby said she would resend the forms via e-mail.

Toby announced that the 7<sup>th</sup> National DR conference is November 14, 15, 16, 2012 at Lake Las Vegas. She sent an e-mail on Friday to those flying in with information on the ground transportation. Lyon County DR staff are doing a workshop on Protective Factors and how they integrate with the DR program and Toby and Debbie are doing a workshop on DR in Nevada. Otto said Theresa Costello might be at the DR Conference and she might be available to discuss the safety assessment and DR.

#### **XI. Adjourn**

Toby adjourned the meeting at 10:12 am and announced the date of the next meeting scheduled for February 6, 2013. The north location will be in Carson City, 9 am