

**Department of Health and Human Services, (DHHS) Grants Management Unit (GMU)**  
**Differential Response Steering Committee Meeting**  
**May 8, 2013**

**DRAFT MINUTES**

**Meeting Locations**

Las Vegas: Nevada Division of Child and Family Services, 6171 W Charleston, Bldg. 8, Meeting Room  
Reno: Washoe County Department of Social Services, 350 S Center Street, 3<sup>rd</sup> Floor Conference Room  
Elko: Department of Child and Family Services, 1010 Ruby Vista Drive, Suite 101, Conference Room

**In Attendance**

Las Vegas

Alma Gomez, Boys & Girls Clubs of Las Vegas, LV West FRC/DR  
Angela Phillips, Olive Crest, LV North FRC/DR  
Debbie Croshaw, Clark County DFS  
Toby Hyman and Gloria Sulhoff, DHHS GMU

Reno

Karen Stoll, Churchill County School District FRIENDS FRC/DR  
Wendy Pearce, Churchill County School District FRIENDS FRC/DR  
Kristen Monibi, Washoe County Department of Social Services  
Mary Kennerly, Lyon County Human Services – DR  
Michael Moulian, WCSD FRC/DR  
Otto Lynn, Washoe County Department of Social Services  
Patrick White, Children’s Cabinet DR  
Rosalynda Paez-Carlton, Washoe County School District DR  
Sally Dutton, DHHS GMU

Elko

Holly Zumwalt, FRC of Northeastern Nevada DR (on phone)

**I. Call to Order**

**Toby**

Toby welcomed the group and called the meeting to order at 9:07 am. Roll call was taken in Reno and Las Vegas. In Elko, Holly joined the meeting via telephone.

**II. Public Comment**

None

**III. Approve Minutes of February 13, 2013 Meeting**

**Toby**

Before calling for approval, Toby asked for clarification of several items in the draft minutes that were distributed to the group, resulting in the following changes.

1. Otto clarified that educational neglect cases first go through a 20-day monitoring by the school district, then they are reported to Washoe County Social Services, and then they go to DR. He also explained the 20 day monitoring is a mini-contract with the family and students to monitor improvement. If there is no improvement, it goes to SARB (Student Attendance Review Board.) There are several levels to SARB, SARB1, SARB2, and Elementary SARB, where the children are not cited due to their young age. SARB 2 is a citation for truancy and starts in the juvenile system.
2. At the top of page 3, the school district in Carson decided to dis-enroll kids after (an unknown number) of absences. No one in attendance knew the number; Toby will check with Joyce to see if she remembers. *Joyce’s response, “It varies from school to school .... But it is officially “10 consecutive days” they may drop a student .... But no hard and fast rules ..... as some schools will hold out longer”*

- With the above two changes, Otto moved to approve the minutes of the February 13, 2013 meeting. The motion was seconded by Mike and carried.

#### **IV. Program Updates**

**DR Program Report.** Toby reviewed the DR Program Report which was updated through March 31, 2013. She remarked that the number of cases being returned to CPS is minimal when compared to the beginning of the program in 2007. Since the start of this fiscal year, July 1 through March 31, 1,015 cases have been referred to DR, and only 8 were returned. Additionally, current cases are at a higher level than they were back then. Pat made a correction to the number of cases returned in Washoe County. The total should be two; the FRC and Children's Cabinet each had one. Toby will update the report.

**Holly, FRCNEN:** Anissa resigned yesterday. She was a wonderful acting supervisor and Holly was sad to see her go. She's been very busy, with 14 cases a few weeks ago, the most she's ever had at one time. Anissa had 9 or 10 and Holly has 10. The cases include medical neglect, child attempted suicide (mental health), and educational neglect. The ed. neglect cases are frustrating because they don't get reports until 30-40 days after a child's truancy. The schools will send a letter to the parents, but if there is no response and the whereabouts of the children are unknown, the schools do a 10 day drop. Holly received a call from the juvenile probation assistant chief; he is meeting with the judge regarding truancy and would like to include her in that meeting. Toby suggested bringing the school district in also; they need to file sooner than they have been.

**Pat, Children's Cabinet:** Things are going pretty smoothly. One of his caseworkers, Chris, will be starting a master's program in the fall while continuing to work full time, so he will be kept busy. The other two case managers are doing fine. Everything has been steady.

**Rosalynnda, WCDSD:** They have been busy. Rosalynnda shared an incident with DR at the schools. The child had visible bruise marks, the Sparks Police Department was called in, and the parents were arrested. She was very pleased with the way everyone worked together for the benefit of the child. They closed the case and it went back to CPS.

**Karen, FRIENDS FRC:** Since meeting with DCFS, principals and others, they are getting a quicker response to deal with reports sooner. February saw a big increase in reports. They received 14 new cases, and currently have eight, most of which are on-going. She mentioned an issue with DCFS; there is no set schedule to meet on a regular basis. Also, she meets with different people each time; there is no consistent person to talk to about the cases. Sally suggested she contact Kelly in the Rural Regional office.

**Mary, Lyon County Human Services DR:** Mary has been with DR for one month; she was currently managing 18 cases. She shared a situation that arose. A call came in on a family. DFS did not want to take the case, but because it is a report on someone she supervises, Mary didn't want to take it, either. Otto suggested Mary call Kelly in the Rural Regional office because that case needs to go back to DCFS. Kelly is the supervisor for both Lyon and Churchill Counties.

**Kristen, WCDSS:** Kristen had no program updates, but shared that Washoe County is famous for calling in educational neglect cases with only three weeks left in the school year. The school district is returning to the traditional school year from year-round. Christmas and Easter breaks will be lengthened, and summer break will be 6 weeks. Rosalynnda added that families with children in elementary, junior and/or senior high schools, on different tracks or schedules, had difficulty planning vacations.

- V. Alma, Boys & Girls Clubs DR LV West:** Alma said their case load was low, at 29, which is the lowest they've had in a while. They closed out a lot last week, even ed. neglect are closing. They're also

getting some medical neglect, but many are a quick fix. Alma shared that they also have a case worker starting graduate work in the fall, Cristina.

**Angela, Olive Crest DR LV North:** Angela reported they had 26 cases at present, and they have had full staff for a while. She shared a success story about a fifth grade girl with a report of ed. neglect. Due to medical issues with her stomach, she was missing a lot of school, and when she did go, teachers and staff made fun of her and embarrassed her. Carissa worked with the girl and learned she wanted to join cheerleading. Carissa talked to the cheerleading coach and got her on the team. DR paid for her uniform and now she goes to school every day. She was introverted and is now outgoing and engaged. She wrote a thank you to Olive Crest and added a p.s. to Carissa thanking her for taking the time to help her. Toby commented that this is why GMU asks for success stories in the quarterly reports. They are included in the DHHS annual report; it is important for people to hear about the successes in DR.

**Toby:** Toby reported on behalf of East Valley Family Services and HopeLink, whose representatives were not in attendance. Things are going well at East Valley DR East, Central and in Pahrump. HopeLink, DR South, just hired a new case worker to replace Erin Schroll, who resigned a few months ago to become a school counselor. Brittany Inouye will be starting May 20 and will start taking cases in about a month, after a few weeks of training.

**Debbie, CCDFS:** DFS is in the midst of implementing the SIPS (Safety Intervention Permanency Systems). Otto added that this is an action safety model through the life of a case.

**Toby, GMU:** The Grants Management Advisory Committee (GMAC) was in the midst of forming recommendations for funding for FY14-15. There have been a lot of meetings which has kept the GMU busy.

#### VI. AB 155

Toby

Toby stated that the GMU was not asked to track AB155 and was not aware of the bill until about a month ago. She asked for clarification on how it would impact DR; her understanding is it will allow DR to take reports of environmental neglect and lack of supervision where there are multiple children and some of the alleged victims are ages 5 and under. Debbie commented that an obvious barrier will be the lack of staff to handle more cases. Otto said that the way it's written in will open that up, so we need to develop policies on how to deal with 5 and under. The Priority 1 language is coming out of it. Once it becomes legislation, DMG will rework the policies. DR may be invited to participate; DCFS usually organizes policy work groups, but they've recently put out a new policy without a work group.

Holly shared a case she had the prior week involving a family with children ages 14, 11, 8 and 3. It involved an allegation of inadequate food in the home, according to what the 8 year old was telling his teacher. Holly e-mailed the CPS supervisor asking if she should continue with the case because it included a child under 5. The supervisor always tells her to continue. Toby said she should not have had that case. Otto stated that nationwide, Nevada is the only state with an age limitation. It's a question of what DMG is going to be comfortable with. Toby added that we need to be part of the discussion if they are going to assign these cases to DR.

Debbie, following up on a comment referring to investigations, stated that in Clark, they are getting away from using the term "investigators." They are NIA workers, not investigators, assessing needs and determining present or impending danger.

#### VII. Safety Assessment Update

Toby

Toby explained that this was left on the agenda because of SIPS implementation in Clark County. When asked about its implementation in the rurals, Otto stated that it rolled out in the rurals the same

time as in Washoe. Toby and Sally want to re-institute the quarterly rural DR meetings so the rural DR programs can share information and resources.

**VIII. DR User Manual**

**Toby**

Development of the manual is moving along at a nice pace. A group of 14 DR staff statewide are working on it, with two subcommittees working on different sections. Four sections have been completed: "personnel guidelines", "services to families", "training requirements", and "role of the DR supervisor". Remaining sections include, "record retention" and "maintenance of case files"; once those are completed it is hoped that an initial draft will be distributed for review at the August meeting. The plan is to have the DR User Manual completed by the end of the calendar year. Each DR office will receive a hard copy, and it will also be available in sections for e-mailing. Toby thanked everyone for their hard work and participation in the project.

**IX. UNITY**

**Toby**

Otto announced that a big update will be coming out later this month. Holly mentioned that recently she has seen a lot of duplicate people in the system and wondered if they were being created by DCFS at intake instead of searching first to see if they're already in system. It's very time consuming to fix, but she wasn't sure if it was her place to mention it to the intake worker. Debbie stated that it happens in Clark, too, and it is appropriate to contact the intake worker regarding this.

**X. Quality Assurance Review Process**

**Sally**

The QA Review team has met once, and had to reschedule their next meeting. Sally received a 30 page document from Suzanne Wright, "Quality Improvement Case Review Instrument and Instructions".

**XI. Public Comment**

None

**XII. Announcements and Adjourn**

**Toby**

Toby announced that this month's agenda and future agendas will include the next meeting date to avoid any confusion. The next meeting is scheduled for August 7 with meeting locations in Las Vegas, Carson City and Elko at DCFS.

Karen announced that FRIENDS FRC received a \$10,000 grant from Churchill County Coalition for Gatekeepers Suicide Prevention Training for two staff. They will be certified for three years to provide training to others, and will add this to their parenting programs. She was happy to be able to provide this training in Churchill County.

Toby discussed the upcoming DR conference in Vail, Colorado. Hotels are not too expensive at \$99/night and DR funding can be used to cover expenses. She offered to re-send the information to everyone via e-mail. She and Sally will also be in touch with everyone regarding the DR User Manual and QA subcommittee meetings.

➤ With no further announcements, the meeting was adjourned at 10:10 am.