

**Department of Health and Human Services
Differential Response Steering Committee Meeting
May 7, 2014**

DRAFT Minutes

Meeting Locations:

DCFS, 1010 Ruby Vista Drive, Suite 101, Elko
DCFS, 6171 W Charleston, Building 8 Meeting Room, Las Vegas
WCDSS, 350 S Center Street, 3rd Floor, Reno

Attendees:

Elko

Holly Zumwalt and Julie Fisher, Elko FRC
Ilene Jonas, DCFS

Las Vegas

Alicia Davisson, East Valley Family Services, DR East, Central and Pahrump
Angela Phillips, Olive Crest DR North
Sandra Seebeck, Hopelink, DR South
Toby Hyman, DHHS, GMU

Reno

Kristen Monibi, WCDSS
Michael Moulian, WCDSD – DR/FRC
Patrick White, Children’s Cabinet, DR
Rique Robb, DHHS, GMU
Rosalynda Paéz Carlton, WCDSD – DR
Wendy Pearce, FRIENDS FRC, Fallon

Via Telephone

Ron Murphy, Casey Family Programs
Suzanne Wright, DCFS
Anna Coons, Lyon County DR
Joyce Buckingham, Ron Wood FRC/DR
Jennifer Pritchett, CCDFS
Vicki Malone, CCDFS

I. Call to Order

Toby Hyman welcomed the group and called the meeting to order at 9:00 am. There were no announcements at this time.

II. Public Comment

None

III. Approval of Minutes

- Otto Lynn moved to approve the minutes of the February 5, 2014 DR Steering Committee meeting as submitted. The motion was seconded by Mike Moulian.

IV. Program Updates

Numbers Served

Toby reviewed the Differential Response Program Quarterly Report. The numbers of cases returned to CPS, particularly in Carson City, have increased considerably over the last quarter. Toby asked whether that could be due to the new NRS allowing DR cases with children under the age of five. Joyce said she thought so, but added that the situation has stabilized now. Thanks to clarification provided by Toby and Rique Robb, the cases they are now receiving are very appropriate.

Ilene Jonas stated that when she sends a report, she screens it thoroughly to be sure there isn't anything that will cause it to be returned, because dealing with a return is a nightmare, and that's why their number is low at only two. Ilene also attributed the higher numbers in Elko to the under-five. She and Otto both commented that they were surprised that the number of returned cases wasn't higher.

Angela Phillips of Las Vegas North DR, Sandra Seebeck of Las Vegas South DR, and Alicia Davisson of Las Vegas East and Central DR shared their experiences with recent cases including children under age five.

Otto stated the need to differentiate between what constitutes a closure versus a return. Toby's understanding was when DR was assigned a case from CPS intake, it had already been screened. If DR then found issues when they went out, the case would be returned to DCFS and noted in the "DR to CPS" window in UNITY. Perhaps that is why the numbers showing returned to CPS are low; they should be "returns" instead of "closures". Everyone was in agreement that if a DR worker visits the home and finds present danger, they need to call CPS for a return. In the South, if DR has been working with a family, and during the course of time something happens or DR finds they are not able to make an impact with the family, the case is closed and a new CPS case is opened. There also have been cases in Clark County when both DR and CPS are working with different children in the same family at the same time.

Angela Phillips stated that in Clark County, sometimes another report on a DR family will come in and CPS will take it. If it is subsequently unsubstantiated, DR is told to keep the case open and continue providing services. That happens regularly in Clark County, as well as in Lyon County.

Toby asked the group to provide more explanatory notes on their monthly reports when a case is returned to CPS. Please fill in the box explaining the circumstances and why the case is being returned; indicating only that the child was unsafe is too general.

The agenda skipped to Item V due to its relevance to the discussion regarding present danger and impending danger.

V. DR and SIPS and CPS Core Training

Toby reported that that DR staff in northern Nevada and the rural areas have all participated in the CPS core training, including Module 3 which covers the NIA. In Clark County, several DR staff have participated in the SIPS training, which covers the NIA, with Clint and Matt from Action for Child Protection. Those who have not participated in the training will have an opportunity as the SIPS training continues to be provided in Clark County.

Toby discussed the CPS core training that's being offered by the Nevada Partnership for Training in Clark County starting in late May. There will be eight DR staff participating in that training, and those who do not attend the first session will participate in a later session. She also stressed that training is ongoing

through both the Action for Child Protection and the training she hoped would be received by the different CPS jurisdictions. Holly in Elko asked when the CPS Core training will be available again in Reno. Anna Coons stated that she had talked to Jennifer Massey from UNR and she has the dates for the CPS core training in July, August and the beginning of September. She indicated she would forward the dates to Rique and Toby.

IV. Program Updates

DR Program Updates

Holly Zumwalt, Elko FRC: Julie is being trained and getting to know the program. We've transferred five of my ongoing cases over to her so I can work alongside her. Still waiting for her to get the DR and NCFAS-G training and I think that's all we need. She has had her shadowing with CPS and intake. Holly also commented on some apparent discrepancies in the numbers from Elko that appear on the DR Report; she will discuss with Toby at a later time. Toby said she would review the monthly reports and their entry into the spreadsheet that creates the quarterly report and get back to her. Other than that, she has just been super busy, busier than she's been in the past three years.

Pat White, Children's Cabinet: All three case managers are staying steady with no changes since the last DR committee meeting. He mentioned that the Educational Neglect cases they receive at this time of year are difficult to work because there are only four weeks of school remaining. It is his understanding that many of the schools in Washoe County are not providing summer school, which leaves kids on the loose. There is no incentive to attend summer school. The focus schools are charging \$120 dollars a family. In the past, scholarships were available, but those are very limited now. WCSD no longer have any year-round schools.

Rosalyn Paéz Carlton, Washoe County School District DR: Things have been steady; Rosalyn has 14 cases and Wylie has 12. She and Wylie had a successful one-on-one meeting with School Superintendent Pedro Martinez, and they think he truly understands the DR program now. He was aware that they were school district employees, but he said he did not know what their role was in the District. He now wants to utilize them to work closely with the families to avoid all the educational neglect cases. As Patrick mentioned, they receive a lot of Ed. neglect cases which are difficult to resolve with only four weeks of school left. Toby commented that the Children's Cabinet should also be part of meeting with the school District since there are two DR programs in Washoe County. Rosalyn stated that Superintendent Martinez is aware that Children's Cabinet is a separate agency also working the DR program and taking the same types of cases, and that there are more than just two DR workers in the District. She believes that Mr. Martinez is the first individual to truly understand DR, perhaps due to his background of living and working in Chicago and working very closely with child welfare there. The school counselors do not all understand what needs to be done procedurally before a case comes to DR. Otto expressed a little concern that there's still not an understanding that DR is done by two programs, WCSD and the Children's Cabinet. Rosalyn replied that Superintendent Martinez understands that we are school district employees, paid by the school district, and you guys are the ones that oversee the entire CPS program in Washoe County. It was also discussed that anytime a DR presentation is scheduled in the north Kristen Monibi, Rique Robb and the other DR program should be notified, to allow the opportunity to attend the presentation.

Wendy Pearce, FRIENDS FRC: Wendy relayed Karen's apologies for her absence; due to a death in the family she will be out for a while. Wendy has been very busy; and has received more new reports this month. She shared a success working with Churchill County Social Services. A case came in with initial allegations of Ed. neglect, not attending school, and needing housing and other assistance. They got the family on welfare, and the kids are back in school. CCSS has a specialist who was very helpful in getting the family services and housing. She stated they also have had a lot of teen pregnancies, not only in

high school but also in junior high. These were educational neglect reports, so they partnered with a church across the street from the high school to provide childcare so the kids could attend school. They also met with Juvenile Probation Officers and the school district to discuss end of year Ed. neglect reports. JPO gets the reports when absences are more than 10 days. They now receive those reports earlier and are able to intervene before it's too late. Communication has improved and Ed. neglect reports have decreased.

Anna Coons, Lyon County DR (on phone): They have been very busy in Lyon County; she and the other DR worker have been carrying 18-19 cases apiece. They hired a new DR worker for the Fernley-Lovelock area who has been to training and is shadowing under Anna. The new worker is shadowing with DCFS either Friday or Monday and should be able to start carrying cases by the end of next week. They have had to put a stop on referrals. DCFS is waiting and hopeful that the hold will be lifted soon because they have quite a few referrals. She anticipates a rush at the end of the school year for truancy and Ed. neglect allegations, because it sounds like they've been piling up at DCFS.

Joyce Buckingham, Carson City (on phone): Joyce reported they have about 16 cases in Carson and six in Douglas County, which is the usual status quo. Michelle is on vacation this week, so Desiree is the one point of contact. They haven't received any Carson cases this week. The girls completed the drug endangered children training about a week and a half ago and enjoyed it. Things are going well.

Angela Phillips, Olive Crest, LV North DR: They have a full load; one worker has 20 cases, and the other 21. They received nine new cases on Friday night alone, consisting of Ed. Neglect and lock outs. They have remained consistently full; as soon as they have an opening, they receive a referral. Their UNITY issues have been fixed, so no more cases are dropping off and causing issues. Angela shared a case they are working in partnership with Metro's Gang Unit involving a 14-year-old girl who hangs out with known gang members in her home when her dad is at work. The Gang Unit has provided her with a mentor who she hopes can help change her path. Angela also met with a clerk for one of the district court judges to try to strengthen their relationship with juvenile probation officers. She hopes to improve their access to kids in detention and work with probation officers to help engage DR to try to get them to go to school or whatever the issue may be. The judge is fully on board and provided Angela with a list of contacts who could help should any issues arise.

Toby commented that all the DR programs in Clark County have challenges with juvenile justice when cases are shared.

Sandra Seebeck, Hopelink, LV South DR: Sandra reports they currently have 11 cases, about half of which are Ed. Neglect; Frank has five and Sandra six. It has been rather slow, but this allows them more time to concentrate on their cases and spend more time with each of the families. They both attended the drug endangered training last week and felt it provided really good information. They continue to work with area schools and have forged good relationships with the majority of elementary schools they work with. Communication is getting stronger all the time so it's easier to talk to them regarding issues with the families.

Alicia Davisson, East Valley Family Services, LV East & Central and Pahrump: Las Vegas East and Central DR are both full with a lot of Ed. neglect cases. Last week they had a case that uncovered an elder abuse situation. The offender was removed and the family was very happy they were able to assist with that. Pahrump is also full, but not with Ed. neglect cases; Pahrump has its own unique cases.

Vicki Malone, Clark County DFS: Stated they are still waiting on UNITY folks to get 2.0 rolled out, the browser-based UNITY. She hoped it would be soon.

Otto Lynn and Kristin in Washoe/Reno: Nothing to report

Ilene Jonas, Elko DCFS: Nothing to report

Ron Murphy, Casey Family Programs: Nothing to report but happy to be checking back in and hearing what's going on.

VI. Plan of Safe Care

Suzanne Wright reported that the Plan of Safe Care Policy has been written and distributed for all the regions to review. Betsy Crumrine has it and should be getting it back to Suzanne. Suzanne would like to hold another meeting to put out the document with attachments for everyone to look at and get their thoughts and corrections on the policy.

VII. DR Procedural Manual

Toby apologized for not having rescheduled the April meeting. In May, the recurring meeting falls on Memorial Day, so she will send out a Doodle poll to reschedule the May meeting. She stated they are getting close to completion, and will put together a prototype for review. Her concept was to provide the manual in a three-ring binder format to allow easy updating of material.

VIII. Quality Assurance Review Process for DR

Toby reported that she and Rique have participated in DCFS's quality assurance review process. The May meeting was cancelled and the next meeting is scheduled for June 4. She thinks that part of the quality assurance review process for DR will mirror what's going on at the state level, but it's been challenging to get that group going, also. There were no comments or questions on the procedural manual or the quality assurance review process.

IX. Public Comment

None

X. Additional Announcements and Adjournment

Rique commented that she attended the UNITY training with Julie and Syrita. Alexia did a good job in updating the DR UNITY Manual and documenting the process for DR. Right now she and Toby have a draft of what the DR UNITY Manual looks like and will be reviewing it to give feedback to Alexia. It is very user friendly and spells out the process in detail. The manual can be used on-the-job while waiting for training to become available.

Toby announced the date of the next meeting, Wednesday, August 6 at 9 am, which will be held in Carson City, Las Vegas and Elko. She asked everyone to mark their calendars and plan on attending. There being no further announcements, the meeting adjourned at 10:55 am.