

**Department of Health and Human Services  
Differential Response Steering Committee Meeting**

**August 6, 2014**

**DRAFT Minutes**

**Locations:**

Carson City: DCFS Videoconference Room, 4126 Technology Way, 3<sup>rd</sup> floor

Elko: DCFS Small Conference Room, 1010 Ruby Vista Drive #101

Las Vegas: DCFS Conference Room B, 6171 W Charleston, Building 8

**Attendees:**

Carson City

Anna Coons, Lyon County Social Services

Kristen Monibi, WCSS

Michael Moulain, WCSD FRC/DR

Patrick White, Children's Cabinet

Ron Murphy, Casey Family Programs

Rosalyn Paez Carlton, WCSD DR

Wendy Pearce, Churchill County FRC/DR

Rique Robb, DHHS DO, Grants Management Unit (GMU)

Las Vegas

Alicia Davisson, East Valley Family Services

Alma Spears, Boys & Girls Clubs

Andrea Michaels, HopeLink

Angela Phillips, Olive Crest

Debora Flowers, DCFS - FPO

Holly Vetter, DCFS - FPO

Kristin Patterson, HopeLink

Toby Hyman, Gloria Sulhoff, DHHS DO, GMU

Elko

Ilene Jonas, DCFS

Judy Andréson, Elko FRC

Phone

Debbie Croshaw, CCDFS

Jennifer Pritchett, CCDFS

Vicki Malone, CCDFS

**I. Call to Order and Announcements**

Toby Hyman called the meeting to order at 9:00 and led roll call. There were no announcements at this time.

**II. Public Comment**

None

**III. Approve Minutes of May 7, 2014 Meeting**

Debbie Croshaw referred to a statement in Item IV, page two, paragraph four, and requested the addition of a phrase (shown below in red font): "Everyone was in agreement that if a DR worker visits the home and finds present **or impending** danger, they need to call CPS for a return."

- Alicia Davisson moved to approve the minutes with the above correction. The motion was seconded by Alma Spears.

**IV. Program Updates**

**Numbers Served through June 30, 2014**

Toby reviewed the Nevada Differential Response Program Report. She asked the attendees to please point out any discrepancies. This report reflected numbers served through the end of the fiscal year. There were 210 cases carried forward from FY13; 1,367 cases referred to DR from CPS; 32 cases returned to CPS; and 1,333 cases closed. The 212 outstanding cases will carry over to the new fiscal year. Rique Robb asked that everyone maintain their entire reporting workbook for the year so staff can determine carryover and review the entire year in one

workbook. In response to a question from Mike Moulian regarding how long they should keep the reporting records on file, Toby responded that the retention policy is three years. In Mike's case, because he does not have electronic copies, only hard copies, it was suggested he scan the entire year into one PDF file and save it electronically to have the historical data on hand for three years.

### **Program Updates**

Patrick White, Children's Cabinet: They have several staffing changes. Kris and Olympia are going part-time, and they have hired a full time worker, Noemi Hinojosa, so they now have two part-time and two full-time workers and may be able to increase their case load once Noemi is fully trained. They have stayed steady over the short, six-week summer with no huge drop off as has been the trend in the past. School starts on Monday. When asked about Noemi's training, Patrick stated that because she is brand new to the system, he would like to start her training from CORE one and work through consecutively. Toby asked for a copy of her resume.

Kristen Monibi, WCDSS: They have some personnel changes and some new hires. They are down from 22 to 13 assessment workers, and she anticipates relying on the partners to help next week when school starts. There are also changes in upper management that she was not at liberty to share as yet.

Rosalynnda Paez Carlton, WCSD DR: They have been very busy closing cases in anticipation of the start of school on Monday when things will get chaotic. She received two new cases today and has a total of ten. Wylie has nine cases. They each recently closed seven to ten cases, and several were returned. In one instance, they were unable to contact the family or conduct an unannounced visit because they could not gain access to the community. They sent the letter by mail, and since it was not returned undeliverable she assumed it was received. Toby suggested that letters be sent by certified mail, in addition to a hand-delivered one, noting that DR program budgets include funds for postage. Rosalynnda also mentioned they have been cleaning out six years' worth of files and sending them to CPS, which has been keeping everyone busy.

Mike Moulian, WCSD FRC/DR: Mike added to Rosalynnda's report by stating that they will be conducting outreach with school counselors, principals and secretaries as they do at the beginning of each school year. Rosalynnda mentioned that it may take a while to get those scheduled due to numerous changes within the school district; they will need to reintroduce themselves to the new superintendent and thirty new principals. Mike asked Toby whether the quarterly report identified the number of educational neglect cases. Toby replied that the types of allegations are not broken down in this report; she estimated that 75% of the cases are ed neglect, along with medical neglect, improper supervision, lack of necessities, environmental neglect, and lockouts.

Ron Murphy, Casey Family Programs: Ron explained that Casey operates on a calendar year, one year at a time, and they were currently in the 2015 planning process, which includes two phases. First, they plan for what each state is interested in doing in 2015; this includes all 50 states, Puerto Rico and the District of Columbia. He handles two states, others handle three. The plans, including his initial plan supporting Nevada's DR program, will be reviewed at a leadership meeting next week and lead to a proposed budget by team. After going through multiple iterations, the Board finalizes the overall budget in November, including the individual budgets for each team.

Wendy Pearce, Churchill FRC/DR: They have had a quiet summer so far; school doesn't start until August 18<sup>th</sup>. She has 11 open cases, having returned two, both with younger children. They had a good turnout at summer camp; there was space for six children but they accepted nine. The Chief of Juvenile Probation is retiring and starting the CASA program in Churchill County in January. They held an event on August 7 with dental exams, school supplies, etc. The SETA Churchill Economic Development program opened, as well as an internship program in local pharmacies for teens. The teens work five hours per week for 12 weeks and attend required classes. When they complete the program they will receive \$600 plus a \$100 bonus.

Judy Andr son, Elko FRC. They had a lull in referrals for a few weeks. Currently, Holly has seven cases and Julie has two. Julie is at Core training, and will spend another three days in training in two weeks, so we should be ready when school starts. Ilene Jonas commented that while the Elko office had a lull, DR has already received four

referrals in August, including medical neglect, lack of supervision and physical risk. Judy added that Holly received 7 subpoenas for two different families. CPS is also getting a lot more subpoenas.

Anna Coons, Lyon County Human Services: They have been very busy over the summer; each staff has had ten cases. One is now at 20, the other at 8, and she anticipates an increase when school starts on August 18<sup>th</sup>. They are working to close those cases they've had longer term to decrease Sarah's caseload; she covers a larger area in the community which accounts for her higher caseload. Syrita and she are in training, currently in Module 3 of the CPS Core Training, and have two more weeks of that. Anna said she has missed a lot of Module 3 and will probably take it again. They will be hiring a new DR worker for the Dayton/Stagecoach area. Anna described a case she would be returning that involves a four-year-old with inadequate food and supervision where the father refused services. They are receiving many referrals with children under five; within the last four months they received four, including drug-exposed babies. Both Toby and Rique stated that DR was not taking those types of cases yet, but as Anna described the case it turned out to be a good example of what is appropriate for DR. Toby explained that Suzanne Wright is retiring from DCFS and her supervisor, Jan Fragale, is on vacation, but in November she hopes to have DCFS on the agenda to present the Plan of Safe Care and how it impacts DR. Until the policy and plan is in place, it was her understanding that DR would not be accepting cases with hard drug abuse such as methamphetamines; also, it depends on how the mom presents. Anna also mentioned that Lyon County is going to start working with Healthy Families America, a program for expectant and new parents with children to age five. The program provides excellent training for DR staff working with infants.

Rique Robb: Rique had nothing further to add except that she would like to get a written definition of children under five for the record.

Alma Spears, Boys & Girls Clubs: They had one DR worker in training over the summer. They currently have 27 or 28 cases, and received two in a row with a child under five, both DR appropriate. Another case involved one home with multiple households – two reports from the same home but two different families. Many cases were quickly closed; these involved miscommunication or noncustodial reports without substance. Over the summer several FRC kids got dental screenings and services provided by Team SMILE. Eyecare 4 Kids screened 60 FRC kids and provided eyeglasses free of charge, if needed. Parents are appreciative because even those with insurance can't afford the co-pay.

Andrea Michaels, HopeLink: They currently have two full-time workers and are low in cases, with only eight. Four are Ed. Neglect that have been kept open since the end of the school year so they can get them enrolled for the new school year and follow up to ensure they are attending. Andrea described a case where a 17-year-old called in a report on his father. The worker got him established in a friend's home; the family agreed to take him in until he graduates high school. Andrea reported that on July 1 her hours were cut to part time. She is still taking cases, and Kristin Patterson is being trained to take over some responsibilities of DR. Case workers have not yet taken Core training, she assumes they will be scheduled for the next training. Kristin and one other worker will be attending the DR conference in Seattle. HopeLink's Back to School Fair on August 23<sup>rd</sup> is open to the public. It will be held at Valley View Rec. Center from 9-12 and will offer immunizations, an eye doctor, and 20-30 vendors with giveaways. Six hundred children have already signed up.

Alicia Davisson, East Valley Family Services, Las Vegas East and Central, and Pahrump DR: Central and East are working with a total of 45 families. She has noticed a profile with the families they have now. They have multiple prior reports and habits are very embedded. They are at the edge of losing their kids but they know how far they can go before that happens, so it's difficult to work with them. The East Valley office has moved across the parking lot to 1830 E Sahara.

Angela Phillips, Olive Crest, Las Vegas North DR: Angela announced that Carissa, one of their DR workers who has been with them for two years, will be taking a position with the State's Elder Protective Services, effective August 7. Her caseload will be going to Gisela, who was going on vacation for three weeks. A new DR worker will be starting September 2. Gisela has been through Core training and is in SIPS training this week.

Toby Hyman announced that the Department has been informed that two zip codes in the Las Vegas North service area, 89032 and 89108, will move to Las Vegas Central as of September 8. The change impacts DR and FRCs. She will send out an updated contact list. The updated list will also be posted on the DHHS website.

Debbie Croshaw: CPS is rolling out SIPS again and a new group started yesterday. She believed it included Central and possibly North, and noted that the specialized units were scheduled for September. Toby added that SIPS is in the south this week, and will be offered again in September. The Core training in the south will also start in September. She will be getting a new training schedule from Matt at the Training Partnership next week, and will meet with DR supervisors to decide who will attend that Core training.

Vicki Malone: No updates at this time.

Jennifer Pritchett: No updates.

## **V. Training**

Covered under Debbie Croshaw's update.

## **VI. Plan of Safe Care**

Topic tabled as Suzanne Wright was not in attendance.

## **VII. CFSR Case Reviews**

Debora Flowers explained that the Statewide Quality Improvement Committee (SQIC), which is comprised of members from all three jurisdictions, developed two subcommittees and a work group. Rique, Toby and Debora sit on the Case Review Subcommittee, which, at the request of SQIC, has been working on building capacity for case reviews at local CPS agencies. Currently, case reviews are only conducted by DCFS staff and Clark County and Washoe County CPS agencies. Rique and Toby thought this might be a good opportunity to strengthen the partnership between CPS and DR by involving DR supervisors and case workers in the case review process.

Holly Vetter described the case review process, which came from the Child and Family Services Program Improvement Plan of 2009 and is the same in all jurisdictions statewide. Each child welfare agency is reviewed at least annually, twice per year in Clark County. The review methodology is based on the federal Child and Family Services Review (CFSR), which includes 46 items; however, Nevada only evaluates nine for out-of-home cases or seven for in-home cases. The nine items are evaluated using a federal tool with specific scoring criteria. Each case review consists of reading the full case file and UNITY notes. It may also include independent living case files, and, if the child is placed outside of Nevada, information from that state. In addition to reviewing the documentation, interviews are conducted with caseworker and/or supervisory staff and the family, including the children if possible. If there's been an investigation, the CPS worker, CASA worker and foster parents may be contacted regarding quality of service. A statewide report is generated from which areas of strength and opportunities for improvement are identified.

Holly further explained that reviews are conducted by three teams of two, paired with a DCFS reviewer as the team lead, who is more familiar with the tool and scoring. The review results are integrated into UNITY, and it then goes to a second level review which is conducted by someone who has not looked at the case file but rather looks at the reviewers' scoring and justification, and substantiates the findings. Then you move on to the next case review. The number of cases each team is assigned depends on the jurisdiction. Washoe and DCFS Rural each review 15 cases each per year, Clark 17 cases, twice per year. If you're interested in participating you'll probably be doing about 5 cases.

Toby asked the DR supervisors to consider participating on the review teams. The Case Review Subcommittee members were hoping to report back to the SQIC at its meeting on August 13 with a list of possible review

participants. Responding to the group's questions, Debora and Holly stated that the reviews are conducted over a two week period, Monday through Friday from 8 to 5, but it is possible to split the two weeks between different workers, each committing to one week. The six-hour training, which includes navigating UNITY, is completed in one day, and followed by a mock case review on another day. The training cannot be split into two sessions. In addition to DR supervisors, the reviews could be conducted by case managers or case workers, or any one with some knowledge of child welfare system in Nevada.

The DR representatives were concerned about the time commitment taking them away from their casework, but expressed interest in participating and requested specific dates. The anticipated schedule was early October in Washoe and Carson, early-mid November in Clark, and late winter (February) in the Rurals. Once dates are confirmed, a videoconference will be scheduled to continue the discussion.

In closing the topic, Toby stated that participation is voluntary and not required, but she and Rique felt this to be a great opportunity to give DR staff and supervisors an idea of what CFSR is all about, how a Quality Improvement Plan is developed and a sense of what the federal government looks at when they conduct reviews throughout the country.

#### **VIII. Public Comment**

None

#### **IX. Additional Announcements and Adjourn**

Toby announced the next meeting date as November 5, with the north location being in Reno. She thanked Ilene for handling Elko and encouraged the people who phoned in to attend in person. Rique encouraged the DR supervisors to send an agency representative to the meeting if they were unable to attend. The meeting adjourned at 10:30 am.