

**Department of Health and Human Services
Differential Response Steering Committee Meeting
February 4, 2015**

DRAFT Minutes

Videoconference Locations

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

DCFS, 4126 Technology Way, 3rd floor, Carson City

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

Present

Las Vegas

Angela Phillips, Olive Crest (Las Vegas North FRC/DR)

Debbie Croshaw, Clark County Department of Family Services (DFS)

Debora Flowers, Nevada Division of Child and Family Services (DCFS) FPO

Kristin Patterson, HopeLink (Las Vegas South DR)

Toby Hyman and Gloria Sulhoff, DHHS-DO, Grants Management Unit

Carson City

Alexia Benshoof, DCFS UNITY

Anna Coons, Lyon County Department of Human Services

Gigi Gentry, DCFS UNITY

Joyce Buckingham, Ron Wood FRC/DR – Carson City

Karen E. Stoll, FRIENDS FRC/DR – Churchill County

Kristen Monibi, Washoe County Department of Social Services (WCDSS)

Marla Morris, DCFS

Michael Moulian, WCDSD FRC/DR

Patrick White, Children’s Cabinet DR

Wendy Pearce, FRIENDS FRC/DR – Churchill County

Rique Robb, DHHS-DO, GMU

Elko

Holly Zumwalt, Elko DR

Jerolyn Cichon, DCFS Supervisor - Elko

Lindsey Kinkaid, Elko DR

Via Telephone

Kelly Weishaupt, DCFS Fallon District Office Manager

Matt Geiger, UNLV, Nevada Partnership for Training

Ron Murphy, Casey Family Programs

I. Call to Order, Welcome, Introductions and Announcements

Toby Hyman called the meeting to order at 9:07 and led self-introductions in the three meeting locations and from those who had phoned in.

II. Public Comment

None

III. Approve Minutes of the November 5, 2014 Meeting

It was noted that Jeanne Marsh’s name was spelled incorrectly.

- Joyce Buckingham moved to approve the minutes as corrected. The motion was seconded by Patrick White.

IV. DCFS FPO Statewide Policy Revision

Toby reported that she and Rique Robb met several times with Jill Marano, Jan Fragale, Betsey Crumrine and Kelly Weishaupt to review the DCFS intake policy, which was missing information on how DR fits into the Intake Policy. A draft revision distributed at the meeting showed the addition of the “three working days” response time for DR in the timeline table. There were a few other changes suggested by DHHS; Toby and Rique asked the attendees to review the policy to ensure they are comfortable with it and to send them any comments or suggestions by Monday, February 9. The policy is scheduled to go to the DMG meeting for approval in March. Marla referred to section B and asked whether CBSP, Community Based Service Provider, had been defined earlier in the document. Alexia asked whether any of the changes affected DR intake; the answer was no.

V. DR and SIPS and CPS Core Training

Toby introduced this agenda item by sharing that Alma Spears was currently attending the second round of SIPS training in Las Vegas, which prevented her from attending the morning’s meeting. She introduced Matt Geiger, participating via telephone, to talk about Core Training. Toby stated that more discussion was needed regarding the program statewide using the NIA (Nevada Initial Assessment). The concern is that the NIA has initial windows to substantiate/unsubstantiate a case, but DR does not substantiate or unsubstantiate. Once all of Clark County is trained and using the NIA windows in UNITY, this will need to be reviewed. Currently, DR staff use the old safety model and old windows when a safety assessment is completed and the case moves into DR ongoing. Matt asked whether there had been specific NIA training for DR yet; Toby confirmed there had not, adding that will depend on whether DR ends up using the NIA or not. Regarding the CPS Core training, all northern Nevada DR staff have participated, but only one DR staff person attended in the South. DR staff attendance in the Core Training is becoming more of a challenge due to the amount of time involved to complete the training. In Clark County the training has increased from 10 to 16 weeks and the classes are full because of the large number of staff hired by Clark County DFS. Matt asked for feedback regarding which skills and components DR wants included in the training. The current Core Training follows a case from report to conclusion of the case. If DR staff enter and leave the Core Training during different modules, it can cause a disruption in the training for the Clark DFS trainees. Toby commented that DR is not given reports that list “present danger”; there’s also the question regarding impending danger because with a response time of three working days, you can’t have present or impending danger.

Angela Phillips shared that one of her staff workers went through Core and although not all of it was applicable to DR, it provided a lot of insight and she found the training valuable even though it took up a lot of time. Angela and another staff member went to SIPS; she found more value in the last three days than the first. It was time intensive but does add value. Rique stated that in the north, training was completely different than in the south, taking approximately five weeks versus 10. She also wondered how to pay for travel for people in the Rurals to attend training. Matt clarified that the training itself is five weeks, but there is also a one-week on-the-job training experience and additional activities to reinforce classroom teaching, which add up to ten weeks. Rique also mentioned that the DR on-the-job training (shadowing) in Washoe is different from that of Clark County’s. Matt stated that Jen Massey, the training coordinator, is working to make the north and south trainings similar. Toby stated that by the time of the next DR meeting in May,

there will have been a few Training Management Training (TMT) meetings and they could report on what direction they are going.

VI. Quality Improvement Case Review Applications

Debora Flowers discussed the next round of Quality Improvement (QI) Case Reviews. She needs to recruit a lot of reviewers due to the number of reviews being scheduled, beginning in the Rurals March 30-April 8, 2015. The process includes a mandatory two-day training prior to the scheduled case review time, which takes at least three days. Toby encouraged everyone to participate in the training and a three-day shadowing of the Case Review process. Debora will send information to Toby and Rique who will forward it to the group. The training for Washoe County will be held in Carson City, which, it was noted, was too far for Elko to travel. Toby and several others commented on how beneficial the review experience is for DR workers, especially in realizing how critical timeframes are in a case.

VII. Program Updates

Numbers Served

Toby apologized for the late availability of the 1st Quarter DR Report, explaining that there were some problems with the reporting spreadsheet and workbook which took time to correct. A corrected 1st Quarter Report on numbers served through September 2014 was provided as well as a current 2nd Quarter Report with numbers served through December 2014. Toby noted that DR is celebrating its eighth anniversary at the end of this month. Rique commented on the importance of each DR program checking the figures on their monthly report to ensure that the correct numbers carry forward from month to month. Certain cells in the spreadsheet contain formulas to carry data from one page to another in the workbook, and if those cells are inadvertently cleared, by typing within them for example, the formula is deleted and the figures for the current month will be inaccurate.

DR Program Updates

Mike Moulian, WCSS FRC-Washoe County DR: Things are going smoothly despite Rosalynda's move to Seattle; Wylie has stepped up and is doing a great job. They received applications from six internal candidates and 29 from the public. Five individuals were interviewed and the position was offered to someone from Fallon, but she turned it down so he is starting over. Wylie is at 13 or 14 cases.

Joyce Buckingham, Ron Wood FRC Carson City, Storey, Douglas Counties DR: They have 20 cases between the two workers. New management at the District Office is getting protocols down with new supervisors. They have no UNITY issues and are doing well.

Patrick White, Children's Cabinet-Washoe County DR: Pat described a recurring UNITY issue where an old case pops up again for a safety assessment. When this happens, he just okays it and it goes away. They are coming out of the holiday lull and accepting more cases. Jack and Noemi have completed their training period. Chris Beucherie, who had been working part time, will be resigning to finish his Master's Degree. Olimpia is doing internship and will probably want to go full time in the summer. He'll look for another full time employee to be trained and ready by the end of summer, and probably will not hire another part time person at this time.

Kristen Monibi, WCDSS: She is slammed after being on holiday for three weeks; she assigned 27 cases on Monday. Management-wise, Kevin Schiller is still the interim director. Ken Retterath returned to Washoe County as the Division Director of Adult Services. Otto's position is not being reassigned; Jim Durand is the current coordinator.

Anna Coons, Lyon County DR: There has been a lot of turnover, a whole new staff since November. In January they hired a new DR worker, Melissa, to cover Fernley and Lovelock. She and Melissa will go through Core Training, which will present a challenge with the two of them out of the office. Ana Tippet will cover the entire rural area. Syrita will be leaving in May due to her husband's military transfer. Their caseload has been picking up since the holidays and currently is at 14.

Marla Morris, DCFS: Marla introduced herself to the group and shared that she was the Manager in the Carson office for five years and in the field for 20 years prior to that. She is working to hire a CPS specialist who will probably attend these meetings.

Karen Stoll, FRIENDS FRC, Churchill County DR: They have 11 cases, more than half of which are Educational Neglect. Two are ready to close. Things are going well, but her boss, Sue Chambers, is retiring on June 30, 2015. It appears they are looking at school district staff who might be capable of taking over her position, instead of opening it up to external applicants.

Alexia Benshoof and Gigi Gentry, DCFS UNITY: Sometime this year they will be rolling out the web version of UNITY II. It will function exactly the same as the previous version except that it will display in a web browser instead of windows.

Rique Robb, DHHS/GMU: Rique commented that because of all the new staff throughout the north, it is important to help and support each other. Supervisors have stepped in and the team has really come together. She expressed appreciation to all, especially the supervisory staff.

Debbie Croshaw, CCDFS Intake: Clark County CPS numbers are really high, and this seems to be a State trend. She asked the DR workers to close any cases they could, so more cases could be transferred.

Toby Hyman, for East Valley Family Services, Las Vegas East, Central and Pahrump DR: They have two staff in UNITY training today. There are lots of changes happening at EVFS. Juanita Nelson will be leaving at end of February to pursue counseling. Celina Esqueda will move to Juanita's position with DR Central. Jessica Barris will move to part time DR. Alicia Davisson is retiring in June, and Jessica will start as DR supervisor at that time. Eboni Manor left and Levi Perez has taken over DR in Pahrump.

Angela Phillips, Olive Crest, Las Vegas North DR: Olive Crest reorganized over the past couple months; she now manages seven of their ten programs, and is still the DR supervisor. Gisela, who Angela relies heavily on, is pregnant and will be taking maternity leave in August. They currently have 20 cases, and the new DR worker, Deysi Colon, is fantastic. Olive Crest has a new partnership with Savers to provide clothing for kids. They also have partnerships with several organizations which help to conserve funds. Goodwill provides gift cards; Deseret Industries provides vouchers for clothes and household items; and Savers is donating clothing that remains unsold after a month.

Kristin Patterson, Hopelink, Las Vegas South DR— They have a new DR worker, Alice Rodriguez, and currently have 22 cases. Frank is in SIPS, she'll take it again this month, and Alice will take it in March.

Holly Zumwalt, FRC of Northeastern Nevada, Elko DR: A new DR worker, Lindsey Kincaid, started in November and is doing very well. She and Holly each have five cases; only three are Environmental Neglect, the others are varied. She asked Rique about flexibility and allowances on making initial contact. When they get a report and need additional information do they have to ask CPS to call the school for additional information or can they call the school directly? They receive cases with no addresses, or no phone number, or messages are cut off mid-sentence. They went to centralized intake; Crisis Call Center is now doing Intake for Elko. Kristin explained that most of the Center's operators are volunteers. They did hold a training for them but plan to hold

more. Kelly added that DCFS has ongoing training for the Crisis Call Center intake staff and the team that takes reports for them. Holly should call Jerolyn Cichon, DCFS Manager and not the school, so they can be aware of any problems with Crisis Call Center. In Fallon, call Kelly Weitzell, and in Carson, call the supervisor there. Rique suggested that once she is able to get the information, she should follow up with an email to the supervisor to keep them informed. Jerolyn mentioned that Eileen was retiring February 5, and while they have identified the new supervisor, that person won't start until March. She offered to talk to her supervisor to be aware of this issue and her Quality Assurance team to address the issues with Crisis Call Center. Ron Murphy, Casey Family Programs (on phone): He attended a few blue ribbon commission meetings where training was mentioned. He stated that Washington Training Academy will send their link to anyone interested in learning how other jurisdictions operate. Kelly Weitzell, DCFS Fallon District Office Manager: They continue to have a lot of vacancies. She applauded the DR workers and how well they work together as a team.

VIII. Public Comment

None

IX. Additional Announcements and Adjourn

Toby reminded the group of National Child Abuse Prevention month coming up in April. Many activities are being planned in Fallon, Carson, Reno and Las Vegas, beginning on April 1 with Pinwheels at the Legislature in Carson City, spearheaded by Prevent Child Abuse Nevada, a program of the Nevada Institute for Children's Research and Policy. Friday, April 10 to Sunday, April 12 is "Go Blue Day". All of the CTF and FRC grantees are expected to participate.

The next DR Steering Committee meeting is scheduled for May 6, 2015. The northern Nevada meeting location will be in Reno.

The meeting adjourned at 10:28 am.