

Child Welfare Partners Committee (CWPC)

Meeting Notes

Thursday, November 14, 2013

1-3:00 p.m.

Hoover Building, 5 NE, Side 1

Members in attendance: Tom Bouska, Vickie Frick, Mary Macumber Schmidt, Julie Allison, Dawn Turner, and Pat Penning

Members by phone: Barb Gay, Jennifer Sievert, and Rick Venenga

Members not in attendance: Wendy Rickman, Mindy Norwood, Jean Slaybaugh, Nola Aalberts, and Mike Mitchell

Observers in attendance: Kristie Oliver, Executive Direction of the Coalition for Family and Children's Services in Iowa

Purpose of the Meeting:

The purpose of the meeting was to review the Strategic Plan and provide general updates.

Summary of Meeting:

- I. Strategic Planning
 - i. Review plan for upcoming benchmarks/activities
 - 1. Benchmarks due by November 30, 2013
 - a. 1.1.4 (survey to external partners) – Barb, Mindy, Julie, & Nola

Survey: Draft sent out to members asked to provide feedback. Survey is focused and short so we can get baseline data. Recommend add role identification. Comment section after each section was recommended and an overall comment section box. Other technical changes identified on the survey and will be provided to Wendy and Barb. Wendy will be writing the letter with the survey to provide context. Goal was to get survey sent by end of the March. We will clarify the audience.

- b. 3.2.2 (communication plan for MH & Disability) - Wendy

No update. Des Moines Service Area did do a cross-training on Integrated Health Homes in their contractor meeting. It was informative.

- c. 2.1.3 (communication of ROM) - SBT
- d. 2.1.4 (promotion & education of ROM) - SBT

ROM is currently experiencing technical difficulties. Timeframe for completion has been extended.

- e. 3.2.3 (impact of Children's MH & Disability on Child Welfare) - All CWPC

There was some question about final phase, believe it is 4/14 to be up and running. Need updated information regarding status, roll out timeframe. Suggestion to have a Magellan representative meet with this committee, possibly Dave Klinkenborg or Kelly Pennington, to learn more about the intersection with child welfare. Julie will make the contact. Have identified challenges in the rural areas. Teams are to serve 400; many rural counties will have 40-50 so the team will need to be spread over wide areas to meet that membership number. Hope to gain better understanding of role of caseworker

and how to not duplicate case manager roles and exhaust families with the number of people intervening. Discussion about those areas that have begun, such as Circle of Care in Dubuque. Although this group had experience with the model of service, because of benchmark requirements they have already had to lay people off. It has been clear that agencies will need to be able to sustain financially for a period of time up front and will need QA tools to match Magellan's reporting requirements.

f. 4.1.4: PIP and CAP align across contracts:

g. 4.2.1: Support continued data problem resolution:

CWES and Foster Care appear to have been resolved.

h. 4.2.2: (assess factors contributing to staff turnover & mitigate system risk) - All CWPC

Believe survey will bring further clarity to this. Providers appreciate it when DHS gives them a "heads up" in regards to open positions DHS will be posting. Variety of reasons why staff leave. CWPC decision to look at data related to this. Exploration of consistent survey. Mary talked about discussions with staff earlier than when they are exiting. Jen talked about a 45 after training, monthly, etc. Group decided that it would be beneficial to have contractors share what is working well in their agency to retain staff. Julie will follow up with contract managers to gather data and will share with CWPC.

2. Work Plan (standing item for all meetings)

a. Develop a work plan to get to resolution

i. Local level (Strategic Plan 1.2.2; Establish mechanism for identifying & solving problems)

1. FAQ for CWES & Group Care, similar to FSRP
Julie to follow up on Q&A for CWES

II. Sharing of practices/strategies and training (1.2.3)

AMP site having difficulties getting kids to attend.

III. **Differential Response:** Suggestion to put in the email when releasing the panel webinar (national perspective, Judge from a state who have implemented DR; county attorney who have implemented DR, and the Iowa model. Total webinar is one hour 44 minutes with the capability to watch one segment at a time. Julie talked about how helpful it is to build expertise across the state as there continues to be confusion about what DR is and what it is not based on some of the community questions. Send link to DR Q&A.

IV. **Work Group Updates:** (The following updates were provided by each of the co-chairs in attendance) - As of this meeting date, the active workgroups are as follows:

Child Welfare Services Contract Outcome Alignment – Mary and Tom (4.1 contract outcome alignment)
Are reviewing outcomes from each contract they cross walked thru CFSR.

Training –Dawn and Mike: Mike is addressing training needs with each contract meeting .Program managers and local meetings continuing to gather information regarding topics. Gathered primary contacts and locations in each service area for external partners to be able to join supervisory webinar groups. Distributed with training notice.

V. **Open Discussion:**

- a. FSRP - Discussion regarding Request for reduction deferral. Providers are not requesting this. The process is cumbersome. Cases going beyond 12 months are typically court cases. Wondering if the Department retains data regarding how many are requested and how many are approved.

Outcome alignment group – will be shared when all contracts have been reviewed. Need to keep the deferment issue with the Outcomes Group to bring recommendations.

- b. **Group Care:** Coalition request for CWPC to look at Group care rates. Process would be similar to a CWES workgroup. Jennifer and Julie will co-chair. Development of agree upon objectives, identification of members including non-coalition and a non-biased facilitator will be next steps for the co-chairs. Establish a workgroup which could include members other than CWPC members.

Next steps:

1. Julie will follow up with Jim to provide an update on the CWES meetings that occurred as well as the status of an ongoing Q&A document similar to that done for SP/FSRP Services.
2. The next meeting of this committee is scheduled for January 9, 2013 from 12:00-3:00 p.m. Note the time change due to guests attending.
3. Julie will follow up with Kelly Pennington, Dave Klinkenborg and suggest a representative who have implemented the integrated health homes
4. Refine survey; develop cover letter for March distribution.

Our Vision:

The combined experience and perspective of public and private agencies provide the best opportunity to reach our mutual goals: child safety, permanency, and well-being for Iowa's children and families. Collaboration and shared accountability will keep the focus on child welfare outcomes.