

Child Welfare Partners Committee

Meeting Notes

Thursday, June 14th 2012

1-3:00 p.m.

Hoover Building, 5 NE, Side 2

Members in attendance: Doug Johnson, Wendy Rickman, Mindy Norwood, Brian Fox, Mike Mitchell, and Julie Allison

Members by phone: Carol Gutchewsky, Jennifer Sievert, Barb Gay, Chris Secrist, and Evan Klenk

Members not in attendance: Jean Slaybaugh, Gary Lippe, Cheryl Goodwin, and Nola Aalberts

Observers in attendance: Kristie Oliver, Coalition

Observers by phone: Mary Mascher, Legislature

Guests in person: Natalie Samson, Boystown (ROM workgroup presenter)

Guests by phone: Steve Inzerello, Four Oaks (ROM workgroup presenter)

Purpose of the Meeting:

The purpose of the meeting was to receive an update from two members of the Results Oriented Management (ROM) external workgroup, review the CWPC Strategic Plan and next steps as well as provide general updates.

Summary of Meeting:

This is the last official meeting for two members, Gary Lippe and Cheryl Goodwin as their terms expire June 30, 2012. The two newest members joining the CWPC with the term July 1, 2012 through June 30, 2015 are Mike Mitchell of Four Oaks and Pat Penning, Des Moines Service Area Manager (SAM). Mike was present during this meeting to receive some transition as his membership becomes effective next month.

Doug Johnson's term/role as private sector co-chair of this committee expires June 30, 2012. Nominations were held to identify a new co-chair with the term July 30, 2012 through June 30, 2013. Brian Fox of Boystown was nominated and accepted the nomination. The committee voted and approved.

The external ROM (Results Oriented Management) workgroup met April 24-26th which allowed for good conversations to occur with potential products identified. Carol provided a brief summary of the ROM background while Natalie Samson and Steve Inzerello presented on the scope, goals, and process of ROM for external users. There was review of the internal ROM workgroup's prioritized reports as well as identification of additional external ROM workgroup's prioritized reports. The Department's Service Business Team (SBT) received the recommendations from the two workgroups and will finalize prioritization and set time frames for completion at the next SBT meeting scheduled for July 10th, 2012.

The Iowa CWPC Strategic Plan was approved in January 2012 and posted to the CWPC website. The Strategic Plan was reviewed for activities/tasks completed as well as those that are coming due.

Goal 1: Improve public/private partnership at the local level

Objective 1.1: Identify and use existing structures in each service area to engage in regularly scheduled proactive partnership discussions.

1.1.2: Collect baseline and annual data on existing partnership. (Completed and shared with CWPC on June 7, 2012)

1.1.3: Use baseline data to develop a core set of partnership questions for groups to consider facilitating local discussions. (Due by July 31, 2012)

By gathering the baseline data, it will allow the CWPC to identify areas in which we need to concentrate efforts to improve partnerships. The baseline will also allow us to measure over time whether our partnerships are growing stronger. Carol reported out on the results of the partnership survey. The surveys were sent to DHS SAMs, SWAs, and Contractors with DHS child welfare contracts to complete and forward on to all DHS Social Work Supervisors, Child Protection Workers, and Social Work Case Managers. Contractors were asked to complete the survey as well as forward on to their child welfare supervisory and line staff. The survey consisted of 26 questions organized within three domains: Transparent Communication, Commitment to Partnership, and Professional Relationships. There were a total of 670 responses received with 340 DHS, 292 Contractors, and 38 with an unidentified affiliation. The information obtained from the survey will continue to be reviewed and analyzed by members of the CWPC and a communication will be developed in the near future to share the results more broadly.

Goal 2: Create a culture of quality that promotes the use of data and information

Objective 2.2: Promote DHS/Contractor/Court collaboration on use of data and information.

2.2.1: Collect baseline and annual data on existing partnership.

2.2.2: Develop questions local groups can use to review and use data and information.

2.2.3: Develop communication plan for distributing recommendations and questions.

Neither Gary nor Cheryl was in attendance to provide an update so there will be follow up to determine if the document submitted by that workgroup was final or still in draft form. Several of the activities assigned to this workgroup will overlap with the ROM workgroups as well as the partnership survey results.

An update was provided on the CFSR PIP. The Executive Summary for Quarter 2 was shared along with the link to the reports.

The only legislative update provided was in reference to the provider rate increase effective July 1, 2012. Program Managers sent out a note from Wendy to all respective program areas notifying them of the rate increase. Contract amendments will follow with specific dollar amounts provided to assist providers in billing for services.

The state of Iowa is invited to participate in a Shared Learning Collaborative (SLC) with three other states including Michigan, Washington, and Texas July 18-20, 2012. There have been

planning calls to identify the goals of the SLC as well as setting the agenda. To support the peer learning process, each of the four states are asked to contribute materials and resources for a virtual resource notebook that will provide a snapshot of the four states child welfare systems along with performance based contract information. The following narrative was provided:

“In June 2001, Iowa passed the Accountable Government Act (AGA). The AGA requires Performance Based Contracting (PBC) and specific contract clauses:

Performance Measures,

- Monitoring Clause,
- Review Clause, and
- Payment Clause

The Iowa Department of Human Services (IDHS) currently has over 1500 service contracts. DHS does not have a central unit for procurement and management of service contracts. Program staff and/or policy specialists procure, write, and manage these contracts.

Iowa DHS utilizes HotDocs software, a contract template assembly program that keeps DHS contracts consistent and up to date. DHS refers to the program as C2 (Contract Creator).

The Office of Auditor of State performs an annual audit of 25 DHS service contracts which reviews requirements of AGA and compares to the documentation in each contract file. The Iowa DHS SFY 2011 audit resulted in no adverse findings. DHS also conducts internal audits of contract files.

In 2009, Iowa Legislature mandated six (6) core courses that IDHS staff who procure, write, or manage contracts are required to complete within a set time period. The training of these core courses are facilitated through the Bureau of Service Contract Support (BSCS). The core courses are as follows:

- Service Procurement and Template Overview
- Contract Creator (C2) and Pre Contract Questionnaire (PCQ) – The PCQ is a budget/payment coding system document.
- Scope of Work Basics: Deliverables, Performance Measures, Monitoring/Review
- Contract Terms and Conditions
- RFP Development/RFP Template Overview
- Monitoring and Review Activities

The Legislature also identified that after completion of the six (6) core courses, each person is required to attend at least one (1) advanced course per year. The BSCS also offers these advanced courses as needed and/or requested.

Audit findings have fostered tools and resources for staff focusing on documentation of monitoring and review activities and general contract management.

The following resources were provided for the Virtual Resource Notebook:

General Info

IDHS website: <http://www.dhs.state.ia.us/>

Safety Plan (SP)/Family Safety, Risk, and Permanency (FSRP) Services website:

http://www.dhs.state.ia.us/Consumers/Child_Welfare/BR4K/FamilySafety/Index.html

Child Welfare Emergency Services (CWES) website:

http://www.dhs.state.ia.us/Consumers/Child_Welfare/BR4K/CWES/Child_Welfare_Emergency_Services.html

Child Welfare Partners Committee (CWPC) website:

http://www.dhs.iowa.gov/Consumers/Child_Welfare/BR4K/CWPC/CWPC.html

Performance Based Contracting Information

- Blank copy of Contract Template
- Blank copy of RFP Template

One copy of the following contracts:

- SP/FSRP Services
- Group Care
- CWES
- Community Care
- Recruitment and Retention of Resource Families
- Support Services for Resource Families

One copy of the following RFP:

- SP/FSRP Services

Additional Resources:

- Contract Manager's Contract Closeout Guide
- Contract Review Form
- Monitoring & Review Documentation (2 samples)
- QA Review Scoring Standards
- QA Review Scoring Standards – Monitoring and Review
- Procurement Requirements (based on cost)
- Monitoring Plan Worksheet
- Template Selection (from Iowa's Contract Creator system)

Child Welfare Program Summaries

One/two page summaries on the following child welfare service programs:

- Aftercare
- CWES
- Community Care
- Safety Plan Services
- FSRP Services
- Foster Care Youth Council
- Foster Group Care
- Recruitment and Retention (R&R)
- Supervised Apartment Living (SAL)

Miscellaneous

- Child Welfare Partners Committee – 2012 Strategic Plan

Attendees from Iowa include:

DHS: Julie Allison, Carol Gutchewsky, Mindy Norwood, and Keith Wunder
Contractors: Chris Secrist and Jennifer Sievert"

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:

Family Interaction (FI)/Family Team Decision Making (FTDM) – This workgroup continues working diligently on benchmarks identified within the PIP and has submitted evidence of completion documents timely to the DHS Service Business Team (SBT) as required. The last face to face meeting was held on Friday, April 27th in which the workgroup identified and completed benchmarks. The evidence of completion documents for Q3 was submitted to SBT prior to May 30, 2012. As a result of the April meeting, the subgroup working on Family Interaction determined began developing a set of Family Interaction standards that mirror the FTDM standards. As with other products developed and/or revised from this workgroup, products will be distributed to a larger audience to solicit feedback prior to submitting for SBT approval. The next face to face meeting of this workgroup is Monday, July 2nd in Des Moines.

Training – The last meeting was held on May 18th with the next one scheduled for June 15th. The group continues to meet on a monthly basis to ensure that the identified objectives are being met within the annual plan. A few of the key objectives include increasing joint attendance to the supervisory seminars/webinars and providing additional support/training to maximize dialog and shared learning; support rollout of the Blueprint; and all CFSR PIP related training activities as assigned.

The training subcommittee report was sent out electronically to members of this committee for review. The committee is providing open communication across various training committees to avoid duplication and helps spread the word of training opportunities. Based upon reports provided by attendees at the Supervisor Seminar (webinars), attendance at has declined slightly in recent months; however, the last seminar held earlier this week did reflect an increase in joint attendance. The goal is to keep the focus of the Supervisory Seminars on how supervisors can work with their staff to discuss and implement critical practice decisions.

Next steps:

1. Work will continue on objectives and activities within the Strategic Plan.
2. A communication plan will be developed to share the partnership survey results. This plan will include a summary of the survey, survey results, core questions, and next steps.
 - a. Once developed and approved, it will be distributed broadly.
3. The next meeting of this committee is scheduled for July 12th, 2012.
 - a. July 2012 begins the membership term for Mike Mitchell and Pat Penning.
 - b. Brian Fox becomes the next private sector co-chair for the July 1, 2012 through June 30, 2013 term.

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.