

Child Welfare Partners Committee (CWPC)

Meeting Notes

Thursday, September 12, 2013

1-3:00 p.m.

Hoover Building, 5 NE, Side 1

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

Members by phone: Mike Mitchell, Barb Gay, and Rick Venenga

Members not in attendance: Jean Slaybaugh, Nola Aalberts, and Jennifer Sievert

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:

A copy of the Strategic Plan is currently posted to the CWPC website. As activities/tasks are completed, the updated plan will be posted so those outside of the committee can track the progress on achievement of identified goals and objectives.

In reviewing the plan to date, all tasks are on target for completion. The next set of action steps to be completed is due November 2013. A meeting is scheduled for the afternoon of 10.3.13 with Wendy, Barb, Mindy, and Julie to begin discussions around development of questions for a survey of external partners regarding their awareness of the functioning of public and private efforts. This is specific to Objective 1.1.4 and ultimately 1.1.5 and 1.1.6.

Specific to Objective 3.2.2, Wendy will utilize the developed communication plan to share information regarding Mental Health and Disability Initiative as it becomes available. There is a workgroup meeting scheduled for the end of September.

In discussing Objectives 2.1.3 and 2.1.4 specific to Results Oriented Management (ROM), the target date for the public portal was identified as November 1, 2013.

Objectives 4.2.1 and 4.2.2 were discussed. Child Welfare Emergency Services (CWES) Contractors are meeting with Program Manager Jim Chesnik around data gathering and reporting out, etc. There was a request for an ongoing Q&A document similar to that used for SP/FSRP Services that provides additional support and clarification on these services. Objective 4.2.2 identifies assessing contributing factors to unfavorable staff turnover and ways to try to mitigate risk, if possible. There was discussion regarding whether or not there are contractual or Court things that may contribute to turnover as well as what organizations are doing to manage staff and prevent staff burnout and fatigue. There was an agreed observation that turnover is less in the rural areas and higher in the metro/urban areas because there are more job opportunities in the metro/urban areas. There was also a brief discussion around the high numbers of female staff who provide services who may go on maternity leave or relocate with a spouse which may contribute to staff turnover, burnout, and fatigue.

The first six months of employee is critical and requires a lot of training and support for staff. Contractors report that they ask staff to complete an exit evaluation as they leave the organization and a few also have their staff complete annual job satisfaction surveys. It was helpful with the rate increases as it allowed for that money to go toward staff salaries and benefits.

Objective 1.2.2 which establishes a mechanism for identifying and solving problems between partners (transparency) to get to an outcome is a standing agenda item for discussion. In referring back to the meetings with Jim Chesnik and the CWES Contractors, Wendy Rickman shared that Jim had sent a note out to all CWES Contractors stating he wanted to meet with all of the individually. It appeared that the email note created some concerns which the Department recognized and tried to address. These concerns seemed to fall back onto fundamental levels of trust. Wendy identified that the role of DHS is to “set the right table” and listen whereas the Contractor role is to step up and participate at the table. The Department has worked toward standardizing contracts where applicable as well as standardizing open communication. Pressure is placed on DHS Program Managers, SAMs, and SWAs for consistency across all service areas.

A brief update was provided on the CFSR PIP. We are currently in Quarter 8 which goes through September 2013. A copy of all Executive Summaries can be accessed on the DHS website. As we get near the end of the PIP, the federal partners will begin looking at performance for each benchmark identified within the PIP. We will go into one non-overlapping year before receiving any penalties for not achieving benchmarks.

There was a brief update provided on Differential Response (DR). The DR Training workgroup is in the process of submitting a draft curriculum and supporting training documents/resources to SBT for their review and comment. Tentative training dates were identified and implementation is on target for January 1, 2014.

The June 2013 Policy Update: http://www.dhs.state.ia.us/uploads/DR_one_pager.pdf. The August 2013 Policy Update: http://www.dhs.state.ia.us/uploads/8.5.13_DR_1pgr.pdf. A third update will be provided early in October 2013. Additional information on DR can be located at the following: http://www.dhs.state.ia.us/Consumers/Child_Welfare/CW_Menu.html. As a reminder, once the DHS website is updated, there will be a specific page on Differential Response which will allow users to sign up for a listserv for notifications on any updates made to this page.

During open discussion, a concern was identified about some of the problems heard around the state regarding Drug Testing. There were some very positive things heard about the statewide implementation of Parent Partners but there are some questions regarding their role and responsibilities. CFI is the Contractor for Parent Partners and Vickie made note of possibly identifying some talking points or development of a roles/responsibilities document to be shared.

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 Macumber Schmidt and Tom Bouska are the co-chairs of this committee with other members including Mindy Norwood, Christine Secrist, and Doug Johnson. The co-chairs and members of this workgroup will reach out to others as necessary to meet the needs of identified goals (i.e. DHS Program Managers, DHS Contract Specialists, Contractor representatives for specific programs/contracts areas, etc.). The purpose of this workgroup is to ensure that performance measures are aligned across contracts, contribute to positive outcomes, and appropriately balance accountability and risk. The goals of this workgroup are outlined in the CWPC Strategic Plan, specifically Objectives 4.1.2, 4.1.3, and 4.1.4. In reviewing the charter, the current

workgroup members agreed to initially focus on the following child welfare service contracts: Safety Plan Services, FSRP Services, Community Care, Foster Group Care, CWES, and R&R. This group will review current performance measures and outcomes identified in each respective contract and determine any need for clarification within definitions; review current payment structures; identify specific examples to clarify any problems or issues; and examine aggregate data to determine the scope of the problem. Upon review of the above identified child welfare service contracts, any patterns that may affect other child welfare service contracts will also be addressed through this group with recommendations made to the CWPC. All meetings of this group have been scheduled through April 2014 with the next on 10.10.13.

Training – Mike Mitchell and Dawn Turner transitioned over as the co-chairs for this committee as of August and scheduled monthly meetings. Mike and Dennis Smithe (LSI) will be participating in some of the October Contractor meetings with Program Managers to discuss general training needs as well as specific plugs for the upcoming supervisory seminars. The goal is to increase attendance to the seminars and engage other Contractors to attend as the primary private attendees have been SP/FSRP representatives.

Next steps:

1. The updated Strategic Plan with completion dates of achieved activities/tasks will be posted to the CWPC webpage.
2. 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.
3. The next meeting of this committee is scheduled for November 14, 2013 from 1-3:00 p.m.

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.