

Proposed Minutes
Child Services Oversight Committee
Tuesday, June 9th, 2015, 1:00PM
Indiana State House, Room 431

Members present: Senator Carlin Yoder; Doris Tolliver, Chief of Staff, Department of Child Services (in place of Mary Beth Bonaventura, Director, Department of Child Services); Leslie Dunn, Indiana CASA Director, Division of State Court Administration, Indiana Supreme Court; Sean McCrindle, Vice President of Program Operations, Bashor Children's Home; Suzanna O'Malley, Prosecuting Attorney Council; Representative Gail Riecken; Jolene Bracale, Program Coordinator for Student Health, Department of Education; Larry Landis, Executive Director, Indiana Public Defender Council; Senator John Broden; Honorable Christopher Burnham, Morgan Superior Court 2

Members absent: Representative Kevin Mahan.

Guest Presenters: Lisa Rich, DCS Deputy Director of Services & Outcomes; Doris Tolliver, DCS Chief of Staff; Parvonay Stover, DCS Legislative Director; Amy Kent, DCS Assistant Legislative Director; Leslie Dunn, GAL/CASA. Division of State Court Administration; Senator John Broden.

Commission Staff present: Dalton Thieneman, State Senate.

1. Welcome. Sen. Yoder welcomed everyone to the meeting and reminded everyone to turn on their microphones for the committee live stream.

The floor was then opened for introductions.

2. Collaborative Care Update. Lisa Rich, DCS Deputy Director of Services & Outcomes-

Indiana's Collaborative Care system is an extension of foster care until the youth turns 20 years of age. Most are in high school, post-secondary programs, college or apply on a need basis while pursuing their career post-education. Currently, the main focus is developing a plan for youth who age out of care. By developing practical skills while in the program, these kids will be able to apply themselves when they go into the world. Skill development services are used for case management by service providers as well. The continuum of care includes: services for younger youth in care, services plus foster care for older youth as well as voluntary services without foster care, which is a safety net for older youth ages 20-21.

The interdependent fostering program works to ensure no youth leaves care without a caring, committed adult connection. When obstacles occur, these children need someone to rely on. Who will be that adult in the community that acts as a mentor or support system? This aspect of the program is as important as or more so than the skills they develop. The interdependent program recognizes teachable moments, which include inevitable moments a youth will encounter throughout life. By preparing for these obstacles, youth will develop life skills and learn from their experiences and mistakes alike. Collaborate Care also works with the Department of Workforce Development in an effort to find jobs for our high school and college

graduates. Lieutenant Governor Ellsperman's State Fair Employment program is also utilized within the program on an annual basis. This is a career and technical experience that aids at-risk youth. Specialized Vocational Educational programs teach practical skills such as culinary arts, car maintenance and overall life skills.

All Collaborate Care programs aim to give positive outcomes for Indiana's youth once they're out of care. Therefore, the focus on supporting our kids as they go through high school. The program has a total of 659 youth and 161 will graduate this year with their high school diploma. Indiana should be very proud of these numbers, but the next goal is focusing on the ability of our youth to not only attend college, but to stay in college and get their degrees once they get there. The specialized case manager program provide positive youth development, youth voice, authentic youth and adult partnership, adolescent brain development and trauma informed care. These specialized caseloads address trauma and focus on developing the youth's plan for education, long-term housing, employment, etc. Indiana DCS focuses on long-term housing, not transitional housing. It is Indiana's position to assist youth with developing the skills and resources needed to sustain long-term housing through services.

3. Deloitte Field Workload Analysis. Doris Tolliver, DCS Chief of Staff-

Deloitte looked at a wide range of data and information, but primarily the current case load and internal operations to give need-based recommendations. They used focus groups through child welfare information systems to process mapping to find opportunities to improve overall operations. The study showed case load standards on not consistent on a statewide basis. The analysis identified both long-term and short-term process and procedural changes likely to be strongly correlated with meeting the current 12/17 caseload standard. Deloitte identified several efficiencies that should, over time, reduce the number of FCMs needed to best care for our children. Director Bonaventura is committed to ensuring that field staff have manageable caseloads to ensure safety to children and families across the state. DCS will work with the legislature and the administration to implement recommendations made in the study, which are as follows:

1. Improve current caseload calculation for 12/17 standards by reviewing definitions for ongoing caseloads and focus on improving the method used to calculate assessment workload.
2. Case closure initiative designs a case closure initiative to help monitor and manage backlogs.
3. Increase worker still and use of technology by created better training initiatives for FCMs.
4. Use workforce analytics to identify current and forecasted staffing needs, and build a recruitment and retention strategy.
5. Realignment of FCM duties by identifying routine FCM duties and realign resources to better support FCMs.

6. Implement a performance management methodology for the case lifecycle, including a routine pipeline analysis and performance metrics to provide insight into critical trends and patterns.
7. Better familiarize supervisors with institutional data resources and train them in data-informed management practices.
8. Design improved training to include employee development techniques, focusing on mentoring and management strategies.
9. Devise a set of evidence-informed criteria to promote consistent statewide use.
10. Creating a project management office to provide oversight and governance is critical to implementing the other efficiencies identified in Deloitte's analysis.

In regards to the increase of CHINS cases, we are trying to manage the burden. We need to better understand the cause of the increase to find a solution. Substance abuse is a major problem and treatment facilities are very limited in some areas of the state so this poses a huge issue. We are currently proceeding with thoughtful planning and staging for this problem.

4. Quarterly Data Report. Parvonay Stover, DCS Legislative Director; Amy Kent, DCS Assistant Legislative Director-See Committee Handout Attachment
5. Legislative Update. Parvonay Stover, DCS Legislative Director; Amy Kent, DCS Assistant Legislative Director

The following bills concerning DCS were signed into law from the 2015 legislative session:

- HEA 1001-Biennial Budget Bill-DCS received \$15 M/biennium to fund 100 new case manager positions and 17 new supervisors. DCS received \$22 M/biennium to continue funding the State Adoption Subsidy for 1,600 children.
- HEA 1434-DCS agency bill- explicitly permits DCS to conduct fingerprint-based background checks on Collaborative Care host homes. Provides that youth are eligible to participate in Collaborate Care on the day of the 18th birthday. Provides exemption for DCS staff under the social worker licensing statute.
- SEA 324-Child Support-Updates the Uniform Interstate Family Support Act language currently in statute, which governs how states and counties send and receive child support cases. UIFSA helps ensure that child support cases are handled consistently, which leads to more money going to children and families.
- HEA 1004-Safety Protecting Indiana's Newborns Grant Program-Creates a new grant program administered by State Department of Health for infant mortality prevention.
- HEA 1161-Immunity for damage caused rescuing a child-Provides civil immunity for any damage resulting from the forcible entry into a car for the purpose of

removing a child. Civil immunity applies if the person has a good faith belief that the child is in imminent danger of harm if not removed from the vehicle, contacts law enforcement as soon as possible, and remains with the child until law enforcement arrives.

- HEA 1196-CHINS and Delinquent Child Dual Determination-Works to increase communication and collaboration between DCS, probation departments, and the juvenile courts to better serve dual status youth.
- HEA 1216-Mission Children and Trafficked Children-Requires the ISP to develop a pamphlet with information on resources for missing children and trafficked children. Requires that when law enforcement detains suspected victims of human trafficking under age 18, they must immediately notify DCS that the child was detained and that the child may be a victim of abuse or neglect.
- HEA 1304-Various Criminal Law Matters-Requires custodial interrogations of juveniles to be recorded.
- SEA 461-Health Matters-Provides that the Local Child Fatality Review Team shall review the death of a child whose death incident occurred in the area served by the team, instead of the location where the death occurred. Also states that the team may review the near fatality of a child whose incident or injury occurred in the area served by the team.

6. Update from CASA. Leslie Dunn, Indiana State Director GAL/CASA-

I want to thank the support of this committee, Senator Yoder, Senator Broden and Representative Reicken for the Child Advocacy programs and funding efforts. This is the first increase for the program since 2007. As of July 1, 2015, the State Office of GAL/CASA will receive an additional \$2.1 million dollars in funding from the Indiana General Assembly, for a total appropriation of \$5 million dollars. These funds will be used to build capacity in the 76 local GAL/CASA programs across the State, to start new programs in several counties, and to expand the work of the State Office of GAL/CASA, with the ultimate goal of serving more children and reducing the list of children waiting for a GAL/CASA volunteer.

The GAL/CASA Advisory Commission has a Capacity Building Committee and this Committee, as well as all of the local GAL/CASA program directors, have met on several occasions to discuss and develop plans for building capacity in the network. These plans include the following:

- Optima Case Management System-roll-out optima case management system to all programs in the state, including data conversion and training.

- State Office Position-the job description has been completed and an ad will be posted later this month. We plan on conducting interviews and hiring for the new position by August 2015.
- Capacity Building at Local Level: Capacity Building Grants-Develop and get approval of grant process for distribution of new funding in the form of capacity building grants.
- Capacity Building Activities at the State and Local Levels-pursue strategic partnerships with other organizations, such as the Nurses Association, businesses and churches, both at the state and local levels.

7. Committee Discussion: CPS Near Fatality Reports. Senator John Broden-

The goal of this legislation was to better define and expand the definition of a near fatality. Current legislation has included near fatalities, which will need consistent updates as we learn from these experiences. The Senate legal staff is coordinating with the department of child services to discuss the creation of more efficient fatality reports.

8. Future Meeting Topics.

- a. IARCA Outcome Measures Project, Cathy Graham
- b. Assessment of CHINS case increase

9. Future Meeting Date.

- a. "Thank you to all in attendance for your time and efforts for our Indiana youth. Our next meeting will focus on the committee's recommendations for legislation next session. Our next meeting will be scheduled by the committee's schedule around mid-October."- Chairman Yoder