

**Proposed Minutes**  
**Child Services Oversight Committee**  
**Thursday, October 8, 2015 10:30am**  
**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; Paul Sites, Assistance Executive Director on behalf of Larry Landis, Executive Director, Indiana Public Defender Council; Senator John Broden; Honorable Stephen Galvin, Monroe County Circuit Court

**Members absent:** Representative Kevin Mahan.

**Guest Presenters:** Cathleen Graham, IARCA Executive Director; Mark Hess, IARCA Outcome Project Coordinator; Mary Beth Bonaventura, DCS Director; Parvonay Stover, DCS Legislative Director; Amy Kent, DCS Assistant Legislative Director; Leslie Dunn, GAL/CASA. Division of State Court Administration;

**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. IARCA Outcome Measures Project. Cathleen Graham, IARCA Executive Director, and Mark Hess, Outcome Project Coordinator

For 15 years, member agencies of the Indiana Association of Resources and Child Advocacy have worked collectively to provide outcome data for the thousands of children they serve. IARCA was previously the Indiana Association of Residential Child Care Agencies and also did business as IARCCA, an Association of Children & Family Services, over the years covered in this report. The IARCA Outcome Measures Project emerged from the efforts of a group of agency volunteers whose goals were to develop outcome measures that would:

- Highlight the needs of Indiana's children and families referred for services
- Improve programs in response to an individual agency's results at discharge and follow-up
- Allow for benchmarking of performance with an aggregate of the data by program type
- Provide a better understanding of the broader issue of children's services to strengthen advocacy efforts on behalf of children and families

IARCA's external evaluators present information for three program types across 15 years of data collection through a Special Report Brief. Many practice implications have resulted from 15 years of data collection. The vast majority of children using these services show measurable improvement in education and employment and a reduction in problem behavior, court involvement, and subsequent abuse. Results measured at follow-up demonstrate that these improvements are sustained for months post-discharge. Children have experienced serious trauma prior to entering services. These include neglect, physical abuse, sexual abuse, and exposure to domestic violence. Yet, despite these difficulties, the majority of children and families do succeed. This Special Report Brief includes data for 52,766 children who were assessed at intake over the past 15 years. The most frequently reported risk factors were parental substance abuse, child neglect, witnessing domestic violence, parent incarceration, physical abuse, sexual abuse and being from a single parent family. 47,392 children were assessed at discharge. Depending on the program type from which they were discharged: 62%-87% had a positive educational outcome; 55%-80% went to a less restrictive environment; and 35% and 68% had achieved their permanency goal. 24,852 children were assessed at follow-up. Depending on the program type from which they were discharged: 71%-97% had a positive educational outcome at follow-up; 91%-100% had no new child abuse reported; and 52%-98% had no court involvement due to new offenses.

The Outcome Measures Project is a cross-agency outcomes project developed to evaluate the effectiveness of programs and services provided by participating agencies. Data on youth and families served have been collected continuously since 1998. The three Outcome Measures Programs:

1. Transitional Living
2. Foster Care
3. Residential Care

Our future goals represent an expansion of collaboration, expansion of academic contacts and research, family strength based assessment tool, consultation with individual agencies regarding use of data, collaborative conference 2015 and special report briefs, which will include education, disproportionality, factors associated with achievement of positive outcomes. With respect to outcomes for youth placed into Residential Care, Foster Care and Transitional Living, all three programs were likely to return youth to a similar or less restricting placement following care. Youth were also planfully discharged from their programs at a rate similar to their movement into a less restrictive placement. While approximately 25% of youth in FC programs were administratively discharged between 1998 and 2002, this rate has decreased to below 20% for the last either years examined (2005 through 2012). Youth in all three programs were also likely to have reported positive educational outcomes at discharged, as determined by school attendance, appropriate behavior and/or achievement. In addition, youth contacted at follow-up maintained positive educational outcomes by either attending school or having graduated. Also at follow-up, youth in all three program types had low rates of subsequent reports of being subject to additional abuse or being returned to court for a new infraction.

3. DCS Agency Updates. Mary Beth Bonaventura, DCS Director

On July 1, 2015, DCS received funds for 117 new Family Case Managers. By July 27<sup>th</sup>, all of these positions had been filled. I would like to take my hat off to all of the staff and state personnel staff for the recruitment to fill these positions as all 92 counties had some kind of need. In August, the Governor asked for 113 additional positions based on the numbers of incoming cases. Upon this request, 32 positions have been filled and we are seeking to fill the remaining spots. We also have developed and rolled out a new ABP program. This program will allow every employee to have the opportunity to meet with a counselor for three separate issues, not all work related. If an employee has issues at home or the workplace, they will be given the opportunity to discuss with the counselor to talk through them. This is provided through insurance coverage, which is a much needed program based on the high stress and intensity of the work environment. We are one of the first agencies in the nation to provide this through our program. DCS implemented this program started July 1 of this year. I have also been informed this will roll over to all other state agencies in the future due to its instant success.

In spite of our efforts, our Family Case Manager turnover has increased. However, we are 1 of 12 child welfare programs in the country that was chosen by the National Welfare Institute for a grant to review the workforce. The review will be conducted by the National Welfare Institute in partnership with IUPUI. Indiana is currently one of the lowest turnover rates in the country. For reference, Kentucky is at 36% and Wisconsin is at 46%, while Indiana is at 24%. Other states have approached us asking what retainment efforts we provide. With this in mind, DCS has issued a new recruitment plan. The BRSSP recruitment plan will address each counties needs by establishing a biennial plan. We will meet with each office twice a year to meet the needs in each community. This will allow us to focus on the need of each area instead of on a statewide basis. This will help with our five year Federal Review, which will take place next summer. As a result of the Deloitte Study, State personnel hired a dedicated recruiter to solely recruit for DCS positions. This will help greatly with the quality of our staff by specifically targeting geographic areas, based on need. The Deloitte study provided that 30% of the Family Case Manager responsibilities included administrative proceedings. We are now realigning their duties by hiring administrators so the FCM's can focus on the children and their cases. Of the 19,251 CHINS cases, 29.3% of these children remain in the home, 70.7% are taken of the home and of those taken of the home, 42% are placed with family members with 6.4% placed in residential case. Because of this, we are trying to build up Foster Care programs. Foster Care is becoming more complex, but we are identifying relatives that would be a great fit for the at-risk children. Therefore, we are trying to boost up our relative placement program where there is need.

4. Legislative Agenda for 2016 Session. Parvonay Stover, DCS Legislative Director

We have noticed an increase in human trafficking in the last few years. Currently, Indiana code does not provide a definition for human trafficking. We are exploring the option of adding a definition to title 31 and also the corresponding CHINS statute. We also found a gap in

the CHINS statute regarding sexual abuse. There may be cases and children being missed in sexual battery cases and we would like to change this by removing the delinquency statute to allow courts to be actively involved in these cases.

5. CASA Capacity Building Efforts. Leslie Dunn, Indiana State Director GAL/CASA

Our program roll-out is going very well thus far. 56 counties will be operational by the end of the year. An additional 21 counties will be introduced in 2016. All 77 counties with programs will be operational by next summer. As Chief Dickson announced in his State of the Judiciary, we are implementing a new Incite application called CMS Search. The CMS Search application enables court staff to search and view court records across multiple case management systems. Currently, the application is successfully implemented and is being used for cases in the Odyssey Case Management System and the Quest CMS. Odyssey is the Supreme Court's state CMS, which is being deployed statewide by the Division. Quest is the CMS used by several Indiana courts for managing their juvenile cases. Because this interface provides access to both confidential and non-confidential cases, the CMS Search application has different permission levels. Users can have access to non-confidential cases or to both non-confidential and confidential cases. The first phase of the quest interface has been completed and is operational in Marion and Tippecanoe counties, with Howard to be implemented next.

In regards to CASA Capacity Building efforts, we have a lot going on. Our Indiana CASA program is one of the most understaffed in the nation. We just hired Corrin Harvey as our Program Business Analyst and are making many strides to provide the support we need. Ms. Harvey will be working on analyzing data, creating outcomes and tracking of data and outcomes in Optima. CASA has also instituted a Capacity Building Committee. The Committee is currently working on three initiatives: tabulating the results from volunteer surveys, working with Bryan Orander of Charitable Advisors, Matching Grants and Capacity Building Grants in October. Capacity Building Grants will include specific capacity building plans with goals and objectives to increase volunteer base, children served. We also have new program development in several counties previously unserved: Hendricks, Clinton, Sullivan, Huntington, Parke. The annual GAL/CASA conference and directors meeting exceeded expectations with over 800 in attendance over three days with two main agenda items: Intergenerational recruitment with a focus of the recruitment of "millennials" and presentations/discussions on recruitment, retention and capacity building. Our main focus is the pursuit of several strategic partnership possibilities with businesses and other entities to aid recruitment efforts.

6. Committee Discussion.

Judge Galvin offered discussion regarding Family Case Workers. These individuals see more pain and suffering by children than the average beat cop does in their entire time on the force. As a committee, we need to do a better job of public relations for these folks. What they're doing is truly invaluable. Director Bonaventura spoke about how faces lit up when she

came to visit different branches across the state. You reassure them and show just how important what they do is. We need to continue to do this in the future.-Judge Galvin

7. Future Meeting Topics.

Please think about committee agenda items to discuss at our next meeting. We are currently looking to meet after the legislative session in March or April. If we need to gather before then, we surely can.

8. Future Meeting Date.

- a. "Thank you to all of the committee members-old and new- for your efforts. I am excited about the initiatives in the works and what the future will hold. Our next meeting will be scheduled by the committee's schedule after the legislative schedule in March or April."- Chairman Yoder