

SAFELY HOME, FAMILIES FIRST

Regional Service Council Minutes

Region #16 Meeting

Date: February 13, 2017
Time: 12:00 Noon
Location of Meeting: Vincennes University, Ft. Branch, Indiana
Meeting Chair: Regional Manager Melanie Flory
Meeting Secretary: LaJean Gentry
Call to Order: 12:00 Noon CDT
Roll Call: Quorum – 5 of 12 Voting Members Present

Voting Members Present

Trina Russell (Proxy for Suzanne Draper)
Aaron Simpson
Shirley Starks
Michael Summers
Melanie Flory

Phone Present

Absent with Regret

Suzanne Draper

Absent

Judge Brett Niemeier
Judge Joseph Verkamp
Judge Robert R. Aylsworth
Dirk Carnahan
Libby Treado
Sarah Gough
Margaret Angel

Others in Attendance

Gena Turner
Melanie Reising
Lori Reinhart
Kristen Wilcken
Gini Combs
Jackie Foley
Angie Phillips
Diane Braun
Amanda Cassen
Jeff Fray
Gary Emmons
Natalie Kassenbrock
Janie Beckham
Dr. Donna Culley
Kenneth Malapote
Marcia Loving-Wilkerson
Gwen Girten
Sidney Hardgrave
Jan Dotson

Welcome

Regional Manager Melanie Flory welcomed everyone to the meeting, and introductions were made. Melanie reported that Region 16 underwent a Quality Service Review (QSR) in December, 2016, and introduced Kristen Wilcken of the PQI team.

Approval of minutes from last meeting on October 27, 2016:

As read X As corrected

Minutes of the October 27, 2016, RSC meeting had previously been e-mailed.

Program/Committee Reports:

Community Partners Report – Natalie Kassenbrock – Natalie reminded everyone that Community Partners reports continue to be posted to the IHBS website. This year is the tenth anniversary of Community Partners, and there will be a celebration for Community Partners in Indianapolis on April 10th. Natalie noted that reports have changed a little and now include more parent feedback. Natalie shared a success story of a father and his two teenage children who were residing in a shelter who made a self-referral to CP. Goals set were stable housing and assistance with parenting skills. At the time of case closure the family had stable housing and were linked with resources for household items and financial responsibilities. The father also felt that he was more comfortable talking with his teenagers and that he had a closer bond with the children after working with CP. Community Partners is now serving 133 families. In November 81 referrals were received, in December 67 referrals were received and in January 68 referrals were received. For this fiscal year a total of 487 referrals have been received. Through December 31st, the budget is running at about 47% with the target being 50%, which is good.

Region 16 QSR – Melanie Flory – Melanie presented a Powerpoint presentation of the December, 2016, QSR results to those present. Twenty-two cases were pulled for review from Region 16's six counties. Reviewers look for identifying patterns and trends relating to practice skills and other things. Scoring is done on two levels with the first level being Refine/Maintain, which is a score of 4, 5, or 6, and is preferred. This is a positive range with 4 being fair, 5 being good and 6 an optimal score. The other level of scoring is the Concerted Action Needed level and is 1, 2, or 3. When a case scores in this level, it is indicative that something needs to happen in the case such as increasing efforts, looking at additional services, etc., so that the case can move toward success. Three is marginal, with maybe just one or two things needing to happen. Two is poor, which means the case is stuck and nothing is being done. One is adverse, which means things are worsening and something needs to happen very quickly. Six is exemplary practice and results; 5 is good with the case being consistent and meeting long-term goals; and 4 is fair and means the case needs to continue to be watched for things that might need to happen for continued success; 3 is inconsistent; 2 is fragmented and 1 is adverse.

Enhanced indicators were added to this QSR to align the review more closely with the federal review which occurred in June, 2016. Twenty-two indicators have been enhanced, which includes adding a 12-month time frame for selected indicators, and with scoring occurring for mother, father, youth, child and resources separately so that it can be determined where focus needs to occur for any weaknesses that appear.

Characteristics of children and families in the samples pulled for this round, Round 5 QSR, show that 50% of the cases included children 0 to age 4 and shows the region had more children of that age group in

this review; 27% were in the age 5 to 9 category; and 18% were in the 10 to 13 age category. For Time in Care 55% had been in care 0 to 6 months; 27% had been in care 7 to 12 months; 9% had been in care 13 to 18 months; and 9% had been in care 37+ months. For Case Type pulled, 4% were adoption cases, 14% were assessments, 14% were IA's, and 68% were actual CHINS cases. These stats were similar to the last pull, or Round 4, two years ago. For Current Placement, 55% were in custodial or non-custodial care, 27% were in relative care, and 18% were in foster care.

QSR Results – Indicators include child status, parent status and system performance status. Child Status includes safety (child is safe from harm and abuse in the home or placement), which scored at 100% Refine/Maintain; behavioral risk (is child exhibiting behaviors that put him or others at risk), which scored at 71% Refine/Maintain; Stability (how stable is the placement or child's situation over the past 12 months), which scored at 64% Refine/Maintain; Permanency (is child living in a home environment that everyone believes will last until adulthood), which scored at 50% Refine/Maintain; Appropriate Living Arrangement (this involves well-being and whether placement of the child is appropriate for his needs, there is stability, and the child will thrive and be successful in that living arrangement), which scored at 91% Refine/Maintain; Physical Health (child's physical needs are being met as far as health), which scored at 100% Refine/Maintain; Emotional Status (Child is presenting age appropriate emotional development), which scored at 71% Refine/Maintain; Learning and Development (child is on target developmentally and educationally), which scored at 91% Refine/Maintain; and Pathways to Independence (youth is learning skills to live independently)--only one case was applicable and was a 0% score in Refine/Maintain. Overall: 41% of cases scored a 4 and 41% of cases scored a 5, 5% scored a 6, and 13% scored concerted action of 3.

Information gathered in this QSR that will help in knowing more about families and the population being served included parent stress factors and former ward status. Stress factors may include the reason DCS became involved or may be something found after DCS involvement in getting to know the family. Of the parents, 77% had a drug addiction or were substance users; 55% had insufficient income; 50% had domestic violence; 45% had an unstable living environment; and 41% had inadequate housing; 23% of the moms were former wards; 18% of the fathers were former wards; 13% of the moms were unknown wards; and 36% of the fathers were unknown wards.

Parent/Caregiver Status involves whether parents have the capacity to parent their children. This was broken down between fathers and mothers and showed 68% of the mothers scored in Refine/Maintain, and only 39% of the fathers scored in Refine/Maintain. That indicates there is a need to add focus to fathers. Informal Supports involves whether the family has a group of people, friends, relatives, or co-workers that can help them if they need it or someone they can call when needed – 73% of the mothers scored in Refine/Maintain, but only 28% of the father scored in Refine/Maintain. Compiling stats for mothers and fathers arrived at a 64% Refine/Maintain. Informal Supports combined for parents was 50%. Overall Parent Status: 32% scored 4; 18% scored 3; 23% scored 5; 9% scored 6; 14% scored 2; and 4% scored 1. For Resource Parent Status, only 10 cases were applicable and scored at 100% Refine/Maintain. For Resource Parent Informal Supports, again only 10 cases were applicable and was 100%. For Overall Caregiver Status and Congregate Care: 80% were in Refine/Maintain scoring a 5, and 10% scored 6. Kristen noted when talking about parents capacities, some kids are not at home with the parents (having been removed from the home) and it is expected that their capacity would be in the concerted action category.

System Performance involves DCS practice and how things are done. The 1st category is Role and Voice of the Mother (how active are the parents in the case as far as decision making, are they able to, and given the opportunity to, make decisions about their case). Mothers scored at 59% Refine/Maintain; 17% of the fathers scored in Refine/Maintain. Youth/children are also scored for role and voice, when appropriate, (how involved the child is in making decisions or having a role in his/her case). The last QSR was 71% and work has been done during the last two years on ensuring children have a role and voice, with this QSR's score being 91%. Role and Voice for Resource Parents scored 60% in Refine/Maintain, which is a new scoring indicator. Teaming and Team Formation involves how well case participants are working together on goals for the case, how well do they bring in informal supports, who all are included and if everyone that needs to be at the table is there – All 22 cases were scored and 23% were in the Refine/Maintain category. Team Formation looked at the last 90 days and the past 12 months with scores being 23% and 21% respectively in Refine/Maintain. Team Functioning involves (once the team is developed/created) how well members of the team function, is everyone on the same page, do they all have the same goals and do all team members have knowledge about the case and where it is going. Nineteen cases were scored and 21% scored in Refine/Maintain. This will be an area of focus for the region. The 90 day score was 21% and the past 12 months score was 16%.

Assessing Cultural Recognition includes how well family cultural issues are looked at and addressed. All 22 cases were scored and scored at 86% Refine/Maintain. Assessing/Understanding Child/Youth involves a shared big picture understanding of the family, any known underlying issues, an understanding of family dynamics, and history of the family. Twenty-two cases were reviewed and scored 86% in Refine/Maintain. Assessing and Understanding the Parents involves what is known about the parents, how well their needs were assessed and is there an understanding of where those needs come from. Twenty-two cases were scored for the mother and 18 for the fathers and 36% scored in Refine/Maintain. Assessing and Understanding the Mother for the past 90 days and past 12 months showed scores of 45% and 37%. For the fathers, the scores were 28% for the past 90 days and 13% for the past 12 months. Assessing the Child showed scores of 86% for the past 90 days and 79% for the past 12 months. Resource Parents' scores were 80% for 90 days and 79% for the past 12 months.

Planning Long-Term View involves everyone being on the same page for the permanency plan, does everyone know what the plan is and are all working toward the same thing, and what is the long-term view of the case. Twenty-two cases were scored with 41% scoring in Refine/Maintain. The Child Family Planning Process looks at whether the planning process for the family is individualized, does it meet their needs and is it defined especially for what this family needs in order to be successful. All cases were reviewed and scored at 36% Refine/Maintain. Planning Transition and Life Adjustments looks at how well is everyone prepared for the next transition for the child, and if the child is getting ready to go home how prepared are the child, mother, father, and foster parents. If it is known something will happen in a case, how well is planning being done around that, and have goals been set or an action plan developed around that adjustment. Nineteen cases were scored with 47% scoring in Refine/Maintain.

Adequate Intervening involves whether services are sufficient to meet the needs of the family. Twenty-two cases were scored with 41% being in Refine/Maintain. Intervention Adequacy – Mother was scored for 90 days and the past 12 months with those scores at 41% and 19% respectively. Fathers scored at 28% and 19%; children scored at 77% and 74%; and resource parents scored at 63% and 75%. Resource Availability looks at the needs determined for the family and whether there are resources available to need those needs. All 22 cases were scored and scored at 95% Refine/Maintain.

Intervening, Tracking and Adjustment involve how well parents' needs are being tracked, the services provided, how well all adjust when an adjustment is needed, and how well is it recognized that a change is needed and respond to that. All 22 cases were reviewed with 36% scoring in Refine/Maintain.

Maintaining Family Relationships involves how well DCS is helping families to maintain the relationships they have within the family, and could be between the mother and father or mother and grandmother or mom and child. In the review for the mother only 10 cases were scored and scored at 70% Refine/Maintain. For the father 8 cases were scored and scored at 38% Refine/Maintain. Family Relationships – Siblings involves how well DCS is able to keep siblings together or keep siblings connected either through visitation, phone calls, or other type of contact. Three cases were scored and scored at 100% Refine/Maintain. Maintaining Family Relationships for Extended Family includes relatives such as grandparents and/or aunts and uncles. Ten cases were scored with 60% scoring in Refine/Maintain.

Overall Practice Performance: 50% scored at 3; 9% scored at 2; 23% scored at 4 and 18% scored at 5. Kristen noted you can see that when comparing the child, mom and child and child status scores look very good; with mother scores being below that and then father scores, thus showing where attention can be focused. Regional Service Councils are brought together to hear these results as partners to DCS who will help move families forward and help improve outcomes for our families. Gini asked if work would be done on planning to enhance services for families and to work with providers. Melanie stated that was correct and that the region is also working on a PIP, Program Improvement Plan, as a result of the federal review with some of that involving similar results as today's QSR results. Melanie noted the first step will be to meet with the management team and discuss what needs to be done internally, and then the next step will probably be to determine if there are services available which are not being utilized efficiently, as well as if there are services needed that aren't available yet and how do we get to that point. Melanie noted it is obvious that work needs to be done on father engagement, finding fathers and then providing them services. Team Formation and Team Functioning go together, and even though the region holds over 200 CFTM's per month it is possible that either not everyone is brought to the table or not everyone understands the process once they are there. That is something that can be worked on to enhance internally. Goals will be set for what the region wants to happen next and then service providers will be included in the planning. Kristen noted the region's Team Functioning and Formation was parallel with the rest of the state.

Foster Care: Sam noted a new foster care worker will be starting in March and will be based out of Warrick County. Last year 80 homes were licensed with the goal being to license many more this year. The foster care unit is also working on quality customer service. In addition to needing more foster homes, current foster homes need to be supported and they are focusing on services so that support can be provided to foster parents.

Unfinished Business

No unfinished business noted.

New Business

No new business.

Public Testimony/Announcements

None.

Next Meeting Date, Location and Time: As there was no further business, the meeting was adjourned. The next meeting is scheduled for April 27, 2017, at 12:00 noon CDT at the VU campus in Ft. Branch, IN.

Signatures:

Secretary _____

Chair _____

Date _____

Date _____

Approved: _____ (Secretary's initials) Date: _____

Regional Service Council Region 16 Motion Chart
 Date: February 13, 2017
 Chair: Regional Manager Melanie Flory

Motion	Discussion	Action	Person Responsible
1.	None	Adopted –	Motion by Seconded by . All voting members present .
2.	None	Adopted –	Motion by Seconded by All voting members present .
3.		Adopted –	

Vote count must be recorded in the minutes.