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**Child Welfare Advisory Committee  
100 W. Randolph 16<sup>th</sup> floor Room 504 and 406 E. Monroe  
February 28<sup>th</sup>, 2018 1PM-4PM Meeting Minutes**

- I. Welcome and Introductions (5 minutes)
  - a. Welcomes and introductions: New members: Brian Finley, Mary Ann Berg, Tiffany Jones, and Gordon Hannon
  - b. Approval of November Minutes (Unanimous)
  - c. In person: Director Walker, Trish Fox, Theresa Matthews, Michael C. Jones, Monico Wittington-Eskridge, Mary Nam, Cynthia Richter-Jackson, Kim Mann, Lauren Williams, Judy Griffeth, Andrea Durbin, Marge Berglind, Gordon Hannon, Raul Garza, Rick Velasquez, Kara Teeple, Mary Ann Berg, Arlene Happach, Kathy Grzelak, Ruth Jajko, Rich Bobby, Dan Kotowski, Matt Grady, Cynthia Jones, Brian Finley, Maggie Poteau, Julianna Harms, Kim Peck, and Emily Monk
  - d. Springfield in person: Robert Blackwell, Debra Kennedy, Margaret Vimont, and ACLU
  - e. Phone: Toleda Hart, Mary Davenport, Elizabeth Richmond, Malia Arnett, Tiffany Jones, Anne Percy, Donna Ketrick, Michelle Grove, Janet McKowen, and Jason Keeler
  - f. Members of the Public: Heather Risser (Northwestern)
  
- II. Director's Report (30 minutes)
  - a. Birth-3 Summit, Wildly Important Goals, CWAC Next Steps
    - i. 50% entry is B-3, 50% of our children are B-3. Approximately 270 children B-3 come to our attention via investigations.
      1. As a part of the Birth to Three initiative, Director Walker announced a new emphasis on collaboration with the Illinois Department of Human Services (IDHS) to ensure that families, especially those in Intact Family Services, are

linked to the resources and services offered by IDHS including child care, WIC, home visiting, and early intervention

2. Deaths and serious harms are reduced when we are able to provide effective interventions, and DCFS is very excited to be able to connect services to families who need them quickly.
3. Continue to work on developing the lead measures for targeting improvement around B-3
4. We are working with DHS, and Casey Family Services, one of the keys will be utilizing and training a number of managerial staff (DCFS/DHS/External Partners) in the 4 Dimensions of Execution to continue to push this work.

Discussion followed.

- a. Concern expressed that the Governor's budget might impact the ability to engage DHS in partnership. ICOY noted that Gov. Rauner's budget includes a 20%, or nearly \$100 million, cut to the child care program and asked how this impacts the DCFS initiative.
- b. This could be opportunity to connect to other organizations like ISBE or their grant/contracted agencies to provide early education and home intervention supports....
- c. This information about B-3 good for follow up in INTACT and Foster Care Committee- Kathy and Bill will take back and invite a DCFS lead for the B-3 work to attend a future meeting.

#### b. Managed Care

1. DCFS still working on this issue to get a high quality contract, which meets our youth's needs. July 1, 2018 implementation date has been pushed back to October 2018 (still a target).
2. Once contract is signed, DCFS will reengage the SOC committee as a lead group for providing input and feedback.

### III. Old-Business (40 Minutes)

- a. Follow up residential survey and next steps if any (Matt Grady)
  - i. This research was based on information gathered during September 2017 for the prior 12 months.
    1. Model salary does not include benefit amounts

2. Director reiterated that we really need to focus on the right treatment, for the right period of time, with the right continuum of care. This can help with creating different rates for different specialties to deal with acuity of the youth we are caring for.
3. Point in time turnover rate for direct child care workers was 45% and supervisors was 19%. In response to a question regarding an acceptable rate, the Director indicated 20 – 25% would be more typical.
4. DDFS asked Chapin Hall to look at the data and they reported a \$1000 increase in salary reduces turnover by 1%. The Director pointed out that given state finances, the cost of raising salaries to the point where it would have an impact was not feasible.
5. There was discussion about the statement included in the report that they did not find any empirical studies confirming the relationship between workforce turnover and youth outcomes. Conclusion was the statement speaks only to what they didn't find and they also did not find any refuting it.
6. POS agencies pointed out they believed there is an impact because vacancies disrupt services, stress the work environment and add to the number of transitions then youth experience.
7. Providers shared that work culture is not what they are hearing in exit interviews – wages is the issue.
8. Providers also shared their belief that the problem is the chronic neglect of the rates and that even gradual adjustments can prevent the situation for getting worse while a solution is being developed.
9. The opportunity costs to POS in managing resources is another issue. Spending a lot of dollars on managing turnover, is a cost in another way.
10. 2 house bills exist addressing rates

b. Follow up on Recommendations from CWAC Sub-groups

- i. Neil had proposed some process improvements regarding moving recommendations through in a more timely manner – specifically having DCFS co-chairs direct recommendations or pull in decision makers earlier in the process so that we know whether they already have internal support before reaching the Director and can possibly implement some changes at that level. Recognize the need for some support

around the protocol and to help DCFS chairs understand the steps to take to get emerging recommendations moving through the agency.

- ii. JEREMY AND NEIL TO DRAFT LETTER TO CO-CHAIRS.
- iii. Sub-committees were asked to complete the Sub-group charter documents between now and April 20, 2018 and return to Trish Fox and Zack Schrantz.

#### IV. New Business (60-90 Minutes)

##### a. Introduction of Statewide foster care advisory council

###### i. What type of work does this council review focus on?

1. 10 meetings a year; 4 members co-represent Mary, Rachael, Darrin, and Gordon
2. Represent the voice of foster/adoptive, and professional foster parents. Looking to inform and or improve policy whenever possible.
3. Asked “How would you like SFAC help you.” Suggestion was to link those co-members to the various sub-committees that were most relevant. Foster care is already linked through Mary Savage.

##### b. NYTD review (Kim Peck)

- i. The next National Youth Transition Data review is coming in 2019. We raise this concern as the number of “Independence Services” which are reported in SACWIS in service plans, and during ACR’s need to be documented better. Within the graphics provided, the number of identified youth engaging in these types of services have been declining, this while the number of youth in the age group 18-21 continues to remain relatively stable. Documentation and focus on these youth needs some improvement if we want to improve our findings during this review.
- ii. Part 2, after the services, the reviewers will want to connect with youth, workers, system personnel, and other around the impact of those “Independence services”.
- iii. Part 3, after in person contact for youth 19 and 21, a survey is required to be issued and youth participation in the survey is one of the major triggers for a financial penalty. In order to avoid a penalty 60% of the selected youth must participate.

##### c. CFSR and CWAC (Mary Nam and Cynthia Richter-Jackson)

- i. In 2003 review, we did not pass out outcomes, and did not meet all our PIP goals. No penalty.
- ii. In 2009, we did not pass out outcomes, including 2 systemic factors, and 2 PIP goals resulting in nearly \$4M penalty due to maltreatment in foster care, and risk and safety assessments.

- iii. Initial review focuses on the many different areas; DCFS works to spell out substantial conformity to work towards a statewide assessment. (Due Mid-March) Feds, have an opportunity to interview specific DCFS/POS folks around service array/development and the case review system.
  - iv. There is some difficulty in getting response from workers and supervisors on some case specific information request from Cynthia's department. Need folks to encourage their staff to respond please. Cynthia available to come to do presentation in any of the three targeted county areas.
  - v. We will have 3 years on any PIP goal for improvement, or be assessed another penalty.
- d. Core model of Practice and CWAC (Mary Nam and Monico Whittington-Eskridge)
- i. In the immersions sites, we have learned a lot about some of the challenges. Initially we thought of expansion through the immersion site frame. Instead of geographic location, we are now considering rollout by agency. We believe there are many strengths in the targeting of concentric agencies. This allows for statewide exposure, and ensures that the work is improving.
  - ii. Some of the Core tenants within the Core model of practice: relationship based practices, being race and culturally informed, impacting agency culture, excellence, accountability, and evidence informed.
  - iii. We must believe that every individual can change: family, youth, agency, and staff. Without this core belief we are going to struggle. We believe that families must feel that they can control the future, and that they have an impact on their future.
  - iv. Foster care is not good enough for any child.
  - v. CFTM: is truly a more focused approach to helping focus us on the family.
  - vi. Stress the values piece to this work, what is the heart of the work, how do we align core model of practice with that heart/value of the work. This needs to be something that the workforce can commit too. Part of the challenge is that there is no current supervision training here in Illinois, which means we need feedback, and to utilize some of the models from other states. Start off with Model of Supervision Boot Camps to get folks aligned, and future training for new supervisors, and target prior cohorts. Without good supervision, we cannot get good casework.

Discussion

- a. Timing, how does it align with the Foundations training?...what is the time period on the foundations redesign. Working to expand the test out option to other sites.
- b. Could benefit from a communication around the test out option - what is covered and how to maximize the approach to CWELL licensure.
- c. Will the Core Model training be conducted in person? On-site? We took feedback from round one of this implementation. It is now ½ day for principals. The CFTM timeline is 3 days followed by practice cycle, observation, coaching, facilitation, and continuous coaching through the practice improvement. Master Coaches are being developed in some POS to train their staff. .5-2 days over time focused on MOSP, and for now will be delivered as “boot-camps.”
- d. Does this training include staff who conduct Integrated assessments? Response - This person should not be leading the process, rather the supervisor and the caseworker should take a larger role. We need to ensure that every role every person focuses on working towards permanency and getting kids home.
- e. This really shifts from compliance, to best outcomes. However, to be successful, DCFS needs to have one set of priorities to communicate vs. competing priorities (example levels and compliance for APT vs. CORE practice.)

## V. CWAC Committee reports (30 Minutes)

### i. Foster care:

1. Moving towards monthly meetings to allow time for reviewing any program plan or contract changes.
2. Last meeting focused on concerns that PRO resetting was again delayed and while this could be a way to help ensure best performing agencies are getting a fair share of new referrals – it is has not been implemented effectively. Recommending PRO committee be re-established.

### ii. Well-Being:

1. Seeking 4 measures in wellbeing- physical, cognitive, emotional and social. Conducted review of tools and how they align with CANS. The work is being done through the immersion sites, hoping to interact with 300 youth. Built a data management system, which allows for data entry by IA. IA can directly enter information into SACWIS. Working to extract information and evaluate

how youth are faring. The other portion of this focuses around the validation around CANS itself. Part of the target is recertification in CANS, but more importantly the meaningful use of this tool. A project is underway to remove assessment and other work before the meaningful use proceeds.

iii. Workforce Development:

1. Working with Monico and staff around revising Foundations Trainings, and is on track. The redesign hopefully begins in May 2018.

iv. Adoption:

1. Meeting monthly, looking at rollout of training on new more efficient processes. Some forms have been combined and revised for efficiencies and sent to Desi and George to move forward. The Pilot program is showing clear signs of success reducing the time from termination to adoption finalization significantly. Connected to the Lean management project running in DCFS.

VI. Adjournment

**Next meeting: Scheduled**  
**May 10<sup>th</sup>, August 9<sup>th</sup>, November 8 1-4PM**