
Child Welfare Advisory Committee
100 W. Randolph 16th floor Room 504 and 406 E. Monroe Springfield
August 9, 2018 1PM-3PM
888-494-4032; Access code: 1819480398#

Attendance: Trish Fox, Zack Schrantz, Nancy Schwartz, Toleda Hart, Bev Jones, Chris Cox, Andy Durbin, Arlene Happach, Deb Mccarrol, Dan Kotowski, Judy Griffith, Arlene Happach, Brian Finley, Kathy Grzelak

Phone: Pat Ege, Mary Savage, Anne Pearcy, Malia Arnett, Bill Franklin, Tiffany Jones, Marge Berglind, Elizabeth Kepler, Rachel Hoyt

Public: Chris Boyster, and ACLU

DCFS: Director B.J. Walker, Lina Millett, Michael c. Jones, Debra Dyer-Webster, Mary Nam, Marshae Terry, Jen Marett, Juliana Harms, Bob Blackwell, Anika Todd, Deb Kennedy, Hope Carbanero, Angela Harris, Jill Tishenor, Kevin Walsh, Mike Deschamps, Neil Skene, Jen Byers, and Lauren Williams

I. Welcome and Introductions (5 minutes)

- a. Approval of June Minutes – Tabled for November due to no distribution in advance.
- b. Schedule for CY '19

-February 14th 1-3PM, May 9th , August 8th, Nov. 14th

II. Director's Update (45 minutes)

a. Core Practice Model - Mary Nam & Mary Savage Caritas

We have been rolling out immersion sites in four locations (Since 2016) developing services, helping serve families better, and achieve permanency faster. Including the Core Practice model (Family centered, trauma informed, strengths based practice), MOSP, and CFTM. This has included:

- Process changes, to reduce workload and decrease redundancies
- Enhancing service array through lead agency contracts
- Implementing quality service review to identify if we are getting the results we have hoped

Expansion now targets an agency, Caritas. We are engaging the planning work as we speak. We have had workgroups focusing since June, to develop high-level plan to guide implementation. We are currently also

beginning our kick-off event planning. Mary Savage added that Caritas and DCFS are deep in the implementation and planning process, with positive collaborative results. Questions from the committee included:

How is it different or better than previous Immersion Site roll out model?

Mary Savage responded, in previous sit based implementation, there were challenges when part of the agency was in the immersion site and other parts were not. This eliminates that and staff have been enthusiastic and involved in the planning process.

What is the timetable for this process?

Mary Nam responded we hope in next 6 months core elements will all be in place, and then we will be moving into the next phase of the process. Plan is to continue transitioning the largest agencies and have all agencies complete by 2020.

What about family court?

DCFS acknowledged that court is definitely part of the solution and will be included as this rolls out in southern region.

What are the 4 current Immersion Sites again?

Rock Island, Lake, Mt. Vernon and E. St. Louis. CARITAS and DCFS Southern region are the first agency implementation and first training classes will be in August.

b. Provider Summit- Michael C. Jones

We will be looking at permanency outcomes, with a focus on improvement - how we change our culture around returning kids home. There will be various presenters with data and discussion of current effort. We want to focus on how do we get there as a state in relation to permanency outcomes. The list of current registration lacks 18 POS agencies from Residential ILO/TLP and foster care. Registration is supposed to close tomorrow.

The Director noted that we need to have a lot of serious conversation in relation to CFSR, we will continue to be last in the nation in next round and we need a laser focus on identifying impediments to permanency. It shows a flat achievement no progress, no decline just flat. Illinois currently shows a primary permanency outcome of adoption....we have to figure out what prevents reunification. We achieve few guardianships here as well. We need to incentivize the right outcomes. This will take us working together. This includes our work around contracting, and we all know there is a workforce related problem. Placement stability, worker stability are other things exasperating our inability to achieve permanency.

Brian Finley noted the role of court delays, taking 18 months to get to trial and continuances. We have to merge the providers and courts to drive a broader conversation.

Director Walker agreed and added that the provider conversation needs to happen first and that judges need to feel confident that we have a system of care that works so that children can safely return home, and faster than they do now.

Brian Finley: People tend to want to point fingers when they look at this issue, but let's just think about each separate thing and what we each can do to address it and lessen the wait. Some of the data from the AOIC, says if we just reduced our continuances we would have a substantial impact on LOS in foster care. There are challenges to influencing the court system. We need to tie it to the moral imperative.

Andy Durbin: A possible model might be the Juvenile Justice Leadership Council that brings together stakeholders, providers, law enforcement, to tackle juvenile justice style problems with some authority.

c. Family First Update – Neil Skene

Couple of things. We are focused on imminent deadlines. The main body goes into effect in October 2019. The legislative delay documentation has been filed. There are a few other deadlines around the mental health standards. In November, we have to make the decision on if we will delay the rollout as allowed.

To that end, we are doing a couple of things, we sent out a survey to Providers. We have asked for a response by the 17th to tee up for the provider meeting. The goal is to identify the nature of the lift we face, the extent of the planning already going on, and exploration of the extent things are already being done.

At the Summit, we will try and use this to talk more programmatically about the directions we might head. We are also creating workgroups of POS, outsiders, and DCFS people. There is an upstream view of prevention, and a larger view of flow of children. These meetings will begin ASAP.

Sajad Hussain is coordinating the workgroups if you are interested please reach out to Jeremy or Sajad to get on a workgroup. There might be some that are just expert consultation groups to expedite the focus around \$\$\$, Legal, Rules etc.

Chris Cox shared that at Hoyleton, they are implementing an evidenced based model, but the implementation is 4 years to be certified and they are only 1.5.

DCFS acknowledged that this is exactly the kinds of implementation issues they want to look at and offered to email everyone a copy of the feedback they already provided the feds.

In addition, there is a deadline of Oct 2018, around background checks, all volunteers and employees in same building as youth in residential now will be required to background check. DCFS TO CLARIFY (DEBRA DYER-WEBSTER)

d. Medicaid Transition Update- Director Walker

The addendum is still not signed. DCFS hopes to get it signed in the next week. We are pushing back implementation date, now Jan 1, 2019. HB 4736 which exempts medically fragile and other youth is on the Governor's desk. DCFS is working with Illini care on technology issues, around the strength of their network, and the providers that are available.

There is also an advisory group mandated in this bill, and DCFS submitted names of folks to sit on that group. DCFS will be recalculating dates for interim plan, 3 meetings of group, and monitoring attendance per the bills stipulation.

III. CWAC Committee reports (60 Minutes)

i. Financial & Administration (FY19 goals) (TABLED)

There are some pending leadership transitions as Matt Grady retires.

ii. Residential (FY19 goals)

Presented their FY19 goals. Emphasized the importance of not operating in a vacuum and that we continue to become a data driven group. We want to continue to partner together with other parts of the system.

iii. Immersion Site (FY19 Goals)

Jeremy will contact Bev Jones for a digital copy of the materials distributed. This group has a set of written recommendations that should be shared with appropriated decision makers at DCFS. It includes:

- Supervisory ratio decreased in INTACT and Placement
- Access and who requires approval for NORMAN funds
- Eliminate duplicative forms and other processes, roll out statewide
- CFTM Training, and after training perhaps an adjusted workload

Bev reiterated the plan to roll out now into the first 5 biggest agencies. We will be bringing along other agencies and DCFS staff in that process. A question was raised as to whether with this change to agency by agency roll out should that reside in this committee. Trish Fox indicated that Ruth Jajko had reached out to her and Zack and that the consensus was yes, ideally as the rollout continues the committees role is still important to advice DCFS, keep track of lessons and make on-going recommendations.

iv. Emerging Adults (FY19 goals) TABLED

v. SOC TABLED

IV. Topic areas for review (45-60 Minutes)

a. Provider feedback on APT Dashboard

Mary Nam shared that as a system we have been grappling with moving from a compliance driven system to a quality driven system. As such, DCFS put a 90 day moratorium/hold on the APT foster care dashboard, to allow time to better think through quality metrics. When the Director met with the top 5 largest agencies a few weeks ago, they also pointed out that while the dashboard measures are useful to agencies, we need to relook at the leveling and APT process. Mary asked for discussion:

- Current dashboard does not address the quality of the work. We would like to see a tool better examine that issue of quality.
- There is a bit of everything in the metrics, but what does it add up to as a whole? Given the issues and focus on permanency, perhaps we should reduce the metrics to focus on permanency. The concern we had, is that we want to move away from compliance. We want metrics to help agency and staff understand the impact/correlation of activities and permanencies.
- Whatever we put together, we need to be able to tell a systemic issue from an agency issue, and need to be able to address those issues separately. If no one in Cook County can achieve permanency then there is something bigger we need to look at and adjust.
- We recently tied our employee evaluation to the current dashboard, but we are not seeing an impact on outcomes. Most current measures are LAG measures.
- The discussion of the current PRO system is a similar discussion of why, how it works, this could also use addressing.
- We need to ask how the dashboard can/should play a part in measuring agency performance and are we incentivizing the right things. PRO's intent was to help make sure that agencies achieving the greater % of permanencies were getting their fair share of new referrals. However, the formula is complicated and the system implementation is not monitored. Perhaps once the dashboard is fixed, we can come up with a way to execute this in a more responsive, easier manner that rewards good performance.
- The department does need a way to understand quality, ability, and performance, and an ability to monitor the agencies it contracts with, but the current system needs retooling. Currently the level 3 category includes a much too wide range of performance.
- Multiple sites in one agency currently are "leveled". Then you have to attend large group meetings to review data and this appears to be an inefficient use of time.
- Currently including the HMR licensing metric on the dashboard may send a message that a licensed home is always the preferred home – but that is not always true or in a child's best interest in every

case. For example for some dually involved youth, when you get them back to the family members it is a good thing, but if they aren't licensed, this would feel like a ding on the dashboard.

Mary thanked everyone for his or her input and shared that there would be more to come. She is meeting with the CWAC Foster Care committee next week and encourages agencies to bring CQI staff to the meeting as well as they will start on reforming the dashboard. She also indicated that she would like to see some changes and alignment around CQI, APT, QA, QE, to improve the relationships and what happens in the process, and at the ground. Casey is helping to ensure the CQI is actually matching scorecards, indicators, and other elements you are actually trying to improve.

b. CWAC recommendations to DCFS on longevity payments

CWAC providers will likely provide some recommended modest changes which might impact equity overall. Zack expressed that while agencies were very appreciative of the initiative by DCFS, there were some unintended reactions and system issues due to only including front line and case carrying staff. On the foster care side, some of the licensing staff were upset that they were not part of the payment structure. On the residential side, some of the line supervisors who cover the line staff responsibilities expressed concern. DCFS reiterated they had to keep it affordable, not just in FY18, but in FY19 as well. The group discussed of possible alternatives and related challenges and Zack agreed to pull together something in writing.

V. Adjournment

**Next meeting:
November 8th
1-3PM**