

Illinois Children and Family Services Advisory Council

March 14, 2019 from 3:30 to 5:00 PM

Minutes

I. Welcome and Introduction

- a. **Members:** Bob Bloom, Jill Glick, Tim Egan
- b. **DCFS:** Director Dyer, Mary Nam, Jeremy Harvey, Angela Hassell, Thresa Matthews, Rosellyn Harris, Kari Rogers, Amara Smith, Jeremy Harvey
- c. **Public:** Allen Morris, Deanne Meuller, Neil Jordan, Chidima Okoire, Alicen McGowan, Marge Berglind, Anita Weinberg, Jennifer Hansen
- d. **Members not present non-excused:** **Mattie Hunter, Patricia Martin**
- e. **Members not present excused:** **Brittani Kindle**

II. Approval of Minutes from December 2018 – Unanimous

III. Appointment of an OMA officer & training- Dr. Jill Glick will serve in this function Jeremy will forward training and make the official designation

IV. Membership & Vacancies-

- a. **Review of pending applicant:** Suzan Sellars
 - i. Invite Suzanne to attend the next meeting.
- b. **Re-appointment:** Alicen McGowan, Marge Berglind, Anita Weinberg, Jennifer Hansen
 - i. **Bob motion, second by Jill: All pending members suggested, are approved for submission to the Director.**
 - ii. **Jeremy to follow up all prior applicants to ask if they are still interested in participation via an E-mail.**

V. Citizen Review Board Recommendations- Submission Due March 2019, and March annually thereafter.

- a. **Provide back to the council their 2017 report in WORD format. (COMPLETE)**
- b. **Official recommendations were made in 2017...Status?**

VI. Discussion Item: Monitoring

Discussion:

Review of efforts that have been taken by the Department since December 2014

- Some of the recommendations and feedback during this time focused on the issues around a continuum of care
- Prior to implementing TRPMI, we had an interim monitoring plan addressing an in-depth review of lowest performing agencies

Who/how did you split the agencies assigned to TRPMI vs. Traditional monitoring:

- We purposely selected a wide variety of level of care, geography ect. We take the learnings and strategies of value and we implement across the entire monitoring initiative.

What are the significant changes in relation to data around children:

- One of the most significant pieces of data is a report from North Western, about needs, discharges, ect.,
- Utilization of specific reports such as the LOS analysis
- Trained monitors relating to appropriate restraints
- Utilization of Building Bridges model, highlighting strategies around family engagement
- Provided Thinking Trauma training for staff at facilities
- We are monitoring intakes and discharges, and have seen 15% of youth being discharged home to parent. This is one of the fist times that we have been able to review the success of transitioning children back to homes of care. We found 40% of children are discharging to home based settings which is another positive finding.
- 61% of Admissions were determined to be new to residential which helped us understand who/which children are re-using residential treatment.
- We found a low experience of Indicated Maltreatment during residential stays

Day in the life of a Monitor:

- We use the in-person monitoring at a various points of time.
- Basic monitoring is 1x a month in the agency. We use this level when agencies have low census and or low needs, or no issues. This does not include other types of contact with the facility, administration, ect.
- In-person, in-unit monitoring occurs at a minimum of 1x a month, but can be as frequent as multiple time per week.
- How we treat or determine the need of review, monitoring, or increased intensity comes through a variety of mechanisms, this shouldn't be perceived as no consistent monitoring.
- Observation, data, SER, hotline calls, Staffing's, in-person interviews are 5 of the basic actives we do every month regardless if anything comes up.
- Monitors are known by our children in treatment facilitates, and our monitors are very hands on for these locations.
- Monitoring is an extra set of eyes, the assigned Case manager or worker is so visiting, viewing, and ensuring services are in place and progress towards step-down.

There are a lot of sources of information about the current state of children, we use data, licensing and other partners to weigh what we are told what we see to determine what an agency might need.

EXAMPLE of Monitoring in action:

- Difference between staffing for treatment review vs. regular staffing around the youth case workers attend many of these meetings. In addition, there are monthly agency reports that are submitted to monitoring looking at various elements of the health of a provider or agency.
- Council believes that part of the complexity and challenge in youth progress is the availability of placements and stepdown.

The monitoring that is taking place is well articulated, but there are some realities around identifying the placement which can have treatment needs met.

EXAMPLE of Agency Monitoring:

There are two levels of monitoring, based on performance. The agency in our example has been on intense monitoring. Some challenges in the behavior of the agency. They struggle with Runaway behavior of youth. We have been working intensely focused on establishing a protocol.

- We Review the steps the agency is taking but prioritize the specific units that are struggling and also hone in on a specific youth.
- Staffing's every week with the agency, trying to establish plans to respond to the needs of each individual youth.
- A great deal of the issues can e resolved at the executive leadership of a POS agency addressing their own culture and addressing it. This doesn't happen overnight though and we must be patient.

Anita: YAB's often talk about the use of restraints... Having questions or concerns about when/how they are used how they are reported, and what happens.

- An SER is issues at every restraint, and use that information to work with and review with teams how to respond and reduce the use of restraints.
- Even the best restraints can go wrong.

Camera's in facilities: These are strongly encouraged, a few have installed these equipment's. We are hopeful that as we look to the future that all will have full camera systems. However, almost all facilities have some camera equipment installed.

Decisions:

Point Person(s):

Theresa Matthews

Meeting Adjourned

Next Meeting: June 13th 2019