JB Pritzker
Governor

Illinois Department of
DCFS
Children & Family Services

Marc D. Smith
Director

Child Welfare Advisory Committee
August 18, 2022, 1:00 PM
MINUTES

Members Present

Glenda Lashley (DCFS Staff Liaison)	Toleda Hart
Beverly Jones – Co-Chair	Jason Keeler
Christopher Cox – Co-Chair	Charles Montorio-Archer
Malia Arnett	Jere Murry
Monica Badiano	Viviane Ngwa
Kim Cobb	Lisa Nicklas
Ashley Deckert	Audrey Pennington
Nancy Dorfman-Schwartz	Emily Rawsky
Anthony Riordan	Jackie Sharp
LaTasha Roberson	Evelyn Smith
Deb Roberts	Annetta Wilson
Prestina Singleton	Elena Thompson
Mary Savage	

I.   Welcome and Call to Order
The meeting was called to order and Co-chair Christopher Cox took roll call. It was determined that a quorum was present.

II.   Review and Approval of Minutes
Approval of May Minutes – Co-chair Chris motioned for approval of the item submitted. The motion was seconded by all committee members, no opposed, and the motion to approve the minutes was carried.

III.   Co-chair Report
Co-chair Beverly Jones thanked DCFS for fiscal increases and feedback. She stated that she received firsthand comments from some of her staff and are extremely grateful. Chris appreciates and will continue with Director and Chief of Staff portal to look for opportunities to partner by bringing their

voice to the table. On today's morning meeting with the Director, he requested CWAC to make another priority point about how the committee is moving forward with the SAFE model. For instance, the impact in which providers service the communities. The Co-chairs will be circling back with the private side sharing more in detail. The committee has an opportunity to really define the CWAC Structure that meets their needs for tomorrow. The Director endorsed them to come back with a recommendation. It will take a couple of months before in a position to say, "we are better suited under this structure". The Co-chairs on the private side meet monthly to identify agenda, encourage all members to reach out to Co-chairs if need a specific topic.

IV.   **Director's Report**
The primary vision when he came in 3 ½ years ago was to be aggressive as a child welfare system and focus on what SAFETY meant. Started off with "Safety 1st Safety Always" a program for staff training and support. The divisions were aggressive providing PPE supplies, had a policy that matched what is meant to support children and families when unable to go directly into homes. The Director remembers 20 years ago when DCFS reached out to him providing CERAP booklet to take test to be certify in Child's Safety. Child Protection and Operations have seen different presentations from different providers across the county. His first priority was and is to keep children and families safe in the environment of their homes. Second, always challenge our staff to be their best. Over the next few years DCFS will be rolling SAFE model and CWISS systems out; be a voice in that change. Next week Tim Snowden will be bringing to DCFS at 60 E. Van Buren St, in Chicago "**Operational Leadership**" to the private sector. It is about how we continue to increase the connectivity and alignment around the strategies within the Illinois Child Welfare system.

V.   **Background Check Updates**
Shontée provided that on July 14th, DCFS staff held a meeting with Sarah Daniels/ ICOY representing the private sector and other private agencies to address some of the background check concerns as a result from the Family First Mandate. Provided an update as follows:

   -*The providers ability to check their background employee status.* Asked ICOY to conduct a survey of impact for the Background Check system on the private sector. Then it was submitted as an attachment to the ESR Request as agreed. Resulting a priority per Director's approval initiating January 2023. It will provide means for license childcare facilities to find out the status of their background check results.

   - *Identify an opportunity to reduce the waiting time regarding email versus USPS mail*. The contract did allow electronic process to send that information. Currently developing a Biometrics Impressions mailbox for 718 forms to be submitted, encrypted, and be approve by the Illinois State Police with early fall completion. To mitigate the delay while waiting, Shontée and supervisors will assist providers a copy of the background check screens only when the system shows that all clearances have been obtained but only done upon request.

   - *Addressed lack of fingerprint resources across the state.* For Biometric Impression, the contract doesn't allow for the expansion of current office hours. But does allow on site 1st time visits upon request by private sector partners for a special accommodation. They will update the website address to match real time office hours and can be contacted directly for any questions. As mentioned on last meeting an information transmittal went out for a conditional appointment on June 16, 2022. That allows the conditional final length to continue. This will remain in effect until further notice.

VI. **Bias Free Blind Removal**

Tierney Stutz provided a program update on behalf of Dagene Brown Director of Racial Equity Practice. Tierney provided what the department and community-based partners are doing to address the disproportionality across the entire child welfare system. This legislation passed on March and by July 1st of next year will have a 3-year Bias-Free Child Removal Pilot program in place. To promote unbiased decision with the goal of decreasing the over representation of bias children and out of home placement. The pilot will use DuPage, Williams, and Champagne County. Each County will use 3 child removal strategies. The department is working with some of these groups to identify a private university to develop the evaluation design, which identifies the control group and compares the results with the intervention. By January 2023 DCFS will establish the removal review committee consisting of an interdisciplinary diverse group.

Q: Kim Cobb, why was Cook County not included? Ashley Deckert replied Champagne County didn't show a high level of disproportionality, but it was a negotiating piece with the legislator who sponsored the bill. The other 2 counties based on data had the highest level of disproportionality. Working closely with the 2 sub-committees to select those who will sit on the table. It's important to note this will not be the fix for disproportionality for the system but a combination of many other things.

Q: Viviane Ngwa, Is there an implementation plan? Ashley explained the way the legislation was written, it will require a creation of a steering committee to be responsible for developing the implementation process. Have an entire year to bring stakeholders to the table to plan it. Over the course of the pilot program, a university partner will be hired to evaluate and determine if in fact this process is addressing disproportionality. If there is an impact, then expand it across the state, if not then we would have to figure out another plan.

Beverly is one of the Co-chairs on the Government's Task Force on Racial Disproportionality and Child Welfare and the Vice President of Advocacy at the Shriver Center is the other Co-chair. Also, has representation of children and parents who have been in the system. The 1st meeting will be September 21, 2022.

VII. **CCWIS Presentation**

James Daugherty provided that the Department (DCFS) is implementing CCWIS to assist case workers and investigators with timely accurate information for best decisions. The agency's leadership will be able to look at queries, pull data, etc. For the entire Illinois Child Welfare stakeholder ecosystem, the system masterfully creates a seamless experience across data, systems, users, technologies, and most important the children and families served while remaining adaptive to changing policy and regulatory frameworks.

• **The CCWIS Business Module is composed of 20 modules** that will rolled out, but not all of them will directly impact DCFS's community-based partners except for:

- *(1) Assessment* This engine is going to have the ability to build those assessments much quicker. They're going to be able to use it on their phone and tablet if given the capability. Also, place the data in the analytics platform immediately. Visualization data will be added as well as a reminder.

- *(2) Case Management* screens are going to be develop by a design expert on the team. The training system can answer questions if you forget the next step. Have built the ability for outside systems to interface with DCFS systems therefore going to be completely cloud and web based therefore have a team working just on Security. This trade card has, skills, integration, data manipulation, all as a joint purchase.

- *(3) Provider Management* provides employee information like employee's rights when changing jobs.
- *(4)Permanency/Adoption, (5)Person Management, (6)Training & Certification* were already incorporated with prior module discussions.
- *(7) Reporting & Analytics* expands 100 times more, therefore is control through the security model and build to be tied into the data analytics platform from the beginning. Julie Barbosa and her team are working for governance approval.

• **Community Based Partner** aspects of New System are:
1)Browser Based, existing hardware should suffice. *2)Reduction of process steps* being review by Kent's team and now have SAFE impacting that process. *3)Enter information once*, it is complete integrated. *4)Voice to text*, if hardware supports. *5)State-Wide Training*, will have different training methods. *6)Embedded Help & Training*, coming from the same source because its integrated. *7)SAFE is Integrated. 8)Community-based Partners System* to CCWIS System connections Available. *9)CBP Specific Dashboards and Custom Reports.*

• **Project Timeline**
This project is planned to be implemented within a four-year schedule. Composed of 9 Releases, but only reviewed the ones affecting mostly the community-based partners.
- *Learning Management System* integrates with Microsoft Office and Team's set up and functionality to track staff, stakeholder, trainings, and certifications. SAFE will be embedded as well.
- *Immersive Learning Module* to complement the existing Residential Lab Simulation caseworker training.
- *Augintel Pilot*, an advance search functionality for case management using machine learning.
- *Investigation, Case Management, Service Management, Permanency, ICPC and Foster Care Features* modules. Community-based providers are helping with training on acronyms, phrases and/ or terminology usage. On the pilot testing phase, the team will heavily lean to what is call "User Acceptance" testers.

• **Who is the Progress CCWIS Program Team?**
It is a priority that everyone is involved to make sure it's the right system.
- *System Owner* – DCFS, CBP (Community Based Partners), IT, and SAFE Teams.
- *System Integrator* – Deloitte is the designer, implementer, and integrator of all the systems that will make up the new integrated CCWIS system working with lead Lydia Murray. James LoBianco is the advocate voice for the community-based providers get the right system. His career is on social work and last 30 years worked in the City of Chicago. DCFS will rely on this group and all the providers for validating *"User Stories"*.
- *Program Management Office* – CSG Coordinates across DCFS, DoIt, State and Vendor Partners to make sure that all activities needed for CCWIS Program live are coordinated, integrated, timely and high quality.
- *IV&V* – Maximus provides oversite through independent verification and validation ensuring State and Regulatory compliance. Will be trusted to the State knowing that 87% of DCFS work is done by CBP and they are at the table. Also, helping DCFS report out to the Feds.
- *BRM/OCM* – Illuminative Strategies Inc. is a local Illinois company working with DCFS to ensure that the new CCWIS system will have standardize, streamline processes that are enabled through technology. Will provide continued communication to all project stakeholders. In the Business Process Redesign (BRM) Kent James and DCFS created what is called the "Future State" by

integrating all the best practices from SAFE and CCWISS. The Organizational Change Management (OCM) will make sure staff will receive the training and awareness to be successful in operating the new system. Doing both the process definition of *Current State* as well as optimizing the process of *Future State.*

- **The Change Management Committee**

Every module and group involve the following process: *Understand & Document Current Process -> Develop To-Be Process -> Present to Change Committee for Approval -> Implement -> User Acceptance Testing -> Statewide Training -> Pilot Release -> and Full Release.*

VIII. **SAFE Model Presentation**

Presentation by Lisa Ruiz-Lee and Theresa Costello with Action 4 Child Protection.

SAFE stands for Safety Assessment Family Evaluation, a nonprofit sole proprietor evidenced-based prevention program. Lisa has been working with SAFE model for the last 4 years. Had prior 20 years of government and nonprofit arenas. Worked with Nevada's largest child welfare agency. Served at the National Resource Center on Child Protection Services. Components of SAFE were used in more than 25 states, others using complete SAFE model.

The ***Purpose*** is to identify unsafe children in need of protection, ensure lease intrusive safety management, enhance caregiver protective capacities, and create safe homes and achieve child permanency by restoring caregivers to their protective roles. ***Safe Model Intervention System*** had a long-standing relationship with the state of Arizona by implementing the SAFE Practice Model. In 2016 reflected a 30% decreased from the peak of kids per Governor Doug Ducey. ***Design and Implementation Process*** know that technology is a powerful resource and tool for child welfare professionals. Their approach is always grounded in implementation science. ***SAFE Model Implementation and Governance*** is composed of a *Steering Committee* with leaders to direct the implementation. It is *Governance Structure* have multiple sub committees aligned with the Steering Committee. The CWAC Committee will have subcommittees affiliated with the Steering Committee. **Safe Core Concepts** consist of *Foundational Principles and Definitions* like Present Danger, Caregiver Protective Capacities, and Impending Danger (Safe and Unsafe) that are used throughout the life of a case. **Safe Concept for Change** describes Caregiver Protective Capacity with the 5 conditions that will determine the Safety Threshold. **Know the Family** is composed of 6 domains of Collection Assessment areas. **Intake Assessment** is to restructure how information is collected across the 6 domains. *From the First Call*, does the information received if true meet the statutory requirements for an investigative response? if yes, how fast is DCFS priority response time? **Initial Family Assessment** consist of Initial Child Protection Services Response. **Safety Plan Determination** uses the Least Intrusive Safety Management to allow an opportunity to leave children in their homes and provide supportive services for protective capacities while parents seek help. **Conditions for Return Home** is the *Plan for Reunification* it's a new concept for DCFS to identify the specific behaviors or circumstances that must exist for children to return home. **Safe at Home** is the *Community Based Approach to In-Home Safety Management;* plans how services will be delivered. **Protective Capacity Family Assessment** is an ongoing caregiver assessment to determine what must change. **Change Focused Contacts** is to engage caregivers in promoting change. **Progress Assessment** is an on-going Evaluation of Caregiver Progress. **Implementation Support Components** is the Safe Model Intervention System composed of four different areas. **Systemic Change Format** is composed of Policy Procedure, Leadership, Supervision, Professional Development, Documentation Automation (Forms/CCWIS), and Quality Assurance. In conclusion it is a great opportunity to find success both with DCFS staff as well as the community-based partners.

Q: What is the timeline? Still in the process of aligning their implementation with CCWIS timelines. **Q:** Is this a pilot program? No, it will be a statewide roll out. **Q:** Has the SAFE model been tested to reduce racial disparities? The model was developed to contribute consistent quality decision making when applied with fidelity. Decision makers are uncontrollable but can control focusing on decision making at an assessment level, at those statutory thresholds. **Q:** How does Motivational Interviewing plays a role? A lot of techniques are based upon motivational interviewing. **Q:** Is there a plan to modify the CERAP? No, until SAFE implementation. **Q:** What are the basic standards to return kids home? Already legal statutes and DCFS rules. Only minor statutory changes where the CERAP language exist. **Q:** Does SAFE interact with poverty when looking at unsafe conditions? The guidelines highlight the child welfare professionals exactly what services and supports must provide to facilitate getting children home quicker.

IX.   **Public Comment**
None. The CWAC expressed thanks to all for commitment to the process of the children and families everyone serves.

X.   **Next Meeting Date**
Tentatively December 8, 2022, 1:00 PM – 3:30 PM

XI.   **Adjournment**
Co-chair Chris Cox adjourned the meeting at 3:43 PM.