

Child and Family Services Review (CFSR) Advisory Committee  
August 21, 2013; GOB Room 315  
10:00 a.m. – 3:00 p.m.

## **Meeting Notes**

### ***Introductions***

The meeting commenced at 10:05 a.m. with a welcome by Christine DeTienne and introductions:

Christine DeTienne, CFSR Coordinator – D.S.S. Children’s Division  
Susan Savage, Deputy Director – D.S.S. Children’s Division  
Tricia Phillips, QI Unit Manager – D.S.S. Children’s Division  
Meliny Staysa, QA Unit Manager – D.S.S. Children’s Division  
Marta Halter, Deputy Director – D.S.S. Children’s Division  
Amy Martin, Permanency Unit Manager – D.S.S. Children’s Division  
Christy Collins, Prevention and Safety Unit Manager – D.S.S. Children’s Division  
Crystal Wilson, Program Development Specialist – D.S.S. Children’s Division  
Theresa Hayner, Provider Representative- Good Shepherd Children and Family Services  
Laura Malzner, Child Advocate Representative – Children’s Trust Fund  
Keith Noble, Service Provider – Alternative Opportunities  
Melissa Smyser, Division of Behavioral Health Representative - Department of Mental Health  
Ryan Dowis, Contracted Provider – Cornerstones of Care  
Beth Dessem, CASA Representative, MO CASA Association  
Barbara Long, Foster and Adoption Care Coalition Representative (sub for Nickie Steinhoff)  
Monica Hogue, Program Manager– D.S.S. Children’s Division  
Dale Fitch, University of Missouri Representative  
Wade McDonald, Interdepartmental Initiatives Unit – D.S.S. Children’s Division  
Daphne Maupin, Administrative Office Support Assistant – D.S.S. Children’s Division

### ***State Update***

Susan Savage discussed recent Legislative updates regarding House Bill 505, Senate Bill 256 and Senate Bill 330.

Susan also provided updated information on Council on Accreditation (COA) reviews; the outcomes have been positive so far.

Children’s Division is getting geared up for the upcoming SACWIS review.

Susan is very excited to roll out the Mobility Project which will put iPads in the field for workers.

Beginning in the next couple of weeks, seven iPads will be issued to “testers” around the state to use in the field and test the different functions. Once tested and approved, will expand to others in their unit.

Hoping this will assist the frontline workers with inputting information into FACES, saving time and energy of having to double process the data.

## ***Discussion of NRC recommendations on Family Engagement***

Christy Collins and Crystal Wilson presented information from NRC and recommendations for how to improve CD's family engagement with our clients. (See attachment 1.) Everyone agreed that getting the family engaged is an important task, one that requires skill and finesse. Workers need more appropriate training on this subject. Many ideas were thrown out regarding ways to improve the way workers are taught to engage with their families. Role playing is a good training tool for these situations. There was discussion of creating an updated video to use in training to include a CASA. Much of the later discussion on this topic revolved around "training". Is anyone in this group willing to participate in some training sessions to provide feedback? Christine DeTienne asked that everyone interested please send her any ideas or questions for training feedback.

It was also suggested to bring a "mentor" along to FST meetings, someone who has been through the system that can assist the families adjust and cope. The argument on that train of thought is these workers should be educated and trained to make these connections with their families, they shouldn't need to bring someone else in to do what they should already know how to do. Keith Noble mentioned using a "strength based perspective", going into a meeting looking for the positive things to talk about with the clients. Workers should put more emphasis on "motivational interviewing".

These conversations led to putting more focus on supervisors and their role in assisting their frontline workers. Are the supervisors ensuring that their workers are appropriately engaging with their families and are they connecting with their workers and meeting their needs? Are we hiring/looking for people who are willing to develop the needed relationships with these families in need? Supervisors should be in charge of monitoring their workers during visits, providing more on the job training and offering advice to encourage workers growth in the field. The question was raised, "Who is monitoring the supervisors?" Ryan Dowis is going to chair a committee interested in putting together better tools for hiring supervisors. This group may also include supervisors from the advisory committee.

This committee includes:

Tricia Phillips	Keith Noble
Melissa Smyser	Amy Martin

Keith Noble found a video to share on the subject of engaging with families, "Building Adult Capabilities/Improved Outcome." Link to video found at <http://developingchild.harvard.edu/resources/multime>

## ***Older Youth Issues***

Amy Martin presented information prepared by Sally Gaines regarding Older Youth matters:

Senate Bill 205 and Senate Bill 208 – Youth that left CD custody after the age of 18 but before the age of 21 can re-enter CD care if they choose. Every effort will be made for these young adults to go back into the familiar home and remain with same workers to encourage continuity of care. Feedback on this is positive; we are hearing many young adults are excited about coming back into care. (See

attachment 2 for finalized poster) Discussion followed regarding the importance of educating these older youth that are getting ready to exit care about this new law.

Senate Bill 127 and Senate Bill 577 – This new law will expand Medicaid for healthcare services to youth in foster care up to age 26. There was further discussion of the importance of this information being passed to these older youth who are exiting care. (See attachment 3 for poster) Suggestions were offered as to where to publicize this information so that these young adults can be made aware of this new benefit option. Facilities that were suggested to refer these youth were Family Health Centers, County Health Departments, High Risk Medical Centers, Community Mental Health Centers, and all physicians that bill Medicaid.

Amy Martin discussed older youth surveys being completed between 10/01/2013 and 09/30/2014 on 17 year olds that have been in CD custody. The purpose of these surveys are to gauge current success of children that have been in care, follow-up with these youth to determine what skills they were taught while in care and if these skills have been helpful. Hopefully this knowledge will serve as a training tool for future improvements in CD policies and procedures. Amy also provided updates regarding the Older Youth Summit and Older Youth Empowerment Conference. There has been positive feedback from the youth. These activities seem to encourage the older youth to feel a sense of empowerment from watching their peers.

#### ***Update on and discussion of strategies to exit the Program Improvement Plan (PIP)***

Christine DeTienne handed out a document providing updated information regarding Missouri's Program Improvement Plan. (See attachment 4 and 5) The good news is that CD now has only 4 data measures left to pass (Items 7, 10, 18 and 20). The timeline to pass these measures has been extended to September 30, 2014.

The group discussed Item 7: *Appropriate Permanency Goals*, specifically, timely TPR's. There was discussion of the difficulty in achieving TPR referrals and suggestions on how to improve this. Many agreed that there is a struggle with the way each court handles these cases. Item 10: *APPLA* was also discussed at length. Ryan made a popular suggestion to have older youth "opt-out" of further services, basically stating that every child in care be automatically eligible for services unless they choose not to be. This would be beneficial in many ways; one example would be that youth would be more engaged in their personal case plan. This will require workers to be more accountable to follow-up with their clients.

#### ***Wrap Up***

Next Meeting Date: November 20, 2013

The plan is to set next year's meetings for the third Wednesday of the month. Everyone was agreeable to this suggestion.

***Meeting Adjourned at 3:00pm***