

## Family & Children's Trust Fund of Virginia

# Child Abuse & Neglect Advisory Committee Minutes

Voices for Virginia's Children Office 1606 Santa Rosa Road, Henrico

Thursday December 6, 2018

The meeting was called to order by Jeanine Harper at 10:10 am and included Jeanine Harper (co-chair), (SCAN); Nicole Poulin (FACT); Meghan Resler (FACT); Heather Board (VDH), Shannon Hartung (DSS); Chris Spain (Families Forward); Jane Tingley (OCME); Alana Ama (CASA DCJS); Melissa O'Neil, (CASA DCJS); and Betty Wade Coyle (on phone).

The committee reviewed the September 13, 2018 CAN Committee Meeting minutes. Heather Board motioned to approve the minutes; Melissa O'Neil seconded; motion passed with all in favor.

Shannon Hartung reviewed the DSS response to CAPTA recommendations which were detailed in a letter included in the packet:

### **Understanding, Preventing and Responding to Trauma:**

- Created a new two day course *Trauma-Informed Child Welfare Practice—Identification and Intervention* designed for child welfare workers and supervisors
- In the process of creating a Trauma-Informed Supervision course which will be added to the Family Services CORE Supervisor Series
- Added additional guidance in CPS manual on trauma-informed strategies for case workers
- Practice strategy in removals with law enforcement

Nicole Poulin asked a question for John Oliver, who was unable to attend: are they taking steps to make sure those areas in the state that have a lower capacity so they do not have to drive to Richmond?

- Yes—the trainings are available in regional offices throughout the entire state and webinars are available online.

Jeanine Harper asked about the timing of trainings as it relates to onboarding.

- They hope to add the trauma training as a mandated training that has to be completed by the second year.

### **Workforce development and retention**

- Workforce Study: The Division of Research and Planning has been working to update the Hornby Zeller tool which measures workload standards.
- Butler Study: In 2017, VDSS contracted with the Butler Institute for Families to assess their Family Services training model, conduct a nationwide scan of training systems, and make recommendations to improve their training system for child welfare and adult services staff. The recommendations from the study are listed in VDSS' response letter.
- Virginia Services Training Model Implementation Team: After the conclusion of the Butler Institute Study, the Virginia Services Training Model Implementation Team was established in

April 2018 to make recommendations to the Division of Family Services about the development and implementation of a new services training model.

- Quality Improvement Center for Workforce Development Project (5 year project): Through a competitive application process, VDSS was selected as one of 8 sites to participate in the Quality Improvement Center for Workforce Development (QIC-WD). Funded by the Children's Bureau, QIC-WD is a five-year research project aimed at identifying workforce interventions that support child welfare recruitment and retention.
- Child Welfare Stipend Program (CWSP): a partnership between VDSS and five public state universities in Virginia to provide a training program that prepares BSW and MSW students for a career in public child welfare. Students accepted into the program receive a \$10,000 stipend per academic year. In exchange for the stipend and extensive child welfare training, the stipend recipient must commit to work at a LDSS within the state of Virginia in foster care or adoption, repaying each academic year of funding with one calendar year of work.

Jeanine Harper asked if they were getting many Child Welfare Stipend Program Students; Shannon Hartung said she would find out and report back.

Nicole Poulin asked for John Oliver- What extent does workforce climate, supervision, and salary have on retention? Have there been any surveys or studies?

- The main issues people cited for not wanting to stay was supervision, unmanageable caseloads, and lack of training
- A move towards an academy model may help address some of these issues so case workers are trained on how to interact with families before they're with families and workers are empowered to make decisions in the field. Challenges related to implementing such a move are lack of funding and local departments' autonomy.

Melissa O'Neil asked if there was a practice of exit interviews.

- That's difficult because all departments are locality run, so exit interviews depends on each locality
  - Chris Spain noted there may be a way to leverage the state run HR system. For example, if there were a job opening, VDSS would ask LDSS why their employee left and if they conducted an exit interview.

### **State Hotline**

- Hotline supervisor has left, so they have a vacancy
- Two shift supervisors, Kimberly Smith and Tameka Federick, have divided duties of main supervisor and they're doing a great job
- Recently hired 10 full time positions (2 were shift supervisors).
- Strategy is to "hire smart" for hotline workers—making sure they're up front with the expectations of hotline and what the work they're doing on the hotline
- Hotline workers will now work remote—which will open up the pool to who can work to the entire state
- Have expanded centralized intake to 12 agencies (just brought on Petersburg)

- Overnight and holidays for the 120+ localities and also forward calls when too busy or low on staff and hotline—so they're very busy and need more hotline workers
- About to launch Mandatory Reporting Website where reporters can enter non-emergency reports
- Average wait time is about 15 minutes, longest wait time is over an hour

Nicole asked a question for John Oliver: When someone calls the state hotline do you tell them if it's an emergency they should hang up and call 911? Yes.

When someone calls will they tell you how long their anticipated wait is? Yes

### **Use of Structured Decision Making (SDM)**

VDSS partnered with the National Children's Research Center (CRC) in July 2017 to conduct a study on the validation of Virginia's current SDM tools. The study includes data analysis as well as review of Virginia's policies and practices related to the use of the SDM tools. They are still waiting on results of the study.

### **Diversion Study**

They are still waiting on results of the study on VDSS Diversion data—it should be released internally this month.

### **Substance Exposed Infants (SEI)-**

- VDSS is using a decision tree tool for substance exposed infants to work with LDSS on inconsistencies in validating reports. They will keep us updated on how it may change referrals. Feedback from LDSS is they love the tool and are looking forward to more decision trees—the next one will be for Domestic Violence.
- Shannon will send the SEI decision tree so the committee can review.

Nicole asked for John Oliver: He's wondering if they could partner with a teaching hospital so doctors can screen?

- Many local and private hospitals are working on this.

Betty Wade Coyle noted that the SEI toolkit really needs a lot of work on the state level.

After Shannon Hartung's VDSS report Jeanine Harper updated the committee on the Statewide Summit on Trauma and Resilience coming up on April 25, 2019. Voices for Virginia Children is holding the summit to mark their 25<sup>th</sup> Anniversary and working closely with Greater Richmond SCAN and FACT to put on the summit. Nadine Burke Harris will be the keynote and sessions will cover trauma-informed practice and policy.

FACT will send summit information to committee members

### **FACT Update:**

Nicole Poulin updated the committee on the following FACT initiatives:

- Nicole serves on the Governor’s Trauma-Informed Care for Children Workgroup. A report of this group’s work will come out this month. It is anticipated that one of the recommendations will be a continuation of a stakeholder group.
- FACT is working on our next series of Issue Briefs. The series will continue to focus on trauma but through the lens of structurally embedded inequalities. The name of the series will be *Systems of trauma: how societal problems affect and cause traumatic stress*. The series will have an intro followed by three briefs: Racial Trauma, Economic Trauma (specifically how it relates to domestic violence) and gender-based trauma.
- FACT is included in Voices for Virginia’s Children Unified Trauma Policy Agenda which calls for additional funding to FACT to increase the number of grants supporting trauma-informed communities.

### **Shenandoah Valley**

- DJJ let us know that the only thing they could report was already public information around the lawsuit
- Director Block has agreed to come and present at the next committee meeting
- Carl Ayers will also be at the next committee meeting to talk about Families First, however, this will be an opportune time to ask questions from representatives from both agencies represented.

### **Agency updates**

- Betty Wade Coyle updated the committee that Lisa Jobe Sheilds of U of R is doing a survey for Families First to see which programs are evidence based. She is concerned this will be limiting because many of the prevention initiatives are not evidence based.
- Betty Wade Coyle also noted legislation involving CPS and social services coming up this General Assembly Session that we should pay attention to, including:
  - Clergy members becoming mandated reporters
  - Involving Domestic Violence in front of children
- Chris Spain updated the committee on Families First’s advocacy trainings, including one in Richmond presented by Ian Danielson, where there will be a piece on the unified trauma-informed agenda.
- Heather Board gave the committee a non VDH related update: The Crime Commission recently presented their study to the full Commission on Human Trafficking, they presented 15 legislative actions that are posted on their website.
  - VOCA money may be a good way to help coordinate all of these efforts around best practices

The meeting adjourned at 12:30 pm