

Child Abuse and Neglect Advisory Committee Meeting Minutes

May 23rd, 2024, 10AM-12PM

Virtual Meeting – Microsoft Teams

Participation

Committee Members Present: Ginny Powell, Committee Co-Chair FACT Board Member; Carol Wilson, Office of Children’s Services; Ron Brown, Families Forward; Maria Altonen, VDH; Katharine Hunter, DBHDS; Kristen Pritchard, VSDVAA; Anya Shaffer, DCJS; Kirby Baughn, VDSS; Jeanine Harper, Committee Co-Chair GRSCAN; Eric Reynolds, OCO (left 10:55AM); Melissa O’Neill, CASA-DCJS; Betty Wade Coyle, Prevent Child Abuse Hampton Roads (Retired); Ellen White, JDR Judge (retired) (arrived 10:53AM)

Committee Members Absent: Stephenie Howard, Norfolk State University; Betsy Bell, DCJS; Abigail Wescott, FACT Board Member; Beverly Crowder, FACT Board Member

Other Attendees: Laurie Crawford, VDSS; Rachel Miller, CRP Coordinator VDSS; Nicole Poulin, FACT; Taylor Hohle, FACT

Meeting called to order by Ginny Powell at 10:04 AM

A quorum was present. All motions were passed unanimously unless otherwise noted.

Approval of Minutes, *Ginny Powell*

- A motion to approve the minutes from the March 2024 Child Abuse & Neglect Advisory Committee meeting was made by Eric Reynolds and seconded by Ron Brown.

Updates from the Office of the Children’s Ombudsman (OCO), *Eric Reynolds*

- Attended bill signing ceremony for the recent kinship care bill – a family who contacted the OCO last year, after not receiving financial support for the grandparents as caregivers, was invited to the signing and able to attend the ceremony.
 - Bill summary (signed into law): "Establishes the Parental Child Safety Placement Program to promote and support placements of children with relatives by local boards Draft of social services in order to avoid foster care. The bill establishes the requirements for a parental child safety placement agreement, the procedure for assessing a proposed caregiver, and the process for terminating the placement." <https://lis.virginia.gov/cgi-bin/legp604.exe?ses=241&typ=bil&val=HB27>
 - There was discussion around data collection to evaluate the impact on families due to the legislative change.
 - Changes are being made to OASIS, database system, to help track these types of placements such as detailed questions about the alternative living arrangement and assessment of the caregiver. Previously there was no ability to track out-of-home placements.
- Recently toured Family Resource Centers around Virginia through the work at Families Forward – <https://www.familiesforwardva.org/thriving-families>
- Still working on project focused on substance exposed infants’ laws and procedures. Meeting with state and local level partners, both public and private, to assess the current situation of these child fatalities. The Virginia Department of Health (VDH) is also engaged in this work.
- Previous recording of Lunch & Learn on OCO - <https://www.fact.virginia.gov/previous-lunch-learn-recordings/>

FACT Updates, *Nicole Poulin*

- FACT Board sent a letter to Acting Commissioner requesting that the co-chairs of the Child Abuse & Neglect Committee participate on the workgroup established to look at outcomes related to new software system

update.

- While these meeting are open to the public for any participation, the formal CAN Committee Membership list for establishing a quorum can be found on the FACT website. Some changes to this list may be made to find additional members who do not belong to a state agency. - <https://www.fact.virginia.gov/wp-content/uploads/2023/08/FACT-CAN-Charge-Appendix-A-08.23.pdf>
- The Problematic Sexual Behavior Project is still progressing through procurement and will hopefully be fully signed by all parties soon. The aim for the project is to start at the beginning of the next fiscal year (July).
- The current issue brief series focuses on special populations with the most recent publication focusing on people with disabilities. The next brief in the series will focus on abuse within facilities of care (nursing homes, assisted living, group homes, etc.) and will release by the end of the year.
- During this year’s General Assembly, FACT had an administrative-focused bill to clean up some processes. A substitution was put in to redistribute the appointing power among the Virginia Governor, House, and Senate. Beginning July 1st, there will be five vacancies that will be split between the House and Senate for appointment.
- The FACT Grants Committee is meeting next week to discuss proposed projects for the next fiscal year.
 - Potential expansion of the Emergency Funds project and the VCU Certified Center for Abuse Prevention and Safety (C-CAPS) project. <https://www.fact.virginia.gov/grant-projects/>
- Staff are working on a consolidation report of child fatality processes in Virginia and the U.S., including data through an agreement with Virginia Department of Health looking at fatalities under 6 years old.
- Monthly Lunch & Learns - <https://www.fact.virginia.gov/previous-lunch-learn-recordings/>

VDSS Updates and Discussion on Issues Outlined in the 2024 CAN CAPTA Report, VDSS Family Services Staff

- CAPTA Citizen Review Panel (CRP)
 - A new CRP is being developed geared towards child safety/protection to replace the child fatality team that is no longer convening as a CRP.
 - Member recruitment letters were sent out and hoping to finalize membership in early June.
- Legislation on Kincare / Out of Home Placements
 - Previously discussed during the OCO update above.
 - VDSS is continuing to work on getting this implementation rolled out on July 1st. Due to tight timeline, they are anticipating possible adjustments that a future workgroup will help to identify.
 - This implementation provides an opportunity to expand evidence-based practices (EBPs) for families and shift the processes of child welfare in Virginia. There was discussion of hopes for the implementation to provide guardrails while helping children stay with kin when possible.
- Hotline Update –
 - Types of Calls Received
 - Child Protective Services Reports – 34.8% (6,160)
 - Mandated Reporter Portal Reports – 22.9% (4046)
 - Adult Protective Services Reports – 19.6% (3,467)
 - Child Welfare – 9.9% (1,755)
 - Misc. - 8% (1,419)
 - Adult Welfare - 562
 - Out of State History Requests - 289

	JAN – APR 2022	JAN – APR 2023	JAN – APR 2024
Average # of calls monthly	9087	9115	8665
Average wait time	16.84 minutes	4.9 minutes	4.5 minutes
Average # of calls abandoned monthly	2,293	1,254	456
% of calls answered in 10 minutes or less	64%	86%	87%

State Fiscal Year (SFY)	Mandated Reporter Portal Reports	Total # of Inbound Hotline Calls
2021	5,397	104,904

2022	9,572	111,026
2023	11,662	113,315

- **Staff Updates**

- Currently there are 9.5 vacancies (1 Full Time, 3 Part Time, 5.5 Contractors).
 - A new training curriculum, including interactive sessions, has been developed.
 - Additional Mandated Reporter Portal training is available.
 - Anonymous options available for staff to ask questions/raise concerns.
 - The Sunshine Committee focuses on organizing events and activities to celebrate staff achievements.
 - Recruitment and scheduling efforts are being made to ensure staffing for coverage.
 - Broadcasted local DSS Coverage Protocol with comprehensive emergency coverage protocols for local hotlines.
- There was a question around the possibility of gathering this type of hotline data at the local level when offices are answering their own calls during business hours. *Kirby will reach out to Eryn to see what information is available on these local calls.*

Committee Member Updates

- Public comment will be available soon on draft revisions made to regulations for Department of Criminal Justice Services. They are going to the Criminal Justice Service Board soon. Melissa O'Neill will provide additional information to the committee when available.

Next Steps, Ginny Powell

- Doodle poll will be sent out to establish meeting times for the next fiscal year. The next meeting will be in-person in September.

Meeting was adjourned at 11:47 AM