

2013 Annual Report
State of Hawai`i

Nā Kupa Alo Ana

O Hawai`i



Aloha e

Since its inception, two and one-half years ago, Nā Kupa Alo Ana O Hawai`i Citizen Review Panel has worked collaboratively with Hawaii Child Welfare Services, on achieving its goals on behalf of Hawai`i's abused and neglected children.

The Panel, once again, would like to thank Tracy Yadao, Assistant Program Administrator, Program Development, Child Welfare Services' Citizen Review Panel liaison. Her responsibilities include meeting with our panel monthly to share information regarding Hawai`i's child welfare system and to respond to issues and discuss recommendations. Without her efforts, Nā Kupa Alo Ana O Hawai`i would not be able to accomplish its goals.

We would also like to thank Kori Nakamura, Secretary to Program Development, Child Welfare Services, who diligently takes minutes during our citizen review panel meetings and coordinates our travel so that the Panel can be effective in addressing issues and achieving goals.

Mahalo to Queen Lili'uokalani Children's Center for graciously providing us with delicious lunches and a beautiful meeting room when Nā Kupa Alo Ana O Hawai`i conducts face-to-face meetings on O`ahu.

Finally, we would like to thank Blake Jones, Program Coordinator Citizens Review Panels, College of Social Work, University of Kentucky and Theresa Costello, Director, National Resource Center for Child Protective Services, for their guidance and continued support of Nā Kupa Alo Ana O Hawai`i.

Mahalo,

Jacqueline Perry, Vice Chairperson

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Who We Are

Hawai`i's Citizen's Review Panel is comprised of citizen volunteers, as mandated by the Federal Child Abuse Prevention and Treatment Act (CAPTA). Our mission is to examine the policies, procedures, and practices of Hawai`i's child welfare services system to evaluate agency practice and to enhance the agency's capacity to help Hawai`i's children and families engaged in child welfare services achieve positive outcomes.

Nā Kupa Alo Ana O Hawai`i is comprised of citizens who represent their organization and have knowledge about children from their respective islands. Representatives are committed to meeting the needs of children. Together, we make recommendations to the child welfare system on making improvements to ensure the safety and wellbeing of the children and families in our community.

Participation in Monthly Meetings

Nā Kupa Alo Ana O Hawai`i members, representative from each county, have met monthly either through face-to-face visits on Oahu or through telephone conference to establish goals and discuss projects and issues related to Hawaii Child Welfare Services.

Nā Kupa Alo Ana O Hawai`i

Jay Yukumoto, Chairperson, Queen Lili`uokalani Children's Center, O`ahu

Jacqueline Perry, Vice Chairperson, University of Hawaii, Maui College

Jeny Bissell, Department of Health, Maui

Kauila Ho, Neighborhood Place, Kona

Monica Ka`auwai, Partners in Development, Kaua`i

Sharie Liden, Department of Education, Lana`i

Stephen Morse, Blueprint for Change, O`ahu

Ruthann Quitiquit, Parents and Children Together, O`ahu

Dawn Slaten, Attorney, O`ahu

Maylyn Tallett, Department of Health, Hilo



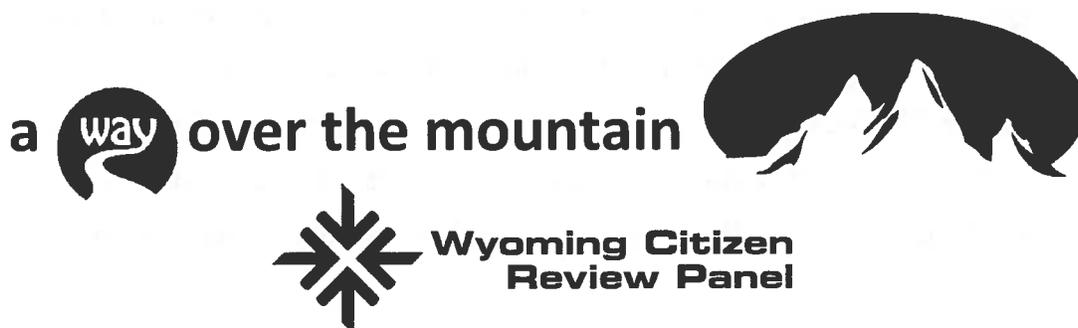
Nā Kupa Alo Ana O Hawai'i

Summary of Panel Activities

Recruitment

This year, Nā Kupa Alo Ana O Hawai'i made concerted efforts to recruit a former parent who had been involved with Child Welfare Services and a former foster youth. Although we have not yet attained a new member this year, we continue our efforts to enhance our CRP by promoting the goal of having a diverse membership.

Participation in National Citizen Review Panel Conference—Jackson Hole, Wyoming



Three members of Nā Kupa Alo Ana O Hawai'i attended the 12th Annual National Citizen Review Panel Conference in Jackson Hole, Wyoming on May 21-24, 2013. Jay Yukumoto, Chairperson, and members Stephen Morse and Ruthann Quitiquit participated in this year's conference. They participated in small and large group sessions, listened to inspirational speakers, and connected with other state CRPs throughout the three-day conference. Interesting and motivating presentations included: *Law and Policy Reform Issues Related to Child Protection System Improvement*, *Rethinking Public Empowerment*, and *Practical Tips on Improving CRPs*.

Child and Family Services Reviews SFY2013

Hawai'i Child Welfare Continuous Quality Improvement (HCWCQI) Project conducts Quality Case Review for the State of Hawai'i and is modeled after the Federal Child and Family Services Reviews, which assesses performance on 23 items. The review process ensures that agency practice conforms to federal child welfare requirements, to determine what is actually happening to children and families involved in Hawaii Child Welfare Services, and to enhance the agency's capacity to help children and families achieve positive outcomes. Four Nā Kupa Alo Ana O Hawai'i members participated as reviewers for their island's Child Welfare Services CQI Review to better understand federal child welfare requirements, to gain more insight into the child welfare system, and to analyze the needs of children and families, as specifically related to their local CWS section. Nā Kupa Alo Ana O Hawai'i is briefed by HCWCQI at each meeting on local CWS section results of the case reviews. The panel often discusses results of the reviews and uses this information as a source of assessing the needs of the CWS section and families involved in child welfare services.

Logo

This year Nā Kupa Alo Ana O Hawai'i contracted a local artist to create a logo for our panel. We chose a design, which we believe represents the significance of our name—our panel is comprised of people who are connected to the history and tradition of the land, and as individuals, we represent knowledge about children from our perspective islands. Our tasks are ongoing as we communicate directly with Hawaii Child Welfare Services to improve outcomes for children and families.

We would like to thank Guy Junker for designing Nā Kupa Alo Ana O Hawai'i's new logo, one we will use as we promote CRP goals in our communities.

Training

The Panel invited Blake Jones, *Program Coordinator Citizens Review Panels, College of Social Work, University of Kentucky*, to spend two days in November with Nā Kupa Alo Ana O Hawai'i in Honolulu to provide training to our CRP so that we may learn strategic planning skills and use our resources timely, to better serve our communities. We look forward to Blake's visit in November.

Hawaii Child Welfare Services Reporting Line Public Survey

Nā Kupa Alo Ana O Hawai'i members discussed concerns, stemming from some members' anecdotal experiences as mandated reporters and community members who have brought concerns to the Panel through Hawai'i's Child Welfare Services Advisory Councils regarding the CWS reporting line for child abuse or neglect. The Panel devised a list of concerns from our communities.

In response to concerns about Hawaii Child Welfare Services centralized intake hotline, the Panel created a consumer satisfaction survey. We propose that some of the issues regarding the centralized intake will be reflected in the results of the survey, so that community concerns can be addressed. The Panel's project this year is intended to be an evaluation of Hawai'i's CWS intake of reports of abuse or neglect, from the caller's perception. The survey would be generated after callers complete a report to the hotline. Responses providing feedback will be analyzed and overall results will be shared with the Hawaii CWS Branch Administrator. The purpose of the survey and post-study is to provide ongoing information to CWS to improve the centralized intake system.

Nā Kupa Alo Ana O Hawai'i has written a proposal to three research companies to secure services, and we are in the process of negotiating a contract that meets our needs and resources. The research company would provide logistical assistance in administering the

survey, compiling data, and reporting the results of the Panel's project. We propose to implement the survey by August and attain the results the following month. Nā Kupa Alo Ana O Hawai'i will provide recommendations to CWS when the centralized intake survey results are finalized.

Summary

Nā Kupa Alo Ana O Hawai'i has been in existence for two and one-half years now. We have learned a great deal about how to function as a group—how to work cooperatively and effectively. We also have gained much knowledge about our Child Welfare Services system, working collaboratively with Hawaii Child Welfare Services. We look forward to working with Hawaii Child Welfare Services to address issues and topics of interest and continue to help children and families involved in the child welfare system have positive outcomes.