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CRP



2011 Annual Report
State of Hawai`i

Nā Kupa Alo Ana O Hawai`i

2011 Annual Report

*Ms. Kayle Perez
Department of Human Services, Branch Administrator*

Aloha e Ms. Perez,

Since its inception, six months 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.

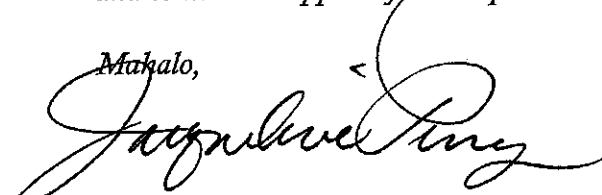
The Panel would like to thank Tracy Yadao, Assistant Program Administrator, Program Development, Child Welfare Services' citizen review panel liaison. Her responsibilities include meeting with our panel monthly to share information regarding Hawai'i's child welfare system and to respond to issues and discuss recommendations. Without her efforts, Nā Kupa Alo Ana O Hawai'i would flounder.

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 reports back timely 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 a beautiful meeting room where Nā Kupa Alo Ana O Hawai'i conducts quarterly face-to-face meetings on O'ahu.

Finally, we would like to thank Blake Jones, University of Kentucky, School of Social Work 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

Nā Kupa Alo Ana O Hawai'i

July 11, 2011



Nā Kupa Alo Ana O Hawai'i

2011 Annual Report

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 island. Representatives are committed to meeting the needs of children. Together, we represent the children of Hawai'i and advocate on their behalf.

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Nā Kupa Alo Ana O Hawai'i

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Jeny Bissel, panel Chairperson, Department of Health, Maui

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

Kaula Ho, West Hawai'i Fatherhood Initiative

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

Kaui Kanoho, 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

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

Summary of Panel Activities

*Establishment of name**

Because Nā Kupa Alo Ana O Hawai'i is representative of five distinct islands, we chose a name which keeps us mindful of our organization's mission, and that is to represent and serve all of the children in our state. We also realize the importance of communicating effectively with Hawaii Child Welfare Services, to improve outcomes for children and families in our state.

Nā Kupa Alo Ana O Hawai'i means:

Nā Kupa = People who are connected to the history and tradition of the land

We are individuals representing our organization's knowledge about children from our respective area, committed to meeting the needs of the children.

Alo = to face someone, particularly during conversation

Ana = ongoing, happening, or continuing

We communicate regularly and directly with Hawaii Child Welfare Services, to improve outcomes for children and families.

**Matalalo to Dennis Kaunahi, Deputy Director of Queen Lili'uokalani Children's Center, for helping Nā Kupa Alo Ana O Hawai'i create our panel's name.*

Establishment of Bylaws

After researching bylaws of citizen review panels from other states and discussing the specific needs of Nā Kupa Alo Ana O Hawai'i, our panel established its bylaws on May 2, 2011.

Participation in Monthly Meetings

Nā Kupa Alo Ana O Hawai'i members have met monthly since its inception in January, 2011, to establish our citizen review panel and to plan and discuss projects and issues related to Hawaii Child Welfare Services. Citizen review panel representatives from each island

meet face-to-face quarterly on the island of O`ahu and telephone conference when we do not meet in person. John Walters, Hawaii Child Welfare Services Program Development Administrator, was invited to attend two meetings and spoke about Hawaii's Program Improvement Plan 2 (PIP2). He shared his vision for the development of the *Family Journal*, to be used by caseworkers to promote family engagement in case planning and improve the quality of caseworker visits with the family. Mr. Walters was also a resource for questions that the panel had with regard to the child welfare system.

Recruitment

Nā Kupa Alo Ana O Hawai'i continues its efforts to recruit a former foster youth and a parent formerly involved in the child welfare system to enhance our panel and promote the goal of having a diverse membership.

Participation in National CRP Conference

Two members attended the Tenth Annual National Citizen Review Panel Conference in Charleston, South Carolina in May 18-20, 2011. Jacqueline Perry, panel Vice Chairperson, Nā Kupa Alo Ana O Hawai'i and Tracy Yadao, Administrative Assistant, Program Development, Child Welfare Services' citizen review panel designee, participated in small and large group sessions and connected with other state citizen review panels throughout the four-day conference.

Analysis of local Child and Family Services Reviews outcomes for 2010-2011

Hawaii Child Welfare Continuous Quality Improvement (HCWCQI) Project Quality Case Review for the State of Hawai'i is modeled after the Federal CFSR reviews and 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 as they are involved in Hawaii Child Welfare Services, and to enhance the agency's capacity to help children and families achieve positive outcomes. For the State fiscal year 2011, HCWCQI reviewed at total of 99 cases, which were randomly selected.

After analyzing case practices that promote positive outcomes for children and families involved in the child welfare system, panel members became aware that caseworker monthly interactions with children are vital to promote positive outcomes for children.

Frequent and quality visits with children are the primary way in which caseworkers effectively monitor for safety and provide effective services to promote the well-being of children (Child Welfare Caseworker Visits with Children and Parents, National Conference of State Legislatures, September, 2006).

The Panel reviewed local Child and Family Services Review outcomes, with a focus on Item 19: Caseworker visits with child(ren), which determines whether the frequency and quality of visits between caseworkers and the child(ren) in cases are sufficient to ensure the safety, permanency, and well-being of the child(ren) and promote achievement of case goals. Hawaii Child Welfare Continuous Quality Improvement shared results of Hawaii Child Welfare Services Quality Case Reviews State fiscal year 2011- item 19: Caseworker visits with child for the seven Child Welfare Services Sections, which included Central, Kaula'i, O'ahu Special, Leeward, West Hawaii'i, Maui, and East Hawaii'i:

Hawaii Statewide Item 19: Caseworker visits with child = 50% Strength (SFY 2011)

Nā Kupa Alo Ana O Hawai'i Recommendations

Nā Kupa Alo Ana O Hawai'i respectfully recommends to Hawaii Child Welfare Services, that the agency implement, as soon as possible, the *Family Journal*. We support Hawaii Child Welfare Services Program Improvement Plan 2 (PIP2) in using the *Family Journal* as a means to engage children and families in case planning and in improving the quality of caseworker visits with the children. It is Nā Kupa Alo Ana O Hawai'i's hope that we will work closely with Child Welfare Services to review and make recommendations to the Family Journal so that the agency can develop and implement the *Family Journal* with Maui Child Welfare Services Section.

Next Steps

Maui Child Welfare Services will be the first section to implement the *Family Journal*. Jeny Bissel, panel Chairperson and Jacqueline Perry, panel Vice Chairperson will attend the initial meeting on Maui, to discuss the *Family Journal* with Elladine Olevao, Section Administrator and staff. This meeting will be led by John Walters, Hawaii Child Welfare Services, Program Development Administrator. Nā Kupa Alo Ana O Hawai'i will then determine its role in supporting the agency with the *Family Journal* concept, so that quality caseworker visits with families can be improved.

Nā Kupa Alo Ana O Hawai'i will participate in a training organized by Hawaii Child Welfare Services, Staff Development, to better understand the child welfare system. The panel requested an overview of the child welfare system process from intake, investigation, placement, case management, and case closure. This training will help our citizen review panel understand the child welfare system to address issues and topics of interest and to strengthen the collaboration between the Nā Kupa Alo Ana O Hawai'i and Hawaii Child Welfare Services.



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
Social Services Division
Child Welfare Services Branch
810 Richards Street, Suite 400
Honolulu, Hawaii 96813

April 11, 2012

Ms. Jacqueline Perry
Statewide Citizen Review Panel
310 Kaahumanu Avenue
Kahului, Hawaii 96732

Dear Ms. Perry:

Thank you for the Statewide Citizen Review Panel's (CRP) 2011 Annual Report which included the Panel's recommendation to improve Child Welfare Services (CWS). We apologize for the delay in the Department's response to the report. We truly appreciate the Panel's efforts and work on behalf of Hawaii's children and families.

The CRP's 2011 recommendation and the Department's responses (in italics) are as follows:

- *The Department will implement, as soon as possible, the Family Journal.*

The Department implemented the Family Journal on Maui on January 1, 2012. The Journal enhances engagement in case planning with parents, children and youth served by CWS. The Journal is in binder form to assist parents in keeping an organized record of their case. Once the decision has been made for the family to receive ongoing services, the social worker will provide a Family Journal to the family. If the parents live in separate homes, each parent receives a binder. Parents are encouraged to take their binders with them to their services, to meetings with their social worker, and to court hearings.

The binder consists of 10 tabs. Below is a description of the forms that are identified by the tabs:

1. *My Calendar Workers to fill out the monthly calendar with the parents as the worker and parent identify services to ensure that classes do not overlap and that the schedule is in fact doable considering their other commitments (work, childcare, etc.).*
2. *The My Village form is completed with the parents and other family members. Names can be added as the case progresses and as new supports are identified. The worker identifies what type of support will be provided by each person. The My Contacts form will be filled out by workers providing their contact information along with their supervisor's and Section Administrator's information. Parents are also provided contact information for other DHS staff that they may need to reach regarding visitation or other needs.*
3. *My Case Plan Parents can place their Safe Family Home Report, Service Plan*

Agreement, and Ohana Conference Plan.

4. My Service Record forms are completed with the parent for each service provider. The Service Record is intended to be a tool for the parents to use in tracking their own case and monitoring their own progress in services. The service provider must sign the sheet along with the parent once the form is filled out. Comments should be made on the back page of the sheet by both the parent and the provider to document progress and record feedback.

Work is done with the family to create individualized services that are appropriate for their needs. Workers use the Service Record form to discuss each safety issue and the needed services with the parent and identify appropriate service providers. The worker ensures that services are tailored for the parents needs

5. My Ohana Time is the parent's time with their child. It is critical this time be successful for the parent and child. To assist them in this effort, there is a suggested list of activities that they can do while on a supervised or unsupervised Ohana Time. The Ohana Time form is for the parent to complete prior to each visit to make sure they come prepared to actively engage with their child. This form asks the parent to list what they need to bring to the Ohana Time and what activity they will engage in with their child.

Workers assist parents in this area by talking with the parent about their child's interests and helping the parents plan for ohana time.

The Ohana Time Schedule (visitation schedule) should also be completed in consultation with the parents. All efforts should be made to utilize the supports identified in the "My Village" worksheet so that resource caregivers, family members or friends can provide supervision and transportation for ohana time or other activities related to the child. Workers encourage parents' participation in their child's school activities and case conferences, attendance at doctors' appointments with their child, or engagement in their child's after school or sports activities.

6. My Social Worker Visits form is to be completed by the CWS social worker at every visit and left with the parent to put in their family journal. Workers list under Priorities from this visit the activities that they have identified from the parents that require follow up. Workers then record under Follow-up Activities identified during visit what activity needs follow up, the primary person who is responsible for carrying out the activities and the timeframe for completing the activities.

7. Court Papers Parents can place their Court Orders, GAL appointments, etc.

8. My Verification form (if applicable) is needed for NA/AA meetings. This is to be taken by the parent/caretaker to meetings for verification of attendance.

9. Resource List is a list of DHS contracted and non DHS contracted agencies that can provide services.

10. CWS Guidelines and Flow Chart is reviewed with the parents at the first meeting.

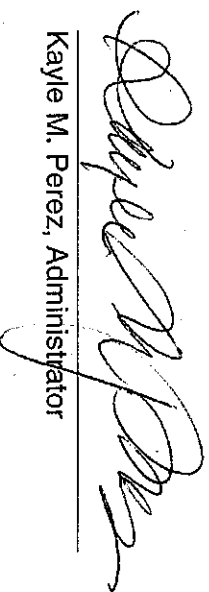
The Department understands the panel members will be evaluating the effectiveness of the Family Journal by using the Child and Family Services Reviews onsite review instrument with

the focus on Well Being Outcome 1: Families have enhanced capacity to provide for their children's needs. Item 18: Child and family involvement in case planning and Item 20: Caseworker visit with parents. The Department is looking forward to the Panel's report and recommendation of the Family Journal once the members have completed their review.

The Department completed the first phase of the staged implementation of the Family Journal on the island of Maui. The second phase will be to implement the Family Journal on the island of Kauai and East and West Hawaii on the Big Island. The final phase of our staged implementation of the Family Journal is the island of Oahu. At this time, the Department is only able to fund the Family Journal on Maui, but the long term goal is to implement the second and final phases of our staged implementation once funding becomes available to sustain this long term goal.

Thank you again for your 2011 Annual Report. We appreciate the commitment and the work accomplished by the Statewide CRP and look forward to our continued partnership. Please contact Rosaline Tupou, Program Development Administrator, at 586-5675 if the Panel has further questions.

Sincerely,



Kayle M. Perez, Administrator

c: Patricia McManaman, Director