

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

January 24, 2013

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) 2012 Annual Report which included the Family Journal Review Report and the CRP's recommendation on the Family Journal. We truly appreciate the Panel's efforts and work on behalf of Hawaii's children and families.

The CRP's 2012 Family Journal recommendations and the Department's responses (in italics) are as follows:

- Continue the use of the *Family Journal* in the Maui Child Welfare Section (CWS) as a management tool for caseworkers and as a personal tool for families so that it can be used as a resource to more effectively keep parents organized and engaged to reach case goals.

The Departments plans to continue the use of the Family Journal on Maui. Maui CWS Section has continued to expand who receives the journal and now distributes it to all families to whom DHS has assumed placement responsibility over their children.

- As is feasible, with regard to time and resources of the agency, implement the use of the *Family Journal* Statewide for those clients/cases when it is apparent that families could benefit from the use of the Family Journal to reach case goals more effectively.

The second phase will be to implement the Family Journal on the island of Hawaii in East and West Hawaii. In planning for this step the Department has purchased the necessary tools to complete the journals. We are currently waiting for staffing to stabilize in these areas, but expect implementation to be within the next 3-6 months.

- Continue to have discussions with caseworkers and families as to the benefits/drawbacks of the use of the *Family Journal*, so that agency decision making about whether or not to mandate its use for certain clients/case situations can be made effectively.

Currently, Maui CWS Section has determined that all families will receive a Family Journal if assessed with needing voluntary or Family Court intervention or the assessment worker has determined further involvement is needed in excess of 60 days. Maui workers are finding that some families respond better than others. The Family Journal is discussed every Thursday during the Maui CWS Section morning briefing and at this time, workers share how families are responding to the journal. If there are challenges, the section staff discuss possible solutions. Maui CWS Section utilizes a team approach to solving and working through problems with the implementation the Family Journal.

- Brainstorm with agency leaders of the *Family Journal* to enhance the usefulness of the binder itself by making it smaller/less bulky, customizing it for VCM cases, and special family considerations, such as in the case when parents live separately. Also, consider how parents' identity can be preserved when carrying the binder in public.

The Department, at the recommendation of Maui CWS Section, purchased a variety of binders, in various sizes from 1 inch, 1.5 inches and the original 2 inch binders. Maui CWS Section found that it was good to have this variety of sizes because the families are different sizes and depending on how small or large the family, dictates the size of the binder.

The Family Journal Instructions requires that the Family Journal be given to both parents if they live separately. In the case referenced in

the CRP report, according to Maui CWS Section Administrator, the individual in question was offered a Family Journal, but he did not want to engage in the Family Journal at the time. Workers continue to work and educate those individuals who are not receptive to utilizing the Family Journal about the strength and benefits of the Family Journal.

Parents are encouraged to put binders in recycled bags for easy carrying and privacy.

- Introduce the *Family Journal* to other CWS contracted agencies or state/county agencies who support our child welfare system and inform them about its use and purpose, so they are aware of this new tool and can support the use of the *Family Journal* as a means of family engagement.

Maui CWS Section has engaged their service providers, Child and Family Services and Aloha House, with use of the Family Journal. CFS sends a Family Journal report at the end of each month to the Maui Section Administrator that lists: 1) the clients who brought the Family Journal to their services, 2) the clients who did not bring or were not consistent in bringing their Family Journal to their services, and 3) those clients who were not given a Family Journal. The Maui CWS Section Administrator follows up with her section supervisors on the CFS Family Journal list.

Maui Family Court Judges are also getting involved in the Family Journal. The judges are asking parents at the court hearing if they have a Family Journal and it's impact..

- Consider Maui CWS Section caseworkers' concerns, as expressed during the focus group, as to the potential of the *Family Journal* inadvertently being used as a tool/document by the agency or court in case direction, and take necessary steps to ensure that the *Family Journal* is used in the "spirit" of why it was created—to help families involved with Child Welfare Services engage in their case.

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The Family Journal is a tool to engage families in being an active participant in their case from service planning to visits. It is intended to be an "open book" so that everyone is on the same page and parents are clear about expectations of the Department, what services are being done and what safety factor is being addressed in each service provided. The parents, the CWS worker and Family Court, if applicable, should know how the parent is doing at all times in services by looking at the Family Journal. Weekly briefing and discussion among the Maui CWS staff help keep the focus and the spirit of the Family Journal alive.

Thank you again for your 2012 Annual Report. We appreciate the commitment and the work accomplished by the Statewide CRP and look forward to our continued partnership. Please contact Tracy L. Yadao, Assistant Program Administrator, at 586-8257 if the Panel has further questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kayle M. Perez', written in a cursive style.

Kayle M. Perez
Child Welfare Services Branch Administrator

c: Patricia McManaman, Director



2012 Annual Report
State of Hawai`i

Nā Kupa Alo Ana O Hawai`i

JUL 25 2012

Aloha e,

Since its inception, one 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 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 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

June 30, 2012



Nā Kupa Alo Ana O Hawai'i

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 well-being of the children and families in our community.

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 video conference call when we do not meet in person.

Nā Kupa Alo Ana O Hawai'i

Jeny Bissel, Chairperson, Department of Health, Maui

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

Kauila Ho, West Hawai'i Fatherhood Initiative

Laurie Jicha, Child Welfare Services, Staff Development Specialist

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

Kaui Kanoho, Kaua'i Community Member

Sharie Liden, Department of Education, Lana'i

Savannah Mariani, Hawai'i Foster Youth Coalition, Youth Outreach Coordinator, Hilo

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

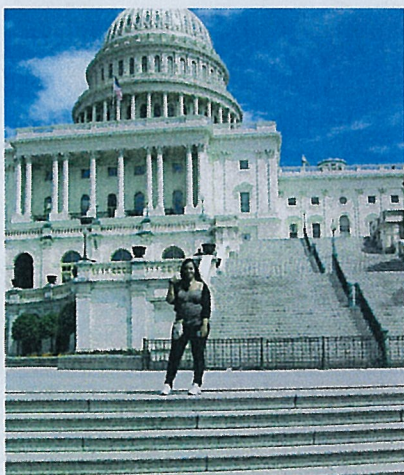
Summary of Panel Activities

Recruitment

This year, Nā Kupa Alo Ana O Hawai'i welcomed Savannah Mariani, a former foster youth, President of the Hawai'i Foster Youth Coalition, and Youth Outreach Coordinator, Hilo. The Panel continues its efforts to recruit a foster parent to enhance our CRP membership and promote the goal of having a diverse membership.

Participation in National Citizen Review Panel Conference

Two members of Nā Kupa Alo Ana O Hawai'i attended the 11th Annual National Citizen Review Panel Conference in Washington, D.C. on April 16-18, 2012. Jacqueline Perry, Vice Chairperson and Savannah Mariani, Foster Youth Coalition President, participated in small and large group sessions, listened to inspirational speakers, and connected with other state CRPs throughout the three-day conference. Further, representatives to the conference were updated on law and policy developments in child welfare and were kept apprised of "Hot Topics" this year for CRPs which included the effectiveness of centralized intake and assessment, mandated reporting issues and trainings, caseworker morale concerns, Zero to 3-year-olds entering care and children who have been in long-term foster care studies for prevention, and strategic planning for CRPs.



Child and Family Services Reviews SFY2012

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 were trained as State reviewers and participated in their local CWS section's 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.

Trainings

It is important that Citizen Review Panel members experience a variety of trainings in order to be effective in the Panel's mission of having a stake in the welfare of children, examining the effectiveness of Hawai'i's child welfare system, and providing appropriate insight to improve the child welfare system. Research shows that trainings and exposure to the child welfare system is valuable in making citizen advisory boards effective (Jones & Royse, 2008).

Jones, B., & Royse, D. *Citizen review panels: The connection between training and perceived effectiveness*. Child Abuse Negl (2008).

Nā Kupa Alo Ana O Hawai'i members received training in: 1) Child Welfare Investigations to Placement and Case Management and 2) Child Welfare Services, Centralized Intake System. Jacqueline Perry, CRP Vice-Chairperson attended the CWS Maui staff training on *Family Journal*.

Nā Kupa Alo Ana O Hawai'i Recommendations

Family Journal

It was reported in Nā Kupa Alo Ana O Hawai'i's annual report last year that the Panel respectfully recommended, and we continue to support Hawaii Child Welfare Services as the agency implements 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.

On June 4th this year, Nā Kupa Alo Ana O Hawai`i, with the assistance of Elladine Oleavao, Section Administrator for Maui CWS, implemented an evaluation of the *Family Journal* as a means of engaging families involved in the child welfare system. Five cases in which the *Family Journal* was used in case planning were reviewed. The day-long review by CRP members consisted of a review of the case file to see how the *Family Journal* was used as a tool for engagement. Members of the Panel interviewed parents, regarding the usefulness of their Family Journal as a means to reach case goals. A focus group of caseworkers was facilitated by Chairperson, Jeny Bissel, to give caseworkers “a voice” about the usefulness of the *Journal* in case management, to determine how the *Family Journal* can be used effectively, and how it can be improved.

A summary of findings of the Family Journal Review by Nā Kupa Alo Ana O Hawai`i highlights themes with regard to the use of the *Family Journal* as a tool to engage families. This report is submitted, along with our 2012 CRP Report for review.



Next Steps

Centralized Intake

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 Child Welfare Services Advisory Councils, regarding Hawai`i's centralized intake system. Members of the Panel developed a list of questions for the agency, and community members provided specific questions of concerns. Nā Kupa Alo Ana O Hawai`i used this compilation of questions and concerns as a resource to choose a

topic of interest recommendation for action this year for State of Hawai'i Child Welfare Services. Before choosing a topic of interest related to centralized intake, members of the Panel welcomed Tonia Mahi, Statewide Child Welfare Services Section Administrator and Cynthia Goss, Assistant Child Welfare Services Branch Administrator, to a meeting to explain how centralized intake operates and to address some of the questions that the Panel and community members compiled. Ms. Mahi and Ms. Goss welcomed questions from the Panel, clarified the intake process, addressed some of the questions compiled (as many as time permitted), and were supportive of Nā Kupa Alo Ana O Hawai'i's inquiry regarding Hawai'i's centralized intake.

Chairperson, Jeny Bissel and Vice-Chair, Jacqueline Perry anticipates narrowing Nā Kupa Alo Ana O Hawai'i's topic of interest and action plan with regard to centralized intake by our next face-to-face meeting in September 2012. Some discussion and proposed ideas include organizing community mandatory reporter training, developing and supporting a system by where CWS can receive feedback from callers regarding their experiences with workers of centralized intake, and being an intermediary to address questions and concerns from the community. Nā Kupa Alo Ana O Hawai'i will hold its next meeting on August 6, 2012, and will resume its discussion of Hawai'i's centralized intake as a topic of interest.



Nā Kupa Alo Ana O Hawai'i Citizen Review Panel

Family Journal Review Report



JUL 25 2012

Introduction

As part of its effort to support Hawaii Child Welfare Services (CWS) in its implementation of the use of the *Family Journal*, *Nā Kupa Alo Ana O Hawai`i* organized a review of the *Family Journal*. The *Family Journal* could be a useful tool to engage families involved in the child welfare system so that case goals can be achieved more effectively. Furthermore, the use of the *Family Journal* by the agency may help reach Program Improvement Plan 2 goals regarding strong family engagement, individualized services, and quality caseworker visits. The Panel set out to provide CWS with feedback from parents who have been using the *Family Journal* since its implementation on January 2, 2012, as recommended by their caseworkers of CWS, Maui Section. In addition to interviewing parents who used the *Family Journal*, *Nā Kupa Alo Ana O Hawai`i* held a focus group discussion, as Maui caseworkers participated in and shared their experiences using the *Family Journal* as a tool to engage families. A collection of the responses by parents and caseworkers was analyzed according to specific themes, in order to highlight qualitative data gained during the review process. This report summarizes the information gained from the *Family Journal* Review.

Methodology

On June 4, 2012, four (4) Child Welfare Services (CWS) cases and one (1) Voluntary Case Management (VCM) case from the Maui Section were reviewed by teams of two from *Nā Kupa Alo Ana O Hawai`i* Citizens Review Panel at the Department of Human Services, Maui Section office. Seven cases were selected for the review by the Section Administrator of CWS, Maui. The criteria used for case selection was 1) The *Family Journal* was used by the parent(s), 2) at least one parent was willing to be interviewed between 9:30 – 11:30 a.m., while the review was in session, and 3) the caseworker who used the *Family Journal* as a management tool was able to participate in a focus group between 12 noon – 1:00 p.m., on the day of the review. Two CWS cases were disqualified for use for the review because scheduled interviews with the parents were not completed.

Reviewers interviewed parents of selected cases by telephone and in-person during the morning of the review. After these interviews were completed, the Chairperson of *Nā Kupa Alo Ana O Hawai`i* lead the focus group of caseworkers through a series of open-ended questions for response. After the focus group discussion, reviewers debriefed, summarizing their insights during the review, and looked for trends or themes found during the case file review, parent interviews, and focus group discussion.

Interviews are a valuable resource to gather qualitative data; they provide insight into people's experiences, feelings, and attitudes. Parents who used the *Family Journal* were asked these primary, and in some cases secondary, questions:

1. What do you like about the *Family Journal*? How has it helped you as a parent involved in child welfare services?
2. What don't you like about the *Family Journal*? How can it be more useful to you as a parent?
3. Do you feel that the *Family Journal* has been a useful tool to engage you so that you can reach your case goals?
4. Would you encourage other parents involved in the child welfare system to use the *Family Journal* as a means to reach case goals more effectively?
5. On a scale of 0-5, 5 being the highest, how would you rate the *Family Journal* as useful to you in helping you achieve your case goals?

Focus groups are also useful for studies because they combine formal and informal interviewing techniques, which provide structure but allow for open-ended discussion and new issues to emerge. Maui CWS caseworkers, whose cases were selected for the review, and one VCM worker who used the *Family Journal* with her client, participated in a focus group. Caseworkers who used the *Family Journal* in case management were asked to respond to these questions:

1. As a caseworker, did you find that *Family Journal*, as a tool, improves family engagement in case planning? Yes or no, explain.
2. What is it about the *Family Journal* that you think works especially well for families?
3. What would you change or add to the *Family Journal*? What can be done to improve its usefulness to families involved in our child welfare system?
4. If it were determined that the use of the *Family Journal* in case practice would not be mandated, would you continue to use it with the families you work with?
5. Provide comments about the use of *Family Journal* from a caseworker point of view.

Key Themes

Parent Interviews

Organizational tool

Most parents said that the *Family Journal (FJ)* helped to keep them organized, an efficient place to keep all documents and resources needed to work toward case goals.

"[FJ] helped me stay organized, so I could spend more time with the baby."

Documented evidence of responsibilities for parents and caseworkers

Most parents noted that the *FJ* provided tangible proof of responsibilities for both parents and caseworkers. Concerns could easily be noted so that they can be addressed timely.

"It [FJ] gives parents proof of responsibilities and tangible evidence for the social worker. Happy parent equals happy social worker."

Record of accomplishments toward case goals

Several parents revealed that the *FJ* was a means of "keeping on track" to meet case goals and "keeping track" of accomplishments, which gave these parents a sense of pride and accomplishment.

"It [FJ] reminded me of challenges, of what I can overcome."

Encouragement of its use with other parents involved in the child welfare system

All parents interviewed said that they would encourage other parents involved in the child welfare system to use the *FJ* as a means to reach case goals more effectively.

"Yes, [it can be] used to keep track of service plans and makes you feel good of accomplishments."

One parent noted that her partner lives separately from her and she would encourage parents who are in this situation to organize the binder such that each parent has a section and the binder can be passed back and forth as a communication tool, or each parent should have their own *FJ*.

Rating the usefulness of FJ on a Likert scale of 0-5

Almost all parents interviewed stated that on a scale of 0 to 5 (5 being the highest) that they would rate the *FJ* as a useful tool to accomplish goals as a "5." One parent said that when she first got the *FJ* she would have rated it as a "5," but now because it is so bulky, she would rate it a "3."

"5, very useful."

Binder too large/bulky

Several parents felt that the *FJ* Binder was too large to carry around easily and recommended that it be made smaller. Many commented on liking all the sections—calendar, picture holder, pockets, service record, and resource list. One parent suggested having a bigger picture component, and another suggested that there be more blank pages to fill in with parents' particular needs.

"[I don't like] having to carry it everywhere, a lot to carry with baby and big binder."

Confidentiality issues

A few parents mentioned, per interview, that because the binder is personalized on the front cover, it did not protect their identity. One parent suggested that a bag be given to parents, along with the binder, to hide the cover and make for easier carrying.

“The cover prevents privacy and confidentiality.”

Caseworker Focus Group

Keeps caseworkers and clients accountable

Caseworkers expressed that the *FJ* keeps everyone involved accountable. Moreover, it is a useful documentation tool. Many workers felt that the *FJ* helped them to keep the family “on track” and was an empowering tool to keep families involved.

“[FJ] reminds me of what I have to do.”

Several caseworkers said that the *FJ* could be used to also keep service providers accountable, especially in cases where scheduling changes were made; so, it may be useful to provide a *Family Journal* training for providers to make sure that services are not duplicated, and that the *FJ* is not used in a negative, punitive way—“everyone is on the same page.”

Tool for communication

Some caseworkers felt that the *FJ* was a useful communication tool, which provided for quality discussions during caseworker visits because the *FJ* prompts revisiting the service plan. It is also a useful tool to initiate family engagement.

“It [FJ] ‘sets the stage’ for a visit.”

One caseworker noted that the *FJ* improved the communication skills of her clients whose second language is English.

Usefulness for clients

There was ongoing discussion about which clients would most benefit most from the *FJ*. Many caseworkers expressed that the *FJ* is most useful with clients who are not resistant to services. Furthermore, one caseworker noted that, with those clients who were even minimally engaged, the *FJ* enhanced engagement.

“The one’s who were really resistant, didn’t want to use it [FJ].”

A few caseworkers shared that “lower functioning clients,” such as those who had mental health issues, needed extra assistance in using the *FJ*. Several caseworkers said, from their experience, they found that the best time to introduce the *FJ* is when the service plan is introduced.

Binder too bulky/large

A few caseworkers said that the *FJ* binder is difficult for some clients to carry around, as it can become bulky quickly (a concern some parents expressed during interviews).

“The binder can get bulky very quickly.”

Confidentiality issues

Some caseworkers expressed, as a few parents did, that the *FJ* be concealed in some way, as to protect clients' identity.

A canvas bag or “binder in a bag” may help conceal the cover.

Modified versions of the Family Journal

The VCM caseworker expressed that the *FJ* could be customized to meet the needs of parents involved in VCM services.

Further, there was discussion about the use of the *FJ* with parents who live separately. Perhaps for these clients, there could be a modified *FJ* binder organized in such a way that the journal is divided and passed back and forth or each parent has their own *FJ*.

“VCM binders could be customized...[for] example, parents are not involved in court.”

Concern that Family Journal could be used as a document in court

Several caseworkers expressed that they were concerned that the *FJ* could be used, especially by the court or GAL, as evidence in determining case direction. Caseworkers agreed that the *FJ* should be a personal tool for families. Many felt that the family should have ownership of it, and the *FJ* should not be used as a “document” or evidence by the agency or the courts.

“[We should be] careful as the *FJ* could be used as “evidence...”

Conclusion

Although the Family Journal Reviews by *Nā Kupa Alo Ana O Hawai'i* was a small-sample case study, it was apparent, as evidenced through reviewer's interviews with parents and discussion during the caseworker focus group, that the *Family Journal* is a useful tool in keeping parents organized and engaged in their case. The *Family Journal* is useful as a means of motivation for families to complete case goals, as it keeps parents mindful of "what needs to be done" and what is being accomplished. All parents interviewed, strongly recommended that parents involved in the child welfare system use the *Family Journal* as an effective tool to help them achieve case goals. Moreover, it is clear that caseworkers also benefitted from using the *Family Journal* as a tool in case management. Caseworkers felt that this tool helped them engage with their clients and also kept them organized, as the *Family Journal* was useful as a resource of information for caseworkers during caseworker visits.

Nā Kupa Alo Ana O Hawai'i Recommendations

- ◆ Continue the use of the *Family Journal* in the Maui Section as a management tool for caseworkers and as a personal tool for families so that it can be used as a resource to more effectively keep parents organized and engaged to reach case goals.
- ◆ As is feasible, with regard to time and resources of the agency, implement the use of the *Family Journal* Statewide for those clients/cases when it is apparent that families could benefit from the use of the *Family Journal* to reach case goals more effectively.
- ◆ Continue to have discussions with caseworkers and families as to the benefits/drawbacks of the use of the *Family Journal*, so that agency decision making about whether or not to mandate its use for certain clients/case situations can be made effectively.
- ◆ Brainstorm with agency leaders of the *Family Journal* to enhance the usefulness of the *binder* itself by making it smaller/less bulky, customizing it for VCM cases, and special family considerations, such as in the case when parents live separately. Also, consider how parents' identity can be preserved when carrying the binder in public.
- ◆ Introduce the Family Journal to other CWS contracted agencies or state/county agencies who support our child welfare system and inform them about its use and purpose, so they are aware of this new tool and can support the use of the *Family Journal* as a means of family engagement.
- ◆ Consider Maui Section caseworkers' concerns, as expressed during the focus group, as to the potential of the *Family Journal* inadvertently being used as a tool/document by the agency or court in case direction, and take necessary steps to ensure that the *Family Journal* is used in the "spirit" of why it was created—to help families involved with Child Welfare Services engage in their case.