
2014 Annual Report
State of Hawai`i

Nā Kupa Alo Ana

O Hawai`i



Aloha e

Since its inception, three 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 (QLCC) 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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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 communities 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

Princess Lean, former foster youth, Hale Kipa

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

Summary of Panel Activities

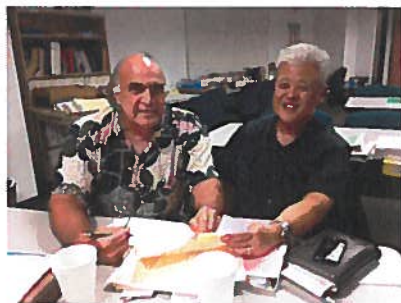
Recruitment

This year, Nā Kupa Alo Ana O Hawai`i added Princess Lean to the Panel, a former foster youth who lives on Oahu and is employed by Hale Kipa, a shelter which provides support to Hawaii's youth. We continue our efforts to enhance our CRP by promoting the goal of having a diverse membership.

Participation in National Citizen Review Panel Conference—Atlanta, Georgia

Two members of Nā Kupa Alo Ana O Hawai`i attended the 13th Annual National Citizen Review Panel Conference in Atlanta, Georgia on May 19-21, 2014. Kauila Ho 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. Kauila presented to the national conference, a PowerPoint which highlighted Nā Kupa Alo Ana O Hawai`i's efforts and achievements this year.

Child and Family Services Reviews SFY2015



Steven Morse and Jay Yukumoto

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 18 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, Stephen Morse, Jay Yukumoto, Dawn Slaten, and Kauila Ho, 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.

Training



The Panel invited Blake Jones, *Program Coordinator Citizen Review Panels, College of Social Work, University of Kentucky*, to spend two days in February 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 spent two days with

Blake, where he taught the Panel strategies for long-term planning, and he provided a framework worksheet to create proposals and ensure that objectives and goals are reached. Blake also provided tips and strategies of how to work effectively as a team and work collaboratively with the child welfare system. Administrative members from Child Welfare Services were present for the first day of the retreat, participating in activities and reaffirming their commitment to work with Nā Kupa Alo Ana O Hawai'i to meet the needs of Hawaii's families involved in child welfare. After the two-day retreat, the Panel developed two projects, with goals that will be achieved in 2015.

Hawaii Child Welfare Services Reporting Line Public Survey—2014 Project

In response to community concerns about Hawai'i Child Welfare Services' centralized intake hotline, Nā Kupa Alo Ana O Hawai'i created a consumer satisfaction survey. 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 perspective. The survey will 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 been working with SMS Research to survey two mandated reporter groups—the Department of Education and the National Association of Social Workers, Hawaii. SMS administered the survey in October (and in November) by sending out an email link to those groups of mandated reporters; the initial results of the survey will be analyzed within a couple weeks after the survey is completed, likely in November, 2014. Nā Kupa Alo Ana O Hawai'i will provide recommendations to CWS at the end of the year when the centralized intake survey results are finalized.

Engaging Fathers Project

Engaging Fathers Project has two goals. The first one is to analyze if after *Engaging Fathers* training by the agency, CWS caseworkers have been successful in locating and identifying fathers in their cases. The second goal is to analyze whether caseworkers have been successful in engaging fathers in their cases, after fathers have been located. CRP panel members in this group are in the process of analyzing local CFSR case review completed instruments (from July 2014) to gain information needed to draw conclusions regarding strategies and barriers of caseworkers' efforts to engage fathers. The next step for this project is for Panel members to organize caseworker focus groups to gather more in-depth qualitative information regarding agency efforts to engage fathers. Results from the study will be shared with CWS Program Development.

Caseworker Visits with Children Project



Jeny Bissell and Maylyn Tallett

This Project was designed to capture strengths and barriers to quality monthly caseworker visits with children. The Project started in August 2014, the start of the Hawaii Child Welfare Continuous Quality Improvement Project case reviews calendar, and will end in May 2015. For each of the seven CWS Sections in Hawaii, members of the Panel in this group project will conduct a caseworker focus group with workers whose cases have been selected by HCWCQI for case review. On the Friday of the week of review for each section, a facilitator on the Panel will lead caseworkers in a discussion regarding supports

and systemic improvements that can be made in order for caseworkers to be able to conduct quality visits with the children in their cases. Thus far, two CWS Sections have been reviewed, and two groups of caseworkers have participated in engaging and informative discussions regarding strategies for improvement. In June 2015, the Panel members from this project will share the results of their research with CWS Program Development.

Summary

Nā Kupa Alo Ana O Hawai'i looks forward to continued work 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. We appreciate the opportunity CRP has in continued dialogue with community and the Department of Human Services, Child Welfare Services. We hope in 2015 to make our Hawaii community more aware of our mission and encourage support, so that we may represent the child welfare needs of our islands.

