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STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

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January 14, 2019

The Honorable Ronald D. Kouchi
President and Members of the Senate
Thirtieth State Legislature
State Capitol, Room 409
Honolulu, Hawaii 96813

The Honorable Scott Saiki
Speaker and Members of the House
of Representatives
Thirtieth State Legislature
State Capitol, Room 431
Honolulu, Hawaii 96813

SUBJECT: REPORT IN ACCORDANCE WITH THE PROVISIONS OF ACT 177, SESSION LAWS OF
HAWAII 2018

Dear President Kouchi, Speaker Saiki, and members of the Legislature,

Attached is the following report submitted in accordance with:

- THE PROVISIONS OF ACT 177, SESSION LAWS OF HAWAII 2018, on the East Hawaii Child Welfare Services Pilot Project.

In accordance with section 93-16, HRS, copies of these reports have been transmitted to the Legislative Reference Bureau Library and the reports may be viewed electronically at <http://humanservices.hawaii.gov/reports/legislative-reports/>.

Sincerely,

Pankaj Bhanot
Director

Ecopy only:

Office of the Governor
Office of the Lieutenant Governor
Department of Budget & Finance
Legislative Auditor
Senator Russell E. Ruderman, Chair, Senate Committee on Human Services
Representative Joy A. San Buenaventura, House Committee on Human Services &
Homelessness

REPORT TO THE THIRTIETH HAWAII STATE LEGISLATURE 2019

**IN ACCORDANCE WITH THE PROVISIONS OF
ACT 177, Session Laws of Hawaii 2018**

**DEPARTMENT OF HUMAN SERVICES
Social Services Division
Child Welfare Services Branch
December 2018**

I. Background

Act 177 of the Twenty-Ninth Legislature of the State of Hawaii, 2018, established the East Hawaii Child Welfare Services Pilot Project to improve response time and quality of services to address the safety and well-being of vulnerable children who have been abused or neglected or who are high risk for abuse and neglect.

The Act authorized a five (5) year pilot project that addresses high workloads by authorizing four (4) temporary full-time equivalent (4.0 FTE) Child/Adult Protective Specialist (C/APS). The Act went into effect on July 1, 2018.

II. Update on Progress

East Hawaii Child Welfare Services office is comprised of three units:

- East Hawaii Child Welfare Services Unit 1/36 (EHCWSU1)
- East Hawaii Child Welfare Services Unit 2/37 (EHCWSU2)
- East Hawaii Child Welfare Services Unit 3/72 (EHCWSU3)

Two of the four positions are assigned to EHCWSU1, and the third and fourth positions are assigned to EHCWSU2 and EHCWSU3. The positions were recruited through the Wiki Wiki Hire Pilot (see <http://dhrd.hawaii.gov/wiki-wiki-hire/>), and resulted in one position being filled effective November 21, 2018. Recommendations to fill two positions are being processed for hire, and interviews have been scheduled for the final position.

In the executive biennium budget, the department requested a general fund appropriation to continue funding the four positions created by Act 177 and for other administrative costs. The funds appropriated in Act 177 were only for 1 year and will expire on June 30, 2019.

The prospective employees are registered to participate in the New Hire Training in January 2019. Pre-training activities include: reviewing policies and procedures, shadowing case managers/permanency workers, learning contracted and non-contracted services available in the community, attending internal training and presentations, engaging in individual supervision with their respective supervisors, and assigned various work-related tasks that will help them with the learning process.

The following equipment and furniture have been ordered and/or secured:

- 4 Cell phones
- Computer equipment for the 4 positions
- Cubicles, chairs and desks are being delivered to the Hilo State Building on January 24, 2019.

The East Hawaii Child Welfare Services Section Administrator has convened meetings in various community venues with contracted and non-contracted providers and stakeholders to introduce the pilot positions and the outcomes that they hope to impact for the Section and children and families.

III. Evaluation

Act 177, subsection 2(c) requires the department to evaluate the effectiveness of the pilot project on an annual basis. See the summary below of preliminary steps the department intends to take to address the required issues.

a. Reduction in caseload improved

i) Engagement of Families

Tracking of monthly worker visits with children families and resource caregivers.

ii) Delivery of Quality Services

Tracking of complaints filed with the unit, section, branch, division or Director's offices.

- Targeted review of randomly selected cases to be conducted by the CWS Continuous Quality Improvement (CQI) team for items 12 & 13.
- Administrator and/or supervisor will randomly select cases in their units to complete a phone survey of clients inquiring on service delivery and timeliness.

iii) Positive Outcomes for children and families

Data analysis of permanency timelines, placement with relatives, stability of foster care placements.

iv) Employee performance, satisfaction, attrition rate

Survey Monkey will be designed (5 questions) for employees. A Pre- and Post-test will help provide feedback and opportunities for improvement.

b. Comparison in sanctions imposed by family court due to late filings of reports and failure to meet court deadlines, five years preceding the pilot project, during the pilot project and twelve months after the pilot project ends.

Court tracker will be used to monitor all court sanctions imposed on East Hawaii CWS staff.

c. Comparison of the number of legal claims filed against the state that relate to child welfare system and the East Hawaii CWS Section, five years preceding the pilot project, during the pilot project and twelve months after the pilot project ends.

Data on legal claims for East Hawaii CWS Section will be tracked and reported.

- d. Any other data analysis the Department deems necessary for the purposes of the pilot project.**
- East Hawaii Section Administrator will continue to hold monthly meeting with community providers to provide an opportunity for community feedback.
 - Data on Ohana Conferences will be tracked to support the engagement of family members in the CWS process.
- e. Collect data on the conduct and efficacy of the pilot project from service providers working directly with children involved in East Hawaii CWS. Data will be collected every six months for the duration of the pilot project and twelve months after it ends.**

Baseline data to be established effective December 2018.