



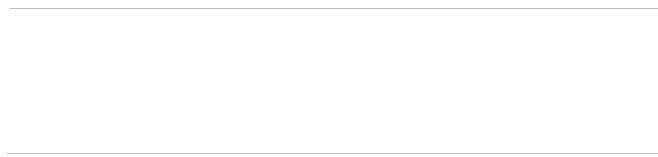
2019 Annual Report  
State of Hawai'i

Nā Kupa Alo Ana  
O Hawai'i

August 30, 2019



**NĀ KUPA ALO ANA O HAWAI'I**



*Aloha e*

*Since its inception seven 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 Florence Calderon, Assistant Program Administrator, Program Development, Child Welfare Services' Citizen Review Panel Liaison, for her support to Nā Kupa Alo Ana O Hawai`i. She is the newly appointed CRP Panel Liaison, and without her efforts, Nā Kupa Alo Ana O Hawai`i would not be able to accomplish its goals. Florence meets with the Panel monthly to share information regarding Hawai`i's child welfare system and responds to issues and discusses recommendations. We sincerely appreciate working with Florence, as we continue to build our relationship with the Department.*

*We would also like to thank Grace Oba, Secretary to Program Development, Child Welfare Services, who coordinates our travel so that the Panel can be effective in addressing issues and achieving goals.*

*Mahalo to Office of Hawaiian Affairs for graciously providing us with a beautiful meeting room when Nā Kupa Alo Ana O Hawai`i conducts face-to-face meetings on O`ahu.*

*Finally, with much respect and appreciation, we would like to thank Blake Jones, Program Coordinator of Citizens Review Panels, College of Social Work, University of Kentucky, for his continuing guidance, friendship, and support of Nā Kupa Alo Ana O Hawai`i.*

*Mahalo,*

*Jacqueline Perry, Panel Member*

*Nā Kupa Alo Ana O Hawai`i*

### *Who We Are*

Hawai`i's Citizen's Review Panel (CRP) 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 organizations 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 O`ahu or through telephone conference to establish goals and discuss projects and issues related to Hawaii Child Welfare Services (CWS).

*Nā Kupa Alo Ana O Hawai`i*

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

Crystal Chong-Wong, Family Programs Hawaii, O`ahu, Co-Chairperson

Jeny Bissell, Department of Health, Maui

Jacque Kelley-Uyeoka, Hale Kipa, O`ahu

Kimberly Lani, Department of Education, Moloka`i

Sharie Liden, Department of Education, Lana`i

Marci Lopes, Domestic Violence Action Center

Rona Martin, Hawaii Child Welfare Continuous Quality Improvement Project, Maui

Stephen Morse, Blueprint for Change, O`ahu

Jacqueline Perry, Hawaii Child Welfare Continuous Quality Improvement Project, Maui

Maylyn Tallett, Department of Health, Hilo



### *Recruitment of New Members*

Recently, this year, Nā Kupa Alo Ana O Hawai'i two new members to the Panel. Rona Martin, Program Improvement Analyst from Hawaii Child Welfare Improvement Project. She represents Maui County. Also, the Panel welcomes Marci Lopes, Deputy Director from Domestic Violence Action Center. Marci represents the island of O`ahu. These new members will participate in the annual retreat in October this year to gain a deeper understanding of their role as CRP members. We look forward to working with Rona and Marci. Both are passionate about improving the CWS system to ensure that children and families get the services that they need to provide a safe home for their children. The Panel continues to seek members, especially those who represent Kona and Lana`i, so that all the major area will be represented in 2020.

### *Summary of Panel Activities*

#### *Participation in 2019 National Citizen Review Panel Conference*



Two members of Nā Kupa Alo Ana O Hawai'i, *Maylyn Tallett and Crystal Chong-Wong* attended the 2019 National Citizen Review Panel Conference, June 6 to 8, in Albuquerque, New Mexico. The theme of the conference was *Rising to the Challenge: Improving Child Protection Response Systems*. The conference was two and a half days, and there were many networking and educational opportunities for both new and seasoned CRP members, state coordinators, child welfare staff, and child welfare partners. Maylyn and Crystal were able to network with other states to dialogue about their CRPs and various projects and recommendations. Furthermore, the conference featured a keynote speaker and many interactive sessions such as, *Child Abuse Cases from a Multidisciplinary Lens, Childhood Sexual Abuse: What CRP members need to know, Community Engagement Approaches to Evaluation, and Real World Implementation of CRPs*.

### *Special Presentations*

In April, Theresa Minami, CWS Program Administrator, presented to the Panel the CWS *Child and Family Services Plan*, which focuses on prevention. The plan utilizes guiding

principles from the federal government to meet key goals and achieve meaningful outcomes. The plan ensures that services are provided to families sooner. Theresa explained that CWS is reaching out to partners in the community, DOE, DOH, and Parents and Children Together, to develop a shared goal. Guided by Federal Law, First Prevention Services Act (FFPSA). As Nā Kupa Alo Ana O Hawai`i looks toward 2020 projects, Theresa's presentation was timely as we consider how we, as a Panel, can assist the Department in meeting their program improvement plan goals.

### *2019 CRP Retreat*

The members of Nā Kupa Alo Ana O Hawai`i will hold its annual retreat on October 10 and 11, 2019, at the Ala Moana Hotel Plumeria Conference Room. There will be opportunities for team building and setting goals for the upcoming year. Our guest speaker will be Blake Jones, *Program Coordinator of Citizens Review Panels, College of Social Work, University of Kentucky*. He will provide an orientation to new Panel members and train us so that we continue to be an effective organization. Panel members will re-commit their membership to Nā Kupa Alo Ana O Hawai`i and proclaim the efforts needed to successfully implement our upcoming projects and work together to achieve CRP goals.

### *Projects*

#### *1. Joy Ambassador/Pet Visitation Project*

The Hawaii Humane Society brings the joy of pets to people in need, such as those in hospitals, hospices, senior care programs, with the *Joy Ambassador Program*. People volunteer their well-behaved animals (mostly dogs, but others qualify for the Program), and 'the furry and four-legged trot through hallways doling out 'medicine' with a wag of the tail and a cold nose has been scientifically proven to reduce anxiety..."

(<http://www.naturalawakeningshawaii.com/Natural-Awakenings-Hawaii/January-2015/Humane-Society-Seeks-Joy-Ambassador-Volunteers/>).

Members of Nā Kupa Alo Ana O Hawai`i saw The Humane Society's Project as a means to comfort children and families involved in child welfare and to provide caseworkers with another tool to work effectively with families. The West O`ahu CWS Section will participate with the Joy Ambassador Program and the plan is for other O`ahu CWS Sections to participate (The program is available only on O`ahu at this time). The Panel looks forward to hearing feedback and stories about how this service benefitted children, families, and social workers.

## *2. Appreciation Gifts for Caseworkers*

In March of this year, the Panel's goal was to provide Hawaii State caseworkers with an appreciation gift to celebrate Social Worker Appreciation Month. The Panel has selected a gift, a coffee travel mug, for each social worker. This project, however, has been slowed due to lack of efforts to obtain necessary vendors and quotes to purchase these coffee travel mugs. We are hopeful that by March of next year, Social Worker Appreciation Month, these gifts, acknowledging the difficult work caseworkers do to help Hawai`i's families, will be presented to CWS social workers.

## *CRP Recommendations*

This year's recommendations are suggestions with respect.

Last year Nā Kupa Alo Ana O Hawai`i worked with Akaku, Ho`omana Hou Alternative School on Molokai, and Maui Police Department to produce the two videos as a public service announcement on Vimeo.com and Instagram.com (popular sites for both youth and adults to watch videos). One of the videos focuses on the importance of reporting parents who are impaired caregivers while using alcohol or drugs in the infant's environment. The



other video highlights the harm of exposing infants to substances. The videos are relatable to youth in Hawaii who may witness a parent or be a parent who has been under the influence of substances while caregiving or may be exposing infants to alcohol or other substances harmful to vulnerable children.

#### Recommendations:

1. Child Welfare Services promote and ensure that caseworkers have access to the videos that CRP sponsored, which makes youth, parents, and the community aware of the problems associated with exposing infants to substance abuse by parents/caregivers, and why reporting this type of neglect is important to the safety of children.

<https://vimeo.com/270207003>

<https://vimeo.com/270203816>

2. Child Welfare Services continues to provide effective trainings to caseworkers, supervisors, and section administrators with regard to case practice in assessing and addressing the harm of drug exposed infants.

#### *Final Thoughts*

Nā Kupa Alo Ana O Hawai'i The Panel 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 the CRP has in continued dialogue with the community and the Department of Human Services, Child Welfare Services Branch. We are presently exploring topics as the subject of future projects, and we certainly look forward to, once again, the support and engagement of the Department, in our efforts to enhance Hawaii Child Welfare Service's capacity to help Hawai'i's children and families achieve positive outcomes.

