

2004 ANNUAL REPORT OF THE MAUI CITIZEN'S REVIEW PANEL

Federal Outcome Measures: Maui County's Performance

See attached matrix

1. Reduce the recurrence of CAN

The Maui Section did not meet the federal standard in the FY ending June 30, 2004 (FY 04) but did improve from the previous FY.

The Maui Section had the second worst percentage in FY 04 amongst all other sections.

2. Reduce the incidence of CAN in foster care

As they did in FY 03, the Maui Section met the federal standard in all four quarters of FY 04. Moreover, the Maui Section had the best percentage in FY 04 amongst all other sections.

3. Increase permanency for children in foster care (no federal standard)

Although there are no federal standards in this category, the Maui Section's performance continues to demonstrate priorities in reunification and permanency for children in foster care.

The Maui Section's high reunification rate is now reflected in two categories, the newly added "reunification with relatives" and the existing "reunification with parents or caregivers".

Increased permanency in foster care is reflected in the Maui Section's high completion rates for guardianship and adoption.

4. Reduce time in foster care to reunification without increasing re-entry

a. As they did in FY 03, the Maui Section met the federal standard and met the standard in three out of the 4 quarters.

b. Although the Maui Section did not meet the federal standard, their annual percentage improved from FY 03.

As noted in last year's annual report, the Maui Section CRP continues to feel the priority towards reunification increases the possibility of re-entry into the foster care system. However, the Maui Section CRP continues to feel that the Maui Section should not sacrifice reunification efforts to minimize re-entry numbers.

Please note that FY 04's re-entry percentage and raw numbers are lower than FY 03's percentage and raw numbers in spite of the higher reunification percentage and raw numbers in FY 04 than in FY 03. Following consultation with CWS staff on the relationship between their reunification and re-entry rate, the Maui Section CRP continues to feel that re-entry is not always synonymous with harm or re-abuse. It was noted that violations of service plans were common reasons for re-entry.

5. Reduce time in foster care to adoption

As they did in FY 03, the Maui Section met the federal standard in all four quarters of FY 04.

The increase in the adoption rate again underscores the Maui Section's improved efficiency in finalizing adoptions, decreasing foster care drift and increasing permanency for children in foster care.

6. Increase placement stability

Again, due to incomplete or inconsistent data, no determination was made on the Maui Section's annual performance. They did meet the federal standard in the second quarter and were within 2 percentage points of the standard in the first and third quarter.

There appears to be a continuing upward trend in placement stability percentages, albeit small increases, from the previous two FY.

The DHS Division office has assured complete and consistent FY 05 data.

Review of 2003 Recommendations:

1. Statewide CRP meetings:

Due to budgetary constraints, statewide meetings of the CRP chairs were not held. However, the Maui Section continued to advocate for a statewide meeting of the CRPs. In early fall, DHS Director Lillian Koller finally approved funds for this meeting. The Maui Section CRP was tasked with coordinating and hosting the Statewide CRP meeting, tentatively slated for January 27, 2005.

2. Public Information Officer:

There was no action taken by either the CRP or DHS in 2004.

3. Increased POS contract monitors:

The Maui Section CRP did not receive any notification from the Contracts division of DHS of any increase in contract monitors or any increase in the number of monitoring contacts by their division in 2004.

4. CWS Caseload Cap:

There was no action taken by either the CRP or DHS in 2004.

CY 2004 CRP Focus

1. Threatened Harm language change

Our discussions on the Maui Section's Federal Outcome Measures always included discussion about the impact of the "threatened harm" language on their performance. It was felt that eliminating this language would improve the section's performance in Outcome Measure #1 (Reduce the recurrence of child abuse and/or neglect). Additionally, the state's statutes would then be consistent with other states in the country.

The Maui Section CRP has yielded to the Big Island CRP in introducing legislation for this change, and will include this as a key agenda item in the upcoming Statewide CRP meeting on Maui in January 2005.

2. Marion Higa Audit reaction and response

The Maui Section CRP felt Marion Higa's report was poorly done; its methodology questionable. This resulted in section differences not being acknowledged or recognized. Subsequently, sweeping generalizations were made that had minimal applicability to the Maui Section CWS. Most importantly, the strengths of the Maui Section CWS were not highlighted.

3. Centralized Intake implementation

The move towards Centralized Intake caused very little disruption in services. It appears the Maui Section CWS adjusted well to the change in spite of its tri-isle configuration.

4. Michael Kahikina report reaction and response

The Maui Section CRP did not receive any response to its letter from Representative Kahikina, nor any response to emails and phone calls to his office.

Like the audit by Marion Higa, Representative Kahikina's report unfairly portrayed the Maui Section by making generalizations based on information from limited sources. There was no mention of the strengths of the Maui Section CWS.

5. Statewide CRP meeting coordination

The coordination of the Statewide CRP meeting was delayed until the fall due to a lack of funding, and uncertain commitments by the other CRPs.

6. PIP

The program improvement plan will have a dynamic effect on the quality as well as the deliver of services provided by Department of Human Services, Child Welfare Service. Maui Child Welfare Services, having faired well in the federal Audit of 2003, appears to have taken the lead in assisting other Child Welfare Sections with Management tools to achieve a greater degree of compliance with Federal expectations. However given the numerous changes', enhanced expectations, and trainings being provided to line staff, supervisors and Section Administrators, the Maui CRP recommends that any dramatic program changes which have a direct effect on these CWS workers / supervisors does not have a negative consequence in relation to service delivery. ie. Time away from the office which impacts client / supervisory interface etc.

7. Maintaining staffing of CWS, reclassification of SW

There does not appear to be any impact on service provision due to the reclassification of social workers.

8. Memorandum of Understanding:

Summary of the Interagency Collaborative Meetings the CRP sponsored:

At our July, 2004 meeting, the Maui CRP decided to work on a process that would help abused children receive better services from our state agencies (DHS, DOE, DOH, Judiciary). We had become aware of situations where services for a child or children were delayed due to the inability of these agencies to make prompt decisions about services. Sometimes the delays had to do with lack of clarity about who was responsible for paying. Other times it had to do with no one from an agency being responsible for that child or family, resulting in no action or follow through. These are just a couple reasons for the delays.

It was decided that the best direction to head in was to get the decision makers on Maui together and figure out solutions to these problems. This resulted in a meeting on Sept. 14, 2004 on Maui, with administrators from DHS, DOE, DOH and Judiciary in attendance. We arranged for mediators from Maui Mediation Services to facilitate the meeting. The outcome was to continue meeting on a monthly basis and a commitment to work together to provide the best services possible. In addition, there were some specific actions all were to do. These action steps are being completed and the monthly meetings are continuing, at Judge Valdriz's office, which helps motivate participants to attend.

Recommendations

1. The DHS will develop a foster care feedback collection system that can identify trends and ideas to improve the foster care system. The foster care system includes foster children, foster parents, relative caretakers, training of new foster parents and retention of experienced foster parents.
2. The DHS will develop, in conjunction with other adoptive agencies, a state-wide system to profile legally free children. This type of system that is available to the public on the Internet is already available in other states.
3. The DHS will insure that all foster children ageing out of the foster care system receive a discharge plan that includes:
 - a. Consents that allow sharing of information,
 - b. A designated Case Manager that will track the foster child's case until a new Case Manager is assigned at the CSP meeting or is assigned from an adult services program,
 - c. Identification of procedures that specifically prepares the foster child for changes in service delivery; including steps to help the foster child and their family adjust to the new service provision setting,
 - d. Determining who's responsible in assisting the foster child in discussing, planning and identifying their goals, expectations and dreams after foster care,
 - e. Determining who's responsible in counseling the foster child about permanency options and
 - f. Determining who's responsible for referring the foster child/family to non-CWS community services.

4. The DHS will improve community education efforts about Child Welfare Services and proactively improve the perception of Child Welfare Services.
5. The DHS will increase the monitoring of POS contractors at least twice a year, preferably quarterly.
6. Review the concept and need for caseload caps for social workers consistent with Child Welfare League of America standards to ensure that child safety is not compromised by the worker's high caseload.
7. The DHS will demonstrate support of the section CRPs with increased and improved participation by division staff at monthly CRP meetings and statewide CRP meetings, and improved fiscal support of neighbor island members traveling to monthly CRP meetings.

MAUI CITIZEN REVIEW PANEL 2004 MEMBERSHIP AND STAFF:

Island of Lanai:	Butch Gima, Social Worker, Dept. of Health, Adult Mental Health Division	2000-present
Island of Molokai:	Irene Laemoa, Community Judy Caparida, foster parent, kupuna, church pastor,	2000-present 2003-2004
Island of Maui:	Frances C. Joswick, MSW, Deputy Director Ka Hale A Ke Ola Resource Center	2000-present
	Frank Freda, MSW, Chief Executive Officer The ARC of Maui	2002-present
	Lyn McNeff, Director MEO Headstart Preschool	2000-present
	Elizabeth A. Ivey, Attorney,	2001-present
	Patrick Singsank, Program Director Children's Justice Center	2003-present
	Jim St. James, foster parent & foster parent trainer Hawaii Behavioral Health	2004-present
	Monika Morakis, Behavioral Health Counselor Maui High School	2004-present
	Jeny Bissell, Family Health Services Section Supervisor State Department of Health	2004-present

Staff: Scott Seto, Supervisor
Gracie Tubbs, (outgoing)
Michelle Christensen, (incoming)
Child Welfare Services

Meetings: The panel meets once each month on Maui at the conference room of Ka Hale A Ke Ola. Lanai and Molokai members travel to Maui. Transportation costs and reimbursements have become an issue for off island members and the panel is working with the State on this issue.