

2005 ANNUAL REPORT OF THE MAUI CITIZEN'S REVIEW PANEL

Federal Outcome Measures: Maui County's Performance

The CRP did not receive Federal Outcome Measures as it had in previous years. Therefore, quarterly and yearly results were not tabulated or analyzed for FY 04-05.

Review of 2004 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.**

DHS has supported the creating of the Maui Foster Parent Association, by making their mailing list available for announcements, and by putting articles about the organization in the DHS foster parent newsletter. There *appears to be* no statewide movement by DHS to create a formal appraisal system.

- 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.**

“Heart Gallery”, a *public* photo exhibit of children available for adoption, will hopefully be coming to Hawaii thanks to a gentleman on Oahu. However, nothing concrete has been done to date. Currently, there is no profile list (internet or other) available to the public.

The names and bios of all children with no identified permanent family have been provided to Heart Galleries and Hope Inc in hopes of recruiting prospective permanent families for these children.

- 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.**

The Maui DHS is now using "Youth Circles" to help guide youth aging out of the system *by providing foster youth a transition/support plan for independence.* The Hawaii Youth Coalition is also available to these youth on a volunteer basis.

Generally, the Maui DHS Permanency Unit seems to be proactive and responsive to the foster children ageing out of the foster care system. Unfortunately, there is no systematic transition for foster children to continue receiving mental health services after reaching majority.

However, all foster youth 12 and over interested in Independent Living/Transition services are referred to Maui Youth & Family's ILP (Independent Living Program). The ILP worker assists interested foster youth in many of the areas noted above.

- 4. **The DHS will improve community education efforts about Child Welfare Services and proactively improve the perception of Child Welfare Services.**

There was a decrease in negative media reports in CY 2005 regarding the provision of Child Welfare Services in Maui County. Besides the PIP process, no efforts were made by the CRP or CWS to insure improved CWS community education efforts. Furthermore, no PIO (Public Information Officer) or spokesperson exists to proactively improve the perception of CWS.

- 5. **The DHS will increase the monitoring of POS contractors at least twice a year, preferably quarterly.**

It is unclear if POS contract monitoring has increased as recommended by the CRP. POS contracts were not an item for much discussion in CY 2005.

- 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.**

The CRP did not specifically address this issue in CY 2005. There were no reports by CWS staff of unreasonable or unmanageable caseloads. It is uncertain if this was due to an increase in staffing and/or improved time management.

- 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.**

The Maui Section CRP felt strongly about continued division support as was provided from 2000-2004. The Maui Section issues have been addressed well at each meeting by Maui Section staff. However, with the presence and participation of division staff, statewide and division wide policy issues can be better addressed.

Furthermore, the Maui Section CRP also strongly supports the continued financial support for Molokai and Lanai's participation. Molokai and Lanai's participation underscores the uniqueness of the tri-isle Maui Section and the corresponding unique challenges in providing services in the county.

CY 2005 CRP Focus

- 1. Statewide CRP meeting coordination**

The Maui Section CRP took the initiative of coordinating and hosting the semi annual statewide meeting at Maui Community College on October 6, 2005. Maui Mediation Services Executive Director Kim Compoc facilitated the meeting that included participants from the Kauai, Big Island and Maui Section CRPs. DHS staff from Oahu and Maui attended as well.

Although each section CRP had specific situations and challenges to deal with, lack of timely responses to requests to division was a common thread. The Maui Section responded to the Kauai's representative's interest in the "Meeting of the Minds" process. CRP members supported the need for improved planning and increased resources when discussing the situation involving an 18 year old ex-foster child. Division staff presented an update on the PIP.

In summary, all participants agreed this was a very valuable experience. The CRP members look forward to additional, productive semi-annual meetings, and enhanced communication with the division office.

- 2. PIP**

The Maui Section CRP has embraced the PIP and offered its strong support to the PIP as well as to the Maui Section CWS. The CRP has recognized the Maui Section CWS' collaborative efforts to partner with our CRP and the many public & private agencies in our county. Furthermore, the CRP understands that the PIP will require a lot of commitment, dedication and hard work from the Maui Section CWS staff. Nonetheless, the CRP is confident that the successful implementation of the PIP will lead to the improved health, safety, well being and provision of services to the children and families of Maui County.

3. Meeting of the Minds:

The Meeting of the Minds arose out of a CRP identified concern relating to children not being served as well as they should or could be due to a lack of cooperation between state agencies. The initial meeting occurred on September 14, 2004, with representation from the following:

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| Geronimo Valdriz, Judge | Family Court of the Second Circuit |
| Steve Maenaka, Section Administrator | Child Welfare Services |
| Ken Nomura, Complex Superintendent | Department of Education |
| Sharon Tanaka, Supervisor, Program Support | DOH-Developmental Disabilities Division |
| Virginia Shaw, Chief | DOH-CAMHD, Maui Family Guidance Center |

The outcome of this first meeting led to a plan to meet monthly in Judge Valdriz's chambers, to develop a "Roadmap of Services" and to discuss more effective ways departments could work together. The latter evolved out of a desire to avoid service provision via court order.

These meetings have continued almost monthly through CY 2005 with bi-monthly scheduled for CY 2006. The Roadmap is starting to be used, after much effort to pull together the information it contains. Specific cases have been discussed and solutions identified.

In addition to improved service coordination and provision to children of Maui County, secondary benefits include improved inter-departmental relationships, decreased territoriality & compartmentalizing of services, and increased understanding of each department's resources and protocol.

Recommendations

1. Foster Care System

It's recommended that the DHS, as part of the PIP and CQI process, expand its foster care quality control/feedback system that results in the following:

- a. Increased communication between social workers and foster parents,
- b. Decreased placement difficulties,
- c. Increased coordination of mental health referrals,
- d. Improved transitioning of foster youth "ageing out" of the foster care system,
- e. An annual survey of active foster parents regarding levels of satisfaction, suggestions and complaints.

2. Adoptions

It's recommended that the DHS define the criteria for foster children to be adopted.

3. Contracting monitoring

It's recommended that the DHS continue to expand and improve its contract monitoring processes, especially with the change in the duration of POS contracts.

4. Division support of the CRP

The CRP recommends that the DHS continue its support of the CRPs in the following manner:

- a. Fund air, water and ground transportation for its Molokai and Lanai representatives,
- b. Fund transportation (air, water and ground), logistical and administrative costs for the semi annual Statewide CRP Meetings,
- c. Promoting CRPs as a valuable asset and an essential part of the CWS system, and not just a condition to receive CAPTA funds.

5. Meeting of the Minds

The CRP recommends that division promotes the Maui Section's Meeting of the Minds group to other sections, and if applicable, nationally.

Characteristics of the Maui Section CRP's success and continuity

In response to division's and the Kauai CRP's request, the Maui Section CRP was asked to identify characteristics that contributed to its success and longevity.

With no budget and initially, irregular staffing, the Maui CRP adopted the following to guide its efforts:

1. How do we know if CWS is doing its job in Maui County?

The CRP utilized the federal outcomes measures to ascertain this, and has incorporated the results and analysis in its Annual Reports.

2. Support CWS and its line workers.

In fulfilling its tasks of examining the policies, procedures and practices of the CWS system, the Maui CRP's intent was to support the Maui Section and its staff, especially its line workers.

There were four major factors that contributed to the CRP's success:

1. Its broad based representation and its member's knowledge of and experience with CWS, as noted in the CRP membership list. Members are committed to the mission of the CRP and more importantly to the children and families of Maui County. More than half of its members have served more than four years on the CRP. This has provided the continuity needed while administrators and staff have changed
2. The financial commitment for transportation costs by division and the Maui Section enabled the participation of the CRP's Molokai and Lanai representatives. Attempts to utilize video conferencing proved far less effective.

3. Maui Section staff support was critical to CRP operations and its ability to fulfill its mission. Furthermore, regular contact with CWS staff improved CWS-community relations, further raising the level of collaboration.
4. In the past three to four years, the meeting date, time and location has remained the same. This consistency has helped to institutionalize the CRP process and participation. As noted below, the CRP meets monthly, at noon on the first Thursday of every month at the Ke Hale A Ke Ola Resource Center Conference Room.

Lastly, although the CRP reviewed and discussed specific cases and situations, the CRP did not conduct any case reviews. The CRP remained at the macro level reviewing/overseeing policy, procedures and practices of the CWS system.

MAUI CITIZEN REVIEW PANEL 2005 MEMBERSHIP AND STAFF:

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| Island of Lanai: | Butch Gima, Social Worker, Dept. of Health, Adult Mental Health Division | 2000-present |
| Island of Molokai: | Irene Laemoa, Community | 2000-present |
| Island of Maui: | Frances C. Joswick, MSW, Deputy Director Ka Hale A Ke Ola Resource Center | 2000-present |
| | Lyn McNeff, Director Headstart Preschool Maui Economic Opportunity, Inc. | 2000-2005 |
| | 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 |
| | Jeny Bissell, Supervisor Family Health Services Section State Department of Health | 2004-present |
| | Debbi Amaral, Director Headstart Preschool Maui Economic Opportunity, Inc. | 2005-present |
| Staff: | Scott Seto, Supervisor Michelle Christensen Child Welfare Services | |

Meetings: The panel meets once each month on Maui at the conference room of Ka Hale A Ke Ola Resource Center.