Welcome!

Fourteenth Annual National Citizen Review Panel Conference
Missouri Success Story!

- The Missouri Children’s Division has seen an improvement in the percentage of cases upheld at the Child Abuse and Neglect Review Board (CANRB) from 56% in 2009 to 69% in 2014.

- The CANRB provides an independent administrative review of child abuse/neglect determinations when the alleged perpetrator disagrees with the “Preponderance of Evidence” finding of the Children’s Division.

- This improvement comes as a result of Legal Aspects for Investigations training to front-line staff and supervisors, as well as management coaching, practice points, policy changes and memo instructions.
Tennessee offered “Reality Check” again this year to youth in foster care. This is the third year that the Hamilton County (Chattanooga) CRP has partnered with the Department of Children’s Services to this simulation activity.

It emphasizes to youth the connections between education and income by allowing them to role-play as heads of household while trying to provide for their families on a set budget.
Oregon Success Story!

The Oregon CRP found that visitation plans were not updated after the initial temporary plan completed at placement. Plans are now updated every 90 days with visitation increasing and supervision decreasing.

19 children with APPLA plans had permanency round tables and 12 now have permanent goals!
Kentucky Success Story!

- Kentucky hosted the Third Annual “What Works in Child Welfare,” which was attended by over 75 people.

- The Southern Bluegrass Citizen Panel hosted a “Conversation on Father Engagement” meeting which was very well-attended. Since being released from prison, this young father is starting his masters degree in the fall.
Wisconsin Success Story!

Wisconsin doubled its number of citizen review panels from 4 to 8 in 2014. 7 counties are represented and 1 panel, the Youth Advisory Council, represents youth formerly in foster care.

St. Croix and Polk County CRPs collaborated to sponsor “Preventing Abuse of Infants and Young Children,” an event on the prevention of abusive head trauma. A prominent Wisconsin child abuse expert/physician educated the group on the importance of sentinel injuries, and a grandparent shared her personal story about her grandchild who was a victim of AHT and survived.

Milwaukee Child Welfare Partnership Council co-hosted with the Department of Children & Families two community listening sessions to solicit input from community members on the critical qualities needed for the new Director for the Bureau of Milwaukee Child Welfare.
Wisconsin Success Story!

Jefferson County CRP is working to complete English and Spanish versions of educational pamphlets for families and other community members on challenging issues such as home alone, discipline vs. abuse, dirty houses and emotional abuse.

Marathon County CRP has taken prevention of Shaken Baby Syndrome into the jails, providing presentations to inmates on the harmful effects of shaking a baby. The presentations include materials and different methods for keeping a baby safe when the caregiver is frustrated with the baby.

Langlade County CRP started its first year by educating itself and other community members on the scope of child protective services, starting with the moment that a child abuse report is received by the CPS agency.

The Youth Advisory Council participated in the creation of an online training to teach foster parents why learning independent living skills is so important, why they should help youth learn these life skills and how to do it.

Outagamie County CRP held a town hall meeting, “Protecting our Children is a Community Effort.” The event featured a New York Times bestselling author who shared her inspirational story of triumph over tragedy and included other presentations, as well as fun activities for adults and children.
Hawaii Statewide Citizen Review Panel
Family Journal Reviews

SUMMARY FINDINGS:

• Small-sample case study

• Reviewer’s interviews with parents and discussion during case worker focus group revealed that the Family Journal is a useful tool in keeping parents organized and engaged in their case.

• The Family Journal provided motivation for families to complete case goals, as it keeps parents mindful of “what needs to be done” and what is accomplished.

• All parents interviewed, strongly recommended that parents involved in the child welfare system use the Family Journal as an effective tool to help them achieve case goals.

• Caseworkers used the Family Journal to manage cases and keep them organized.

• The Family Journal helped caseworkers to engage with their clients and partners/families.

• The Family Journal is a useful resource of information for caseworkers during caseworker visits.
Delaware’s Citizen Review Panel participated in a retreat with the state’s Child Death Review Program on January 22, 2015.

Approximately 300 recommendations made between 2006-2014 were reviewed.

During the retreat, 24 recommendations were prioritized for the following system areas: Division of Family Services - Intake, Investigation & Treatment; Medical Community; Legal Community; and Multidisciplinary Team Response.

Timeframes, Action Plans and Agencies Responsible were identified for each recommendation.
Wyoming CRP Success Story!

- We are working with law enforcement, medical personnel, and the Department of Family Services to facilitate a philosophical shift to working with drug endangered children in our state.

- We have also partnered with Wyoming Department of Health, Department of Family Services, Head Start and the Wyoming Coalition Against Domestic Violence and Sexual Assault to provide trainings across the state about prevention of domestic violence and accessing resources.
South Carolina Success Story!

Meeting the CAPTA Mandate to Provide Public Awareness

Donna Xenakis, CRP Chair, leading a recruitment event and Child Abuse Awareness Training

Child Fatality ACTION Subcommittee Reviewing a Child Fatality

This group’s work led to the posting of child fatalities on the agency’s website and the SCCRP is anticipating the creation of a state level Near Death Committee
Pennsylvania Success Story!

- The Pennsylvania Northeast Panel was active in educating the community within the past year on the mission of the CRPs and their individual project which is the need for improvements to the Interstate Compact on the Placement of Children (ICPC). Some of their efforts included:

- Data collection in county child protective services agencies regarding the wait time of children involved in ICPC

- Op-ed articles in local papers educating the community about the CRPs and the areas for improvement with ICPC

- Guest appearance on a local cable television show for the purpose of education and membership recruitment

- Pennsylvania’s Child Protective Services Law experienced 23 legislative changes in 2014. The Department of Human Services, Office of Children, Youth, and Families had the task of preparing the child protective system, professional providers, and mandated reporters for the changes. The CRPs were instrumental in this charge and contributed to the process through their participation on the implementation team and related work groups. This proved to be a successful way to build partnerships between the panel members and the state office.
Idaho Success Story!

Our Region 5 KCS panel celebrated Christmas by sending Christmas cards out to all of our Foster Parents in Region 5, with a note thanking them for the good work they do.
New York Success Story!

- NYS Citizen Review Panels are working with Child Protective Services to better identify children of incarnated parents in their documentation.

- The goal is to increase visibility of this population and ensure adequate services are available to them.
Indiana Success Story!

In Indiana, the Switzerland County Child Protection Team CRP submitted their 2014 Annual Report regarding Neonatal Abstinence Syndrome (NAS).

They made several recommendations which are being implemented. DCS is now looking more closely at this issue and at hospital reporting of babies born with substance abuse in their systems.

A DCS executive is now part of the Indiana Perinatal Quality Improvement Collaborative (IPIQIC), subcommittee on Neonatal Abstinence Syndrome.
Minnesota Success Story!

Minnesota has five county based Citizen Review Panels.

All five stepped up to the plate when the Governor set up a “Task Force for the Protection of Children.”

- The co-chairs of four of the CRPs provided testimony and feedback at the opening session.
- Two CRPs submitted in depth written recommendations.
- One CRP observed the county screening process to gather more information regarding a key Task Force focus.
- All have discussed the intermediate and final recommendations and how they will affect the system in the future.
- Because they are a citizen group with in-depth system expertise, their input was valued.
Alabama Success Story!

As a result of recommendations from the Child Death Subcommittee of the Alabama Panel, revisions were made to the process for agency involved child death reviews.
New Jersey Success Story!

The NJTFCAN recently:

- updated the New Jersey Standards for Prevention: Building Success through Family Support
New Jersey Standards for Prevention: Building Success through Family Support

First developed in 2003, New Jersey’s newly updated standards is the culmination of an eighteen-month review and editing process.

The updated standards cover several areas, including:
• the history of the document, the importance of prevention, the intended purpose of the standards, and definitions of prevention and risk and protective factors,

• practice with families, practice with communities, and administrative standards, and

• an evaluation rubric that allows families, researchers, funders, providers, administrators, communities, and policy makers measure a program's compliance with best practices.
The plan was developed by public and private partners. About 485 parents from diverse populations provided feedback and recommendations that helped to shape the plan. The plan sets out to achieve five strategic goals:

1. Communication
2. Early Outreach and Engagement
3. Partnerships
4. Evidence-Based/Evidence-Informed Programs and Best Practices
5. Infrastructure and Resources
New Jersey’s **standards** and **plan** is available from the Task Force’s website at:  

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**Standards for Prevention Programs**

**Supporting Strong Families and Communities in New Jersey**

For more info, email NJTFCAN at [DCF.NJTASKFORCECHILDABUSE@dcf.state.nj.us](mailto:DCF.NJTASKFORCECHILDABUSE@dcf.state.nj.us)
Georgia’s CAPTA Panels (citizen review panels) have had many successes. One of particular note in 2014 is the recent child welfare workforce study conducted by one of the panels. The Child Protective Services Advisory Committee (CPSAC) developed a survey to solicit feedback from the Georgia child welfare workforce on their caseworker training, professional development and career advancement opportunities; supervisory relationships and support; the workplace environment and worker safety; and resources, including technological supports.

The results of the Workforce Survey of Georgia Social Service Caseworkers and Supervisors offered valuable insight into the contributing factors that adversely impacted the child welfare workforce and underscored the need for the state agency to focus on building a strong workforce equipped to handle the challenging work of child welfare.

The results of the survey have found their way into the final reports of the Georgia Child Welfare Reform Council and Georgia Senate Child Protection Study Committee and have been used by the child welfare agency leadership to support its own advocacy efforts.

Planning, communicating, managing its people, plus creating and sustaining an environment that both attracts new talent and retains those who make positive contributions were identified as priorities, not just of the agency leadership, but of the Governor and Legislature as well.

The CPSAC was encouraged by the engagement of key legislators with state agency leadership and by the SFY 2016 budget that included additional funding to increase the number of caseworkers; clear progress that has been made towards ensuring sufficient resources will be there to rebuild the child welfare workforce.
North Iowa Domestic & Sexual Abuse Community Coalition/Citizen Review Panel

1 of 3 Citizen Review Panels in Iowa

Specific focus on co-occurrence of Intimate Partner Violence (IPV), Sexual Assault, and Child Maltreatment

CRP is very involved in:
- Public Awareness
- Community Building
- Advocacy Efforts

Currently advocating for a new satellite Child Protection Center/Child Advocacy Center (CPC/CAC) in Mason City
• Coalition recently involved in putting on a community forum

• Provided information to interested citizens on the benefits of bringing a CPC to North Iowa

Investigator Jason Hugi, Mason City Police Department, speaks before a group of child protection workers, teachers, law enforcement, and other community members at a forum on bringing a Child Protection Center to North Iowa.

Arizona Success Story!

The Arizona Central Citizen Review panel recently engaged in a project to renovate two visitation rooms in a Department of Child Safety (DCS) office. Most DCS offices are leased and this created some hurdles and delays in the project. The project is now officially considered complete according to the determination of panel members, and DCS and community collaborators.

The following comments from one DCS Specialist who worked directly on the project exemplify the success of this project: “The Department of Child Safety 19th Ave office had a complete overhaul of the visitation rooms thanks to the Arizona Citizen Review Panel and several different community organizations. Before the remodel, the room was dark, dingy, and did not look like a place where children could bond with their parents for a visit. It was more like a doctor's office with dirty toys and broken books and games. Now, this room is colorful and comforting. It's a room where parents can see their children and actually play on the floor with toys and interact with them. The furniture is bright and eye catching. We have visits in the rooms on a daily basis and families are seen on the floor playing cars or with a ball engaging with their children. We are so thrilled with the outcome and opportunity to work with the Citizen Review Panel.”
Before and After
Kansas Success Story!

Kansas has 3 Citizen Review Panels: Intake to Petition; Custody to Transition and the Child Death Review Committee

One of our goals: to be able to integrate our recommendations, what we have learned about the child welfare system in Kansas, and to strengthen our partnerships among our panels and the state. How we have achieved this: We have made incredible strides in gathering qualitative data about the system of care in Kansas and identifying experts that can help us improve our approaches. Specifically –

We hold an annual CRP meeting with all three panels and share our strategic plans, have featured speakers, and highlight areas of common ground and interest. (Last year the Handle with Care Program from West Virginia presented on their program around trauma informed care and was WELL received.)

We have designed our meetings around a community conversation model focusing on matters of importance in the child welfare system. E.g. disposition of youth after police protective custody; transition of youths from the foster care system, how people who access the child welfare system experience their involvement etc.)

As a result of gathering qualitative information and including “community voice” as the guidance for our work, we are now seen as an important resource. For example, we are currently providing important feedback for the Children and Family Service Review that is being conducted in Kansas.

We have stabilized our recruitment, orientation, and retention processes by developing a clearer process that extends the reach of how we identify and include partners on our panels.

What our panel members tell us:
They have found the meetings more substantive and useful believe it is their obligation to take these same discussions back into their own environment.

Attendance at panel meetings has not only increased but remained consistent and panel members have been highly engaged.
North Carolina Success Story!

NC Community Child Protection Teams Advisory Board
100 Teams & One Advisory Board

Grandparent Café
Support for grandparents raising grandchildren facing complex issues

Community Outreach
- Partnering with Child Fatality Prevention Team to promote awareness
- Family Resource Centers for Substance Abuse education and support

“Kids in Cars”
New 911 Protocol
Two communicators to simultaneously notify law enforcement and DSS. Notification to retail establishment for owner to return to car. NHC-TV produced awareness video

Cross System Partnerships
- Joint meetings, trainings and development of protocols
- Data sharing agreements
- Child and Family Teams
- Joint case staffing’s increased youth and family participation

Medical Home
Emergency room repeated pediatric admissions led to the creation of a Child Maltreatment Coordinator located in the hospital

Safe Sleeping
Purchase of a Pack-N-Plays: available at no cost to any family who has a need—“Infant Safe Sleeping Tips” flyer

Statewide Coordinated Reporting identified consistent issues across all demographics and counties (71% response rate to end of year survey) and provided support for successful programs.
Site Visits – A home grown tool
Alaska CRP Success Story
Alaska Office of Children Services (OCS) operates through 5 regional and 21 field offices. Since context, culture, and practice varies, Alaska CRP conducts “Site Visits.”

- **Model:** 4X4X4 – No more than four CRP members travel, no more than 4 locations visited, no more than 4 days of travel.
- **Pre-visit Preparation:** All members on the visit will have information on
  - OCS internal evaluation of individual offices.
  - Data on caseloads and staffing
  - Number of foster homes
- **During the visit:** Interview local OCS staff and their local partners (schools, legal agencies, medical and behavioral health providers, foster families), and
- **After the visit:** A site visit report with findings and recommendations is submitted to OCS within 10 days after the site visit. A follow up debriefing session clarifies any gaps in communication.
- **Site Visit Reports** inform our Annual Report.
Outagamie County’s Citizen Review Panel hosted its first-ever Hands Around the Courthouse public awareness event on April 1, 2015. The event, which complemented events held in two neighboring Wisconsin counties at the same time, kicked off April as Child Abuse Prevention Month. Approximately 185 people joined hands around the courthouse/justice center in symbolic support of abused and neglected children after a short welcome and CRP overview, County Executive proclamation and testimonial by a Court Appointed Special Advocate.
Join us Next Year in Phoenix!
June 8-10, 2016