

**Office of Families and Children
Touch point - Monthly Meeting
October 21, 2020
PCSA and IV-E Courts (10:30 am - 11:30 am)
Private Agencies (11:45 pm - 12:45 pm)**

Touch Point-Teams Event Overview-Jeff Van Deusen

Good morning and thank you for joining us for our monthly Touch Point Call.

I'm Jeff Van Deusen, the Deputy Director of the Office of Families and Children. Joining me today is Lakeisha Hilton, OFC's Assistant Deputy Director over our operation areas. Gina Speaks-Eshler, OFC's Assistant Deputy Director over technical assistance and policy had a prior commitment today and can't be with us, however, she sends her regards.

It's hard to believe we are in the middle of October and the holidays will be here soon. It is also hard to believe it has been seven months since our lives shifted drastically due to the pandemic. We are hearing more and more about the decline in mental health and I want to take a moment to say, it is crucial for you to take care of yourselves not only physically, but mentally.

I read a couple quotes yesterday about self-care:

- *“As you grow older, you will discover that you have two hands. One for helping yourself and one for helping others.”- Maya Angelou*
- *Want a healthy team? Be a healthy leader. When taking care of yourself is a priority, you are prepared for what lies ahead.”- Forbes Council Participant*

In our line of work, we are focused on caring for others, but it is important to also take care of ourselves.

We will go ahead and get and get started with the information today. As a reminder, if you have questions, you can type them into the chat box, and we'll get those answered for you.

If you recall during the last call, we mentioned we would allow time on these calls to hear about best practices, which I will turn it over to Lakeisha Hilton to start the discussion.

Creative Corner Introduction - Lakeisha Hilton (Public Agency and IV-E Meeting Only)

Today we are excited to welcome our first Creative Corner special guest presenter, Monica Gazarek, who is a children services administrator with Williams County. Monica, we'll get started by hearing from you and then follow up with some important updates, brought to you by our senior leadership team. Thank you for joining us today Monica.

Williams County Guest Speaker - Monica Gazarek
Support for Workforce

Thank you for the invitation. When Fred Lord, Director of Williams County Job and Family Services, approached me about the Administrator position, he indicated he had a lot of young staff that has not been doing Child Welfare long and that his Management Team was new as well. He did not want to give me preconceived notions about any of the staff he had and wanted me to come in to make my own individual assessment. My intention was to come in and observe what practice looked like in Williams County and not make changes too soon. On about the 3rd day we had a PPA Review with Nancy and Kaitlin and changes started immediately following their meeting. I

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was observing what staff members were saying and doing for processes and making corrections as issues came up. One of the major changes that took place was discontinuing instant urine screens for drug testing as staff didn't have proper training. When I asked about the process a worker informed me their training was staff training staff and not a formal demonstration by the company such as we have in place currently. My response was to discontinue the use of instant screens and only use oral swabs they had proper training to use.

One of the hardest things to overcome is you don't know what you don't know, and you only know to do what you have been taught. Staff were previously instructed wrong, and the only way to identify what they were taught wrong was during discussions of how cases were handled during case staffings. You take for granted that all places have a solid foundation for practice that is based on rules/mandates, and that was not the case when I arrived. For that reason, I introduced staff to manuals, had the office hours person choose a rule, and we started discussing rules daily at our morning meetings.

When workers have questions, they have been instructed to ask in CPS Teams General first so other workers can answer if they know the correct answer. By doing this other staff can search for an answer in the future as well. Workers have been instructed to be sure they are giving a correct answer, by rule, and not how they have "always done things". They have also been instructed to go to staff members that have been trained in the rules and Best Practice Standards when they have questions. Staff have been instructed that they are to utilize Teams first, then the workers that have been trained in the rules and Best Practice Standards, then their Supervisor, and lastly the Administrator for case questions. Williams County is working hard with staff to get them to develop strong problem-solving skills and use their resources to become self-sufficient.

Our Director participates in active development of staff at all levels that he is developing and facilitating himself. We have recognized that opportunities for training and staff development is lacking outside of the Child Welfare System. Child Welfare is the only system that has Caseworker and Supervisor Core. The Director started Retreats for the management staff and then had separate sessions for line staff. Staff was asked to develop their "why" and write why statements to get staff to understand why they are working in this field and do what they do. He also had all staff develop Individual Developmental Plans that are different than your typical evaluations and allows for you to set goals for yourself. A CPS staff member requested individualized retreats following the first round. He has since completed round two of the Retreats to recap what has been completed since round one, discuss how things are going in each unit, and to discuss ideas for moving forward in an attempt to evaluate each program at JFS. This is a unique way to evaluate the supervisors and program in a safe setting that has resulted in some positive outcomes.

Staff have been identified and informed of their status of High Performers, Middle Performers, or Low Performers based on a Studer Group book that all management has been provided. Staff in CPS had a baseline completed in October 2019 then they were scored in February 2020. They will be scored one additional time in 2020 so they can see their progress. The Director writes

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“Starfish” cards for staff or as management requests he write one when workers do outstanding or above and beyond in their positions. The administrator handwrites individualized thank you cards for staff as they stand out and perform well. This is all done to re-recruit the High and Middle performers in the unit and encourage them to continue to do a good job.

We have identified the need for additional and specialized positions in CPS. We recently added a part time position for QA/Training Officer 2. This position will assess the needs of the unit, help develop specific trainings to address secondary trauma, complete debriefings as needed, work through issues in the culture as they arise, and serve as the mediator between management and staff. This position will also develop a mini core to use as a refresher for staff, review cases according to a QA tool, meet with staff to review the completed QA tool, and help teach staff Best Practice Standards.

Strengthening Relations in Community

Our placement costs were over \$100,000 in a month previously and we had 64 youth in placement. We work with the Juvenile Court, Four County ADAMHS Board, and the Board of DD on MOU’s for MSY. We have started working closely with Juvenile Court on identifying families in need at Family Intervention Court (FIC) to get involved earlier with PSUP instead of waiting for a Dependency case to come over on a Friday afternoon. We also work with them on placement ideas for IV-E Court placements and talk through which cases would be best as a court vs. JFS placement. We have started looking closer at kinship and relative placements, as well as, using multiple placement agencies when needed. Our placement costs have been averaging around \$15,000 and we have had custody of less than 20 children for a several month span.

The Magistrate (soon to be Judge) invited me to present at her Magistrate’s Forum she puts on as a training for the local attorneys for ongoing education. She wanted a presentation on all of the changes at JFS, so they had a better understanding of processes and how they have changed. One of the biggest topics for discussion was PSUP as many of the local attorneys can’t wrap their mind around it. The culture in Williams County has been Ex Parte for so long that custody to the agency is the only way they were comfortable proceeding. The current Judge has had several meetings with attorneys to explain that JFS can ask for PSUP and they can have a Safety Plan on a PSUP case.

We have played to staff strengths for the 30 Days to Family® position (she used to be our removal queen), the Ohio START position, and a foster care recruiter position. We also use the 30 Days to Family® worker with the Foster Care Recruiter at events by discussing her position, and how the hope is in Williams County placements will be shorter in duration. She also discusses what resources are available to kinship providers. The 30 Days to Family® worker has also worked with Juvenile Probation on cases to help locate relatives for placement or supports in order to help prevent additional Dependency cases coming to CPS. Her services have also been offered to the Board of DD to help locate kinship supports to prevent Dependency cases through the Board.

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Williams County CPS has recently selected staff members to work with the Director, Administrator, and Supervisor on a School Task Force that will meet monthly with our largest district to help develop smoother processes for sharing information. Williams County has offered to put the school Social Workers or guidance counselors on the Case Plan as a provider, agreed to obtain releases of information to share updates, and the school has agreed to provide written reports to JFS. This task force will also be involved in similar activities with CASA in the future. We also utilize the SW3 and high performers to represent us as we are a small county with a lot of meetings to attend. It is helpful for us and helps develop them as well.

The Director and Administrator recently had a meeting with Jim Hoops, FCFC representatives, and a local foster parent that has adopted and also mentors' families. This foster parent has been in communication since the Foster Care Forum in December 2019. We have been able to explain the process of cases in Child Welfare and now have a respectful relationship with her. She has been willing to help recruit for our Foster Care Collaborative which consists of Williams, Hancock, Henry, Hardin, Van Wert, and Auglaize counties.

Williams County CPS has a monthly meeting for Multi-System Youth to discuss progress the youth are making that are already involved with multiple agencies, discuss any youth that might be in need of interventions to discuss options in order to prevent Dependency cases whenever possible.

Williams County CPS works with the local newspaper to build relationships for “feel good articles”. The newspaper has completed articles on Kinship, 30 Days to Family®, JFS and CASA, funding available for private Adoptions/Legal Guardianship of children, and lack of reports at the beginning of COVID.

Jeffery Van Deusen: Thank you, Monica, for sharing.

OFC Updates and Reminders
Best Practices - Lakeisha Hilton

Amazing work is happening throughout the state and we are asking you to share your innovative work as a way to connect and learn from one another.

The Office of Families and Children (OFC) would like to enhance our monthly OFC Touchpoint calls by highlighting how your public or private agency/court has gone above and beyond to support the workforce; to improve the provision of services, supports and resources to Ohio’s families and children and/or strengthen community partnerships.

TELL US about the great ways your agency or court is demonstrating innovation and excellence in the delivery of programs and services to advance improved outcomes for children and families. We want to hear about successful strategies you have implemented to overcome recruitment and retention concerns. ODJFS will select an agency or court to share their innovations during the monthly OFC Touchpoint calls and highlight additional strategies each month in the OFC First Friday bulletin.

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Please submit the attached form to OFC_Creative_Corner@jfs.ohio.gov no later than the first Monday of the month

Motivational Interviewing - Lakeisha Hilton
(PCSA & IV-E Court Only)

In 2019, the Ohio Department of Job and Family Services (ODJFS) partnered with the Ohio Department of Mental Health and Addiction Services (OhioMHAS) to utilize State Opioid Response funding to secure a vendor to provide intensive substance abuse and motivational interviewing coaching and training to child welfare staff members.

After a competitive bidding process, Hazelden Betty Ford Foundation was selected as the vendor for the project called the Ohio Motivational Engagement Strategies and Actions (Ohio MESA) training. The training and coaching sessions were offered to counties participating in the Child and Family Services Review (CFSR), as well as several other counties. To date, twelve (12) agencies, two hundred fifty-five (255) caseworkers, supervisors, leaders and training of the trainer staff have participated.

This project will support child welfare workers by providing foundational education in addiction, trauma and basic strategies for engaging families. The virtual training series for child welfare caseworkers and supervisors will include such topics as the following:

- Course 1: Introduction: Substance Use, Child Welfare, Trauma
- Course 2: Increase Your Knowledge: The Neurobiology of Addiction and Trauma
- Course 3: Assess Your Attitudes: Stigma and Substance Use Disorders
- Course 4: Build New Skills: Strategies to Engage Individuals and Families
- Course 5: Moving Forward: Hope and the Voices of Recovery

We acknowledge the 2020 Ohio MESA series served only a small percentage of Ohio PCSA counties. That's why we're working to expand opportunities to increase access to the materials to a wider audience. This project will expand access to all 88 counties with a capacity to serve up to 350 participants. We will share more information as it becomes available. In the meantime, if you have any questions, do not hesitate to e-mail Vince Ciola at Vincent.Ciola@jfs.ohio.gov or Kristine Monroe at Kristine.Monroe@jfs.ohio.gov.

Family First Prevention Services Act (FFPSA) Angela Hughes

- OFC is pleased to announce that Hannah Knies has joined our team as Project Manager over the Family First work. Hannah hit the ground running on September 27, 2020.
- ODJFS in partnership with the Center for the Study of Social Policy presented on Family First at the Ohio Children's Alliance Conference on October 8th. I'd like to thank those of you on the call that attended. The presentation was well attended and generated great dialogue.
- Last month OFC announced Family First overview webinar sessions scheduled for early October. The webinars were well attended with over 550 participants. The article containing links to the recordings of the FFPSA Prevention Services Overview sessions from October 1st and 6th have been posted to the Knowledge Base at

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<https://jfskb.com/sacwis/index.php/cpspolicy/186-prevention-services/1044-family-first-prevention-services-act-prevention-services-overview>. It is also currently on the home page of the KB in the Latest Articles section and permanently housed in the Prevention Services subcategory of the Child Welfare Policy Guidance Main Menu option.

- Director Hall held the FFPSA Executive Committee meeting on October 8th with State Cabinet Directors and shared updates on the Title IV-E Prevention Plan, QRTP and Community of Support funding opportunities, and the request for proposal for the Center of Excellence which will build capacity for prevention services in Ohio.
- Pilot Partners: ODJFS will be working with PCSAs to ensure at least 5-7 counties are committed to piloting prevention services with at least one of the Phase 1 services outside of, or in addition to, Ohio START. Any county can elect to participate in the pilot and can change their participation at any time. Your participation includes agreement with the following: (1) case flow training(s), (2) identification of families for appropriate prevention services, (3) and the provision of feedback as to what is working, what may need revised and how services can be improved.

The pilot will offer the state and county another way to collaborate by “testing” the prevention services case flow, determine the prevention service population, and confirm that we are on track with the next set of services identified in Phase 2 that will have the largest impact on the families we serve. Additionally, the pilot will help in the preparation for future resource request (i.e. staffing and funding requests at both the state and county level) while we can leverage the Family First Transition Act funding.

Ohio Kinship and Adoption Navigator (OhioKAN)-Angela Hughes

The new Ohio Kinship and Adoption Navigator (OhioKAN) program launched statewide on October 5th. OhioKAN is a new flexible and responsive kinship and adoption navigator program designed to support children, youth and families. This program builds on the premise that families are inherently capable of finding solutions to the circumstances and challenges they face.

OhioKAN is available statewide and delivered in ten regions. Navigators are located in community agencies within the regions and work directly with families to navigate the resources and supports available to them. Kinship and adoptive families across the state can contact OhioKAN directly at 1-844-OhioKAN(644-6526) or through the website at ohioKAN.jfs.ohio.gov. OhioKAN staff will respond to all calls, talking with the family to create a personalized referral plan to address their needs. Agencies can also contact OhioKAN or visit the website to learn more about our services and how they may partner with OhioKAN.

OhioKAN was developed, implemented and is delivered through a partnership between ODJFS and Kinnect. OhioKAN is being evaluated by Kaye Implementation and Evaluation with consultation from Chapin Hall, with the goal of being considered for acceptance into the Title IV-E Clearinghouse. The full OhioKAN intervention is being piloted in five regions, which includes more intensive supports for families. The other five regions will receive typical phone line navigation services. A Q&A for families on the services available through OhioKAN will be

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presented on 10/29. To register for the event, visit the Calendar page on the OhioKAN website:
<https://ohiokan.jfs.ohio.gov/event/interested-families-qa/2020-10-29/>

30 Days to Family Angie Hughes

30 Days to Family® is an intense short-term intervention developed by the Foster & Adoptive Care Coalition and implemented in Ohio by Kinnect to:

- Increase the number of children placed with relatives when they enter the foster care system
- Ensure natural and community supports are in place to promote stability for the child.

The program model features two major elements:

- Family finding
- Family support interventions

Kinnect has created a 30 Days to Family® Ohio Overview Video and Practice Profiles to support best practice standards and implementation of the program with fidelity. The video can be accessed at

<https://kinnectohio.wpengine.com/30-days-to-family-overview-video/>

The Practice Profiles can be accessed at

<https://kinnectohio.wpengine.com/30-days-to-family-practice-profiles/>

If you have interest in learning more about 30 Days to Family, please contact Stephanie Beale at stephanie@kinnectohio.org

PPE for caregivers - UPDATE - Colleen Tucker

OFC partnered with FEMA, who provided OFC with 156,000 PPE masks to be distributed specifically to foster, adoptive, and kinship families as well as youth and young adults involved with children services across the state. Seven distribution sites were identified and after this Friday's distribution in Athens, OFC will have distributed 100,000 masks to 98 different agencies throughout the last two weeks. A special thank you to The Marsh Foundation, SJO Kids Inc. and Sojourners for lending us space and staff to host three of our dates.

If your agency was unable to complete the survey or was not available during the distribution dates but would still like to receive masks, please email Joanna Valentine at Joanna.Valentine@jfs.ohio.gov and she will work with OFC staff and facilities to determine next steps. Please include PPE in the subject line of your e-mail request.

Future Agenda Items - Lakeisha Hilton

Our monthly calls will continue to be hosted as M.S. Team Events. You will receive an e-mail reminder in advance of the meeting.

In order to allow enough time for discussion and questions, we recently extended our meeting time to an hour.

