

**Office of Families and Children**  
**M.S. Teams Event**  
**August 11, 2021 11:00 A.M.**  
**PCSA, Private Agencies and IV-E Courts**

**Welcome – Jeffery Van Deusen, Deputy Director**

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Good morning and welcome to the August Touch Point call.

As a reminder, if you have questions during the call today, feel free to include them in the question section on the screen.

The items discussed or presented today, including the questions and answers will be included in the notes we send out later this week.

I encourage you to share the notes with all appropriate staff within your agency to ensure they also receive the information.

We will also be sending a survey to get our feedback on topics of interest and to determine if we are holding these meetings on a day and time that works best for the majority.

Before jumping into the agenda, I wanted to share with you that many of the topics on today's call are heavily geared toward the PCSAs.

Everyone is of course welcome to stay on the call; however, if you want to gain some time back, we will understand if you want to jump off of the call in advance of the Care Portal and Exit Survey discussions that may not be of particular interest to you.

I'm sure you will have some great questions about these two presentations. Since we are making final tweaks to both Care Portal and Exit Survey, I ask you to include the questions in the chat box, we will gather all the questions, and answer them in writing when we send the talking points. This will allow us to conduct any needed research with vendors, if needed.

Before transitioning to Heidi, I want to give an update on the Children Services Forum. As a reminder, the forum is to discuss the various initiatives and projects moving within our office. A *save the date* was sent asking you to hold August 19; however due to some logistics, that date is being moved. You will either receive another save the date or a registration link soon.

**Adult Protective Services – Heidi Turner-Stone**

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On March 11, 2021, the American Rescue Plan Act of 2021 (ARPA) became law, allowing for the establishment of the "American Rescue Plan Act of 2021: Grants to Enhance Adult Protective Services" by the Administration for Community Living (ACL), providing one-time funding to enhance and improve Adult Protective Services.

ODJFS has been awarded funds in the amount of \$3,042,896.00; of which, we plan to distribute \$2,000,000.00 to the county Departments of Job and Family Services (CDJFS) equally – with each county receiving approximately \$22,727.27.

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Funds received under this grant are intended to supplement, not replace, existing funding for APS that are currently provided by states and local government. Examples of activities that funds can be used for, include:

- Establishing or enhancing the availability for elder shelters and other emergency, short-term housing and accompanying “wrap-around” services
- Establishing, expanding, or enhancing elder justice networks
- Improving or enhancing existing APS processes and practice
- Improving and supporting remote work
- Establishing new, or improving existing processes for responding to alleged scams and frauds
- Community outreach
- Goods and services to APS clients
- Acquiring personal protection equipment and supplies
- Paying for the hiring of temporary staff, and associated personnel costs
- Training costs

Our office has provided a Policy and Practice Guidance Document (PPGD #011) issued on August 5<sup>th</sup> to county APS agencies that provide guidance regarding usage of these funds, along with the accompanying forms to be completed by APS agencies to document their spending plans.

For further information, please contact:

- Heidi Turner-Stone, [Heidi.Turner@jfs.ohio.gov](mailto:Heidi.Turner@jfs.ohio.gov).
- Office of Families and Children’s APS Mailbox, [APS\\_Mailbox@jfs.ohio.gov](mailto:APS_Mailbox@jfs.ohio.gov).

### **Title IV-B Visits – Vince Ciola**

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As you are aware, the Administration for Children and Families requires the Office of Families and Children (OFC) to submit data on caseworker visits with children in agency custody each Federal Fiscal Year (FFY), which is October - September.

Since FFY 2015, states have been required to visit 95% of children in custody each month. Ohio has met the 95% goal each year since the requirement was implemented. However, currently Ohio is not meeting the 95% goal for the current FFY.

Several issues are likely impacting the lower than expected visitation percentages:

1. Face-to-face activity logs are in draft status. These activity logs can be identified by generating the SACWIS administrative report, **Case Draft Activity Log** report. Please work with staff to update draft activity logs to a completed status.

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2. Activity logs have not been entered into SACWIS. Please utilize the **Comprehensive Visitation Report** to identify children in custody who are missing visits, focusing on 10/1/2020-present, and determine if the visits were missed or activity logs have yet to be entered.

There are two months remaining in the federal fiscal year; therefore, please ensure all children are visited and/or proper documentation is entered into SACWIS as soon as possible.

**Case Plan Visitation Update – Denielle Rittinger**

On August 4<sup>th</sup> OFC issued a communication regarding upcoming rule review of 3 rules related to Family Case Plan requirements, along with information regarding opportunities for stakeholder participation and feedback in the rule review process.

These 3 Family Case Plan rules are:

- 5101:2-38-01 Requirements for PCSA family case plan for in-home supportive services without court order.
- 5101:2-38-05 PCSA family case plan for children in custody or under protective supervision.
- 5101:2-38-07 PCPA family case plan for children in custody or under court-ordered protective supervision.

The review of these rules will include incorporation of Children Services Transformation recommendations related to family search and engagement efforts.

Due to the anticipation of significant changes within these rules, the CPS Policy team is providing time for review and feedback with the rules being currently posted for 30 days (August 4<sup>th</sup> through September 4<sup>th</sup>) on the Ohio Rule Review website, <https://ohiorulereview.org/>

Additionally, the CPS Policy team will be hosting Microburst on Reviewing Rule and Policy Hearings (MORRPH) later in the month of August and early September to engage

The scheduled MORRPH dates and times are:

- August 25, 2021 1:00 p.m. – 3:00 p.m.
- August 26, 2021 10:00 a.m. – 12:00 p.m.
- August 31, 2021 1:00 p.m. – 3:00 p.m.
- September 2, 2021 10:00 a.m. – 12:00 p.m.

Agencies are encouraged to send staff whose regular work duties and responsibilities include participation in casework processes and ongoing service provisions (such as Directors, Administrators, Supervisors, and Caseworkers). Capacity is limited to 40 people per session, with

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registration open through August 17<sup>th</sup>. The link to the registration form was included in the communication issued on August 4<sup>th</sup> and will be included with the notes from today's call.

[Family Case Plan Rules - MORRPH \(Microburst on Reviewing Rules and Policy Hearing\)Sessions \(office.com\)](#)

### **Exit Survey – Megan Stevens**

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Since June 2020, the Office of Families and Children (OFC) has been meeting regularly with PCSAO and various Directors across the state to discuss some of the challenges agencies are facing. One of the areas we continue to collaborate on is the workforce struggles of recruiting, training, and retaining children services front-line and supervisory staff. As I'm sure you know, OFC is in the process of creating an onboarding platform for workers and supervisors to provide counties with onboarding training content. Additionally, we have launched the use of virtual reality headsets to provide potential new hires, as well as current workers, with an immersive experience that places them into a no-risk, but realistic experience.

During the meetings over the last year, the workgroup discussed the challenge of not having data on the children services workforce and why there are retention and recruitment issues. Therefore, for the past few months, OFC has been working to identify ways to track the potential reasons workers are leaving the workforce to determine if there are any regional or statewide trends. As a part of these efforts, we are implementing an exit survey that will be sent to PCSA staff when they leave an agency. This information will assist OFC and the PCSAs to gain a better understanding of workforce challenges with the goal of improving retention and recruitment efforts.

We have received a lot of interest from our PCSA partners regarding this exit survey and so we want to take some time today to walk through what the Exit Survey will look like. Please keep in mind as we walk through these screens, that this project is not ready to go live yet and changes may be made. But we did want to give you an idea of what you can expect overall. Please also note we will send out the Exit Survey questions and any answers to questions asked in the chat when the Talking Points and Q and As are sent out, so we won't be walking through every question on the Exit Survey.

Walk through the Exit Survey.

We cannot collect this data without our PCSA partners, so if you haven't done so already, we are asking you to identify employees in your county who will be responsible for submitting information via a web portal, when a PCSA employee resigns or is terminated. On 8/3/21, with a link to enter that information, and it's included here:

[Public Children Service Agencies Points of Contact Survey; Survey Due Date Extended \(office.com\)](#)

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**Care Portal:**

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ODJFS Staff: Katina Bays,

PCSA Staff: David Henwood, Craig Rickett

Care Portal Staff: Teri DeVoe, Olyvia Frederick & Janelle Shelton

Good Morning,

I am very excited to have the opportunity to speak this morning about the expansion of CarePortal. Created by [The Global Orphan Project](#), CarePortal aims to support communities by connecting children and families in need, with local churches and other faith based organizations who have a desire to help. CarePortal in itself is a technology-based platform and this is where the connections happen, between those in need and those who can help. When I think of CarePortal, I think it really epitomizes what can be accomplished when a community simply comes together.

First launched in 2015, CarePortal has helped more than 89,000 children in 22 states, including in Ohio. Currently, CarePortal is active in several Ohio counties including Hamilton, Warren Fairfield and Montgomery. As a result of the documented success of CarePortal, ODJFS (Ohio Department of Job and Family Services) will be partnering with the Global Orphan Project to bring CarePortal to all 88 Ohio Counties by 2024.

This morning we are going to have the opportunity to hear from partners from Fairfield and Montgomery counties about their experience with CarePortal. We are also going to have a presentation by the CarePortal team.

I always say that Child Protective Services work, is like a puzzle, where we each have piece the helps to complete the picture. CarePortal is just another piece in that puzzle!

So, without further ado, we will now hear from our guest speakers this morning. We will hear from Dave Henwood from Fairfield County first, followed by Craig Rickett from Montgomery County. Once Dave and Craig conclude, we will then hear from the CarePortal Team, of Janelle Shelton, Teri DeVoe and Olyvia Frederick.

- Dave Henwood Speaks- 5 min
- Craig Rickett Speaks- 5 min
- CarePortal Team Speaks- 5-10 min

**Closing – Jeffery Van Deusen**

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Thanks to everyone for this great information. Again, we will send answers to the questions in the talking points that we didn't get to.

To reiterated, we are partnering with Global Orphan Project to finalize an agreement and provide CarePortal for two years.

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We wanted to get this information to you as soon as possible, but a communication with more information is forthcoming.

I also want to give a reminder of the communication I sent last week regarding QRTP readiness.

In the communication, I provided a reminder that residential agencies should submit their documentation by August 20<sup>th</sup> to ensure our team has adequate time to review prior to the 10/1/21 deadline.

I also mentioned that we will begin sending each week the residential agencies that have submitted.

So far, we have a handful that have submitted, so as we prepare for the 10/1 date, it is crucial that we are working together and encouraging the residential agencies to submit their documentation.

Finally, the slide shows some upcoming training and information sessions that are coming up soon. Communication was sent previously, but I wanted to provide this reminder today.

- August 18                    9am-12pm – QRTP Casework and Ohio SACWIS
- August 18                    1-4pm – QRTP FCM Rules/Reimbursability with Ohio SACWIS
- September 1                1-4pm – Master Contract Training
- September 15              9am-12pm – CPS and Ohio SACWIS Prevention Services training  
(registration link forthcoming)
- September 15              1-4pm – IV-E and Ohio SACWIS Prevention Services training  
(registration link forthcoming)

### Questions and Answers

1. Q: Will there be RMS codes to use the APS ARPA funds?

*A: Yes, there will be new codes for this pot of APS monies. They will be provided very soon.*

2. Comment: I'm not sure how the counties can help fix a retention problem if we do not have the details of our specific county.

*Thank you for the feedback. We will continue to evaluate the various aspects of the Exit survey and how best to meet the needs of all counties.*

3. Q: How do you access the CarePortal?

*A: OFC is in the process of finalizing an agreement with the Global Orphan Project to offer CarePortal to each of the PCSAs over the next two years in a phased process.*

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4. Q: Is this CarePortal available across counties? If so, which organization is coordinating this within communities?

*A: OFC is in the process of finalizing an agreement with the Global Orphan Project to offer CarePortal to each of the PCSAs over the next two years in a phased process.*

5. Q: Is there a partnering fee for local churches to join?

*A: No, there is no charge for churches to join the CarePortal network.*

6. Q: Can this meeting be sent to us to share with other staff?

*A: Please use the attendee link to view the recording of the August 11, 2021 Touchpoint [Join conversation \(microsoft.com\)](#) will take you to the recorded video of the meeting.*

7. Q: Can IV-E courts make referrals for CarePortal or is it strictly for PCSAs?

*A: Yes, the IV-E courts can be given access to CarePortal to share needs that would strengthen and empower the families they are serving.*