



**Citizen Review Panel Meeting Minutes
Tuesday October 5, 2021**

PANEL MEMBERS:

Cindy Floyd
Brad Doty
Hal Iverson
Carol Julius
Tricia Lofton
Stephanie Phillips

STAFF MEMBERS:

Barbara Felty, SWDH
Tim Barrass, IDHW

GUESTS:

Jenny Easley
Dave Jeppesen, IDHW
Lance McCleve, IDHW
Christopher Freeburne, IDHW
Cameron Gilliland, IDHW

MEETING CALLED TO ORDER

Cindy Floyd called the business meeting to order and seconded it at 8:33 a.m.

APPROVAL OF THE 10-5-2021 AGENDA

MOTION: Carol Julius moved to accept the agenda. Hal Iverson seconded the motion. Motion passed unanimously.

REVIEW AND APPROVAL OF THE 9-14-2021 MINUTES

MOTION: Carol Julius moved to accept the minutes from 9-14-2021. Hal Iverson seconded the motion. Motion passed unanimously.

PANEL MEMBERS IN-KIND HOURS AND CASE NUMBER REVIEWED

Hours and numbers were recorded.

PANEL MEMBER TRAINING DISCUSSION

A suggestion was made and will be followed up on a SW joining the panel meeting and discussing their data entry process.

PANEL DISCUSSION ON MEETING TIMES

Panel members discussed the option of changing the meeting times to accommodate lunch time guest speakers. But the consensus was to keep the meeting times at 8:30 and move it to 10:00 when necessary.

PANEL DISCUSSION ON FUTURE GUEST SPEAKERS

Barbara will confirm guest speakers, Optum staff for next month,

FINALIZE QUARTERLY REPORT

Panel members reviewed the suggestions for the report and will approve the final report within the next week.

EXECUTIVE SESSION:

At 9:25 a.m. Cindy Floyd made a motion to go into executive session. The motion as seconded by Carol Julius. Roll Call taken.

At 10:00 a.m. Cindy Floyd made a motion to go out of executive session and back to the regular meeting. The motion was seconded by Stephanie Phillips.

PANEL MEMBER DISCUSSION WITH LANCE MCCLEVE AND CHRISTOPHER FREEBURNE

Panel members discussed with Lance and Chris issues and ways to improve the E-Cabinet and lack of information. The lack of resolution to issues presented to IDHW from the panel was also discussed.

Discussion Notes from Lance and Chris:

What is working well for your CRP?

1. *Panel member: Having Tim here. He's very helpful to understand abbreviations, court, and the whole process. We can ask him questions, whereas E-Cabinet is hard to get information out of; does not give a good look at each of these cases.*
2. *Carol: Being able to have the calls with Dave Jeppesen and some of the others that Barb and Cindy have arranged is helpful. We can make connections to understand the system better.*
 - a. *Further clarification: The calls help it feel like we're being heard. We've worked for two years, spent countless hours, and held discussions. For the first time about 2 months ago we felt like we had someone listening.*

What are the current or prior commitments made by DHW that need a response?

1. *Hal: Some of the obstacles to the identified needs have been articulated well. We don't always get a good picture as to why funding can't be found to improve the pay of social workers. Not sure I'm aware of other commitments other than to support the organization (District Health), pay expenses to staff while they host us, and provide the facility. I realize that our frustrations about turnover and not enough support requires a check written to cover those things; it's a tug of war with the legislature.*
2. *Panel member: Most concerning is we make recommendations for Region 3, we receive the rebuttal from DHW, then we talk to Mike Dixon (R3 Program Manager), and he's never once read any of our reports. If we're making these recommendations and the Program Manager isn't reading our reports, that's very concerning.*
3. *Brad: As an example, Mike's belief about the foster parent process (from inquiry, training, and licensure) is that it takes about 3 months from start to finish. Yet we have people trying to be foster parents who inform us it's taking up to a year. Who is checking on that process, why is it taking so long?*
 - a. *Discussion ensued on this topic. It relates to the concern about the DHW annual responses (rebuttals). The rebuttals point out what the policy is and what should be happening. However, when the panel finds policy isn't being followed, it does not appear anyone is digging into the findings to identify and address why policy isn't being followed.*
4. *As Lance circled back to this question to check for any other items, there was a question clarifying examples of commitments by the Department, leading to a few other comments:*

- a. *Cindy: If the people over the region/district that we are making recommendations for aren't being told what we're doing, aren't reading the reports, I don't know how the commitment is being held up (to improve the work in our area). I would say that's a failure to follow a commitment.*
- b. *Panel member: In a previous meeting with Senator Wintrow she indicated she had never seen the annual reports either. We don't know if they're being read and would like transparency of who's involved in that. Is the rebuttal only coming from one person, like Roxanne?*
- c. *Jenny: It would be helpful to see what DHW identifies as quality improvement items coming from the CRP's, to show what they've learned from the work of the CRP and what's been done to improve the system.*

What current concerns or feedback do you have regarding DHW's role and interaction with your CRP?

1. *Content is captured in other sections.*

What can we do to respond to your current concerns and recommendations?

1. *Cindy: We turn in our quarterly reports to the general CRP inbox. Who monitors that inbox, who has access to it, does it go to Mike Dixon (and other managers)? They (Program Managers) should be privy to our reports.*
2. *Brad: From State Police background we audit so we don't have a different perception of what our policies say and what we're supposed to be achieving vs what is really happening. What audits does DHW have in place?*
3. *Brad: The perception is when we ask a simple question, like the e-mail inbox, no one that we're talking to in the leadership roles knows who's responsible for it or where it goes. If no one is assigned to address these topics, we don't know who answers.*
4. *Jenny: One avenue to deal with responding to current concerns and recommendations can be through the quarterly reports. I wonder if DHW can show what was done in each area of concern to evaluate it before writing the rebuttal? It would help to see who was in charge and what they did to look into it.*
5. *Panel member: Who writes the rebuttal? Is it the group that the reports go to (CRP inbox)? What is happening to review the concerns and who writes the response? Stephanie: who's the leader of the group? Is Dave Jeppesen on the group (CRP inbox). Lance clarified that the Director is not on the e-mail group but is involved in the annual reporting.*
6. *Barb: Is there a possibility that after the quarterly report is sent in that there's some kind of response/recognition saying we're looking into it, rather than waiting until the year ends and doing a report? If we had responses on a quarterly basis then we'd know something's being done sooner or later.*
7. *Lance summarized: In response to what we can do, I'm hearing two things: 1 - a desire for more frequent communication and being more timely around what recommendations are being made. 2 - a more transparent and clear process around how the DHW is responding to the CRP recommendations, i.e., more transparency about who's receiving those, what process we go through to develop a response, and how that response is provided to the committee. Also hearing the suggestion about auditing and verifying whatever process we have is being adhered to.*

How can we create a better operating and communication model between DHW and CRP's going forward?

1. *Lance: I'm hearing the recommendation to get the regional managers plugged in better.*
2. *Panel member: Don't forget we can help you too, if there's something you need and want to know, we can gather that while we're in E-cabinet and help gather some information for you.*
3. *Cindy: Having something outside the department makes a big difference. Having some open discussions with those who are writing the reports or who is on that committee that this goes to would be helpful. They can bring forth the things they think are happening then we can come back with cases where it's not working, or where it does work.*
4. *Jenny: An ever-present problem for the CRP is the flow of case information and access to all the information. E-Cabinet is difficult and DHW's switching of programs (data systems) over*

the past few years has contributed greatly to it. There is tons of room for improvement because if the case communication isn't happening, then none of the communication between us and the department can be where it should be.

5. *Cindy: If we take a case to look at it's really hard to decipher where the kid's at (placement), how many placements there have been. Leads me to ask how a social worker makes sense of the case, especially if there's a change in workers. In a recent example after raising concerns based on the information we had, there was more information added, which looks suspicious; appears that you're only letting us see what you want us to see. It's a limited amount of information with hardly any social worker input. If we understand a case, it's going to be through reading the CASA documents. Vouchers, for example, don't help us to look at our system to see what is working/not working.*
5. *Jenny: These caseworkers are carrying between 20-24 cases each. There are not enough human hours to do the charting the way it needs to be done, to do the social work. A lot gets lost in between and that's where something awful is going to happen. It does not appear the department is acting on the concerns.*
6. *Cindy: It's hard to keep CRP members. There's a feeling that their time is not making a difference.*

Next steps:

Chris/Lance will send out the notes to all members for accuracy.

We will follow that with a summary to the chairs/district liaisons.

Targeting December to finalize the project and share the results with the panels.

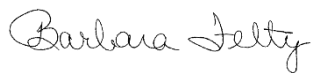
INTRODUCTION OF GUEST SPEAKERS Dave Jeppesen and Cameron Gilliland

Introduced and conducted a panel discussion on foster care cases with Dave Jeppesen. Some of Dave's remarks included: he likes the panels candor and honesty and will follow up with Chris and Lance on our recommendations. Dave also listed some current improvements to the system:

- A better process for follow-up
- Hired 6 positions to assist social workers
- Recruited staff from other programs to help in the foster care program
- Requested additional funding for social workers
- In the current budget Dave is asking for additional funding for providers.

At 12:30 p.m. Cindy Floyd made a motion to close the regular meeting. The motion was seconded by Stephanie Phillips.

Respectfully Submitted



Barbara Felty
Citizen Review Panel Coordinator

Next meeting: ***Tuesday, November 2, 2021 at 8:30 a.m.***