

**Children Services Committee**  
**February 13, 2019**  
**Raleigh, North Carolina**

Tri Chairs: Heather Skeens, April Snead, Jennie Kristiansen  
Intern: Chuck Lycett

In attendance: See sign in sheet attachment

On the telephone: Katrina McMasters, Denise Boyette, Cim Brailer, Brian Bocnuk, Robert Tarpey

Children Services Committee

December and January approval of minutes - Heather asked for Approval for the December minutes and they were approved. Heather asked for approval of the January minutes. Robby Hall made the motion to approve and Tracey Murphy seconded the motion. The January minutes were then approved.

Glenn Osborne, Director of Wilson County DSS, presented information using a powerpoint presentation on Implementation Science. He emphasized that implementation science is about taking practice to a new level and integrating a practice model into current practice. It's not a new task for staff, its doing what they are doing better.

Kristin O'Connor, Section Chief from Child Welfare Policy and Programs, introduced the Family Leadership Model. Currently, there are three counties, Forsythe, Durham, and Richmond, and DHHS working together on implementing the model. Cara Allen Eckerd from NC State University presented the model using a powerpoint presentation. It is a tiered model of family leadership. Every family experience starts with the social worker. All experiences start here. Tier one is about the opportunity to learn about child welfare or what child welfare can learn from families. In tier two the model asks how do we build infrastructure to support the conversation of child welfare and supporting families on an ongoing basis. The North Carolina Child Welfare Family Advisory Council meets and reviews policies and forms and looks at impact on families. They look at the perspective of what does it feel like and look like to families. There are currently six members, and there will be as many as twelve.

The three participating counties presented their experiences. Social workers and family members presented from each county. From Forsythe County, Social Worker Kim Nesbit and biological parent, Gustavo Smith presented. They are currently working on a three year strategic plan. They report that 80% of clients have moderate to high level of satisfaction with access to services. This includes from the director down to the social workers. The family engagement specialist is not the same as a facilitator. They invite people to cafes to meet with the social workers. They first invited family members from closed cases. They included families that did not have good interactions with the child welfare process. They contacted families with friendly calls. There are incentives for the families to participate. The program supports the family's time financially. The state provides financial support for the county. From Durham County, Erica Ward and Carolyn McCullom presented. They explained that when families join, they spend time educating them on the meetings, agency rules and regulations and prepare them on everything they need to know. They haven't been trained like the agency staff have.

Sometimes families get the roles mixed up, They educate the families on what they need from the agency. It is more welcoming from families. Families feel like they have a safe environment. The agency goes through changes. The group makes them feel good and want to participate in the program. Families are educated on the policies and procedures. There is a template for meeting. They develop questions before the meeting and organize them prior to the meeting. Teresa Smith and Barbara Young presented from Richmond County. In Richmond, the CFT facilitator helps lead the group. The families participating in the group provide support in CFTs for families who don't have good participation. The meetings involve the social worker, family, kinship providers, and foster parents. There was information discussed at one of the meetings about shared parenting, how is it implemented, how are we doing, etc. Training is very important and as a result the family participant knows the CFT from the perspective of the family member. Peer support families reviewed all CFT process and can now see the other side of the CFT process. Barry, a foster and an adoptive parent Wilson County, is on the advisory council and shared some of his experiences. He reported that as a member of the team he is able to offer a differing viewpoint. As a member of the team, he is able to offer families a different side of the experiences.

Terry Riechert from the Division of Social Services presented information using a powerpoint presentation on the Modified Manual. There will not be a word for word publication connecting the manual to all aspects of NCFast. Currently, they are working on the family services agreement. She says to use the family services agreement that is in the TA Gateway. Full implementation of the modified manual will be in May.

Lisa Cauley, Teresa Strom and Kristin O'Connor presented on some additional information from the division. Beginning March 15, 2019 a social worker attending Pre-Service must complete part A and bring it class completed or the social worker will not be allowed to participate. The social worker will complete part B in class. When the social worker returns to the agency, the social worker and supervisor will complete the final part. The social worker will return the completed section. Failure to do so results in the student not completing the class. There is a forthcoming DCDL regarding the continuous quality improvement process with NCFast, specifically where data is pulled to make sure data is correct. They want to create good habits of putting the correct information where it is supposed to go instead of in the wrong location. Program monitoring will be following up with the counties. There is a DCDL about the required mandatory MEPA training on February 26. This was sent on February 8 and it includes registration information. The training is a full day. If you are participating in the live webinar, there will be an hour between the morning and afternoon session for lunch. You must register for both sessions. The training is for one person per county. For the Triple P updates, DSS submitted a \$10M application for level 4 and 5 Triple P in 40 counties. The grant is through VOCA. This will help the state prepare for the Family First Prevention Act. Through Casey Family Programs they are looking to fill a full time time limited position to serve seven counties. The position would look at permanency outcomes.

Lisa Cauley talked about the teaming structure. They met with the trichairs and developed a strategic plan for the next five years to look at safety, permanency, family preservation and wellbeing, CQI - NCF, and developing the right workforce. They will be developing teams/work groups to address these topics. We will be hearing more about this over the next few months.