

Child Welfare Partners Committee

Meeting Notes

Wednesday, November 9th, 2011

8:30 – 4:30 p.m.

Thursday, November 10th, 2011

8:30 – 12:00 p.m.

Grace Lutheran Church

3010 52nd Street, Des Moines

Members in attendance: Doug Johnson, Wendy Rickman, Mindy Norwood, Cheryl Goodwin, Evan Klenk, Nola Aalberts, Carol Gutchewsky, Gary Lippe, and Jen Sievert

Members not in attendance: Julie Allison, Brian Fox, Chris Secrist, Barb Gay, and Jean Slaybaugh

Judicial Representative: Kathy Thompson

Purpose of the Meeting:

The purpose of this meeting was provision of onsite technical assistance through the National Resource Center for Organizational Improvement (NRCOI) facilitated by Peter Watson and Crystal Collins-Comargo for development of a 2012 Strategic Plan.

Summary of Meeting:

Iowa was selected to be one of 5 states attending a Strategic Planning Session in Cincinnati, Ohio in September 2011 but due to funding issues, the session was canceled. As a result, onsite training and technical assistance (T/TA) was offered. An application was completed and approved by DHS Regional Office with the T/TA scheduled for November 9-10th, 2011.

The two primary goals for this T/TA session were (1) how to use and interpret data and identify impact; and (2) drive practice to the front line level. As CWPC Co-Chairs, Doug and Wendy shared their views behind the intent of this onsite T/TA. Doug wants the committee members to be increasingly aware of where we need to go with upper level management for both private and public organizations and identify what next steps need to be taken to carry the message to the local front line level. Wendy's focus was around data management in reviewing outcome measures to reflect what and how we are doing as a service array.

During the discussion, the committee identified strengths and barriers/challenges to bringing the partnership to the local front line level. The identified strengths were as follows:

- There is exceptional practice occurring in the field, although in pockets.
- There is flexibility in services, less prescription

The barriers/challenges were as follows:

- Taking the partnership strategy to all levels.
- Replicating the partnership on a consistent basis, adhering to culture change.

During the discussion, the committee identified strengths and barriers/challenges to interpretation of data. The identified strengths were as follows:

- There is a lot of data available.
- Results Oriented Management (ROM) – contract in place that will also include a provider portal of information for data sharing.

The barriers/challenges were as follows:

- How do we interpret the data that is available?
- How does data impact services?
- How determine if there is a “healthy” contract?
- Time constraints (i.e. Program Improvement Plan (PIP) is two years; ROM contract)
- What is the CWPC role in ROM?
 - Consider a joint charter with the CWPC and DHS Service Business Team (SBT)

The CWPC members spent the afternoon of the 9th brainstorming ideas to incorporate into a Strategic Plan for 2012. The themes identified around addressing partnership included the following:

- Regular Forums
- Training
- Supervision
- Joint Staffings

There was discussion around redefining training structures currently in place to address the possibility of joint new worker training. Would it make sense to explore developing a one day training curriculum for new workers, both public and private, to attend that would provide a foundation as well as stress on partnerships? The training could be scheduled on a quarterly basis.

The themes identified around addressing data included the following:

- ROM (approximately 2 years out for full understanding)
- Joint DHS/Provider focus and collaboration on the QI process
- SAMs/Contractor Admin model use of data with their respective staff
- Service Array (contracted services) surveys
 - Currently underway with Judicial
- DHS Program Managers conducting quarterly meetings and drafting narrative reports
 - How are services trending?
 - May begin to include specific “partnership” questions into the agenda for each of the respective program areas
- What data is missing? Who should we ask?

The morning of the 10th was spent reviewing the information discussed the day before and in developing a draft Strategic Plan. The Iowa CWPC Strategic Plan identifies the two specific goals as follows:

Goal 1 ~ Improve Public/Private Partnership at the local level.

Goal 2 ~ Create a culture of quality that promotes the use of data and information.

Each of these goals has specific objectives, activities/tasks, party(ies) responsible, and timelines. As of this date, the Plan is only a “draft” and will be reviewed and refined during the next CWPC meeting scheduled in December. Once the Plan is revised and approved, it will be shared with internal and external stakeholders as well as posted to the CWPC webpage.

Next steps:

1. Review and revise the Strategic Plan as necessary.
2. Develop a communication plan for sharing.

The next meeting of this committee is scheduled for Thursday, December 8th from 1:00 – 3:00 p.m.

Our Vision:

The combined experience and perspective of public and private agencies provide the best opportunity to reach our mutual goals: child safety, permanency, and well-being for Iowa’s children and families. Collaboration and shared accountability will keep the focus on child welfare outcomes.