

NYC Citizen Review Panel
Meeting Summary
March 7, 2017
10:00 a.m. – 12:30 p.m.

Attendees:

Panel Members: Stanley Capela, Dr. Jocelyn Brown, Wayne Ho, Mathea Rubin, David Lansner, Marion White, Jorge Saena De Viteri (by phone)

Guests: Julie Farber, Deputy Commissioner
Brian Clapier, Associate Commissioner, ACS/PPM
David Nish, Associate Commissioner, ACS/PPM
Lisa Gordon, OCFS (by phone)

WRI Staff: Jennifer Goldman, CRP Coordinator and Program Specialist
Ellen Unruh, Associate Executive Director, WRI
Lee Lounsbury, Executive Director, WRI (by phone)

Handouts:

- Agenda
- State Fiscal Year 2017-2018 Child Budget Recommendations
- NYCACS: 2016 Year-End Foster Care Strategic Blueprint Status Report
- Child and Family Coverage: Federal Health Update
- Neurosequential Model of Therapeutics
- Dysfunction Disorder by Joaquin Sapien, ProPublica
- How Much Does Child Abuse Cost? The Chronical of Social Change
- NYC Child Fatality Report Review 2016
- NYSOSC: Administration of Non-Competitive and Limited Competition Contracts
- New York State Child and Family Services Review Opportunities for Improvement
- Summary of DOI's Investigation
- When Stress Is Toxic – Bringing the Science of Child Development into Child Welfare
- 12/9/16 CRP Meeting Minutes

Agenda Item: Welcome and Introductions

Wayne Ho

Mr. Ho opened the meeting and introductions took place, including introductions of two new Welfare Research, Inc. Staff

Agenda Item: Updates from NYC ACS Staff

Mr. Ho welcomed the staff from NYC Administration for Children's Services (ACS) and thanked them for joining the meeting. He also provided a brief background on the duties of the Citizen Review Panel.

Julie Farber, ACS Deputy Commissioner – Family Permanency Services

Ms. Farber distributed NYC ACS' Foster Care Strategic Blueprint, available at <https://www1.nyc.gov/site/acs/about/fcstrategicblueprint.page>, and provided highlights of the 2016 Blueprint Status Report. She shared that monthly reports are given to providers that detail their performance related to the priority measures in the Blueprint. She also shared some higher-level trend data including lower caseloads, increase in training opportunities for caseworkers, increased use in evidence-based practices, and lower numbers of children reported to be maltreated and lower numbers of children being placed in foster care.

Ms. Farber spoke about additional initiatives in NYC including an increase in the use of kinship guardianship and working with Public Catalyst, Action Research and other organizations to reduce the length of time in care. ACS is working to streamline business processes to lower lengths of time in foster care.

Panel members asked Ms. Farber what data is being collected on the health of children in care. Ms. Farber responded that children in foster care will be covered under Medicaid managed care, at the State level. Also, due to the per diem payment system, it is difficult for ACS to examine claims data.

Ms. Farber then discussed the status of the Advocates Workgroups, which have been meeting regularly and forming recommendations. ACS is working in partnership with the workgroups to move recommendations forward, most of which align with the strategic plan in the Blueprint. Examples of recommendations include bringing back Supervised Independent Living Programs and piloting kinship navigator programs. Panel members then discussed potential barriers to approving kin as permanency resources. ACS is also working on a RFP and concept paper in conjunction with CUNY to provide wrap around services to youth in care that are attending college.

Brian Clapier, ACS Associate Commissioner Research and Analysis

Mr. Clapier discussed ACS' use of predictive analytics to predict adverse child welfare events so ACS can provide more targeted services to higher need families. ACS began using predictive analytics about two years ago, creating data models and algorithms to help workers identify families at higher risk to better target resources. Caseworkers must still use clinical judgement to assign services. ACS is also using predictive analytics to develop services for cohorts of the highest risk groups and identify appropriate evidence-based service models.

Panel members asked Mr. Clapier how ACS knows the models are accurate. Mr. Clapier responded that ACS runs data models retrospectively and compares to actual outcomes to judge accuracy of models.

Panel members also asked if this model has been applied to educational neglect as a predictor. Mr. Clapier responded that ACS would need to partner with NYC Department of Education to further explore the issue.

Mr. Clapier then described the predictive analytics approval committee, an advisory group of external stakeholders, which has created strict guidelines for predictive analytics and forecasting in ACS casework. Panel members Stan Capela and Dr. Jocelyn Brown volunteered to join the committee.

Mr. Clapier agreed to share documents detailing the development and use of predictive analytics models, as ACS makes these documents available upon request to ensure transparency.

David Nish, Associate Commissioner Office of Training and Workforce Innovation

Mr. Nish provided an overview of his background and described ACS' Workforce Institute and partnership with CUNY. Staff are content developers, and provide training that focuses on strengths-based work. The Workforce Institute also works with supervisors and front line staff to help transfer learning to practice. The Institute is also developing a simulation space where course attendees can practice techniques. Mr. Nish then described offered trainings including:

- Motivational interviewing
- Coaching
- Documentation to inform case practice
- Engaging parents with cognitive disabilities
- Case review for managers
- Preventing sexual abuse – developed with Stop It Now campaign
- Working with older teens
- Online courses available in May – ICWA, foundational systems knowledge, overview of evidence-based models used by ACS, trauma and brain science

Courses are available for ACS front line staff, managers and provider agencies. ACS continually evaluates its training programs.

Mr. Nish agreed to provide panel members with a list of available courses and when they are offered.

Agenda Item: Debrief presentation from ACS

Wayne Ho

Panel members agreed to invite both the new ACS Commissioner David Hansell and the new ACS Chief Medical Officer Dr. Angel Mendoza to the next meeting. The panel also agreed to invite Mr. Clapier to the next meeting to further discuss the use of predictive analytics.

Agenda Item: Debrief meetings with OCFS Executive Staff and Legislators

Wayne Ho

Mr. Wayne Ho provided a summary of panel chair meetings with OCFS executive staff and state legislators. At these meetings, Panel Chairs shared the CRP budget and legislative priorities for 2016-2017. Mr. Ho shared that, per the Governor's veto message on the Caseload Bill, which directed OCFS to gather information on workload studies, OCFS Acting Commissioner Sheila plans to explore this issue in the fall. OCFS is also planning on expanding home visiting

programs using adoption de-linking money. OCFS and Panel Chairs agreed that open, regular communication will be most beneficial to work together to improve CPS in NYS.

Agenda Item: OCFS Updates

Lisa Gordon

Child and Family Service Review (CFSR) /Program Improvement Plan (PIP)

Ms. Gordon shared that NYS' PIP is due to the federal government at the end of March 2017. OCFS examined data and brought a group of stakeholders together to determine the best improvement strategies. Strategies include:

- Improving training,
- Reducing time to permanency,
- Improving the quality of data in CONNECTIONS,
- Improving the county CQI process,
- Increasing service array, including the use of the home health model, and
- Improving technical assistance and monitoring of foster care.

Family Assessment Response (FAR)

Ms. Gordon then discussed the use of FAR. Currently, 23 counties are using FAR. NYC is expanding the use to Brooklyn and expects to go citywide by the end of 2018. Technical support work for FAR is being transferred to CDHS. Last year, one county dropped the use of FAR, but legislation has since been changed so that workers can be assigned both FAR and traditional CPS cases to offer counties flexibility. OCFS is also doing some “marketing” to increase the use of FAR.

Home Visiting Programs

Ms. Gordon shared that OCFS is working to expand home visiting programs across the state. Last June, OCFS issued a RFP, expanding six current programs and adding one new program. OCFS is using adoption de-linking money to further expand home visiting.

Workload Study

Ms. Gordon did not have any updates to share on the Workload Study.

Opioid Crisis

Ms. Gordon described OCFS' work to address the opioid crisis in child welfare. OCFS and the NYS Office of Alcohol and Substance Abuse Services regional offices are meeting quarterly to develop joint strategies. OCFS has been showing a documentary called “The Hungry Heart” during trainings to raise awareness. OCFS does not have any specific data available related to the opioid crisis but knows anecdotally that it is having an impact on the families that are served by the child welfare system.

Agenda Item: WRI Updates

Jennifer Goldman

Mrs. Goldman provided updates from Welfare Research, Inc. She distributed a handout from the Home Visiting Workgroup detailing the impact of the repeal of the Affordable Care Act on children and families. Mrs. Goldman also shared the distribution plan for the CRP 2016 Annual Report and reviewed fatality data previously requested by NYC panel members. Panel members requested a further analysis of data, focusing on cases with prior CPS history. Mrs. Goldman then reminded NYC panel members that they are welcome to join the Eastern CRP meeting on March 10, 2017 from 10:45 to 12:15 via conference call to participate in a panel discussion with CRP partner organizations.

Agenda Item: Closing Business

Wayne Ho

Per bylaws that specify that chairs and vice chairs are elected every two years, it was motioned and unanimously voted that David Lansner will be the new panel chair and Stan Capela will be the new panel vice chair, effective immediately. The panel members thanked Wayne Ho for his service as Chair.

Mr. Ho adjourned the meeting.