

NATIONAL RESOURCE CENTER FOR CHILD PROTECTIVE SERVICES

Technical Assistance Site Report



Prepared for Hawaii Department of Human Services, Child Welfare Services

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Situation and Technical Assistance Request

The technical assistance focus is related to improving state performance on Safety Items 1 and 2 and to achieving the CAPTA Triage requirements. The first steps of the NRCCPS on-site TA addressed the design of the Differential Response program. A workgroup was formed to develop philosophical principles and program guidelines and to create criteria to be used by the Intake staff to make decisions about which cases would be referred to Differential Response. The second phase of the TA involved the development of a Safety Assessment and Planning process and a Comprehensive Strengths and Risk Assessment. Copies of these documents are attached to this report.

Site Visits

Ten days of on-site technical assistance have been provided to date. The on-site visits took place on the following days:

February 14, 15, 16, and 17

March 22, 23 and 24

May 23, 24 and 25

Conceptual Development of Differential Response System

The attached Power Point presentation provides an overview of the philosophy and the decision making process used to determine appropriate differential response cases.

In order to support the creation and implementation of the Differential Response System, the Intake decision making and documentation process was completely revised. This was accomplished by a workgroup and then through a contract with Maui Community College, the process has been automated in a web-based format. A set of screen shots related to this new automated process are attached to this report.

The Centralized Intake staff were trained on the new process and as a result of the training, some additional changes are being made to the web-based system.

It is anticipated that by September 1 the Intake process will be implemented. Training for the Family Strengthening Services will take place between July 25 and August 4th. Training for Voluntary Case Management and all CWS staff will occur in September and October.

The next phase of the process is the automation of the Safety Assessment and the Comprehensive Strengths and Risk Assessment. The paper copies of these tools are provided as attachments to this report.

Next Steps

The next step, following the implementation training in the fall, will be to create the ongoing evaluation/QA process which will support the implementation of these new decision making processes.