

NATIONAL RESOURCE CENTER FOR CHILD PROTECTIVE SERVICES

Technical Assistance Report



Prepared for Hawaii Department of Human Services, Child Welfare Services

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Types of T/TA provided

- X Technical Assistance
- ___ Training
- ___ Phone Consultation
- ___ Referral to another NRC
- ___ Referral to Other Organization
- ___ Review of Policy and Materials
- ___ Publications Provided
- ___ Secondary Research
- ___ Other

(Please explain the Service Responses in the report which follows)

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 TA in this fiscal year is a continuation of TA begun in previous years. This is a multi-year effort to implement a state-wide Differential Response System. The past years focused on design of the system, creation of decision making and documentation forms, input on the web-based system to support DRS, training of staff and community providers and preliminary work on Quality Assurance to support the DRS system. This fiscal year the focus will be on continued support for consistency and quality of implementation of the safety and risk decision making formats which are the decision making basis of the DRS approach.

Site Visit

The site visit consisted of 3 days with State CWS program staff. Day one focused on reviewing the status of implementation, reviewing data related to State performance on Safety outcomes, and reviewing data from the Intake Assessment data base created by Maui Community College. This included comparison of Intake Assessment data for both Intake units and for individual staff within the intake units.

Day 2 focused on case reviews of Intake for the most recent two month period. The review examined intakes, in both CPSS and the web-based Intake Assessment Tool, for consistency of decision making about assignment at Intake. This was not a representative sample, the purpose was to gather anecdotal impressions of consistency which can then be communicated to the Intake Program

Manager for her consideration. Observations were shared with her and certain cases were tagged for her follow-up with the worker and the supervisor.

One of the key questions for the intake reviews was related to why there has been an increase in the number of Intakes. The case reviews and the data generated support the increase in referrals to Intake and the increase in the number of cases assigned to CWS for an investigation. However, the number of Ongoing cases (cases open for services) is not increasing. The case reviews revealed that these cases are being investigated and closed rather quickly, therefore not resulting in increasing CPS workloads. This issue will continue to be monitored, along with the quality and consistency of decision making at Intake.

Day 2 also included communication with Maui Community College about the automation of the Safety Assessment tool and the Comprehensive Assessment. The Safety Assessment tool was reviewed and the plan for the automation of the Comprehensive Assessment was reviewed.

Day 3 consisted of continued review of the Intakes and planning for the remainder of the TA for the fiscal year. The plan developed will include case reviews of 5 cases from every FSS provider, every VCM provider and from every CWS unit. Again, this will be to provide observations on the quality of application of the foundational decision making tools – safety and comprehensive assessment. Following the case reviews, which will take place off-site, on-site visits will be made to every agency to discuss the implementation in general and the case reviews specifically.

Next Steps

The off-site case reviews will be completed during the last two weeks of August. The on-site visits will occur the week of September 3 and the week of September 17, 2007.