<table>
<thead>
<tr>
<th>Item #</th>
<th>Discussion Facilitated by Ivy Breen, Deputy Director CWS</th>
<th>Action and Follow-up Responsibility</th>
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<tbody>
<tr>
<td>I.</td>
<td>Welcome and Opening:</td>
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<td></td>
<td>• Ivy Breen started the meeting at 1:12 pm</td>
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<td></td>
<td>• Bruce Kaye performed the ceremonial opening for the group.</td>
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<td>II.</td>
<td>Introductions:</td>
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<tr>
<td></td>
<td>• Connie Beck, DHHS Director</td>
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<tr>
<td></td>
<td>o DHHS Housing Initiatives</td>
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<td></td>
<td>▪ DHHS just did a ribbon cutting for new low-income supportive housing in Rio Dell. The housing was built by DANCO. Twenty-six homeless residents were moved into the housing. Residents will also be provided with onsite case management and supportive services.</td>
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<td></td>
<td>▪ We have another 25 housing units going in on 4th Street in Eureka.</td>
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<td></td>
<td>▪ Eighty family units are being built in Samoa. They will range from one to four-bedroom apartments. DHHS will have 20 units set aside for our most vulnerable families. We will be providing several services to residents there. The project is scheduled to be completed in August.</td>
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<td></td>
<td>Service Locations</td>
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<td></td>
<td>▪ We’ve been working on ADA issues on our Fortuna lease on Renner Drive for many months. We just got the approval and will find out in the next week when we can move in and have onsite services. It is a smaller site than that being built in McKinleyville, which will offer all of our services.</td>
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<td></td>
<td>▪ We are having conversations to lease space from the Hoopa Tribe and provide services in conjunction with the tribe. The Hoopa Tribe is applying for a grant to put a roof on their building, prior to leasing space.</td>
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<td></td>
<td>• Sheriff Honsal</td>
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<td></td>
<td>▪ Sheriff Honsal thanked the group for being here and reminded the group not to forget the progress we have already made while working towards our goals.</td>
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<td></td>
<td>▪ The Sheriff’s Office has deputization agreements with three tribal police offices now. We are working to deputize tribal officers to be first responders on tribal land. We see this as a positive thing for our community.</td>
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### III. CWS Data and Program/Project Updates

**CWS Services System Reform Road Map**  
*Shown to group illustrating the work that has been done.*

- **Improvements Identified**
  - ▪ A lot of work we are doing now started the California Partners for Permanency grant in 2009. That work informed major changes needed to our system.
  - ▪ In 2015 the Attorney General received a complaint regarding serious gaps and issues with CANRA.
  - ▪ Grand Jury reports in 2016-17 highlighted areas for CWS to work on.
  - ▪ Northern California Tribal Chairmen’s’ Association provided feedback.
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<td></td>
<td>All of these system reviews informed the stipulated judgement. In February 2018, a three-year stipulated judgement was filed. At that time, we had 65 Social Workers and 18 Supervisors.</td>
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<td><strong>Progress since the Stipulated Judgement</strong></td>
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<td></td>
<td>o MOU created with the Sheriff's Office and Mental Health.</td>
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<td>o 24-hour screening program created in March 2018.</td>
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<td>o Office of the Ombudsperson created.</td>
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<td>o Tribal consultant contract established with Olin Jones to work on tribal collaboration and help create protocols with the tribes.</td>
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<td>o Center for Study of Social Policy contract established to monitor progress.</td>
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<td></td>
<td>o First Community Task Force meeting held May 2018. Task Force meetings are now being held quarterly and are a venue for us to share progress, updates and hear feedback on any existing system gaps or issues that we have.</td>
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<td>o We revised front end policies and procedures.</td>
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<td>o Implemented electronic, automated cross reporting to law enforcement.</td>
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<td>o We are in the process of developing a Child Protection Reporting Guide, which will be available as a tool for the community to help make the decision of whether a report to CWS is necessary. Work on this began in September 2018. It will be a public facing website.</td>
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<td></td>
<td>o <strong>System Improvement Plan</strong></td>
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<td>▪ 5-year plan outlining goals and strategies.</td>
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<td>▪ Our goals align with the stipulated judgement.</td>
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<td>▪ Our three goals are: timely investigations, permanency within 12 months for kids in care 12-23 months and establish a continuous quality improvement program in CWS.</td>
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<td>o CSSP monitors are doing reports every six months regarding our progress.</td>
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<td>o In 2018 we executed our first tribal protocol with the Hoopa Tribe.</td>
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<td>o We have launched a multi-family visitation program with the Jefferson Community Center.</td>
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**Updates and Future Goals**

- At our next meeting we will have recommendations for improving the Ombud’s Office.

- We will be having a workload study to know what caseload size is manageable for Humboldt County CWS social workers.

- Backlog
  - This week our backlog is down to one.
  - We have access to statewide data to compare to other counties with the backlog issue. Forty-seven percent of investigations statewide are over 40 days. Humboldt County had only one percent of all open investigations. We were ranked the 5th best in California for that measure which is pretty significant progress.

- We will have another working meeting in April for the Child Protection Reporting Guide (CPRG). More information on that will be sent to this group.

- We are looking at developing three new focused programs within CWS.
  - Workforce Development Program
  - Continuous Quality Improvement Program
  - ICWA Program
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<td>IV.</td>
<td><strong>Social Worker Teaming in Emergency Response and Backlog Update</strong>&lt;br&gt;&lt;br&gt;<strong>Presenters:</strong>&lt;br&gt;<em>Chad Olson</em> - Emergency Response Social Worker Supervisor, supervises social workers that investigate abuse and neglect in the far south of the county&lt;br&gt;<em>Pam Miller</em> - Emergency Response Social Worker Supervisor, oversees referrals regarding specific local tribes.&lt;br&gt;&lt;br&gt;<strong>Overview of Emergency Response (ER)</strong>&lt;br&gt;• ER starts with screening. A call is made to CWS, a report is taken, evaluated and determined to meet criteria for investigation.&lt;br&gt;• The report goes to investigator who must consider three questions:&lt;br&gt;  o Is the child safe in care of caregiver?&lt;br&gt;  o Did abuse or neglect happen?&lt;br&gt;  o Is more intervention needed with the family or can we provide services through other community partners to address worries without opening a case?&lt;br&gt;• We have nine investigative teams in ER, which is a new process for us. Social workers on the teams are equally responsible to investigate and finish referrals.&lt;br&gt;• We are also now assigning referrals differently to try to reduce the number of social workers and supervisors that have referrals involving Tribal families. We now have specific social workers and supervisors that only handle referrals involving Tribal families.&lt;br&gt;• We have ER training every Wednesday morning. As part of this training we do a referral case review and provide coaching to learn together and improve our practice. Everyday there is a new way to look at the same situation, so we are constantly learning.&lt;br&gt;• Each supervisor has a liaison position with a specific law enforcement agency to develop a relationship with that agency.</td>
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<td>• Every morning we have a check in with the staff. The whole program comes together and discusses what we are doing for the day.</td>
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<td><strong>ER Social Worker Experience Panel</strong></td>
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<td>• What is it like to be in ER now compared to prior to making these changes? What is it like to not have a backlog (teaming)?</td>
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<td>• What would you like to see happening in CWS moving forward?</td>
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<td>o Social Worker - In the past it was very stressful. Now without the backlog it is really amazing. I can take the time to listen to those we go and talk to, offer more support, and see how we can provide more support. In Southern Humboldt there are a lot of programs not available there. So, you must think about how to get families to the support. Now with partners, someone can be in the office getting things done while the other is spending time with the families to give them the support they need. Moving forward, I would like to see more education. With a backlog it’s hard to take the time to go to training; I never felt like I could. But with a partner, it’s nice because you have a backup who can provide support to family. Also- I feel that those who represent the community as a social worker should speak that language. We need more Spanish speaking social workers because we need to support our Spanish speaking community. The Spanish speaking community also needs more education about what we do.</td>
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<td>o Social Worker - Most of my jobs have been trial by fire. It has been a stressful time the last five years. There’s been a lot of ebbs and flows. It has been a release in the last three months with teaming. There’s a lot of really positive movement happening, and it feels really nice, but people are still on the edge and are cautious about what will happen next. People have been really happy. I like teaming a lot. We work well together. I like being able to connect services to families when they are needed before the crisis hits or being able to keep them going. We have a lot of opportunity for that right now.</td>
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<td>o Social Worker - From when I started 6 months ago to now, the tension has gone down. I feel like I have the ability to learn in an environment that isn't go-go-go. The veteran staff that have been there from day one always make time</td>
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</table>
to help and teach. Partnering is new for me and I am working on those skills. Both my partner and I are fairly new. Moving forward, I would like to see a therapist be made available to the staff as they encounter various investigations and traumatic events. There is some support right now by supervisors, but with ER we need someone trauma informed to go to for help. A lot of our work is preventative, though the families come in on a referral. Having extra time to go with the families to an appointment, be their support, is preventative maintenance.

Questions/Feedback from the Task Force

- **How many social workers are in the ER Unit?**
  19 social workers / 9 teams

- **If you determine a family needs additional support, how would you engage county community services to provide that support?**
  There’s a lot of different ways we do it. We can help make an appointment with additional services (mental health, etc.) or connect them with a Family Resource Center. This can be done over email, phone or in person. The family is made aware if they are being referred to services.

- **I’m hoping as CWS has more time, you can develop relationships with the community where they look at you as help for services rather than being afraid.**
  We have that hope as well, that families will feel that we are there to help. As social workers our hope is to engage and support families, to connect them with services, but we can’t force parents to do it. Some community members are starting to see that we just want to help and are taking the time to do so.

V. **Family Wellness Court Presentation**

- **Background**
  - Humboldt County receives data regarding infants and mothers diagnosed with substance use every 5 years. This information is generated by hospital coding submitted to state.
  - According to the data, there is a linear trend increasing for pregnant females diagnosed with substance use.
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<td></td>
<td>o Data of infants admitted to the hospital with a</td>
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<td>substance-affected diagnosis is also increasing.</td>
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<td>o Based on this data we created the Humboldt Rise</td>
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<td>Project which informs OB Providers about this data</td>
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<td>book from the state and works to get moms treatment</td>
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<td>while pregnant and after baby is born. We have</td>
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<td>been working with OBs to use a screening tool for</td>
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<td>moms plus a trauma informed approach.</td>
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<td><strong>Family Wellness Court</strong></td>
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<td>o There is clearly a need for a dependency drug court</td>
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<td>and data is the reason it was launched.</td>
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<td></td>
<td>o Our vision- A strong healthy community where</td>
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<td>children are safe, and families thrive because</td>
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<td></td>
<td>parents are provided a path to heal and recover.</td>
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<td></td>
<td>o Two Joint Jurisdictional Family Wellness Courts</td>
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<td></td>
<td>▪ Hoopa &amp; Yurok Tribes</td>
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<td></td>
<td>▪ Two judges (Tribal Court and State Court)</td>
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<td></td>
<td>▪ Empowers family to make healthy decisions and</td>
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<td></td>
<td>breaks the cycle.</td>
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<td></td>
<td>▪ Works to address cultural disparities in the system.</td>
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<td></td>
<td>o State Court Family Wellness Court</td>
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<td></td>
<td>▪ One judge</td>
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<td></td>
<td><strong>Wellness Court Principles</strong></td>
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<td></td>
<td>o We want our families to experience people who care</td>
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<td></td>
<td>and get support. When a family works with us, it's</td>
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<td>how to get them to buy in and trust our team that we</td>
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<td></td>
<td>want to make things better for your family. We are</td>
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<td></td>
<td>meeting the family where they are at.</td>
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<td></td>
<td>o Instilling the spirit of giving back into families.</td>
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<td></td>
<td>o Coordinated team approach- There is an integrated</td>
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<td>wellness team so that participants don’t get</td>
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<td></td>
<td>overwhelmed by everything agencies want them to do.</td>
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<td>Your team becomes a family, we know what to expect.</td>
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<td><strong>Current Participants</strong></td>
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<td>o 14 total families, 29 kids</td>
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<td>Facilitated by Ivy Breen, Deputy Director CWS</td>
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<td>0</td>
<td>8 in Yurok Joint Jurisdiction, 1 in Hoopa Joint Jurisdiction, 5 in State Family Wellness Court</td>
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<td><strong>Referrals</strong></td>
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<td>• Any person can make a referral to wellness court.</td>
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<td>• The family must have an open child welfare case.</td>
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<td>• The focus is on infants born exposed to a substance, but we are taking parents with children 5 and under and can be flexible on that requirement.</td>
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<td><strong>See full presentation for more information</strong></td>
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<td>VI</td>
<td><strong>Compliance Monitor Report for Period #3 (Feb 2019 - Aug 2019)</strong></td>
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<td></td>
<td>Full report is available to the public at cssp.org</td>
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<td><strong>Progress on Stipulated Judgements</strong></td>
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<td></td>
<td>• Policies -10 revised/drafted with tribal input</td>
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<td></td>
<td>• Increased staffing</td>
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<td>• Tribal Consultant</td>
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<td></td>
<td>▪ Developed relationship with tribal councils.</td>
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<td>▪ A protocol has been executed with the Hoopa Tribe.</td>
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<td>▪ Protocols with seven other tribes are in progress.</td>
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<td>▪ The trust level is improving but engagement and communication must continue.</td>
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<td><strong>Graphs available in report</strong></td>
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<td></td>
<td>• Total Backlog</td>
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<td>• Total Reports / Mandated Reporters graph</td>
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<td>▪ Education is seeing more feedback from CWS “tremendous improvement”</td>
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<td>▪ School district appreciates that there is someone to answer the call, and timely feedback and investigation.</td>
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<td>• Referral Response</td>
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<td>• Response Time</td>
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<td>• Progress for Timely 10-Day Response</td>
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<td><strong>Questions/Feedback from Task Force</strong></td>
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<td></td>
<td>• We’ve been at this 2 years. I challenge you all to read the monitor’s report. It is very enlightening. It is what the AG is looking at.</td>
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<td>VII.</td>
<td><strong>CWS Quality Improvement Project (QIP)</strong></td>
<td>Email out date for next CPRG work group</td>
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<td>• We are looking at how we can implement formal</td>
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<td>continuous quality improvement. This would be a</td>
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<td>process where we track data, make decisions and</td>
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<td>identify strategies with the data, and track to</td>
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<td></td>
<td>see if those decisions are effective.</td>
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<td>• For investigation timeliness, we don’t just look at</td>
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<td>one single measure. We are documenting our</td>
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<td>strategies and flagging them in the graph to see</td>
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<td>what worked.</td>
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<td>• Other data we are tracking:</td>
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<td></td>
<td>o Number of Reports from Mandated Reporters- 74% of</td>
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<td>reports to CWS are from mandated reporters</td>
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<td>o Feedback to Mandated Reporters- Monitoring the</td>
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<td>letters we send out to our mandated reporters.</td>
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<td></td>
<td>o Response Types</td>
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<td>o Cross Report Timeliness- 99.9% of cross reports are</td>
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<td>making it to law enforcement</td>
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<td>o Investigation Timeliness</td>
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<td>o Federal Measures</td>
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<td></td>
<td>• <strong>Questions/Feedback</strong></td>
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<tr>
<td></td>
<td>o <strong>Is this data available for us to look at?</strong></td>
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<td>We want to develop a report that would be available</td>
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<td>on our public website. However, everything must be</td>
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<td>ADA compliant on the website so that takes some</td>
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<td></td>
<td>time.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o <strong>Where are you now with CWS position openings?</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>We have 17 vacancies. We just closed a recruitment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>and are working to do interviews and hiring.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o <strong>Is there any progress getting specific demographic data regarding age, race, and region with the county?</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Yes, you all have asked for that. Maybe we can work</td>
<td></td>
</tr>
<tr>
<td></td>
<td>together to see what specifically you are looking for.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o <strong>When is the next CPRG Work Group?</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>We will email that out.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o <strong>Are subcommittees still going to happen?</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>We had some time limited subcommittees as part of</td>
<td></td>
</tr>
<tr>
<td></td>
<td>this task force. The CPRG subcommittee is currently</td>
<td></td>
</tr>
<tr>
<td>Item #</td>
<td>Discussion Facilitated by Ivy Breen, Deputy Director CWS</td>
<td>Action and Follow-up Responsibility</td>
</tr>
<tr>
<td>--------</td>
<td>--------------------------------------------------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td></td>
<td>still meeting. We want to be sure people who have the time and interest have the opportunity to come be part of that. The other subcommittee we are looking into is a CQI subcommittee which meet twice a year for a CQI forum. We are looking into that.</td>
<td></td>
</tr>
<tr>
<td>VIII.</td>
<td><strong>Next Meeting:</strong> May 28, 2020 at the Jefferson Community Center in Eureka.</td>
<td></td>
</tr>
</tbody>
</table>
HUMBOLDT COUNTY
COMMUNITY TASK FORCE
FEBRUARY 20, 2020
CWS DATA AND PROGRAM/PROJECT UPDATES

CHILD WELFARE SERVICES SYSTEM REFORM ACTIVITIES ROADMAP

CAPP 2009

AG Investigation Launched
NICWA System Review
Grand Jury Report
\[2015\]

CPRG development begins
Community Task Force

Draft Tribal Protocol sent to all Tribes
\[2016\]

System Improvement Plan (SIP) Community Presentation
CWS/HCSO Joint MOU Meeting
Community Task Force

NICWA Recommendations
AG Stipulated Judgment
CWS/HCSO MOU
\[2017\]

7 P&Ps distributed to staff
Live Data Entry into CWS/CMS Electronic Cross Reporting to LE, DA, and outside jurisdictions
Community Task Force

1st Community Task Force Meeting
\[2018\]

CWS/HCSO Joint MOU Meeting
Community Based Resource Identification Roundtables
CWS/HCSO Joint MOU Meeting
2nd AG Monitor Report Released

Office of Ombudsman
Opened Tribal Consultant Contract
3rd Party Compliance Monitor Contract
\[MARCH\]

7 CANRA P&Ps revised with Tribal input and distributed to staff
1st AG Monitor Report Released
\[DECEMBER 2019\]

Hoopla Protocol executed
Pre-Judgment Backlog closed
Multi-Family Visitation Launch
Community Task Force

Community Task Force

Community Task Force

RFT for Cultural Services
CVC Ombuds Recommendations
Community Task Force
System Improvement Plan (SIP) Community Presentation

CWS/HCSO Joint MOU Meeting
3rd AG Monitor Report Released
Backlog reduced to 6
\[JUNE\]

Workload Study Begins
Community task force

Workload Study Begins
Community task force

Backlog reduced to 31
\[JUNE\]

100% of staff compliant in AG trainings
\[AUGUST\]

100% of staff compliant in AG trainings
\[AUGUST\]

CWS/HCSO Joint MOU Meeting
3rd AG Monitor Report Released
Backlog reduced to 6
\[JUNE\]

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Community task force

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Community task force

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\[JUNE\]

100% of staff compliant in AG trainings
\[AUGUST\]

100% of staff compliant in AG trainings
\[AUGUST\]

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3rd AG Monitor Report Released
Backlog reduced to 6
\[JUNE\]

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Community task force

Workload Study Begins
Community task force

Backlog reduced to 31
\[JUNE\]

100% of staff compliant in AG trainings
\[AUGUST\]

100% of staff compliant in AG trainings
\[AUGUST\]
Family Wellness Court - An Innovative Response to the Substance Abuse Crisis
The Sobering Facts

• Between 2012 and 2015 there was a 35.62% increase in the number of maternal positive toxicology tests at birth.

  Source: Office of Statewide Health Planning and Development

• Between 2009 and 2013 there was a 69.1% increase in the rates of hospitalization of substance-affected infants.

  Source: Office of Statewide Health Planning and Development

• Between 2009 and 2013 there was a 23.3% increase in hospital admissions of pregnant women with substance use related concerns.

  Source: Office of Statewide Health Planning and Development
The Sobering Facts

• Despite being less than 7% of the overall county population, Native American women are disproportionately represented in hospital admissions of pregnant women with substance use concerns.
  - 18.89% self-identified as Native American
    
    *Source: Office of Statewide Health Planning and Development*

• Native American children are also disproportionately represented in the county’s child welfare system.
  - 33.24% of foster population are Native American

  *Source: UC Berkeley CWS Outcome Summary*
Our vision is a strong, healthy community where children are safe and families thrive because parents are provided a path to recover, heal, and grow.

Our mission is to operate a State and State/Tribal Joint Jurisdictional Court that empowers families to make healthy decisions and breaks the cycle of addiction and child abuse & neglect through:

• A coordinated team approach;
• Comprehensive, culturally competent services;
• Frequent monitoring; and
• Building a support system for family recovery and child well-being.
Family Wellness Court

Background

Joint Jurisdictional Family Wellness Court

• Presided over by 2 Judges—a Tribal Court Judge and a State Court Judge.

• Operates under California, Federal, and Tribal laws.

• Empowers families to make healthy decisions and breaks the cycle of addiction and child abuse & neglect.

• Works to address cultural disparities in the system through comprehensive and culturally competent services.
The Family Wellness Court
Design Team

Who We Are

Joint Jurisdiction Court

- Hon. Joyce Hinrichs, Presiding Judge, Humboldt Superior Court
- Hon. Abby Abinanti, Chief Judge, Yurok Tribal Court
- Hon. Leona Colegrove, Chief Judge, Hoopa Tribal Court
- County and Tribal Stakeholders with experience and expertise in Yurok and Hoopa traditions and values, child welfare, education, law, law enforcement, mental health, probation, public health, substance use disorders, and trauma

Steps Taken

- Naming the Problem
  - Systemic Problems
  - Root Causes of Substance Abuse
- Educating and Seeing Possibilities
  - Empowering Families
  - Increasing Connections
- Innovating
  - Cultural Humility
  - Joint Jurisdictional
- Commitment, Reflection, Recommitment
  - To Each Other
  - To Growing
Our Justice Approach Built on Six Principles

FAMILY WELLNESS COURT

- Returning to Harmony-Healing Whole Family
  - Dignity and Promoting Respect

- Peer/Extended Family Support Team Model
  - Therapeutic Model with Opportunities for Self-Healing

- Culturally appropriate strategies and interventions
  - Community Engagement Families Heal Within Communities
Family Wellness Court
Four Phases

(1) *Trust*; Orientation, Assessments, Stabilization

(2) *Belonging*; Healthy Connections, Education, Service Planning

(3) *Settling Up*; Taking Responsibility, Giving Back, Feedback

(4) *Generativity*; Maintenance and Transition to Lifelong Healing
Family Wellness Court
Coordinated Team Approach

- Judges
- Peer Coach
- Child Welfare Services
- Probation
- Tribal Social Services
- Public Health
- Case Manager
- Parenting Mentor
- Child’s Counselor
- County Mental Health
- AOD
- Cultural Mentor

Client and Family
Integrated Wellness Team

- Can Include:
  - Participant
  - Court Coordinators
  - CWS Social Worker
  - Tribal Social Worker
  - Case Manager
  - Cultural Mentor
  - Mental Health Clinician
  - Substance Use Disorder Counselor
  - Family Supports
  - Community Connections
  - Judges
  - Attorneys
  - Community Health Outreach Worker
  - Public Health Nurse
  - School Personnel
  - Family Mentor
  - Other Family Wellness Court Participants
  - Any other identified supports
Coordinated Team Approach

• Bi-Weekly Family Wellness Team Meeting
• Bi-Weekly Family Wellness Court Review
• VIDEO or Participant Testimonial
Family Wellness Court
Coordinated Team Approach

Client and Family

Family Wellness Team

Wellness & Balance & Harmony
• 15 Total Families
• 8 in Yurok Joint Jurisdiction FWC
  – 10 adults and 19 children
• 1 in Hupa Joint Jurisdiction FWC
  – 1 adult and 1 child
• 5 in State FWC
  – 5 adults and 9 children
Justice Reform- Paradigm Shift

We’re changing the system where in everyone:

✓ Addresses root causes of addiction & child neglect and abuse
✓ Works and learns together
✓ Leverages all possible resources
✓ Is accountable for better results for our families
✓ Respect for different traditions
✓ Healing individual and community trauma
✓ Access to our culture/spirituality in our home communities
✓ Move away from punishment to healing
✓ Move away from supporting our families in silos to a coordinated team approach
Thank You!
AG Judgment Monitor’s Report #3

3/1/19 – 8/31/19
Who We Are

- Gayle and Arthur
- CSSP
- Role as Compliance Monitor
Progress

- Policies (10)
- Increased Staff
- Training
- Backlog Elimination
- Ombudsperson’s Office
- Cross Reporting to HCSO
- Child Protection Reporting Guide
- Workload Study
- Protocols with Tribes
CWS Policies and Procedures

1. Mental health Screening Tool and Request for Access to Services
2. Communication with Children’s Mental Health
3. Complaint Resolution and Grievance Review – Ombuds Office
4. ER Cross Reporting
5. ER Mandated Reporter Collaboration
6. ER Reports on Open Investigations or Cases
7. Investigation – CWS Intake
8. Social Worker Training
9. Child and Family Team Meetings
10. Tribal Collaboration and CWS Investigations
Progress

- Policies (10)
- Increased Staff
- Training
- Backlog Elimination
- Ombudsperson’s Office
- Cross Reporting to HCSO
- Child Protection Reporting Guide
- Workload Study
- Protocols with Tribes
CWS STAFFING LEVELS

CWS Supervisors | CWS Social Workers | Social Service Aides

2015: Budget 16, Actual 10 | Budget 62, Actual 57 | Budget 94, Actual 83

2016: Budget 21, Actual 16 | Budget 67, Actual 20 | Budget 105, Actual 98

2017: Budget 21, Actual 15 | Budget 72, Actual 54 | Budget 111, Actual 85

2018: Budget 22, Actual 20 | Budget 78, Actual 65 | Budget 118, Actual 103

2019: Budget 28, Actual 19 | Budget 103, Actual 66 | Budget 154, Actual 102

2020: Budget 23, Actual 17 | Budget 103, Actual 86 | Budget 154, Actual 123
Olin Jones
Tribal Consultant

ojonesconsults@gmail.com
916-893-0833
Reduction of 293 Investigations in Backlog on 2/14/18
February 14, 2018 – September 12, 2018

New Backlog of Investigations
March – September 2018
Investigation Backlog
August 31, 2019 to February 1, 2020

Total Investigations in Backlog
Mandated Reporters

- Total Reports
- Total Reports from Mandated Reporters
- % of Reports from Mandated Reporters
Referral Response

![Bar chart showing referral response by month from Feb-19 to Jan-20. The chart indicates the total evaluated out referrals and total investigated referrals for each month. The data is presented in a segmented bar chart format.]

- **Total Evaluated Out Referrals**
- **Total Investigated Referrals**
Response Time

<table>
<thead>
<tr>
<th>Month</th>
<th>Response Within 10 Days</th>
<th>Immediate Response</th>
<th>Total Investigated Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar-19</td>
<td>109</td>
<td>19</td>
<td>128</td>
</tr>
<tr>
<td>Apr-19</td>
<td>88</td>
<td>15</td>
<td>103</td>
</tr>
<tr>
<td>May-19</td>
<td>113</td>
<td>28</td>
<td>141</td>
</tr>
<tr>
<td>Jun-19</td>
<td>66</td>
<td>19</td>
<td>85</td>
</tr>
<tr>
<td>Jul-19</td>
<td>85</td>
<td>25</td>
<td>110</td>
</tr>
<tr>
<td>Aug-19</td>
<td>83</td>
<td>14</td>
<td>97</td>
</tr>
<tr>
<td>Sep-19</td>
<td>85</td>
<td>16</td>
<td>101</td>
</tr>
<tr>
<td>Oct-19</td>
<td>79</td>
<td>19</td>
<td>98</td>
</tr>
<tr>
<td>Nov-19</td>
<td>73</td>
<td>17</td>
<td>90</td>
</tr>
<tr>
<td>Dec-19</td>
<td>87</td>
<td>19</td>
<td>106</td>
</tr>
<tr>
<td>Jan-20</td>
<td>76</td>
<td>14</td>
<td>90</td>
</tr>
</tbody>
</table>
Progress for Timely 10 - Day Response

- Humboldt County Rate
- National Goal
- Statewide Rate
Questions
Thank You

Gayle Samuels – gayle.samuels@cssp.org
Arthur Argomaniz – arthur.argomaniz@cssp.org
QUALITY IMPROVEMENT PROJECT (QIP)

<table>
<thead>
<tr>
<th>QIP #</th>
<th>Start Date</th>
<th>End Date</th>
<th>Goals Met</th>
</tr>
</thead>
<tbody>
<tr>
<td>19-01</td>
<td>04/08/2019</td>
<td></td>
<td>1 of 3</td>
</tr>
</tbody>
</table>

QIP Title: Investigation Timeliness

Program Covered: Emergency Response

Initiated By: Attorney General Stipulated Judgment

Project Leads:
- Ivy Breen
- Nica Meggerson
- Ashley Garrett

Status:
- Goal 1: Met
- Goal 2: In Progress
- Goal 3: In Progress

Purpose:
The purpose of this QIP is to monitor progress toward the triage plan developed to improve investigation timeliness and reduce the investigation backlog (investigations exceeding Division 31-101 regulations), as well as provide program staff updated data that will support continuous quality improvement. This QIP tracks progress towards key quality indicators that are related to high-quality services and positive outcomes for children and families.

Reason Initiated:
In 2018, CWS entered into a stipulated judgment with the Attorney General of California which required the creation and implementation of plans to address outstanding, backlogged investigations to ensure that all referrals are investigated timely.

References:
Per Division 31-101: within 30 calendar days of the initial removal of the child or the in-person investigation, or by the date of the dispositional hearing, whichever comes first, the social worker shall determine whether child welfare services are necessary and if child welfare services are necessary, complete a case plan and begin implementation of the case plan in accordance with the time frames and schedules specified in Chapter 31-200. If child welfare services are unnecessary, close the referral/case, as appropriate.

Mechanism for Monitoring:
- QIP 19-01 Dashboard
QUALITY IMPROVEMENT PROJECT (QIP) 19-01 DASHBOARD

The purpose of this QIP is to monitor progress toward the triage plan developed to improve investigation timeliness and reduce the investigation backlog (investigations exceeding Division 31-101 regulations), as well as provide program staff updated data that will support continuous quality improvement.

Goal 1: Decrease the percentage of investigations open 40 or more days from 65% to no more than 25% by December 31, 2019.

Status: Met

Strategies Employed

- 2/27/18-3/2/18 – NCCD on-site to develop plan to reduce investigation backlogs and prevent further backlogs
- 1/23/19-1/25/19 - CWS and NCCD participated in individual backlog coaching sessions with staff
- 5/1/19 – Investigating social workers paired for all investigations
- 5/1/19 – CWS developed Request to Extend Investigation beyond Division 31-101 form
- 6/13/19 – Backlog unit launched
- May 2019 – ER Analyst provided SafeMeasures training to ER staff
- ER analyst updated manager reports to reflect timeframes that match investigation extension form

Progress Takeaways

- As of 2/12/19, all investigations considered backlog at the start of the stipulated judgment were closed.
- There has been a 97% decrease in the number of investigations open over 40 days since 1/5/19
- The chart shows a consecutive positive trend from 6/29/19 to 9/28/19, and a positive shift from 9/21/19 to 12/7/19.

Action Items

- Continue monitoring for ongoing compliance
QUALITY IMPROVEMENT PROJECT (QIP) 19-01 DASHBOARD

The purpose of this QIP is to monitor progress toward the triage plan developed to improve investigation timeliness and reduce the investigation backlog (investigations exceeding Division 31-101 regulations), as well as provide program staff updated data that will support continuous quality improvement.

Goal 2: Increase the percentage of investigations with supervisor approval to remain open over 40 days to 100%.

Status: In Progress

Strategies Employed

- 5/1/19 – CWS developed Request to Extend Investigation beyond Division 31-101 form
- 6/4/19 – Request to Extend Investigation beyond Division 31-101 revised to standardize the acceptable justifications for extension, based on feedback provided by the Attorney General on 5/10/19
- 7/31/19 – Request to Extend Investigation beyond Division 31-101 revised to track results of upper level reviews
- 8/26/19 – Created a new Special Project Code in CWS/CMS to track referrals with approval for extension, and developed a report with form due dates which is distributed weekly.

Progress Takeaways

- There has been a 21% percentage point increase in investigations open over 40 days with supervisor approval since 5/4/19.

Action Items

- ER Program Manager and Deputy Directors have begun conducting case reviews to monitor the appropriate use of the form.

Number of Upper Level Reviews

May 2019 to Present

<table>
<thead>
<tr>
<th>Month</th>
<th>Reviewed by PM</th>
<th>Reviewed by DD</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 19</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Jun 19</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Jul 19</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Aug 19</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Sep 19</td>
<td>7</td>
<td>6</td>
</tr>
<tr>
<td>Oct 19</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td>Nov 19</td>
<td>9</td>
<td>5</td>
</tr>
<tr>
<td>Dec 19</td>
<td>16</td>
<td>8</td>
</tr>
<tr>
<td>Jan 20</td>
<td>10</td>
<td>0</td>
</tr>
</tbody>
</table>

*Forms reviewed by both a PM and DD are counted in each category.
QUALITY IMPROVEMENT PROJECT (QIP) 19-01 DASHBOARD

The purpose of this QIP is to monitor progress toward the triage plan developed to improve investigation timeliness and reduce the investigation backlog (investigations exceeding Division 31-101 regulations), as well as provide program staff updated data that will support continuous quality improvement.

Goal 3: Increase the percentage of initial investigation contacts entered timely (0-3 day) during the month.

Status: In Progress

Strategies Employed
- January 2019 – SWs allowed the option of using Contact Sheets for handwriting contact notes that would be electronically input into CWS/CMS by clerical staff
- 5/1/19 – Investigating social workers paired for all investigations

Progress Takeaways
- There has been a 22% percentage point increase in initial investigations contacts entered timely.

Action Items
- ER Program Manager sent a reminder to all investigating SWs that contacts shall be electronically input into CWS/CMS within 3 days. Investigating SWs were also reminded of the option of using the Contact Sheets.
Mandated Reporters
Percentage of Reports Received from Mandated Reporters

Mandated Reporters
Overall Percentage | 2018-2019

Mandated Reporter Feedback
Percentage of Mandated Reporters Receiving Feedback

Mandated Reporter Feedback
Overall Percentage | 2018-2019

Child Welfare Services
Continuous Quality Improvement (CQI) Program
CQI Report Category: Progress and Trends

Arrows indicate desired direction of improvement
Referral Response Type
Percentage of Reports Received by Response Type

Referral Response Type
Overall Percentage | 2018-2019

SDM Assessment Completion Rates
Referrals and Investigations

Arrows indicate desired direction of improvement
Cross Reports to Law Enforcement
Percentage of Successful Cross Reports

Cross Reports to Law Enforcement
Overall Percentage | 2018-2019
99.9%

3,619
Referrals Requiring
Cross Report
3,614
Cross Reports
Sent

Cross Report Timeliness
Average Number of Days to Cross Report
↓ 70% Decrease

Cross Report Timeliness
Overall Average | 2018-2019
4.6
6.9
2018 Average
2.6
2019 Average

Arrows indicate desired direction of improvement

Child Welfare Services
Continuous Quality Improvement (CQI) Program
CQI Report Category: Progress and Trends
Investigation Timeliness
Percent of Investigations Open 40 or More Days on the Last Day of the Quarter

- 2018 Q1
- 2018 Q2
- 2018 Q3
- 2018 Q4
- 2019 Q1
- 2019 Q2
- 2019 Q3
- 2019 Q4

Investigation Timeliness
Percent of Investigations Open 40 or More Days on 12/31/2019

- 8%

Investigation Timeliness
Average Number of Days to Closure for Investigations that Closed During the Quarter

- 2018 Q1
- 2018 Q2
- 2018 Q3
- 2018 Q4
- 2019 Q1
- 2019 Q2
- 2019 Q3
- 2019 Q4

Investigation Timeliness
Overall Average | 2018-2019

- 91.0
- 100.8 2018 Average
- 83.1 2019 Average
CHILD WELFARE SERVICES
PROGRESS REPORT | 2018 - 2019
Revised March 9, 2020

2B Referrals by Time to Investigation
Immediate Response

<table>
<thead>
<tr>
<th>Year</th>
<th>2018 Q1</th>
<th>2018 Q2</th>
<th>2018 Q3</th>
<th>2018 Q4</th>
<th>2019 Q1</th>
<th>2019 Q2</th>
<th>2019 Q3</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>2019</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
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</tbody>
</table>

National Standard (90%)

2B Referrals by Time to Investigation
10-Day Response

<table>
<thead>
<tr>
<th>Year</th>
<th>2018 Q1</th>
<th>2018 Q2</th>
<th>2018 Q3</th>
<th>2018 Q4</th>
<th>2019 Q1</th>
<th>2019 Q2</th>
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<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
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</tr>
<tr>
<td>2019</td>
<td>89%</td>
<td>89%</td>
<td>89%</td>
<td>89%</td>
<td>89%</td>
<td>89%</td>
<td>89%</td>
</tr>
</tbody>
</table>

National Standard (90%)

Arrows indicate desired direction of improvement
S1 Maltreatment in Foster Care
S2 Recurrence of Maltreatment
P1 Permanency in 12 Months
P2 Permanency in 12 Months
P3 Permanency in 12 Months
P5 Placement Stability

Child Welfare Services
Continuous Quality Improvement (CQI) Program
CQI Report Category: Progress and Trends

Arrows indicate desired direction of improvement