

Get to know the Team!

Regional Service Coordinators:

There are seven service coordinators who are currently reporting to Austin Hollabaugh, assistant deputy director of the services team. The service coordinators are service experts who work with community-based providers. This team assists in creating the service standards and assisting the DCS field staff and partnering providers while understanding them. The team is the communication liaisons between the provider community and DCS. Part of a service coordinator's responsibility is to ensure field staff are trained on developing thorough referrals and mediating when needed. They are also there to assist providers with trouble shooting, contract issues, amendments as well as making sure we are providing the right services, for the right families, at the right intensity.

The service coordinators are:

- [Austin Hollabaugh](#) -- (Interim lead) Region 7
- [Ashley Gutierrez](#) -- Region 1
- [Dion Smith](#) -- Regions 2, 3 & 4
- [Iwona Morretino](#) -- Regions 5, 6 & 11
- [Carolee Couch](#) -- Region 9 & 10
- [Gwen Girtten](#) -- Regions 8, 16 & 17
- [Jon MacMurdo](#) -- Regions 12 & 15
- [Jason Nelson](#) -- Regions 13, 14 & 18



*Austin Hollabaugh
Assistant deputy director of
services*

Helpful Links:

Regional map: https://www.in.gov/dcs/files/Child_Welfare_Services_Coordinator_Areas_Map.pdf

Provider Relations Advocate:

Krystal Pollard serves as the Provider Relations Advocate (PRA) for the department. The mission of the PRA is to act as a liaison between the department and **ALL** providers who serve the children and families of Indiana – including contracted and non-contracted providers, LCPAs, Residential Facilities, legal entities and more.

The PRA is accessible to providers and stakeholders to hear all concerns, ideas and suggestions you may have to improve the interaction across the state between providers and DCS personnel. PRA Pollard is committed to ensuring ideas and concerns that are brought up are heard by the appropriate parties so they can be addressed in a timely manner, as well as continuously run gap analysis in services to give the families of Indiana the best opportunity possible to meet their underlying needs. It is the goal of the PRA to create the pathway to partnership between the agency and the providers as we all work toward the common goal of serving the families.

Krystal can be reached at krystal.pollard@dcs.in.gov

Phone: 260-437-3388

DCS Prevention Team:

The prevention team is responsible for the administration and oversight of statewide programming. Programming includes Healthy Families Indiana (HFI), Community Partners for Child Safety (CPCS), Prevent Child Abuse Indiana (PCAIN) and Indiana Youth Service Association (IYSA), who administers the Youth Service Bureaus and Safe Places for DCS. Various other initiatives are underway that the prevention team is involved with including My Healthy Baby, Strengthening Indiana Families and Family Resource Center expansion, and the implementation of the Strategic Prevention Framework.

The prevention team communicates with providers as it relates to system wide changes in the administration of programming. We also communicate with providers when they are requesting a duplication of services for clients or an extension of services for CPCS clients. It would be beneficial for providers to reach out to us at DCSPreventionquestions@dcf.in.gov any time they have a question regarding the DCS prevention programming available to families. The Prevention Team consists of:

- [Hannah Robinson](#) – Prevention Manager
- [Spencer Ryan](#) -- Prevention Program Coordinator
- [Ashley Purdue](#) -- Prevention Program Coordinator
- [Willie Taylor](#) -- Prevention Program Coordinator
- [Valerie Morales](#) -- CBCAP Grant Coordinator

Helpful Links:

- [CPCS Provider Map](#)
- [Healthy Families Provider page](#)
- [DCS Prevention Page](#)
- [YSB and Safe Place Page](#)
- [My Healthy Baby Page](#)
- [Strengthening Indiana Families Page](#)
- [Prevention Questions](#)

Older Youth Initiatives (OYI):

The OYI team is responsible for overseeing the state ran Chafee program for eligible current and former foster youth. Chafee program (John H. Chafee Foster Care Program for Successful Transition to Adulthood) provides independent living services that consist of a series of developmental activities that provide opportunities for young people to gain the skills required to live healthy, productive and responsible lives as self-sufficient adults.

The Chafee Program offers older youth service delivery and initiatives for youth in out of home at ages 16 to 21; as well as young adults who aged out of foster care at ages 18 to 23. The OYI team oversees contract compliance of the DCS older youth service providers and collaborates with internal and external stakeholders to improve outcomes for youth who experience foster care. The OYI team also ensures DCS is following federal and state regulations through facilitating training and conferences.

Independent living services should be seen as a service to young people that will help them successfully transition to adulthood, regardless of whether they end up aging out of the foster care system, are adopted, enter a guardianship, or are reunified. Independent living service delivery is based on the needs of the youth as identified by the youth and the life skills assessment following the youth's referral for services. Youth receiving older youth services must participate directly in designing their program activities, accept personal responsibility for achieving interdependence, and have opportunities to learn from both positive and negative experiences.

Youth Connections Program (YCP): The YCP is a youth driven; youth lead program dedicated to working with youth who would like to have permanent connections with caring adults. The program best serves foster youth 14 years and older, who have had two or more family case managers, and express that they no longer desire to be adopted. Exceptions to these criteria will be considered on a case-by-case basis.

The YCP specialist partners with the youth and his/her family case manager to find appropriate supportive adults. Once a supportive adult has been identified, the YCP specialist facilitates connections between the youth and the adult to help them build a strong relationship.

- [William Thomas](#) -- Independent Living Specialist (Regions: 1, 2, 5, 8, 9)
- [William Day](#) -- Independent Living Specialist (Regions: 13 – 18)
- [Sheena Mickelson](#) -- Independent Living Specialist (Regions: 3, 4, 6, 7, 10-12)
- [Preandra Jones](#) -- Youth Connections Specialist
- [Tami Greene](#) -- Youth Connections Specialist
- [Lora \(Denise\) O'dono](#) -- Youth Connections Specialist

Helpful Links:

Independent living specialists map:

https://www.in.gov/dcs/files/Independent_Living_Specialists_Map.pdf

Residential and LCPA Licensing Team:

The residential and LCPA licensing team reports to [Crystal Byrne](#) and serves the state of Indiana through the issuing and managing of residential facilities, group home, foster care licensing agencies and emergency care shelters. This team is responsible for ensuring that children under the supervision of DCS are placed in appropriate and safe out-of-home placements.

This unit provides critical support for placing agencies throughout the licensing process and throughout the agencies licensure by providing education, training, collaboration and support. Residential licensing specialists work to identify how a facility is functioning and support the facility in making steps to provide effective and safe services to all youth they serve. Licensed agencies are partnered with an ongoing residential licensing specialist for all licensed related needs, questions, program development and code implementation.

- Rebecca Honn: Rebecca.honn@dcs.in.gov
- Ann Lankford ann.lankford@dcs.in.gov
- Amy Burdette: amy.burdett@dcs.in.gov
- Larry Cannon: larry.cannon@dcs.in.gov
- Robin Andrade: robin.andrade@dcs.in.gov
- Jeremy Wells: Jeremy.wells@dcs.in.gov
- Kristina Hiatt: Kristina.hiatt@dcs.in.gov
- Isabel Whited: Isabel.whited@dcs.in.gov
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- Brooke Brown – LCPA only: brooke.brown@dcs.in.gov
- Jennifer Beyersdorfer – LCPA only: Jennifer.beyersdorfer@dcs.in.gov
- Brandy Mitchell- LCPA only: brandy.mitchell@dcs.in.gov

Integrated Care Team:

The integrated care team consists of licensed clinicians and registered nurses. They assist field staff in cases involving high clinical or medical needs. The clinicians review treatment documents and make recommendations for level of care and appropriate treatment. They assist in matters of safety/risk, need for additional services or assessments, complex behavioral health issues and service planning. Providers will often see them in CFTMs or provider meetings.

Providers are welcome to reach out to the clinical team if they have concerns about the clinical components of a case. The nurses work with the child/family team to understand difficult and medically complex situations and answer general questions regarding medical issues or terminology. They provide education and resources to field, foster parents, bio-parents and other child/family team members regarding specific cases. They also provide trainings to DCS staff regarding specific medical topics and they review psychotropic medications per DCS guidelines while acting as a liaison between the Psychotropic Medication Advisory Council and DCS. You may hear from the nurses when there is a question about medications being prescribed, or if a child placed in their care has complex medical needs.

Need to connect?

integratedcare@dcs.in.gov

Helpful Links:

Nursing map: in.gov/dcs/files/DCS_Nursing_Services_Map.pdf