



Regional Service Council Minutes Region 3

Meeting Date: October 17, 2016
Meeting Location: St Joseph County Local DCS Office
300 N Michigan Street, Ste 418
South Bend, IN

Council Members Present: Jamie Pippin, Regional Manager DCS; Michael Carroll, Director Marshall County DCS; Erin Shidler, Director Kosciusko County DCS; Bill Horton, Division Manager St. Joseph County DCS; Wendy Disher-Taljaard, Director Elkhart County DCS.

Council Members Absent: Judge David Cates, Kosciusko County Superior Court; Judge Curtis Palmer; Magistrate Deborah Domine.

Others In Attendance: Paige Hamilton, SCAN; Janet Rathberger, DCS; Dion Smith, DCS Regional Service Coordinator; Leah Plank, CAPS; Debbie Branfield, Crossroad; Kiana Jackson, YSB; Richard Troyer, Lifeline; LaShaunda Parker, Lifeline; Libby Martin, Lutheran Social Services; Kelly Sanford, YWCANCIN; Kecia Blakely, Lifeline; Linda Gray, PQI Team; Michelle Lemons, PQI Team; Lisa Whittaker, PQI Director; Terry Poindexter, Crossroad.

Meeting Minutes

Meeting called to order at 10:01 a.m. by Jamie Pippin, Regional Manager.

1. Welcome/Introductions of Members and Guests.
2. Approval of Minutes. Minutes of 7-18-16 reviewed. William Horton motioned approval of the minutes. Michael Carroll seconded. Vote taken. All in favor. 0 Opposed. Motion carried.
3. Quality Service Review. Jamie Pippin reviewed the QSR data with the PQI team here to add input. Pulled 24 cases, random representative sampling for all of Region 3 divided out from the four counties. Pull included; 74% CHINs, 9% IAs, 4% adoptions and assessments. All age ranges reflected. It is a review of the entire system not a reflection of the Family Case Managers. Six point rating scale, 1-3 concerted action needed and 4-6 maintain/refine. This is the 5th time that we have participated in this process. Each time the scores have been different. This QSR is a reflection of our staff which is very new, probably 50% of the staff was not here for the last QSR. We have worked hard on getting our length of stays down, we have had a lot of adoptions, and as a system we have done a very good job getting kids to permanency. We have also done well in placements, we have done a better job getting kids into kinship and relative care placing the kids where they feel comfortable. That being said, we still need foster homes.

QSR is divided into two sections. Firstly, they look at the child; is the child safe, proper home, managing the behavior of the child and also the family. Typically, we are very good throughout the State at keeping the child safe. Scored: 96%, 21 out of 22 children were scored safe. Behavior risks, scored 74%, were down a little bit due to the fact that alot of the children we are seeing have mental illnesses. That ties into the placement with behaviors so bad we have difficulty finding placements. Stability; how stable has the child been, changes in staff, provider and placement impact we scored 52%. A good portion of our staff have been here under two years. We have grown as an agency and seen staff turnover which is reflective

in our score here. Pathways to independence deals with our older youth. When our kids turn 18 or 21 years of age we make sure that we are setting them up for success. The overall child status of most cases were scored refine and maintain (78%, 3 out of 4). Out of the 22% that scored concerted action needed. No child fell into an adverse situation, just some needing a little help. Strong points in the Region indicated we have done a good job getting adoptions completed, finding appropriate placements, maintaining the physical health, learning and development of child.

Secondly, we looked at the parents. For some reason the State as a whole has struggled with the role of the father, whether or not the father is missing, incarcerated, out of the picture or has a bad relationship with mother. Our Region did do a good job engaging with fathers; having visits, communicating with them if incarcerated or if they live out of town. We need to improve in the role and voice of the father. We have the staff and the desire to improve but need to provide staff with training in this area. In team formation we have always done well. Team functioning needs improvement with the communication piece. This is a training issue on the systems part. Assessing and understanding parents, we are really good at fixing the concrete issues and making the child safe, we struggle with defining the underlining issues. Again, going back to the newness of the staff we need to give them the education/training and experience to be successful. We have looked at turnover throughout the State. Region 3 is at a 10% staff turnover rate, lowest in the State in terms of case management. DCS is a stressful and hard job to have. Our management staff does a really good job in hiring good people and training them to do a good job.

Overall scores were down compared to last QSR. We have seen changes in staff with a 50% turnover in staff, and a lot of management changes. Looking at where we are at now, in two years if we stay the course with the 10% turnover rate we will have improved scoring.

4. Service Update. Dion Smith, Regional Service Coordinator, CAC contracts are active. We are having a very hard time placing children throughout the State. If service providers have an idea of how we can work with these hard to place children please let us know. This is an area that we are struggling with.

5. Community Partners Update. Paige Hamilton, Program Administrator, Community Partners August budget reviewed, \$171,167. Referrals reviewed, 137 enrolled CTD. More services accepted this year on the referrals you are making compared to last year. Served 516 total individuals so far this contract year. Would like to get more referrals from Marshall County. Local Prevention Dollars bumped up in August from schools.

6. County Updates.

Elkhart – Wendy Disher-Taljaard, Director, assessment numbers are out of control, we have four new FCMs in cohort with two more positions to fill. Supervisor position open. Keyless entry installed. Kosciusko – Erin Shidler, Director, trying to keep up with assessments. The new office space has doubled the size of office.

Marshall – Michael Carroll, Director, busy with assessments, seeing an increase in domestic violence which is difficult for staff to develop those cases. Regional Nurse has been in training staff. Keyless entry installed for building.

St. Joseph – Bill Horton, Division Manager, meeting with the social workers in the South Bend School System. Worker Appreciation Day at end of the month. Hired three FCMs to increase teams. Having difficulty placing children, if anyone would like to be a foster parent please call our office.

Regional – Jamie Pippin, Regional Manager, the election has created some chaos, DCS continues to be committed to keeping kids safe. When we meet again the new Governor should be in place and things should settle down.

Michael Carroll motioned to adjourn. Meeting adjourned 10:32 a.m.

Next RSC meeting is Monday January 23rd, 10:00a.m., Joy Rose Center, CAPS, 1000 W Hively Avenue, Elkhart, IN.