

**REPORT TO THE TWENTY-FOURTH HAWAII STATE
LEGISLATURE 2007**

**IN ACCORDANCE WITH THE PROVISIONS OF ACT 160,
SECTION 4. (39), SECTION 38.1, SESSION LAWS OF HAWAII
(SLH) 2007**

**DEPARTMENT OF HUMAN SERVICES
SOCIAL SERVICES DIVISION
DECEMBER 2006**

REPORT ON ACT 160, SECTION 4. (39), SECTION 38.1, RELATING TO THE STATE BUDGET, SESSION LAWS HAWAII (SLH) 2006

Act 160, Section 4. (39), Section 38.1, SLH 2006, provided an appropriation of \$9,850,000 in federal funds for fiscal year 2006-2007, to the Department's Social Services Division, Child Welfare Services program (CWS), HMS 301, to accomplish the required outcomes of the federally mandated Child and Family Services Review, Program Improvement Plan (PIP). Budget proviso section 38.1 also requires the Department to prepare a report to include: 1) the child and family services report; 2) the number of children aided by the services provided by this funding; 3) the caseload per employee; 4) the status of any court mandates that the child welfare services is subject to; and 5) the progress being made towards reaching the PIP goals.

1) Child and Family Services Review Report:

The final Child and Family Services Review, Program Improvement Plan (PIP) report submitted to the U.S. Department of Social Services and Health, Administration for Children and Families is attached hereto.

2) Number of children aided by the services provided by this funding:

Services were provided to approximately 8,741 children and their families during FY 06. (Source HMS 301 Variance Report, No. of Children provided CWS services)

3) Caseload per Employee:

The average statewide caseload per CWS social worker has decreased from 24 cases or families in February 2004 to 18 cases or families in October 2006. This exceeds our commitment to lower average caseload to 20 cases or families per CWS social worker.

Based on Departmental data, and the caseload computation the Department developed in 1996, in collaboration with the Child Welfare League of America (CWLA), the average caseload by worker type has experienced the following decreases since February 2004.

	CWLA Recommended Caseload by Worker Type	2/13/2004 Average Caseload by Worker Type	4/10/2006 Average Caseload by Worker Type	10/17/2006 Average Caseload by Worker Type
Intake	N/A	N/A	N/A	N/A
Assessment/ Investigation	12	25	21	17
Case Management, including Permanency Social Workers	17	23	21	18
Adoption (counted by child)	15	59	57	49
Average Caseload	15	24	22	18

4) Status of court mandates

The Department is not subject to any court mandates.

5) Progress being made toward reaching the PIP goals:

The final Child and Family Services Review, Program Improvement Plan (PIP) report and "Mahalo" PowerPoint presentation made to CWS staff to thank them for their success in accomplishing the PIP goals is attached to this report.

HAWAII PROGRAM IMPROVEMENT PLAN (PIP) Final Report

Date of Plan: July 1, 2004-June 30, 2006

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Key Areas Needing Improvement from the Federal Child and Family Services Review (CFSR):

- Timely response to reports
- Actions to address the risk of harm to children
- Involvement of the family and child in case planning
- Less re-entry into foster care and more stability in foster placements
- Face-to-face contacts with children, parents and foster parents
- Quality assurance monitoring and continuous system improvement

PIP Priorities:

- Ensure child safety by a timely response to all reports of child abuse and neglect accepted for investigation by Child Welfare Services (CWS).
- Conduct ongoing safety, risk and needs assessments on all children and families in cases active with CWS.
- Ensure that every family and every child are actively involved in developing their case plan.
- Ensure that every child in our care, every family and every foster family are visited at least once a month by the assigned caseworker and afforded the opportunity of a face-to-face interview in cases active with CWS.

State Overview of PIP Monitoring Function:

The State is monitoring the progress of the PIP in several different ways:

- Reviewing of the National Standards for permanency and safety,
- Conducting random Quality Case Reviews quarterly in selected sites,
- Completing Supervisory Reviews of selected cases,
- Tracking completion of PIP work plan benchmarks and
- Receiving feedback from the community and staff on PIP initiatives.

State Overview of PIP Progress:

Hawaii has demonstrated significant and credible progress toward achieving our goals during the two years of the PIP. We have successfully completed all negotiated goals, action steps and benchmarks. We are now working toward the achievement of two national standards within the year following the PIP to avoid financial penalties. Clearly, the combined efforts of the agency, the Legislature, and our community partners and stakeholders in developing and implementing what can only be called a complete overhaul of our CWS system, amply demonstrates the ability and commitment of our CWS staff, Federal partners, community stakeholders, service providers, Courts, the Lingle-Aiona Administration, the Legislature, and others who have stepped forward to assist us in our efforts.

Maintenance of Progress:

Maintaining the many initiatives in the PIP is crucial for the next State fiscal years to prepare for Hawaii's upcoming CFSR review, scheduled for 2009. It is essential that we sustain the progress we made during the first two years of the PIP - this is the expectation of the Federal Administration for Children and Families.

Services and staffing provided by the Legislature through the innovative use of TANF funding has proven to be the keystone of our effort. These funds allowed us to improve and implement services that benefited our children, families, and communities and significantly and positively impacted the workload of the CWS workers for the first time in over 13 years. Without the added resources, it would not have been possible to successfully implement innovative programs such as the Voluntary Case Management Programs, the enhancements to the Family Strengthening Services and Comprehensive Programs, the increase in Ohana Conferencing availability, and other services and programs that made possible our successful completion of the PIP. We will continue to work with the Administration and the Legislature and ask for their continued support to ensure that sufficient resources are available to sustain our progress and to prepare for the next Hawaii CFSR review, scheduled for 2009.

State overview of Staffing Changes that Impact PIP:

- The State has been extremely fortunate that during the PIP there were no staffing changes in personnel, both internal and external, who were essential to ensure effective PIP operations. Without the commitment, dedication, and competency of the CWS staff and others, we would not have made the progress we have demonstrated during the PIP.
- Part of our success is attributable to the infusion of 53 social worker and paraprofessional staff during the PIP. These positions have greatly enhanced our ability to successfully meet, or exceed the Federal CFSR and Hawaii PIP

requirements. In the biennium budget for FY07-09, we are requesting conversion of these PIP positions from temporary to permanent positions, which we believe will help us recruit and retain trained, competent CWS staff.

PIP Renegotiation:

Although the 19 items needing improvement in the negotiated Program Improvement Plan (PIP) have been included in this report, the seven items (indicated by an *) were negotiated at the end of the first year of the State's PIP with our Federal partners for Hawaii to continue to monitor in the PIP. The items that Hawaii was required to continue to monitor and report progress in the PIP included the following item #'s: **(1), (4), (7), (17), (18), (19) and (23)**. The goals for the seven items remaining for monitoring and reporting were renegotiated resulting in achievement of the goals for strengths in all of the items in Hawaii's PIP.

There was also a subsequent renegotiation to adjust the Hawaii baseline that is used to measure goal achievement from the baseline extracted from the results of the 2003 CFSR to baselines that reflect baseline data obtained during Hawaii's review of cases during the first year of the PIP.

During the PIP, in collaboration with our Federal partners, we also renegotiated requirements that could not be adequately or completely implemented, evaluated or monitored during the PIP. These requirements included evaluation of the Differential Response System, monitoring the effectiveness of PIP initiatives and making changes as needed. Examples of collaboration and plans to strengthen these requirements were included in the Hawaii Child and Family Services Plan (CFSP), which spans five years. The Department has not been released from the requirements and will be required to report on our progress toward accomplishment of the requirements in our Annual Report to the Administration for Children and Families.

Safety Outcome 1: Protection from Child Abuse and Neglect

Item 1: Timeliness initiating investigation of reports of child maltreatment*

State's PROGRAM IMPROVEMENT PLAN Goal: 56.6%
 Highest Level of Achievement: 58.5%

Achieved and exceeded goal during the second year.

Baseline	Quarter 5 Date: 9/05	Quarter 6 Date: 11/05	Quarter 7 Date: 3/06	Quarter 8 Date: 5/06
52.6%	50.0%	54.8%	55.1%	58.5%

* This item was monitored during the second year of the PIP to ensure that Hawaii continued to meet or exceed the goal.

Item 2: Repeat maltreatment

State's PROGRAM IMPROVEMENT PLAN Goal: 85.0%

Baseline: 94.0%

Highest Level of Achievement: 98.0%

Exceeded the goal the first year of the PIP. Hawaii also exceeded the Federal standard for this CFSR (90%) and the upcoming CFSR (95%).

**National Standard – Incidence of CA/N in Foster Care (0.57% or less)
+State's PROGRAM IMPROVEMENT PLAN Goal: 0.95%**

Baseline	Quarter 1 Date: 7/1/04- 9/30/04	Quarter 2 Date: 10/1/04- 12/31/04	Quarter 3 Date: 1/1/05- 3/31/05	Quarter 4 Date: 4/1/05- 6/30/05
1.31%	0.10%	0.44%	0.20%	0.20%

Baseline	Quarter 5 Date: 7/1/05- 9/30/05	Quarter 6 Date: 10/1/05- 12/31/05	Quarter 7 Date: 1/1/06- 3/31/06	Quarter 8 Date: 4/1/06- 6/30/06
1.31%	0.40%	0.50%	0.20%	0.10%

+ Hawaii has exceeded the final PIP goal and met this national safety standard for the entire PIP.

* This item was monitored during the second year of the PIP to ensure that Hawaii continued to meet or exceed the goal.

Safety 1 goals or action steps that have been achieved:

- Implemented intake, safety and risk assessment tools, instructions, and training.
- Implemented expansion and enhancement of existing Differential Response Services.
- Established Crisis Response Teams.
- Implemented case management services to voluntary cases.
- Met national standard for reducing maltreatment in foster care.
- Decreased average statewide CWS worker caseload from 24 families to 18 families. (Based on point in time analysis of caseloads conducted on February 13, 2004 and October 17, 2006).
- In 2006, referred over 700 families to Voluntary Case Management (VCM) and over 1,300 families to Family Strengthening Services statewide. Of the VCM referrals, only 17% were returned to CWS due to safety or high risk concerns or non-compliance. Most of the families who were referred to these programs voluntarily participated in services.

Safety Outcome 2: Children Safely Maintained in Their Homes

Item 3: Services to family to protect child(ren) in home and prevent removal.

This was found to be a strength for the State during the CFSR and was not addressed in Hawaii's PIP.

Item 4: Risk of harm to child(ren)*

State's PROGRAM IMPROVEMENT PLAN Goal: 82.7%

Highest Level of Achievement: 84.6%

Achieved and exceeded the goal the second year.

Baseline	Quarter 5 Date: 9/05	Quarter 6 Date: 11/05	Quarter 7 Date: 3/06	Quarter 8 Date: 5/06
78.7%	84.6%	82.3%	80.4%	83.2%

* This item was monitored during the second year of the PIP to ensure that Hawaii continued to meet or exceed the goal.

Safety 2 goals or action steps that have been achieved:

- Encouraged staff to ensure data is entered correctly into the Department's Child Protective Services System (CPSS) database.
- Worked together with Court Improvement Program (CIP) to ensure that CWS workers would file petitions based on their assessment of the safety and risk to the child rather than their expectation of the outcome of a Family Court hearing.

Permanency Outcome 1: Permanency and Stability in Living Arrangements

Item 5: Foster care re-entries

State's PROGRAM IMPROVEMENT PLAN Goal: 72.0%

Baseline: 70.0%

Highest Level of Achievement: 100.0% (based on the results of the Quality Case Reviews)

Not required to report second year since exceeded the goal the first year of the PIP. Hawaii also exceeded the Federal standard for this CFSR (90%) and the upcoming CFSR (95%).

Re-entry of children into foster care was one of the 19 (out of 23 total reviewed) items that Hawaii addressed as part of the PIP. It was measured through a review of randomly selected foster care cases reviewed by State and community stakeholders to determine the percentage of those exhibiting strengths and those needing improvement on a quarterly basis. (The period under review for these cases was the first day of the sampling period used to select on-site cases for review through the actual review date.) The example cited that the State achieved 100% was in April 2005

which had a total of 11 cases of re-entry into foster care which were all strengths resulting in 100% strengths in the four review sites.

**National Standard – Foster care re-entries (8.6% or less)++
State’s PROGRAM IMPROVEMENT PLAN Goal: 8.8%**

Baseline	Quarter 1 Date: 7/1/04-9/30/04	Quarter 2 Date: 10/1/04 - 12/31/04	Quarter 3 Date: 1/1/05-3/31/05	Quarter 4 Date: 4/1/05-6/30/05
10.6%	11.3%	11.2%	10.1%	12.8%

Baseline	Quarter 5 Date: 7/1/05-9/30/05	Quarter 6 Date: 10/1/05 - 12/31/05	Quarter 7 Date: 1/1/06-3/31/06	Quarter 8 Date: 4/1/06 - 6/30/06
10.6%	11.1%	11.7%	12.8%	11.4%

++ Hawaii only fell below the baseline of 10.6% one quarter during the PIP. The State will continue to monitor the progress toward meeting the goal during Federal Fiscal Year 2007 (October 1, 2006-June 30, 2007) as well as to conduct further analyses.

(Measurement of the State's movement toward achieving the National Standard of 8.6% or fewer foster care re-entries answered the question: "Of all children who entered care during the year, what percentage re-entered foster care within 12 months of a prior foster care episode?" This data was collected and calculated quarterly and annually on a statewide basis for each of the two years of the PIP.)

Item 6: Stability of foster care placement

State’s PROGRAM IMPROVEMENT PLAN Goal: 79%

Baseline: 77.0%

Highest Level of Achievement: 81.3%

Not required to report second year since exceeded goal first year of the PIP. Hawaii addressed this as part of the PIP during the first year. It was measured through a review of randomly selected foster care cases reviewed by State and community stakeholders to determine the percentage of those exhibiting strengths and those needing improvement on a quarterly basis. (The period under review for these cases was the first day of the sampling period used to select on-site cases for review through the actual review date.) The example cited that the State achieved 83.3% strengths was in January 2005 which had a total of 26 strengths and 6 areas needing improvement in cases reviewed regarding stability in foster care in the 4 review sites.

**National Standard – Stability of foster care placement (86.7% or more)
 +++State’s PROGRAM IMPROVEMENT PLAN Goal: 86.48%**

Baseline	Quarter 1 Date: 7/1/04-9/30/04	Quarter 2 Date: 10/1/04-12/31/04	Quarter 3 Date: 1/1/05-3/31/05	Quarter 4 Date: 4/1/05-6/30/05
84.5%	85.1%	85.0%	85.6%	85.6%

Baseline	Quarter 5 Date: 7/1/05-9/30/05	Quarter 6 Date: 10/1/05-12/31/05	Quarter 7 Date: 1/1/06-3/31/06	Quarter 8 Date: 4/1/06-6/30/06
84.5%	84.2%	83.8%	83.0%	82.2%

+++ Hawaii moved toward meeting the national standard for stability of foster care by exceeding our baseline for the first five quarters of the PIP. The State will continue to monitor the progress toward meeting the goal during Federal Fiscal Year 2007 (October 1, 2006-June 30, 2007), as well as to conduct further analyses.

(Measurement of the State's movement toward achieving the National Standard of 86.7% or more with fewer foster care placement changes, which has been referred to as stability, answered the question: "Of all children served who have been in foster care less than 12 months from the time of the latest removal from home, what percentage have had no more than two placement settings?") This data was collected and calculated quarterly and annually on a statewide basis for each of the two years of the PIP.)

Item 7: Permanency goal for the child*

State’s PROGRAM IMPROVEMENT PLAN Goal: 67.3%

Highest Level of Achievement: 78.1%

Achieved and exceeded the goal the second year of the PIP.

Baseline	Quarter 5 Date: 9/05	Quarter 6 Date: 11/06	Quarter 7 Date: 3/06	Quarter 8 Date: 5/06
63.3%	70.9%	70.5%	78.1	68.0%

* This item was monitored during the second year of the PIP to ensure that Hawaii continued to meet or exceed the goal.

Item 8: Reunification, guardianship or permanent placement with relative
State's PROGRAM IMPROVEMENT PLAN Goal: 64.0%
Baseline: 60.0%
Highest Level of Achievement: 77.3%

Achieved and exceeded the goal the first year of the PIP.

* This item was monitored during the second year of the PIP to ensure that Hawaii continued to meet or exceed the goal.

National Standard – Length of time to achieve reunification (76.2% or more)

Hawaii was not required to include this National Standard in the PIP since the standard was found to be met during the 2003 Child and Family Services Review (CFSR).

Item 9: Adoption

State's PROGRAM IMPROVEMENT PLAN Goal: 69.0%
Baseline: 67.0%
Highest Level of Achievement: 71.4%

Achieved and exceeded the PIP goal the first year of the PIP.

* This item was monitored during the second year of the PIP to ensure that Hawaii continued to meet or exceed the goal.

National Standard – Length of time to achieve adoption (32% or more)

Hawaii was not required to include this National Standard in the PIP since the standard was found to be met during the 2003 Child and Family Services Review (CFSR).

Item 10: Permanency goal of other planned permanent living arrangements

This goal was not required to be monitored in the PIP during the second year.

Permanency 1 goals or action steps that have been achieved:

- Increased worker contact to be inclusive in case planning, to better support the foster/adoptive families, to expedite movement towards permanency, etc.
- Increased the utilization of Ohana Conferencing from a baseline of 735 in State Fiscal Year (SFY) 2004 to 1,445 in SFY 2006.
- Implemented Ohana Outreach statewide.
- Implemented Project E Ho'olokahi a Malama ka Ohana in the First Circuit courtrooms that hear Chapter 587 cases.
- Trained new hire child welfare staff, including Voluntary Case Management staff, in Ohana Conferencing.
- Established Ohana Conferencing procedures for utilization of services prior to reunification for voluntary foster custody cases.

- Issued Policy Announcement (PA 2005-1) directive for staff to provide access to Ohana Conferencing at the request of any party.
- Began work through EPIC with the Family Strengthening and Support Services (FSSS) providers to identify protocols for providing Ohana conferences for families participating in their programs.
- Began work with the FSSS providers to identify protocols for providing Ohana Conferences for families participating in their programs. EPIC is also working with some of the Blueprint for Change's, Neighborhood Places programs to initiate conferencing for identified families.
- Collaborated with EPIC to develop a support service to help find family members who may be willing to provide foster care for children in emergency shelters, newborn babies at hospitals and children from birth to age five who are in general licensed foster homes.
- Issued a Policy Announcement (PA 2005-5) directive to affirm Child Welfare Services Branch's policy to seek and assess relatives or kin as foster, adoptive, and/or permanent placement resources for the foster children.
- Improved communication systems to disseminate information to foster/ adoptive parents through various efforts (website enhancements, training committees, trainings, Child Welfare Services guide, Ohana Conferencing, Kokua Ohana, and changes to our confidentiality rule and clarification to staff on information to be provided to foster parents and other parties and providers in CWS cases.)
- Contracted and implemented statewide expansion of child-specific trainings in collaboration with the Hawaii Foster Parent Association in 2005.
- In 2006 the Child Welfare Services Branch (CWSB) finalized procurement and awarded a contract for "A Statewide, All-Inclusive, Integrated and Collaborative Initiative for the Identification, Recruitment, Screening, Training, Ongoing Support and Retention of Resource Families." A lead/prime contractor and multiple subcontractors will coordinate comprehensive strategies and services to more effectively recruit, train and provide on-going support for both child-specific and general licensed foster families.
- Expanded community and State training through partnering with National Resource Centers (NRC's), e.g., National Resource Center for Special Needs Adoption; National Resource Center for Family-Centered Practice and Permanency Planning; National Resource Center for Child Protection, and AdoptUsKids.
- Developed and implemented a Feedback Process from Foster/Adoptive Parents.
- Increased Service Array through Purchase of Services such as Comprehensive Counseling and Support Services, continuation of Title IV-B-2 Post Permanency Services and community services.
- Improved stability of placements through implementation of a multi-level review process (supervisory and quarterly case reviews and the Continuous Quality Improvement Council); increased worker contact; improved access to mental health services; new initiatives to improve support and trainings for

foster parents; multiple trainings for staff and supervisors in engaging and partnering with families, etc.

- Developed initiatives such as Partners in Development Foundation-Kokua Ohana and HOPE Inc. to enlist new partners to help support the foster families and sustain placements.
- Established a process for discussing Concurrent Permanency Planning with Family Court to review issues such as Adoption and Safe Family ASFA timelines, hearing continuances, appellate process, court documents, etc.
- Issued revised Concurrent Permanency Planning procedures to DHS staff and shared with community partners, including Family Court, Hawaii Foster Youth Coalition (HFYC), and the Hawaii Foster Parents Association (HFPA).
- Issued revised Independent Living Services to DHS staff and shared with community partners including Family Court, HFYC, and HFPA, purchase of services independent living program (ILP) services providers.
- Initiated direct mailings to youth in foster care age 14 years or older:
 - March 2006: HFYC calendar, overview of independent living services (ILP service providers, higher education board allowance, Educational Training Vouchers (ETV) and continuing medical coverage);
 - July 2006: HFYC newsletter, and ETV guidelines and application to youth receiving higher education benefits.
- Established an ILP web page on the Department's website. Web page information shared with community stakeholders.
- Continued support of Hawaii Foster Youth Coalition (HFYC) outreach, Independent Living Program (ILP) conference, participation and presentation in training.

Permanency Outcome 2: Preservation of Family Relationships and Connections

Item 11: Proximity of foster care placement

This was found to be a strength for the State during the 2003 CFSSR and was not addressed in the PIP.

Item 12: Placement with siblings

This was been found to be a strength for the State during the 2003 CFSSR and was not addressed in the PIP.

Item 13: Visiting with parents and siblings in foster care

State's PROGRAM IMPROVEMENT PLAN Goal: 65.0%

Baseline: 61.0%

Highest Level of Achievement: 74.2%

Achieved and exceeded the PIP goal the first year of the PIP.

* This item was monitored during the second year of the PIP to ensure that Hawaii continued to meet or exceed the goal.

Item 14: Preserving connections

State's PROGRAM IMPROVEMENT PLAN Goal: 84.0%

Baseline: 81.0%

Highest Level of Achievement: 87.9%

Achieved and exceeded the PIP goal the first year of the PIP.

* This item was monitored during the second year of the PIP to ensure that Hawaii continued to meet or exceed the goal.

Item 15: Relative placement

State's PROGRAM IMPROVEMENT PLAN Goal: 83.0%

Baseline: 81.0%

Highest Level of Achievement: 93.9%

Achieved and exceeded the PIP goal the first year of the PIP.

Exceeded the Federal standard level of 90% for the period covered under this PIP.

* This item was monitored during the second year of the PIP to ensure that Hawaii continued to meet or exceed the goal.

Item 16: Child in care/relationship with parents

Achieved and exceeded the PIP goal the first year of the PIP.

* This item was monitored during the second year of the PIP to ensure that Hawaii continued to meet or exceed the goal.

Permanency 2 goals or action steps that have been achieved:

- Implemented Ohana Outreach statewide. In State Fiscal Years 2005 and 2006, there were 68 Outreach meetings.
- Trained new hire child welfare staff in Ohana Conferencing to increase the use of Ohana conferencing statewide.
- Began representation to the court improvement advisory committee to review permanency issues, relative placements, court documents, etc.
- Developed a multi-level review process: supervisory reviews & quarterly case reviews to increase relative placements, visitations, concurrent planning and permanency, etc.
- Issued a Policy Announcement (PA 2005-5) directive for staff to support, strengthen, and maintain family connections through kinship placement of children and provided multiple trainings to staff and community (CWLA, NRC's, etc.)
- Developed and implemented Policy Announcement (PA-2005-6) directing staff to maintain and enhance family connections for children under voluntary, court-ordered, and permanent custody of DHS.
- Increased visitation with parents and siblings through requirements in case planning, including documentation.

Well-Being Outcome 1: Families with Enhanced Capacity to Provide for Children's Needs

Item 17: Needs and services of child, parents, foster parents*

State's PROGRAM IMPROVEMENT PLAN Goal: 54.0%

Highest Level of Achievement: 62.3% during second year.

Achieved and exceeded the PIP goal the first year of the PIP.

Baseline	Quarter 5 Date: 9/05	Quarter 6 Date: 11/05	Quarter 7 Date: 3/06	Quarter 8 Date: 5/06
50%	58.5%	62.3%	57.7%	57.2%

* This item was monitored during the second year of the PIP to ensure that Hawaii continued to meet or exceed the goal.

Item 18: Child and family involvement in case planning*

State's PROGRAM IMPROVEMENT PLAN Goal: 50.5%

Highest Level of Achievement: 70.0%

Achieved and exceeded the PIP goal the first year of the PIP.

Baseline	Quarter 5 Date: 9/05	Quarter 6 Date: 11/05	Quarter 7 Date: 3/06	Quarter 8 Date: 5/06
46.5%	62.7%	70.0%	58.9%	61.5%

* This item was monitored during the second year of the PIP to ensure that Hawaii continued to meet or exceed the goal.

Item 19: Worker visits with child*

State's PROGRAM IMPROVEMENT PLAN Goal: 51.6%

Highest Level of Achievement: 52.8% during second year of PIP

Achieved and exceeded the PIP goal the second year of the PIP.

Baseline	Quarter 5 Date: 9/05	Quarter 6 Date: 11/05	Quarter 7 Date: 3/06	Quarter 8 Date: 5/06
47.6%	50.0%	52.8%	48.8%	51.0%

* This item was monitored during the second year of the PIP to ensure that Hawaii continued to meet or exceed the goal.

Item 20: Worker visits with parent(s)

State's PROGRAM IMPROVEMENT PLAN Goal: 41.0%

Baseline: 35.0%

Highest Level of Achievement: 60.0%

Achieved and exceeded the PIP goal the first year of the PIP.

* This item was monitored during the second year of the PIP to ensure that Hawaii continued to meet or exceed the goal.

Well-Being 1 goals or action steps that have been achieved:

- Developed draft Service and Treatment Record Treatment Guide.
- Held statewide community meetings which reinforced the Department's position that family involvement in assessment and case planning is essential and at least monthly visits by the worker with parents, children and foster parents are expectations.
- Held staff briefings statewide that emphasized the importance of workers visiting children, parents and foster parents.
- Developed a Child Protective Services System (CPSS) screen, which will allow the CWS workers to document their visits.
- Modified the Child Protective Services System (CPSS) to require input in existing data fields and created new summary functions that enabled the capture and summary retrieval of information relating to worker visits without additional work for the user.
- Issued an Internal Communication Form (ICF) directing staff to include caregivers in case planning and review hearings.
- Increased efforts to appropriately include caregivers in case planning.
- Initiated collaboration with the National Resource Center (NRC) for Family Centered Practice and Permanency Planning, began revision of procedures and held statewide workshops to emphasize the importance of family connections. Ongoing collaboration continues with participation of external stakeholders such as the Family Court, Children's Justice Center and HFPA.

Well-Being Outcome 2: Educational Needs

Item 21: Educational needs of the child

This was a strength for the State during the PIP and was not addressed in the PIP.

Well-Being Outcome 3: Physical, Medical and Mental Health Needs

Item 22: Physical health of the child

This item was not required to be monitored and reported in the second year of the PIP.

Item 23: Mental health of the child*

State's PROGRAM IMPROVEMENT PLAN Goal: 45.2%
Highest Level of Achievement: 54.5%

Achieved and exceeded the PIP goal the first year of the PIP.

Baseline	Quarter 5 Date: 9/05	Quarter 6 Date: 11/05	Quarter 7 Date: 3/06	Quarter 8 Date: 5/06
41.2%	48.4%	53.6%	54.1%	54.5%

* This item was monitored during the second year of the PIP to ensure that Hawaii continued to meet or exceed the goal.

Well-Being 3 goals or action steps that have been achieved:

- Established collaboration by Social Services Division (SSD), Med Quest Division (MQD) and Benefit, Employment and Support Services Division (BESSD) to identify issues to be addressed to improve foster children’s access to medical services.
- Revised MQD procedures to promote improved foster children’s access to medical services.
- Increased coordination efforts with the Department’s MQD to address issues with access to Early Periodic Screening Diagnosis and Treatment (EPSDT) and other medical and mental health and developmental testing services for CWS children. (Developed and disseminated EPSDT Request Form to CWS staff to give to foster parents.)
- Coordinated with health plans’ EPSDT coordinators to contact health plan physicians who say that they are not familiar with EPSDT.
- Collaborated with Hawaii Foster Parents Association to include an article on EPSDT in the Hawaii Foster Parent Association's February 2006 newsletter.
- Disseminated brochures on EPSDT to foster parents and other attendees at the annual fall 2005 Foster Parents Conference.
- Promoted meeting children’s dental needs through informing CWS staff on how to access dental care for CWS children. (Over 800 brochures on accessing dental care have been distributed to CWS sections statewide. CWS sections have been informed about the availability of in-service trainings by the MQD contracted company that facilitates obtaining dental care for QUEST and other Medicaid covered children.)
- Promoted documenting updated medical and dental information of children with open cases and sharing information with foster parents through issuance of an Internal Communications Form (ICF) and reinforcing the policy in training.
- Funded and implemented the Kapiolani Medical Center CARE (Child at Risk Evaluation) program.
- Strengthened coordination with Department of Health-Children and Adolescents Mental Health Division (DOH-CAMHD).
- DOH-CAMHD developed data capturing methodology on Support for Emotional and Behavioral Development (SEBD) referrals for CWS involved children.

- Expedited SEBD determinations through DOH-CAMHD and DHS-CWS collaboration to provide training to CWS staff who were certified to administer the Child and Adolescent Functioning Assessment Scale (CAFAS) which is required for SEBD determinations.
- Collaboration between CWS Section Administrators and Department of Health (DOH) Family Guidance Center Branch Chiefs on a quarterly basis or more frequently as needed to discuss children for whom there are difficulties in completing the SEBD determination to expedite the determinations and service access for CWS children.
- Collaborated with DOH-CAMHD in developing a Memorandum of Agreement to provide DHS-CWS monies to obtain psychological evaluations for children being referred for SEBD DOH-CAMHD, which now accepts CWS children for emergency placement into therapeutic foster homes, pending SEBD determination.
- Began participating with Statewide Interagency Quality Assurance Committee in March 2005. DOH, Department of Education (DOE), and DHS representatives are on this Committee. The purpose of the Committee is to identify and address systemic problems affecting the children serviced by these Departments. Representatives from the Department of Health's Alcohol and Drug Addiction Division (ADAD) and Family Court joined the committee in SFY 2006.
- Collaborated with DOH-CAHMD to provide improved access to mental health services and Medicaid to provide services to families who adopt the "waiting children" whose parental rights have been terminated and there is no available permanent home.
- Continued collaboration (intra- and inter-departmental) to increase other possibilities, such as working with DOH-DD to help with recruitment and retention for Children with Mental Retardation and Autism
- Collaborated with the Department of Health (DOH) to implement the Enhanced Healthy Start Program, which was implemented initially on the Island of Hawaii in November 2004 and statewide in November 2005.
- Collaborated with the DOH to make referrals to either public health nurses, Enhanced Healthy Start or DOH Early Intervention for developmental testing on young children once deemed to be needed by physicians under EPSDT.

Systemic Factors

(1) Statewide Information System

This has been found to be a strength for the State and was not addressed in the PIP.

(2) Case Review System

Goals/action steps that have been achieved:

- Developed a draft service record that will be used with clients to plan, schedule and track services.

(3) Quality Assurance System

Goals/action steps that have been achieved:

- Developed supervisory review tool and procedures for case reviews.
 - Revisions to the tool are being considered to meet the needs of supervisors.
- Implemented the supervisory case review process statewide.
 - Conducted monthly reviews by all supervisors
 - Provided quarterly review findings to supervisors and Section Administrators to monitor and improve practice.
 - Continued to modify review process in an effort to improve data collection and analysis for management.
- Developed and implemented a comprehensive quality case review process utilizing the Federal Child and Family Services Review (CFSR) Instrument, training curriculum, random sampling, community/agency team reviewers in eight selected sites to represent the State.
 - Conducted two reviews in every Section during the PIP.
 - Changes to the review process are being made to include case debriefings with workers and supervisors.
 - Increased recruitment efforts/strategies to engage community stakeholders. Received positive feedback from community stakeholders statewide regarding their involvement in the review process.
 - Developed a process to ensure accountability for and response to review findings.
 - Summarized review findings in comprehensive reports to the Sections.
 - Required an Action Plan that addresses strategies to sustain superior performance and improve areas of concern based on findings from case reviews, supervisory review data and outcomes reports. Monitored Action Plans with Statewide Continuous Quality Improvement Council.
- Conducted case reviews for Differential Response System jointly with the National Resource Center for Child Protective Services.
 - Monitored application of safety assessments and reviewed decision-making process.
 - Discussed findings with providers and CWS Section Administrators and identified training needs. Modified procedures based on review findings.
 - Conducted Random case reviews of the Voluntary Case Management cases.
 - Began development of statistical reports to review indicators of program effectiveness.

- Conducted Data Analysis Training
 - Trained Section Administrators how to analyze data from National Data Standards Outcome Reports, Supervisory Review Reports and Quality Case Review Reports in order to assess practice outcomes within their Section.
 - Ongoing training and CQI meetings are being conducted with Program Development and Section Administrators to improve CQI System.
- Instituted Statewide Continuous Quality Improvement Council consisting of community stakeholders, line staff, birth parents, foster parents and partner agencies to meet quarterly and review CQI data and recommend improvements.
- Identified additional data sources including Serious Harm, Re-Harm and Child Death Cases, Administrative Hearings, Administrative Review Panel findings and Permanent Custody child listings to be incorporated into the CQI system.

(4) Training

Goals/action steps that have been achieved:

- Developed and implemented an updated training plan for new hire staff.
- Developed, revised and trained supervisors and section administrators on the Training Practice Integration Plan (TPIP): Transfer of Learning components- 1) Review of training week between supervisor and new employee; 2) quarterly feedback between supervisor/section and Staff Development.
- Expanded new hire training to include a statewide On-the-Job Training (OJT) schedule, Part II Skill building component and 5 computer based modules.
- Established a policy work group for training during the PIP.
- Signed a Memorandum of Agreement with the University of Hawaii, School of Social Work to expand the training academy to develop training curricula, assist with agency training, coordinate field instruction and evaluate trainings.
- Established training sub-committee through the training policy committee and began to review training curricula (e.g., core and in-service for supervisors and managers, in-service for foster parents and adoptive parents and in-service for line staff) to recommend to DHS for core and in-service training.
- Searched for a Director of Training, Director of Evaluation, Field Instructor, Evaluator, and Training Coordinator under the DHS Agreement with the University of Hawaii, School of Social Work. Interviews with applicants for the five positions in the expanded training academy began by the University/DHS Academy New Positions Review Committee in August 2005 and were completed in September 2005. All staff were on board before the end of the PIP except the Training Coordinator whose position had to be re-advertised. Applications were screened and selected applicants were interviewed for the Training Coordinator. A Training Coordinator has been offered and accepted the position post PIP.

- Signed a Memorandum of Agreement with the University of Hawaii, School of Law to assist with training, evaluation/curriculum projects, and future multi-disciplinary projects. (First cohort of students began in summer 2005.)
- Provided substance abuse training through community providers. Contracted statewide expansion of child-specific trainings in collaboration with the Hawaii Foster Parent Association in 2005.
- Expanded community and State training through partnering with National Resource Centers (NRC's), e.g., The National Child Welfare Resource Center for Adoption; National Resource Center for Family-Centered Practice and Permanency Planning; National Resource Center for Child Protection; AdoptUSKids; Maui Community College; community and mainland experts; Hawaii Foster Parent Association; Hawaii Foster Youth Coalition; Hale Kipa; Hawaii Behavioral Health; Kapiolani Child Protection Center; Dr. Pablo Stewart; Ms. Emi Uyehara; Substance Abuse Free Environment (SAFE); and Bishop Blake and Michael Redden, Harvest Family Life, training and consultation regarding recruitment and retention of foster and adoptive parents through faith-based partnerships.
- Expanded funding for Foster Parent Training Committee training requests for Fiscal Years 2005-2007.
- Issued RFP and selected contractor for Trainings for licensure and for ongoing foster parent trainings.
- Developed and pilot tested supervisory curricula through the expanded Training Academy. Began scheduling of Supervisory cohorts for implementation of the training statewide in State Fiscal Year 2007.
- Developed draft training evaluation plan as part of the expanded Training Academy. Incorporated finalization of evaluation plan into the State's Child and Family Services Plan (CFSP).
- Incorporated plans to develop and implement ongoing curricula and training for managers, workers and paraprofessionals in the CFSP.
- Developed training addressing research and practice implications of kinship care through Child Welfare League of America and provided statewide training to staff and community partners at 13 sites.
- Participated with judiciary and Court Improvement Program (CIP) team on the National Judicial Leadership Summit on the Protection of Children.
- Developed a planning agreement with university partners to implement a BSW distance education program to support entry-level staff in child welfare.
- Provided initial training supporting kinship care for Section Administrators, Supervisors, Child Welfare Services Branch, Court personnel, and vendors.
- Expanded field placements for MSW students to other islands through the University of Hawaii School of Social Work (UHSSW) agreement.

(5) Service Array

Goals/action steps that have been achieved:

- Increased Family Strengthening Services from previously 3-6 weeks to now 6 months of services, with a corresponding expansion of funding from \$700,000 statewide to over \$1,000,000 per year.
- Incorporated Voluntary Case Management Services into the current comprehensive counseling contracts. These new services will be funded at over \$3,000,000 per year.
- Provided an additional \$1,000,000 per year for expanded intensive home-based, individual and family counseling, group treatment, outreach and visitation services, including transportation services for children and adults to facilitate their participation in services.
- Created the Hawaii Youth Advocacy Program at \$2,700,000 per year, to provide intensive community-based prevention services to youth at risk and their families.
- Replaced \$296,667 in Legislative Grant-in-Aid funding, for the Blueprint for Change's, Neighborhood Places to enhance diversion services.
- Substituted \$200,000 in Legislative Grants-in-Aid funding, to maintain Family Centers in Kalihi and Kaneohe.
- Provided \$85,000 in West Hawaii to encourage and support Hawaiian and faith-based recruitment of foster homes.
- Allocated \$70,000 per year in State matching funds, to enable the State to receive a \$715,536 grant from the Administration of Native American's Federal grant to encourage recruitment of faith-based and Native Hawaiian foster homes for children.
- Increased availability of substance abuse assessment and treatment services for our TANF eligible clients through collaboration with the Department's BESSD.
- Provided \$3,200,000 for Statewide enhanced Healthy Start services.

(6) Agency Responsiveness

This has been found to be a strength for the State and was not addressed in the PIP.

(7) Licensing/Recruitment

Goals/action steps that have been achieved:

- Began initial work towards the development of ongoing Foster/Adoptive Parent Training.
- Contracted statewide expansion of child-specific trainings in collaboration with the Hawaii Foster Parent Association.

- Expanded community and State training through partnering with National Resource Centers (NRC's), e.g. National Resource Center for Special Needs Adoption; National Resource Center for Family-Centered Practice and Permanency Planning; National Resource Center for Child Protection, and AdoptUsKids.
- Reinforced/clarified licensing standards with licensing sections and reinforced teamwork efforts between licensing staff and other units minimize disruptions of child-specific placements through teleconferences, meetings with Section Administrators, emails and ongoing communication to clarify issues, working with the Information and Technology offices, etc.
- Participated in AdoptUsKids Roundtables about state and national adoption recruitment and continued collaborative work (e.g. National AD Council Campaign and Faith-Based Recruitment of Foster/Adoptive Homes).
- Worked with Purchase of Service Vendor for Recruitment and Home Studies, Hawaii Behavioral Health (HBH) to develop a Comprehensive/Collaborative Recruitment Plan (HBH was the Recruitment Response Team for the AD Council Campaign, and partnered with Kokua Ohana and other agencies in Hawaiian and Faith-Based recruitment efforts, etc.).
- Accessed Federal funding for increased recruitment of Hawaiian foster and adoptive families (Administration for Native Americans awarded grant to Partners in Development Foundation – Kokua Ohana Project). Implemented targeted recruitment plan in West Hawaii with on-site consultation with AdoptUsKids, the National Child Welfare Resource Center on Adoption and Harvest Family Life Ministry on faith-based recruitment.
- Centralized targeted recruitment on Oahu through the Kokua Ohana project. Their retention efforts supported all foster families, not just their targeted population. Hawaii Behavioral Health collaborated with Kokua Ohana and other agencies on the recruitment efforts.
- Implemented other recruitment/retention initiatives, e.g. Heart Gallery Hawaii and HOPE, Inc. that focused on teens, children with significant challenges and other hard to place children in finding permanency “waiting children”.
- Provided improved access to mental health services through partnering with DOH-CAMHD and Medicaid.
- Ongoing integration (intra- and inter-departmental) continues to increase other possibilities, such as working with DOH-DD to help with recruitment and retention for Children with Mental Retardation and Autism.
- In 2006 the Child Welfare Services Branch (CWSB) finalized procurement and awarded a contract for “A Statewide, All-Inclusive, Integrated and Collaborative Initiative for the Identification, Recruitment, Screening, Training, Ongoing Support and Retention of Resource Families.” A lead/prime contractor and multiple subcontractors will coordinate comprehensive strategies and searches to more effectively recruit, train and provide on-going support for both child-specific and general licensed foster families.



State of Hawaii
Department of Human Services
Child Welfare Services Branch

Child and Family Services Review (CFSR) and
Program Improvement Plan (PIP)
July 1, 2004 – June 30, 2006

CFSR – Key Areas Needing Improvement in Hawaii

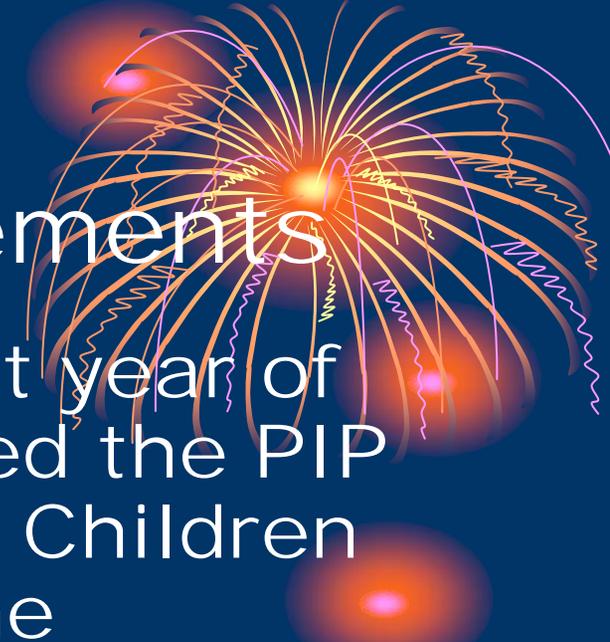


- Timely response to reports
- Action must be taken to ensure the risk of harm to children is addressed
- Involvement of the family and child in case planning
- Less re-entry into foster care and more stability in foster placements
- Face-to-face contacts with children, parents and foster parents
- Quality assurance monitoring and continuous system improvement

Child Welfare Services Branch Priorities

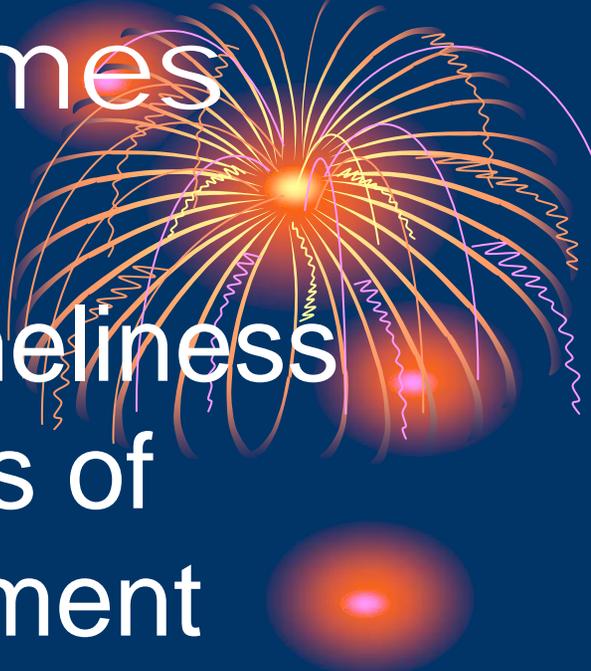
- Ensure child safety by a timely response to all reports of child abuse and neglect accepted for investigation by CWS
- Conduct ongoing safety, risk and needs assessments on all children and families in cases active with CWS
- Ensure that every family and every child are actively involved in developing their case plan
- Ensure that every child in our care, every family and every foster family are visited at least once a month by the assigned caseworker and afforded the opportunity of a face-to-face interview in cases active with CWS

Hawaii's PIP Requirements



After completion of the first year of the PIP, Hawaii renegotiated the PIP with the Administration for Children and Families to focus on the following critical areas. Hawaii is responsible for meeting the goals for the following items, the three national standards, and completion of all benchmarks in the PIP Workplan to successfully complete the PIP.

Hawaii PIP Outcomes



Item 1 - Improve the timeliness of initiating investigations of reports of child maltreatment

- Baseline – 52.6%
- PIP Goal – 56.6%
- Highest Level Achieved – 58.5%
- **Exceeded PIP Goal!**



Item 4 - Reduce the risk of harm to child(ren)

- Baseline -- 78.7%
- PIP Goal -- 82.7%
- Highest Level Achieved – 84.6%
- **Exceeded PIP Goal!**



Item 7 - Permanency goal for child(ren)

- Baseline – 63.3%
- PIP Goal - 67.3%
- Highest Level Achieved – **78.1%**
- **Exceeded PIP Goal!**



Item 17 - Assess needs and provide services to the child(ren), parent(s), and foster parents

- Baseline – 50%
- Pip Goal - 54%
- Highest Level Achieved – **62.3%**
- **Exceeded PIP Goal!**



Item 18 -Involve the child(ren) and family in case planning

- Baseline – 46.5%
- PIP Goal – 50.5%
- Highest Level Achieved – **70%**
- **Exceeded PIP Goal!**



Item 19 - Increase worker visits with child(ren)

- Baseline – 47.6%
- PIP Goal – 51.6%
- Highest Level Achieved – **52.8%**
- **Exceeded PIP Goal!**



Item 23 - Mental health of the child(ren)

- Baseline – 41.2%
- PIP Goal – 45.2%
- Highest Level Achieved – **54.5%**
- **Exceeded PIP Goal!**

PIP National Standards Based on Statewide Data



- Safety: Reduce the percentage of children maltreated in foster care
 - Met the national standard during the entire PIP (0.57% or less)

PIP National Standards Based on Statewide Data



- Permanency: Increase stability in foster care placements
 - Exceeded the State's baseline (84.5%) during the first year of the PIP.
 - Will continue to monitor this measure during State Fiscal Year 2007 (7/1/06-6/30/07) for achievement of the State's goal of 86.48% for stability (which is measured by % of children in care less than 12 months with no more than 2 placements).

PIP National Standards Based on Statewide Data



- Permanency: Reduce foster care re-entries
 - Fell below the State's baseline (10.6%) only one quarter (10.1%) during the PIP.
 - Will continue to monitor for an additional 12 months (SFY 2007) for achievement of the State's goal of 8.8% (which is measured by % of children with foster care re-entries within 12 months).

Message from the Director

Mahalo to all of you!

I cannot tell you how proud I am of all of you. You achieved the impossible. Despite many obstacles, we have met the challenges and delivered on our commitments. More importantly, we are greatly improving our services to children and families who depend on us every minute, every hour and every day. We did it! Our hard work is paying off! Congratulations!

